
User Guide

Vista BackOffice User Guide V3R1

Version: V3R1

Vista



Vista Entertainment Solutions Ltd.

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About Vista

Vista Entertainment Solutions develops software for the Cinema Exhibition industry. The **Vista** software system consists of a number of integrated products that cover almost all aspects of managing and operating cinemas. The product line is scalable so as to be suitable to exhibitors who run from one cinema to hundreds of cinemas.

The Vista **Point of Sale** and **Vista BackOffice** (base Vista) provide all Cinemas level function for Box Office and Concessions. At least one installation of Base Vista is required for all Vista customers. All other modules are optional.

The optional modules are:

- **Web Ticketing** - a customisable system that enables ticket sales on the Internet along with display of show times and movie information.
- **IVR Ticketing System**- an automated touchtone phone booking system.
- **Vista Kiosk** - a customisable ATM ticketing system that features touch screen and state of the art multimedia technology for remote ticket sales either on or off-site.
- **Call Center** - provides a central web based application for booking and selling seats across a circuit of cinemas.
- **MobilePOS** - utilises a Pocket PC based PDA's to sell tickets and concessions while connected to the Vista system via a wireless network.
- **Vista Signs** - manages configured animated messages on cinema signs including LED, TV Monitors and Plasma.
- **Vista Projection** - controls the export of cinema show-time schedules to automated projection systems.
- **Vista Air Conditioning** - provides an interface between base Vista and the air conditioning system to regulate air circulation and temperature depending on head count information stored in the Vista database.
- **HeadOffice** - provides central maintenance of key cinema data, uploading of cinema performance data to HeadOffice, a film settlements system and a business intelligence system for analysing circuit wide performance.
- **CashDesk** - a companion product for Vista BackOffice for cinemas that wish to have higher levels of cash and treasury control within the cinema.
- **Employee Scheduling** - provides a graphical employee roster system at cinema locations, along with a HeadOffice module that consolidates all roster information.
- **Film Programming and Scheduling** - a companion product to HeadOffice. It is a system for planning and booking films across a circuit from a central location. The booking system generates best fit schedules to download to the cinema.
- **Voucher Management** - a companion product to Vista HeadOffice that controls the ordering, stocking, transfer, and redemption of coupons, vouchers and passes.
- **Loyalty** - a customer relation management program for the creation, maintenance and evaluation of loyalty programs.

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Using This Guide

This guide is for users of **Vista BackOffice**. It contains a full description of how to set up, maintain and operate each of the functions within the Vista BackOffice system.

This User Guide includes a detailed explanation of:

- How to log onto BackOffice (and information about passwords).
- Cabinets (Vista's standard framework for viewing and changing data within BackOffice).
- Set up for Box Office and Concessions Items.
- Set up for Point of Sale.
- Film and Session Maintenance.
- Pricing, Discounts and Promotions Setup.
- Refunds.
- Cash Management Setup and Activities (but not including Vista's CashDesk application - please see the separate CashDesk User Guide).
- Management Inquiries and Reporting.
- User Security Setup.
- Set up for Signage (LED Displays and TV Monitors).

This User Guide also includes BackOffice maintenance options that are included with **Vista's Online Voucher Validation** application (see the Online Voucher Validation section within the Environment chapter).

Related Manuals:

There are a number of other manuals that give guidance through installing, setting up and configuring Vista BackOffice. These are:

- Installing Vista Version 3 and Configuring Vista BackOffice.
- Getting Started with Vista BackOffice.

When using **Vista's Point of Sale or CashDesk**, which works with Vista's BackOffice, it may be worth reviewing:

- Point of Sale User Guide, Cinema Operations Guide and CashDesk User Guide.

When using BackOffice with **Vista's HeadOffice** application, it may be worth reviewing:

- HeadOffice User Guide.

CHAPTER 1

Introduction to Vista BackOffice

Using Online Help

Online Help has been created and included as standard for Cinema Applications and HeadOffice Applications.

Online Help for Cinema applications includes:

- **BackOffice User Guide** (for help on each BackOffice menu option).
- **Cinema Operations Guide** (help with Cinema standard procedures) .
- **Point of Sale User Guide** (for help on using POS).
- **CashDesk User Guide** (for help on every CashDesk operation).

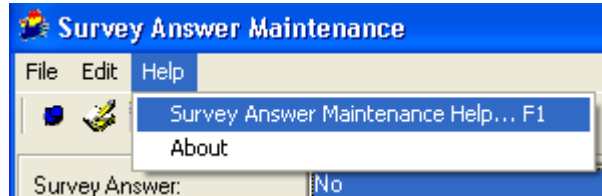
Online Help for HeadOffice applications includes:

- **HeadOffice User Guide** (for help on each HeadOffice menu option).
- **Voucher Management User Guide** (for help on each Voucher Management menu option).
- **Film Scheduling User Guide** (for help on each Film Scheduling menu option).

Accessing Online Help:

Press F1, or

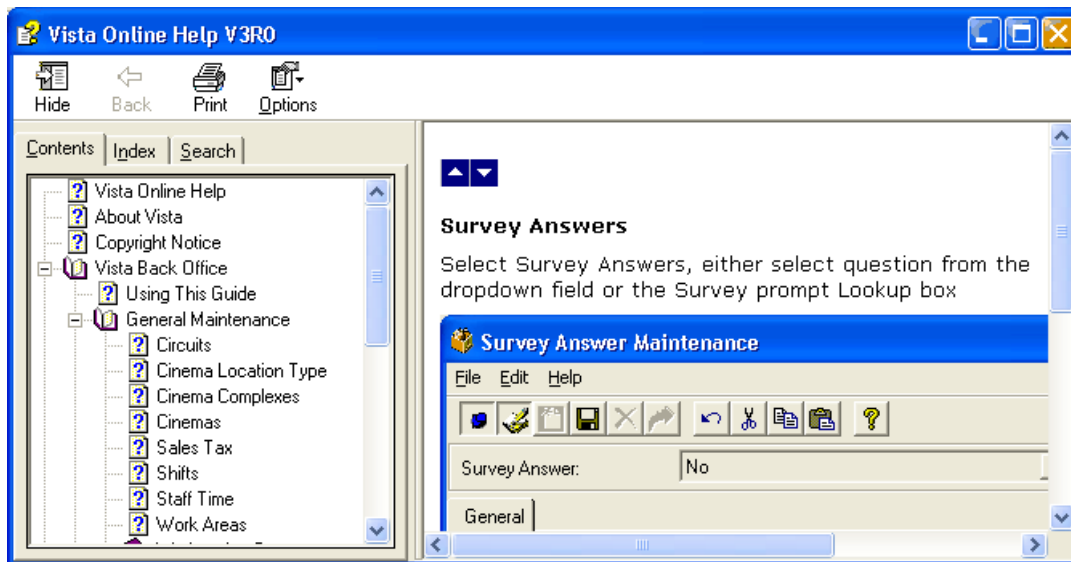
Select Help from the Help drop down menu, and select Help, as shown, or



Click on the Help icon



For example, pressing F1 from Survey Answers will display the following help topic.



From this topic you can navigate using the Contents tree to select any other help topic, or use the index tab to see a list of items, or use the search tab to search the entire online help. If the title page of help displays (i.e. no topic is opened), this means that there is currently no help for this topic. Try using the search function for further information.

Using Online Help:

Once Online Help has been accessed, a number of functions can be performed:

- **Index Tab:** The Index tab can be used to alphabetically sort all the topics within the Vista Online Help.
- **Search Tab:** Use the Search tab to obtain a list of topics for the key words that have been entered. It is possible to limit the Search feature by ticking the boxes to search previous results, match similar words, and search titles only.
- **Print Button:** Select the Print button to print the current topic.

Logging On

Logging onto BackOffice:

After choosing the BackOffice icon, the BackOffice logon form displays. Either enter the assigned User Name and password, or if no user name/password is available, then enter User ID and PIN number. Once successfully logged on the BackOffice menu will display.

Password/PIN Checking:

Password/PIN is checked to see if it is about to expire or has expired (as defined by the number of days on the system setting). If password/PIN is within the expiry warning period, a prompt will appear to change the password now, or to leave the password unchanged (the user will be prompted again during next login). If the password/PIN has expired then a new password/PIN must be entered before logging on.

Changing Password:

Passwords can be changed in the BackOffice logon form (but not PIN's) at anytime. To do this, click the Settings button from the Logon form and then choose "Change Password". When a new password is entered, it must not be the same as the previous password, and must conform to the minimum characteristics of the password rules (as defined by system settings).

About Cabinets

Cabinets is Vista Entertainment Solutions' utility program for accessing Vista BackOffice and HeadOffice functions.

Overview of Cabinets:

The name 'Cabinet' is derived from the analogy of an office filing cabinet. A filing cabinet can be used to store information by grouping, sorting, summarising or breaking information up into subsets according to user preference. But an office filing cabinet has limitations - it can only store and present information in one (paper-based) format. The Cabinets utility program is a far more powerful and superior method of retrieving information based on user defined criteria.

Cabinets Advantages:

- The ability for users to define and customise their own data views.
- The ability for users to easily manipulate large amounts of data because of the spreadsheet style view.
- The ability for users to drill-down from a single row to a customised form in order to maintain individual records.
- The ability to export data into Excel and therefore leverage off Excel functionality.
- The ability to graph numerical data.

User Defined Views:

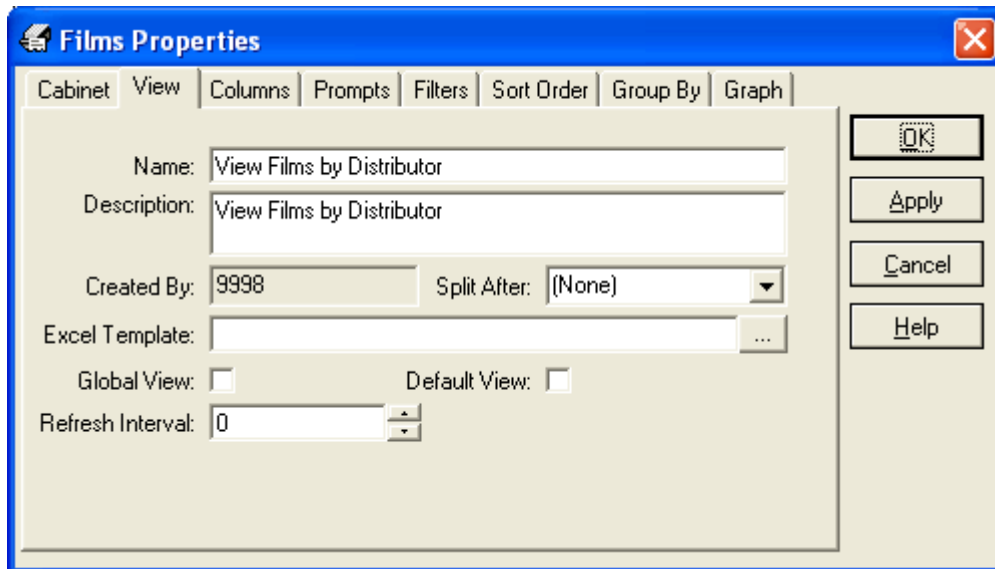
Cabinets gives the user the ability to move from a base view to a customised view (for more information on creating and customising a cabinet view, see the topic Cabinet Properties).

- A cabinet has a data filtering mechanism called Prompts, which enables users to limit the data displayed on the screen (e.g. a date range).
- Users can format their own view of data within a cabinet, e.g. selecting which columns to see, what sort order to apply.
- A cabinet view can be changed from a spreadsheet style to a graphical view.

	Pin Cabinet	When a cabinet is pinned, a user can drill down to a form many times and not cause the opening of a new form for each record selected in a cabinet. This is useful to navigate to the information you require without opening multiple forms. All forms are opened in the "Pinned" state.
	Break Link	Breaks the automatic link between a "parent" cabinet and a "child" cabinet.
	Drill Down	Drill down provides a convenient way to move from a parent cabinet to a child cabinet (if there is one, otherwise the maintenance form, for the selected row, will display - you can also double-click on the row to open the parent cabinet's maintenance form).
	Save Shortcut	Creates a desktop shortcut to open a cabinet directly from desktop rather than from selecting from the BackOffice menu. This is useful for options that are frequently run.
	Views	Shows a list of other cabinet views available, and allows another view to be selected (if there are other views).
	Create	Opens the parent cabinet's maintenance form in add mode to allow creation of a new record.
	Edit	Opens the parent cabinet's maintenance form in edit mode to allow editing of the row selected.
	Properties	This will only become enabled once you have selected 'New View' from the File menu. This is used to set up the way in which data displays within the grid of a cabinet.
	Prompts	Displays the prompt box (if there is one) to enter data to filter the data shown in the cabinet view, or you can double-click on the prompts data shown at the top of the cabinet, and the prompt box will display, allowing you to enter new prompt values.
	Cut	Used to cut individual fields.
	Copy	Used to copy data between input fields.
	Paste	Used to paste individual fields.
	New Row Note	Used to add notes about a row.
	View Row Note	Displays the notes (if any) for the current row.
	Excel	Export data to Excel (this requires a template to be set up).
	Print	Prints the cabinet data.
	Print Preview	Displays, in print preview format, the cabinet data.

Cabinet Properties

Cabinet Properties allow you to define information about the the Cabinet View. To create a new view, select File/New. Each of the Tabs shown, are described below:



Cabinet Tab:

- The Cabinet Tab provides general information about the cabinet and who created it. This information cannot be edited.

View Tab:

- Enter the **Name** and **Description** of this Cabinet View.
- The **Split After** function allows you to add a split after a column (similar to using the Freeze Pane in Excel). The dropdown will display a list of columns - select a column that you want to split after. To remove a split, select None.
- The **Excel Template** allows you to define a template (<name>.xlt) for exporting data to Excel.
- If the **Global View** is checked on, then this view will be made available to all users in the system, otherwise it is considered a Private view available only to the user that created it.
- If the **Default View** is checked on, then this view is the one that will display when the cabinet is first opened.

Columns Tab:

- This tab displays the **columns** available in this cabinet.
- Select the **Editable** check box to allow the field to be editable from the cabinet (Note - this will have no effect in BackOffice, as all data is maintained by a maintenance form and not directly from the cabinet, however, this option is available in HeadOffice applications).
- Select the **Visible** check box to see this field in the cabinet view (or not).
- Select **Up and Down buttons** to re-order the sequence of the fields in the cabinet view.

Prompts Tab:

- Enter the **Name** of the prompt, e.g. 'Distributor'. Select the **Column** that this prompt is appropriate for. Select the **Operator**, i.e:

- **Equal to** - include data that equals 'Value 1'
- **Not equal to** - Include data that does not equal 'Value 1'
- **Less than** - Include data that is less than 'Value 1'
- **Less than or equal to** - Include data that is less than or equal to 'Value 1'
- **Greater than** - Include data that is greater than 'Value 1'
- **Greater than or equal to** - Include data that is greater than or equal to 'Value 1'
- **Range** - Include data that is greater than 'Value 1' and less than 'Value 2'
- **Contains** - Include data that is found somewhere within the test string 'Value 1'

Select the **Optional** checkbox to allow the user the choice of selecting the prompt or not.

Filters Tab:

- Filters are used to refine the selection of data you wish to see in any view. Only one filter can be used against each column - see the list above.

Sort Order Tab:

- You can sort the data shown in the cabinet view. Select the **Column** to sort, and select the **Order** to sort (**ascending** or **descending**). If columns are added in the wrong sequence, use the Up and Down buttons to re-order the fields.

Group By Tab:

- Group By is used to group and summarise data (e.g. total admits per film for a selected date range - see the worked example below for the steps to how to complete this). Select the **Column** you want to group by (you must also sort by this field, so that the Group By will work correctly) and the Group by **Attribute**:
 - **Not Used** - not grouped
 - **Group** - group by this field
 - **Minimum** - show the maximum value for the selected field
 - **Maximum** - show the minimum value for the selected field
 - **Average** - show the average value for the selected field
 - **Sum** - show the total value for the selected field
 - **Count** - show the count value for the selected field

To show the summarised data, also click the 'Group' field on this tab.

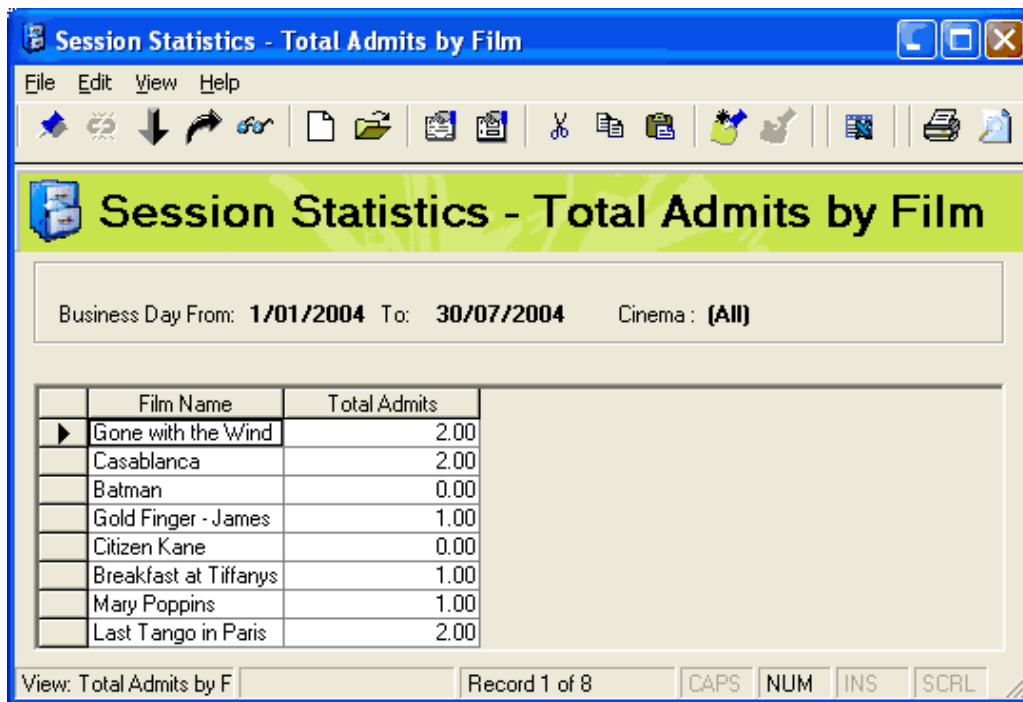
Graph Tab:

- You can also view (numerical) data as a graph, e.g. graph the total admits per film for a selected date range (see the worked example below for the steps to how to complete this).
- Select an **Item Column** and a **Value Column**.
- Select **Settings** to choose the type of graph required (Bar, Area, Pie graph etc).

Example of Using Group By

This topic provides a worked example on how to use Group By to show **Total Admits per Film**, from the Session Statistics cabinet. The Session Statistics cabinet contains a row for every session that has shown in the cinema. We can use Group By to allow us to summarise this information:

- Create a **New View** (select File/New View and enter a View Name).
- On the **Columns Tab** select the columns 'Film Name' and 'Total Admits' only.
- On the **Prompts Tab** select 'Business Day' (and add From and To values) and 'Cinema' (if you have more than one Cinema) to limit the sessions for a date range and optionally a Cinema.
- On the **Sort Tab** select to sort by 'Film Name' (you must sort by the field you wish to group by, otherwise the group by will not work).
- On the **Group Tab** tick the 'Group' box, and against the column 'Film Name' select the attribute Group By, and against the column 'Total Admits' select the attribute Sum (i.e. show the total).
- Click **Apply** and **OK** to view the cabinet. The cabinet will now have a summarised view, similar to the example below:



To return to a detailed view, simply return to the Group By Tab and uncheck the 'Group' box.

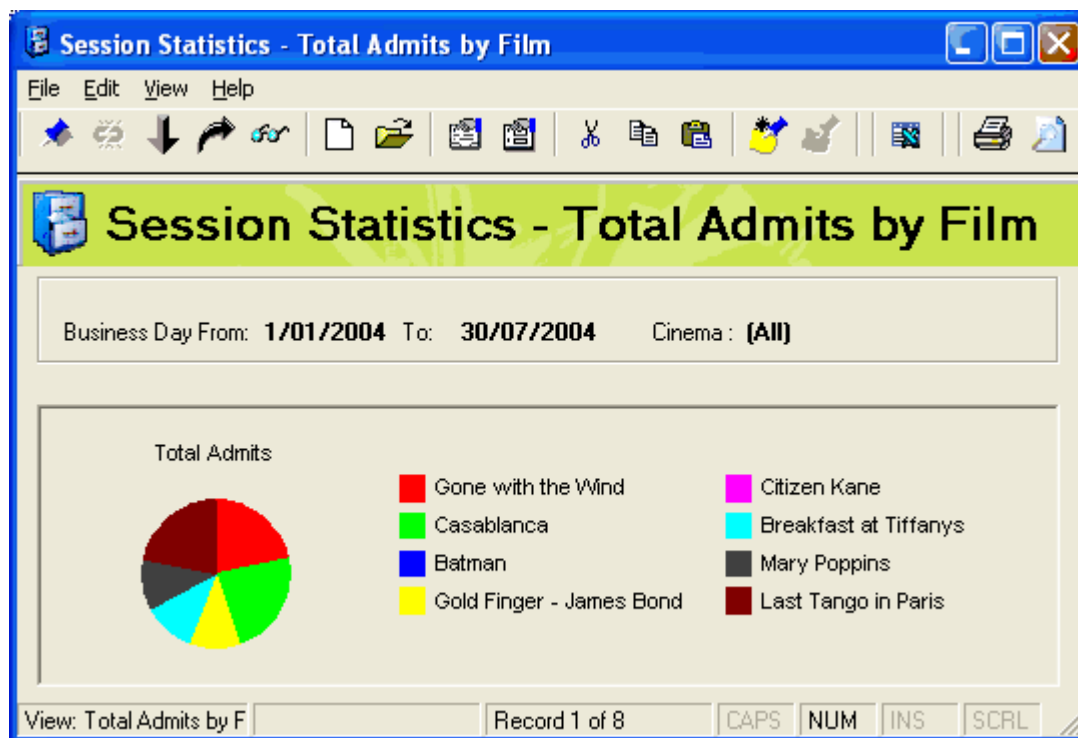
You could also add more columns to this view, such as number of complimentarys, occupancy, gross box office and average ticket price (remember to sum these fields too).

Example of Creating a Graph

This topic provides a worked example on how to create a Graph to see **Total Admits per Film**, from the Session Statistics cabinet. This example builds on the "Group By" example - so please read that first. To create a graph, follow these steps:

- First - complete the steps in the Example of Group By (this will create a view with summarised data).
- On the **Graph Tab** select the columns 'Film Name' and 'Total Admits'. Select the type of graph required (the example has used a 3D Pie graph).

- Click **Apply** and **OK** to view the cabinet. The cabinet will now have a graph displayed, similar to the example below:



To return to a spreadsheet style cabinet, simply select None in the Settings (on the Graph Tab).

Vista Language Concepts

The Vista software system is in use in many different countries around the world and incorporates a sophisticated technology which allows the application language to reflect the global locale and the preference of individual users while maintaining the consistent look, feel and functionality of the software.

There are three key concepts associated with this:

Base Language: This is the primary language for the particular Vista site. This is configured for when the software is installed, and dictates the standard language for all Vista screen displays and reports. See the Guide for more information on configuring the base language at install time.

User Language: In many locations the preferred language may vary from person to person. Vista accommodates individual user preferences by enabling the selection of a language for each user, which overrides the Base Language at the workstation they are logged onto.

By way of example a cinema in Taiwan will use Traditional Chinese as the Base Language but some POS operators, keen to improve their English, may be authorised to operate the system in International English. Their preference for English as their User Language can be configured from Back Office User maintenance (and readily altered at any time).

When this user logs on the initial logon display will present in Traditional Chinese (the system's *Base Language*), but when the user is authenticated the system will employ International English (this operator's *User Language*) on the terminal they have logged onto.

Alternate Language: Base and User Languages control the text on screen – titles, buttons, messages etc. The on-screen information that comes directly from the Vista database (for instance film titles, or soft drink names) cannot be so readily translated, as these items are continually changing as part of normal cinema operation.

To assist with this Vista provides the concept of an Alternate Language for certain key items, for example Films and Concessions. Their Back Office maintenance forms have an Alternate Language tab which provides for alternate language to be recorded for the most used fields. This is illustrated below for Films:

The screenshot shows the 'Film Maintenance' application window. The title bar is blue with the text 'Film Maintenance'. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. Underneath the menu bar is a toolbar with various icons. The main area has a tabbed interface with tabs for 'General', 'Settings', 'Alternate Language' (which is selected), 'Internet', 'Actors and Directors', and 'Sales Channels'. At the top of the main area, there is a 'Film:' label followed by a text box containing 'A Test Movie 1' and a dropdown arrow, and a red 'Head Office Record' button. The 'Alternate Language' tab contains several fields: 'Title:' with 'Nog n toets fliek', 'Short Name:' with 'NTF', 'Description:' with 'Beskrywing van n toets fliek 1', 'Censor:' with 'PGA', and 'Content:' with 'Storie van n toets fliek1'. Below these fields is a 'Tickets/Signage' section with a 'Text:' label and a text box containing 'Toets fliek'. At the bottom of the window, there are three buttons labeled 'LAPS', 'NUM', and 'INS'.

Alternate Language is intended for use at POS terminals – it is available for individual operators at any time from the Alternate Language button (as described in the POS User Guide) or it can be used by default through system setting configuration.

If system setting BaseDataLanguage is **Alternate** all customer displays will use the Alternate Language. The default value is **Standard**.

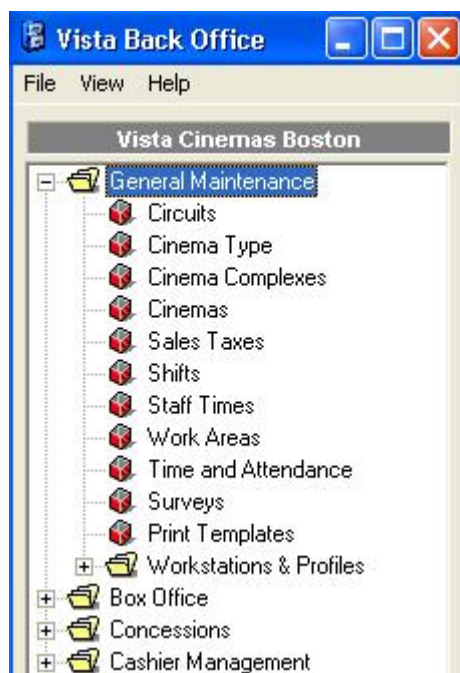
If system setting DataLanguageDefault is **ALTERNATE** all POS terminal (operator) displays will use the Alternate Language. The default value is **PRIMARY**.

CHAPTER 2

General Maintenance

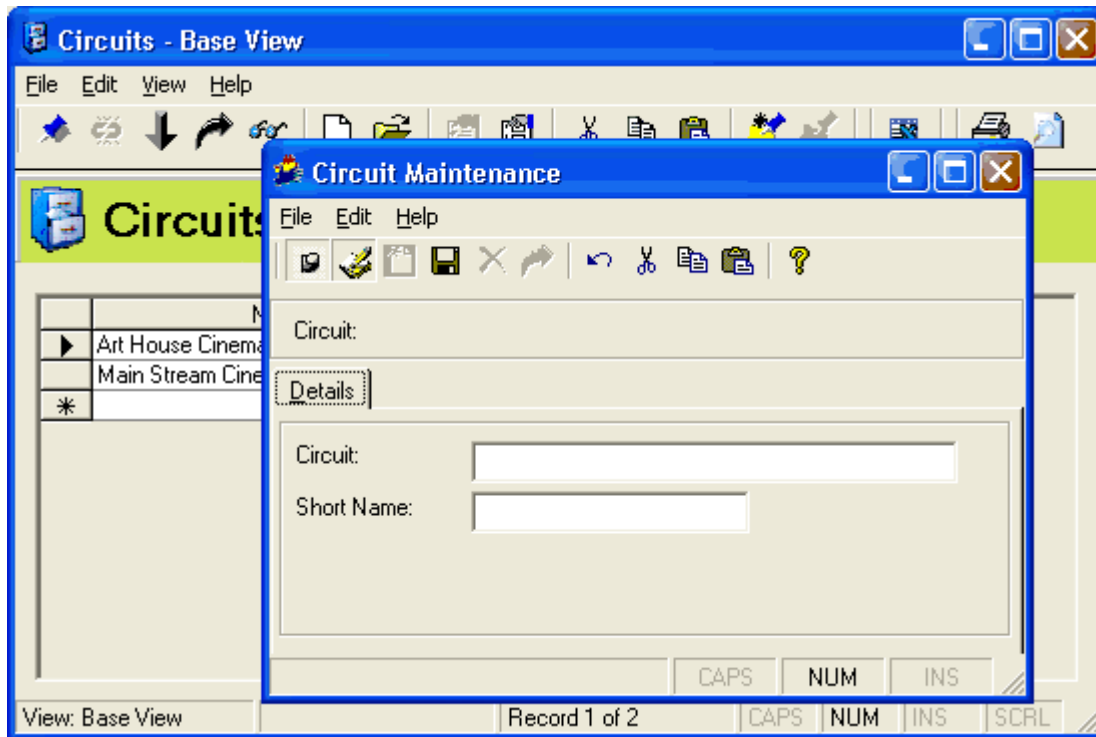
This chapter covers the items within the General Maintenance folder of Vista BackOffice.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Circuits

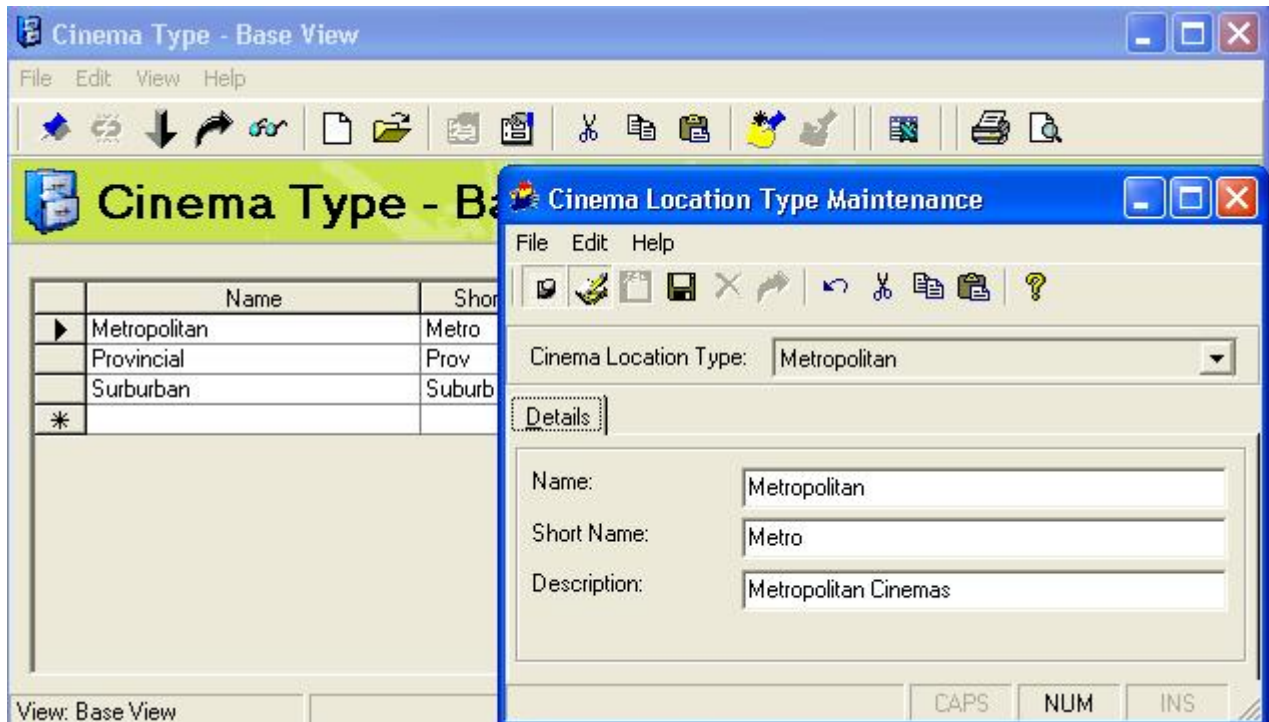
Circuits is a term used to describe a chain of cinema complexes within an organisation. Use the Cinema Circuits Cabinet to enter your cinema circuit names. You must enter at least one record here.
Example: Vista Cinemas Inc, Art House Movies Inc.



Circuits:	
Circuits	Circuit name - up to 30 characters long.
Short Name	Short name - up to 10 characters long.

Cinema Type

Use **Cinema Type** to create or change cinema location information. Cinema Types are user defined and are typically types such as Metropolitan, Rural or Suburban. This information can be used at a later stage for reporting purposes to compare performance of two or more cinema types.



Cinema Type:	
Name	Cinema Type name - up to 30 characters long.
Short Name	Short name - up to 10 characters long.
Description	Additional description relating to Cinema Type.
Code	Automatically assigns a unique code once you create a new record.

Cinema Complexes

The **Cinema Complex** name will automatically be populated from the information you have created in the Set License program (this is a step in installing BackOffice). The information held on the Cinema Complex is:

The screenshot shows a window titled "Cinema Complex" with a menu bar (File, Edit, Help) and a toolbar. Below the toolbar is a dropdown menu for "Cinema Complex:" with "Vista Cinemas Boston" selected. The main area has three tabs: "Postal Details" (selected), "Extra Details", and "Alternate Language". The "Postal Details" tab contains two main sections. The left section has fields for "Name:" (Vista Cinemas Boston), "Legal Name:" (Vista Cinemas Ltd), and "Address:" (1011 Main St East, Harvard, Boston, MA). The right section has fields for "Short Name:" (Boston), "Branch Number:" (10), "Phone 1:" (+1 617 8555852), "Phone 2:" (+1 617 8555853), and "Fax:" (+1 617 8558588). Below these is a "Head Office Address" section with fields for "2033 Appley Road", "Newton", and "Boston". At the bottom right are three buttons: "CAPS", "NUM", and "INS".

Postal Details Tab:

Cinema Complex Code	Code to uniquely identify a cinema - up to 4 characters.
Name	Name of cinema - up to 30 characters.
Legal Name	Registered Company Name.
Address	Cinema postal address - up to 30 characters for each address line.
HeadOffice Address	HeadOffice address - up to 30 characters for each address line.
Short Name	Short name of cinema - up to 12 characters.
Branch Number	4-digit Cinema number.
Phone 1 / Phone 2	Cinema phone numbers one and two.
Fax	Cinema facsimile number.

Cinema Complex-Extra Details Tab

The screenshot shows a window titled "Cinema Complex" with a menu bar (File, Edit, Help) and a toolbar. Below the toolbar is a dropdown menu for "Cinema Complex:" set to "Vista Cinemas Boston". There are three tabs: "Postal Details", "Extra Details" (which is selected), and "Alternate Language".

The "Extra Details" tab contains several input fields:

- Contact:** A text field containing "Annable Logan".
- Receipt Message:** A multi-line text area containing "Thank you, call again." followed by three empty lines.
- Ticket Message:** A text field containing "Enjoy your visit." followed by one empty line.
- Cinema Description:** A text field containing "Metropolitan central cinema".
- Home Phone:** A text field containing "+1 617 6565855".
- Sales Tax Registration:** A text field containing "112-223-333".
- ReportCode1:** An empty text field.
- ReportCode2:** An empty text field.

At the bottom right of the window are three buttons: "CAPS", "NUM", and "INS".

Extra Details Tab:	
Contact	Contact Name.
Receipt Message	A Message that will be Printed on the Customers Receipt.
Ticket Message	A Message that will be Printed on the Customers Ticket.
Cinema Description	Description of the Cinema.
Home Phone	Telephone number.
Sales Tax Registration	Sales Tax Registration Number.
Report Code 1, 2	Report Codes.

Cinema Complex-Alternate Language Tab

The screenshot shows a window titled "Cinema Complex" with a menu bar (File, Edit, Help) and a toolbar. Below the toolbar is a dropdown menu labeled "Cinema Complex:" with "Vista Cinemas Boston" selected. The main area has three tabs: "Postal Details", "Extra Details", and "Alternate Language", with the "Alternate Language" tab currently active. The form is divided into two main sections. The left section contains labels for "Name:", "Short Name:", and "Address:", each followed by a text input field. The "Address" field is a multi-line text area. The right section contains labels for "Receipt Message:" and "Ticket Message:", each followed by a multi-line text area. At the bottom right of the window, there are three buttons labeled "CAPS", "NUM", and "INS".

If required, enter Name, Address, Receipt Message and Ticket Message in an alternative language.

Cinemas

Enter the **Cinemas** that you wish to set up. This concept can be used one of two ways:

- Two or more Cinemas may share the same Cinema Complex, e.g. a Traditional Cinema and an IMAX cinema. They may be owned by separate company's, but share the ticket counters and concessions counters.
- Two or more concepts may exist within one Cinema Complex, e.g. a Traditional Cinema, some cinema screens dedicated to Gold Class seating and some cinema screens dedicated to Arthouse type movies. They may also own a Pizza Hut franchise and a cafe.

All these would be setup as Cinemas. There must be at least one cinema defined, even if it has the same details as the Cinema Complex.

General Tab:	
Cinema Complex	Select the name of the Cinema Complex from the dropdown list.
Cinema	Code to uniquely identify a Cinema - up to 10 characters.
Short Name	Name of Cinema - up to 30 characters.
Short Cinema Name	Short name - up to 12 characters.
Sales Tax Registration	Cinema tax number.
Code for HeadOffice	Code for this Cinema at HeadOffice.
Circuit	Select the name of your circuit from the dropdown box.
Location Type	Select the applicable Cinema Location Type.
Receipt Message	3 lines of message that displays on a Concession Receipt.
Ticket Message	2 lines of message to be printed on a Ticket.

Cinemas-Data Transfer Tab

Cinema Maintenance

File Edit Help

Cinema Complex: Vista Cinemas Boston

General Data Transfer

Transfer Type: Manual Transfer Use Compression ☐

Cinema To HO Path:

Cinema From HO Path:

Transfer e-mail address:

CAPS NUM INS

Data Transfer Tab:	
Transfer Type	Select the form of transfer between HeadOffice and Cinema - E-mail, Manual and Auto.
Transfer Use Compression	Check box.
Cinema To/From HO Path	Cinema To/From HO path to be entered here.
Transfer E-mail Address	Put in e-mail address to be used for transfer.

Sales Tax

Sales Tax Codes automatically calculate the correct amount of tax each time a ticket or concession item is sold. The appropriate Sales Tax code will need to be assigned to Ticket Types and Concession Items. Sales taxes can be set up here, or they can be downloaded from HeadOffice to the Cinema.

Sales Tax codes allow for either a percentage tax calculation or a fixed amount, and up to 4 tax levels (e.g. for State Tax, Federal Tax etc). Enter the General Ledger account details for this Sales Tax code. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Sales Taxes:	
Tax Code	Enter a sales tax code (up to 10 characters). Auto-generation of a Sales Tax code as a 10 character field can also be used.
Description	Description of the type of tax.
Tax Level /Rate 1-4	Enter the tax rate or amount for each level.
Type	Click to indicate if the tax is a percentage or fixed amount.
GL Account Code	Enter the General Ledger account to track tax postings.

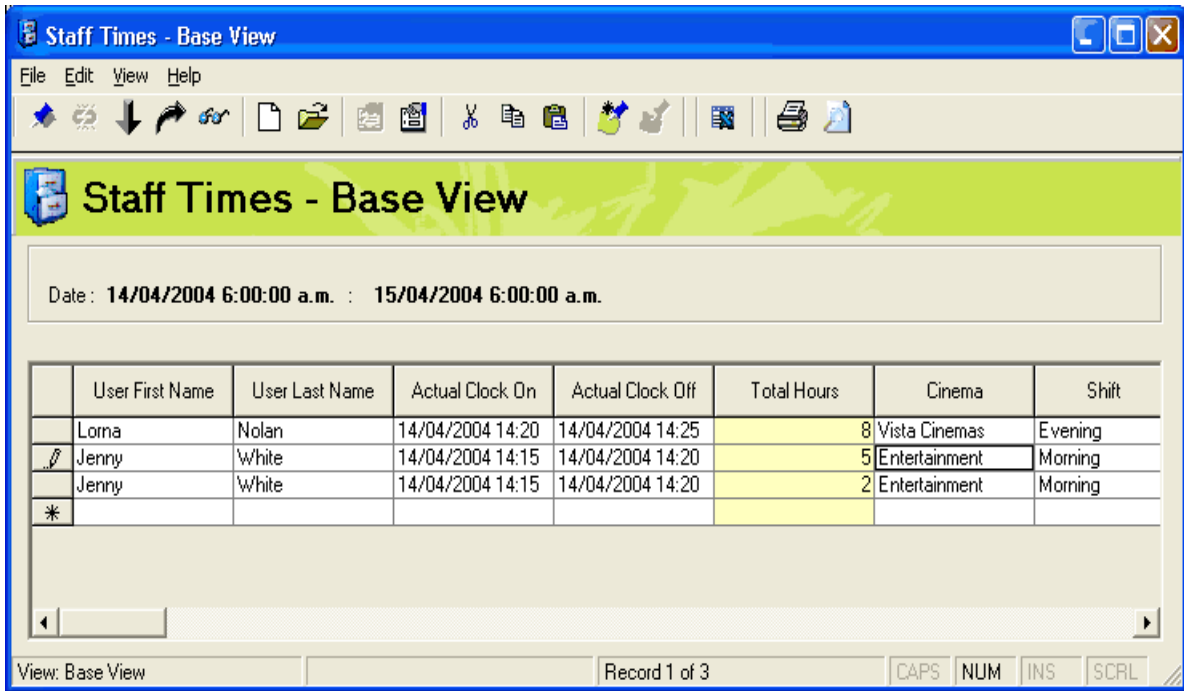
Shifts

Shifts are used in Vista's time and attendance data collected by the Vista StaffClock application. Time and attendance data can be uploaded from the Cinema to HeadOffice. The set up of Shifts is optional, but recommended if you are using the Staff Clock application.

Shifts:	
Work Area	Enter the work area name.
Short Description	Enter the short description for this work area.
Description	Enter a description for this work area.
Start Time/End Time	Enter the start and end time of this shift.
Break Start Time	Enter the start time for the break within this shift.
Break In Hours	Enter the length of the break (in hours). Leave 0 if there is no break.
Paid Break	Check this on if the break is Paid time.

Staff Time

The **Staff Time** cabinet will be populated with data if you are using the Staff Clock application. This function may be used by Cinema managers to review staff work details for a day, and make any adjustments and overrides as necessary. See Using the Staff Clock in the Cinema Operations Guide for more information on setting up and using the Staff Clock.



Staff Times - Base View

File Edit View Help

Date: 14/04/2004 6:00:00 a.m. : 15/04/2004 6:00:00 a.m.

	User First Name	User Last Name	Actual Clock On	Actual Clock Off	Total Hours	Cinema	Shift
	Lorna	Nolan	14/04/2004 14:20	14/04/2004 14:25	8	Vista Cinemas	Evening
	Jenny	White	14/04/2004 14:15	14/04/2004 14:20	5	Entertainment	Morning
	Jenny	White	14/04/2004 14:15	14/04/2004 14:20	2	Entertainment	Morning
*							

View: Base View Record 1 of 3 CAPS NUM INS SCRL

- To modify an existing record, the total hours can be entered directly into the grid. However if details such as work area or time on or off need to be amended then it will be necessary to drill down to the Staff Time maintenance form. Please note that Add is not supported.

Editing a Staff Time Record:

Staff Time Maintenance

File Edit Help

General

User: Jenny White

Cinema: Entertainment Golden V >>

Work Area: Default Work Area >>

Shift: Morning >>

Clock On: 14/ 04/ 2004 2: 15 pm

Clock Off: 14/ 04/ 2004 2: 20 pm

Break In Hours: 0.50

Total Hours: 10.00

Cost Rate Per Hour: 0.00

☒ Paid Break

☐ Status Close

System Clock On: 14/04/2004 2:14:41 p.m

System Clock Off: 14/04/2004 2:14:52 p.m

Total Calc. Hours: 0.00

Cost Type: Work Area

Cinema Working Day: 14/04/2004

Export Batch No.

CAPS NUM INS

General Tab:	
User	Users Name will appear here.
Cinema Name	The Cinema name will display here.
Work Area	If Work Areas are active then one must be selected (based on system setting).
Shift	If Shifts are active then one must be selected (based on system setting).
Clock On/Off	This is the clock on/off time. Use the arrow keys or manually enter a new date and time, if required. The Clock Off time must be greater than the Clock On time.
Break in Hours	The break time is shown. This can be changed if required.
Total Hours	The total hours worked is shown. This can be changed if required.
Cost Rate Per hour	This is the cost rate from either the User or the Work Area (whichever is the highest).
Paid Break	Pay status for the break.
Status	Select active or inactive.

Work Areas

Work Areas are used in Vista's time and attendance data collected by the Vista StaffClock application. Time and attendance data can be uploaded from the Cinema to HeadOffice. At least one Work Area is required when setting up a User (in User Maintenance).

Work Area:	
Work Area Name	Enter the work area name.
Standard Cost Rate Per Hour	Enter the cost rate (per hour) for this work area.
Default Work Area	Check this on, if this is the usual (default) work area for your Cinema.

Time and Attendance

Introduction:

The objective of **Time and Attendance** is to automate the collection and distribution of time and attendance, using finger print scan devices when starting and ending work. This applies to employees on all pay types. This raw data will be matched against the labour rosters so that managers can approve or modify this information and integrate it to a payroll system. Payroll comment information can be entered into BackOffice to facilitate payroll adjustments.

Operations Guide

Functional Overview:

Staff Time and Attendance provides the ability to capture and integrate actual and rostered timesheet records.

This information can also be uploaded to HeadOffice for reporting and analysis.

Time and attendance data, once captured, is imported into Vista BackOffice, and matched with the roster data. Any errors are identified and can be corrected.

The BackOffice manager reviews the time data, adjusts (if required), and approves. Comments can be added to the time data for the attention of the payroll person (e.g. if a public holiday day was worked, then a day-in-lieu may be due). Once approved, the time and attendance data is then ready to be uploaded to Vista HeadOffice.

Data will be reviewed (transferred electronically by e-mail), and imported/input into the payroll system.

BackOffice Time Attendance:

This new BackOffice form will allow the Cinema manager to:

- import roster data (if available).
- import actual data for a selected time period.
- review import errors and correct (if required).
- review staff time data and make amendments (if required).
- approve the time attendance records.

Once the time record(s) have been approved, then these records are available for extracting to a Payroll system and for upload to Vista HeadOffice.

This form (visible below) is located under General Maintenance/Time Attendance.

User	Name	Roster Clock On	Roster Clock Off	Roster Hrs	Actual Clock On	Actual Clock Off	Actual Hrs	Paid Clock On	Paid Clock Off	Paid Hrs	Status	Working Day
*												

Importing Roster Data:

To import Roster Data, select the Actions/Import Roster time option from the menu. This will display a wizard (see image below) to guide you through the Import Roster time process.

Import Rostered Records

From: 24/ 05/ 2005

To: 31/ 05/ 2005

Imports and/or updates all the rostered records in the given date range from the VERA local database.

Close Import

This process imports all rostered records in the given period from the Vera Local database as specified in the System Settings.

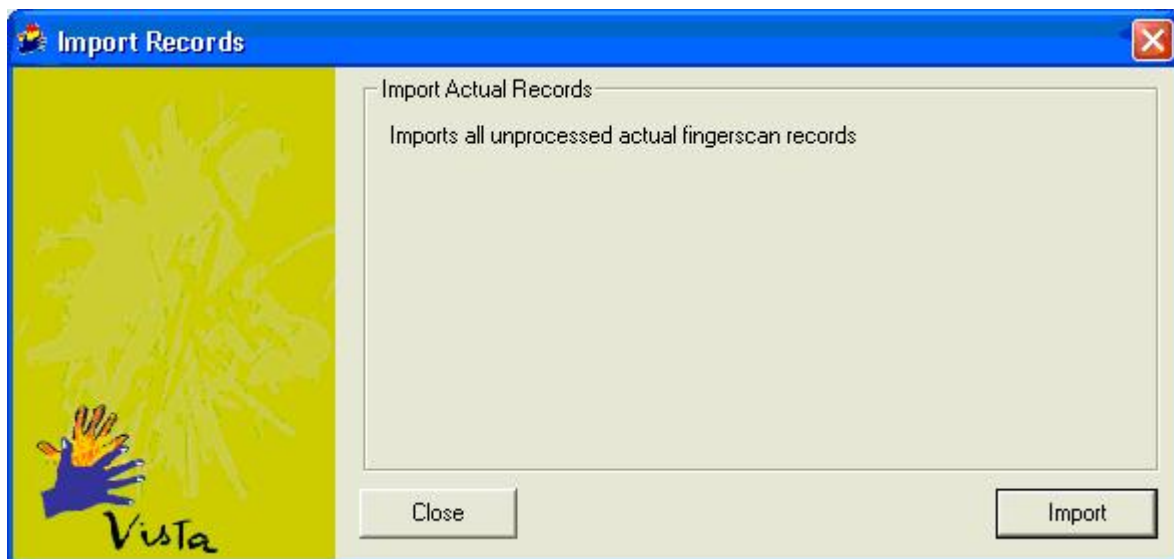
Note the following limitations:

- The process does not import roster records that are in the planning status.
- To map a roster record for a Vera employee to a Vista User you must enter the value from the field "employee_on_payroll_id" in the Vera table tbl_LO_Employee into the field HO/Payroll Code in User Maintenance. The value for "employee_on_payroll_id" is only visible when you open the Vera Local Microsoft Access database. The password for this database is "VERA_Security" (this is case sensitive).

This option is only visible if you have Vera Integration enabled in your system settings. Please refer to the Vera Integration section for more information.

Importing Actual Data:

To import Actual timesheet data, select the Actions/Import Actual time option from the menu. This displays a wizard (see image below) to guide you through the Import Actual Data process.



This process imports all new actual time records that have been entered or any actual time records that have been corrected since the last time the Import Actual Data process was run.

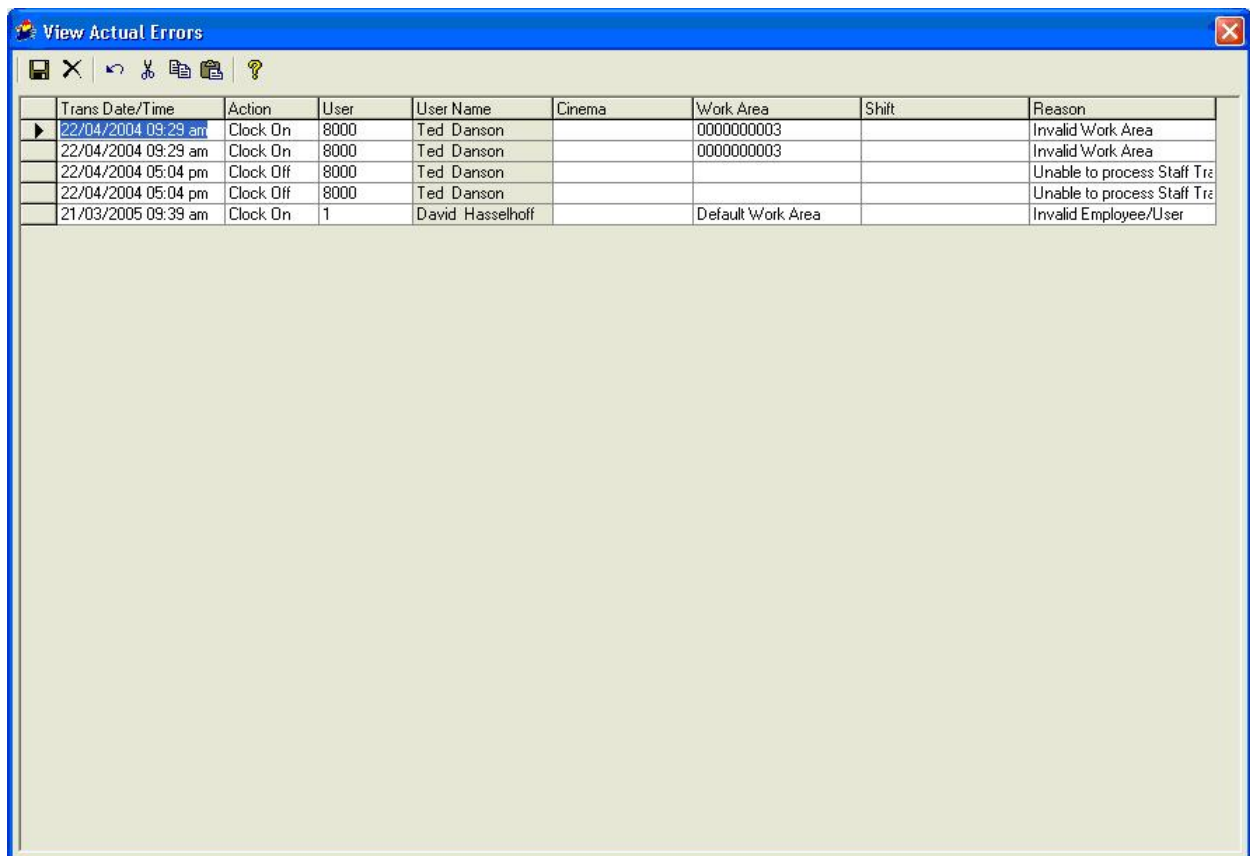
The actual records will attempt to be matched to equivalent rostered records if possible. If a match is found the rostered record will be updated with the actual information, otherwise a new record will be created.

Note that records are matched where the Actual Time is within the range of the Rostered Time value plus or minus the system setting "StaffTimeActualAcceptRange".

Reviewing Import Errors:

When importing Actual timesheet data the records can have errors leading to them not import correctly. To view and correct these errors select the menu option Actions/View Errors.

This will display the following form, which will allow you to correct any errors that have occurred.



The screenshot shows a window titled "View Actual Errors" with a standard Windows-style toolbar. Below the toolbar is a table with the following data:

Trans Date/Time	Action	User	User Name	Cinema	Work Area	Shift	Reason
22/04/2004 09:29 am	Clock On	8000	Ted Danson		0000000003		Invalid Work Area
22/04/2004 09:29 am	Clock On	8000	Ted Danson		0000000003		Invalid Work Area
22/04/2004 05:04 pm	Clock Off	8000	Ted Danson				Unable to process Staff Time
22/04/2004 05:04 pm	Clock Off	8000	Ted Danson				Unable to process Staff Time
21/03/2005 09:39 am	Clock On	1	David Hasselhoff		Default Work Area		Invalid Employee/User

Any records deleted will be processed again when the next actual import is performed.

Reviewing Staff Time Data:

The Time and Attendance form (see below image) provides the ability to review, adjust and approve the timesheet data.

User	Name	Roster Clock On	Roster Clock Off	Roster Hrs	Actual Clock On	Actual Clock Off	Actual Hrs	Paid Clock On	Paid Clock Off	Paid Hrs	Status	Working Day	Cinema
	Auditor A	01/01/2005 10:00 am		0			0	02/01/2005 10:00 am		0	Approved	2/01/2005	EGV
1000	Vista Support			0	08/01/2005 09:00 am		0	08/01/2005 09:00 am		0	Approved	8/01/2005	VCB
1000	Vista Support			0	09/01/2005 05:00 pm	15/01/2005 10:00 am	137	09/01/2005 05:00 pm	09/01/2005 10:00 pm	5	Approved	9/01/2005	VCB
1000	Vista Support			0	11/01/2005 09:00 am	11/01/2005 05:00 pm	8	11/01/2005 09:00 am	11/01/2005 05:00 pm	8	Approved	11/01/2005	VCB
1000	Vista Support	01/01/2005 10:00 am	01/01/2005 05:00 pm	7	12/01/2005 10:00 am	01/01/2006 12:00 am	8486	12/01/2005 09:00 am	12/01/2005 06:00 pm	9	Approved	12/01/2005	EGV
1000	Vista Support			0	12/01/2005 09:00 am		0	12/01/2005 10:00 am		0	Approved	12/01/2005	VCB
1217	Bruce Wighton	11/02/2005 06:00 pm	12/02/2005 12:00 am	6			0			0	Approved		EGV
1217	Bruce Wighton	14/02/2005 03:00 pm	15/02/2005 12:00 am	9			0			0	Approved		VCB
1009	Derek Forbes	18/02/2005 04:00 pm	18/02/2005 07:00 pm	3			0	18/02/2005 04:15 pm	18/02/2005 07:00 pm	2.75	Approved	18/02/2005	EGV
1009	Derek Forbes	19/02/2005 12:00 pm	19/02/2005 05:30 pm	5.5			0	19/02/2005 12:05 pm	19/02/2005 05:30 pm	5.42	Approved	19/02/2005	VCB
1009	Derek Forbes	19/02/2005 07:30 pm	20/02/2005 04:00 am	8.5	19/02/2005 07:35 pm	20/02/2005 03:57 am	8.37	19/02/2005 07:30 pm	20/02/2005 01:00 am	5.5	Approved	19/02/2005	VCB
1009	Derek Forbes	20/02/2005 06:30 am	20/02/2005 03:30 pm	9			0	20/02/2005 09:00 am	20/02/2005 03:30 pm	6.5	Approved	20/02/2005	EGV
1009	Derek Forbes	20/02/2005 07:40 pm	21/02/2005 04:40 am	9			0	20/02/2005 07:40 pm	21/02/2005 04:40 am	9	Approved	20/02/2005	EGV
1009	Derek Forbes	24/02/2005 01:05 am	24/02/2005 03:50 am	2.75			0	24/02/2005 01:00 am	24/02/2005 02:00 am	1	Approved	23/02/2005	EGV
1217	Bruce Wighton	25/02/2005 10:00 am	25/02/2005 02:00 pm	4			0			0	Approved		EGV
1217	Bruce Wighton	25/02/2005 06:00 pm	26/02/2005 03:00 am	9			0	25/02/2005 06:00 pm	26/02/2005 03:00 am	9	Approved	25/02/2005	EGV
1217	Bruce Wighton	26/02/2005 10:00 am	26/02/2005 03:30 pm	5.5			0			0	Approved		EGV
1217	Bruce Wighton	26/02/2005 04:40 pm	27/02/2005 01:10 am	8.5			0			0	Approved		VCB
1010	Murray Holdaway	27/02/2005 03:00 pm	28/02/2005 12:00 am	9	27/02/2005 03:03 pm		0	27/02/2005 03:00 pm		0	Approved	27/02/2005	VCB
1010	Murray Holdaway	28/02/2005 03:00 pm	01/03/2005 12:00 am	9	28/02/2005 03:03 pm	01/03/2005 12:00 am	8.95	28/02/2005 03:00 pm	01/03/2005 12:00 am	9	Approved	28/02/2005	VCB

The form provides the following functions:

- Search
- Add Staff Time record
- Maintain/Adjust Staff Time information
- Access to Import Roster time, Import Actual Time, View Actual Errors
- Update Staff Time status (to approved, open or rostered)

Maintain/Adjust Staff Time Records:

To maintain or adjust staff time records select a record from the Staff Time and Attendance form and select the menu option File/Edit.

This will open the Staff Time Maintenance form (image below) that will allow you to adjust/maintain the information as necessary.

Staff Time Maintenance

File Edit Data Entry Help

General

User: Derek Forbes Cinema: EGV Status: Approved
Cinema Working Day: 18/02/2005 Work Area: Default Work Area Pay Type:
Total Cost: 52.65 Shift: Def Day

Roster Clock On: 18/02/2005 4:00 pm Roster Clock Off: 18/02/2005 7:00 pm Roster Hrs: Mins: 3:00
Actual Clock On: Actual Clock Off: Actual Hrs: Mins:
Paid Clock On: 18/02/2005 4:15 pm Paid Clock Off: 18/02/2005 7:00 pm Paid Hrs: Mins: 2:45

Paid Break: ☒ Payroll Comment:
Break In Hours: 0:00
Cost per Hour: 17.55
Cost Type: Rostered Export Batch No.:

CAPS NUM INS

Approving Time Attendance Records:

Approving the time and attendance data means that it is ready to be uploaded to Vista's HeadOffice and to the payroll system.

HeadOffice uploads includes either all Staff Time records or only the approved Staff Time records depending of the value of the system setting "StaffTime_HOUploadOptions"

To approve records modify the status of the Staff Time record to "Approved".

FingerScan Interface:

Employees are expected to log on using new finger scan hardware at beginning of their shift and again at the end of their shift. The Finger Scan application will place data from its FingerScan Transaction table into the (new) Vista tblStaffTrans import timesheet records table.

The new Back Office function Time Attendance provides a functionality that allows importation of these actual records into the tblStaffTime table and then enables the operator to review and modify the records as necessary.

Vera Integration:

Staff Time and Attendance allows integration with Vera. Rostered records can be imported into Vista and then matched with the Actual records.

To configure Vera integration specify the following system settings:

- VeraIntegrated
- VeraLocalConnect

Note that the VeraLocalConnect must be set to a valid ADO connect string of the Microsoft Access Local Vera database. e.g. provider=Microsoft.Jet.OLEDB.4.0;data source=C:\Program Files\ESS\Rostering\VERA Location.mdb;Jet OLEDB:Database password=VERA_Security, When entering this connect information in your system, the only thing you may need to change is the data source path.

HO Integration:

Modifications have been made to HeadOffice upload to allow upload and analysis of Staff Time information. An installation package for this software will be available shortly.

Details

Key Process Steps:

The key steps in the process are outlined here with indication of where change is planned to occur.

1. Payroll Employee Data - Vera HeadOffice:

This existing process does not require change.

This process transfers employee payroll information into Vera HeadOffice.

2. Vera HeadOffice - Vera Local:

This existing process does not require change.

Employee payroll information is transferred from Vera HeadOffice to Vera Local.

Within Vera Local the roster is developed (status = 0 'planning'), posted (status = 2) and finalised (status = 1). Rosters in the "planning" stage are not considered by Vista. Rosters that are "posted" or "finalised" are considered by Vista (as the roster is being currently worked to), but Vista does not consider adjustments to the Roster after it has been "finalised".

Usually a "posted" roster will have been distributed to the staff and is being worked to. Adjustments can be made directly to this roster if required (e.g. staff member is sick on rostered day). Once the roster has been worked, and payments are ready to be made, then it would be "finalised" and exported back to Vera HeadOffice (see process step 7).

Due to a limitation of the Vera Local database structure Vista only considers rostered that are in the planning phase. This does not limit the functionality of the software as all changes to a roster are made before the roster is finalised whereupon no further changes can be made.

3. Vera Local - Vista Cinema (Vista):

The rostered data will be brought across to Vista, when the backOffice user requests the import of this data from the (new) Vista Staff Time Review form. The BackOffice user determines what time period the roster information is brought into Vista (it is expected that a week at a time would be selected).

Note – no changes will occur to the Vera Local database.

4. Finger Scan Time & Attendance:

Employees (users) in the FingerScan database will be created manually when a new employee commences work (this should be supported by a manual procedure).

Automatic synchronisation of employee status (i.e. whether the employee is marked in Vista as enabled or not) will occur, but this process will be delivered by the cinema itself and not Vista.

Employees are expected to log on (finger scan) at beginning of their shift and again at the end of their shift. They do not scan out when on a break. If they are changing work area within their shift, e.g. moving from Box Office to Foyer, then they would scan out and scan back in with new work area.

The Finger Scan application will place data from its FingerScan Transaction table into the (new) standard Vista StaffClock import transaction table.

5. Vista BackOffice – Manager review and approval of Time & Attendance data (Vista):

A new Staff Times Review form will be provided which will allow the Cinema manager (dependant on standard Vista BackOffice user security setup) to:

- import roster data (if available).
- import actual data.
- review import errors and correct (if required).
- review staff time data and make amendments (if required).
- approve the time attendance records.

Once the time record(s) have been approved, then these records are available for extracting to the Payroll system and for upload to Vista HeadOffice.

No new reporting at Cinema is included in this specification. The existing BackOffice report "Staff Time per Business Day" is available. This report prints, clock hours (hours clocked in/out) and actual/paid hours, cost rate, and total cost, per Employee and Work Area, for the selected business day.

6. Vista Cinema - Vista HeadOffice (Vista):

The existing BackOffice to HeadOffice upload of Time & Attendance data will be changed so that the upload either uploads all StaffTime records or only approved records based on a new system setting, "StaffTime_HOUploadOptions". The uploaded actuals time data will be incorporated into Vista's HeadOffice InfoWorks Daily Performance Statistics cube.

Note – roster data will not be uploaded by this process, as it is uploaded from Vera Local to Vera HO. In the future, if roster data is required to be reported on within Vista, then roster data could be obtained from Vera-HO and incorporated into Vista's HeadOffice InfoWorks.

The HeadOffice Auditor will be enhanced to include a check of total hours at the cinema is equal to the total hours at HeadOffice.

7. Vera Local - Vera HeadOffice:

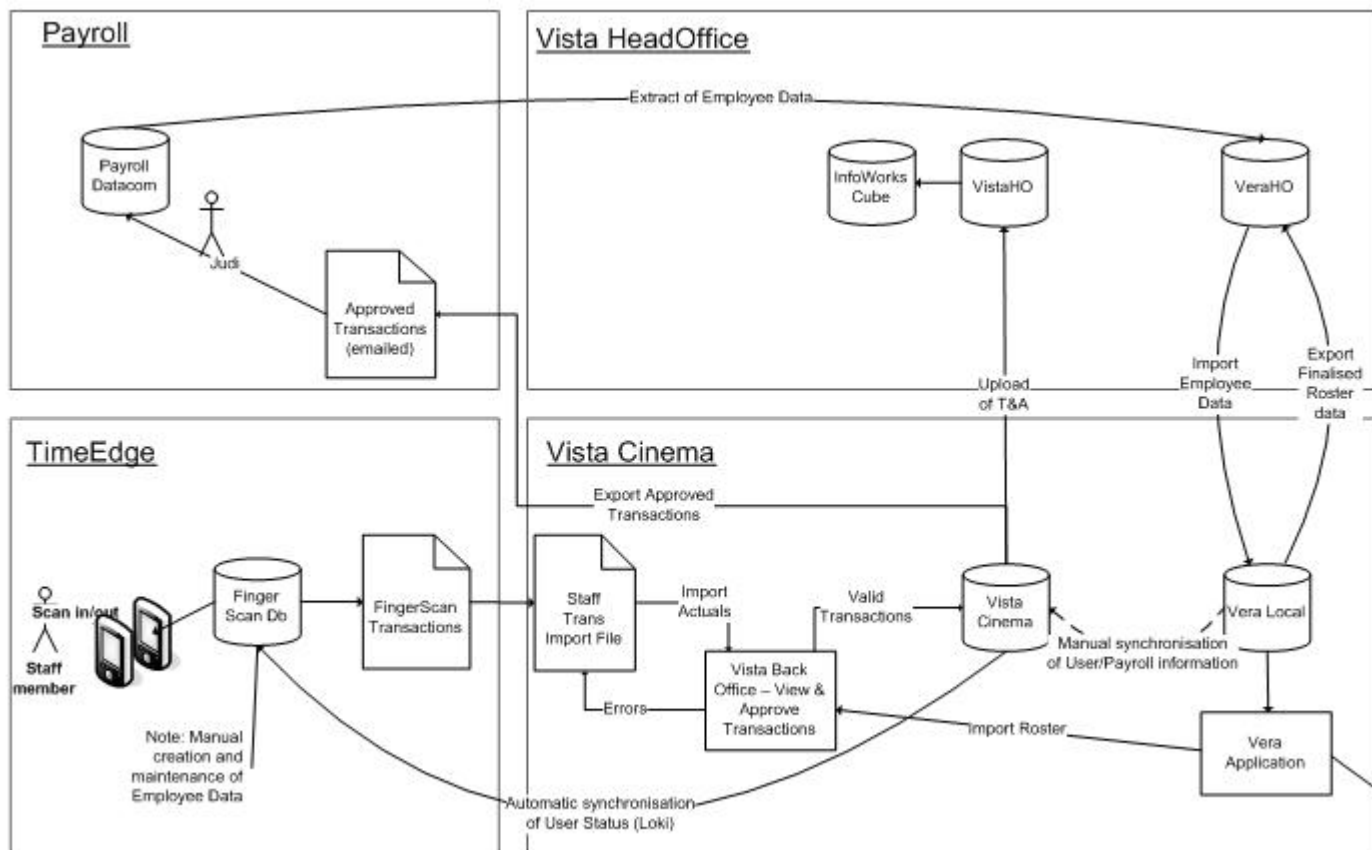
This process does not require change.

When the roster has been worked, it can be finalised, and uploaded to Vera HeadOffice. This process is independent of the collection of the time and attendance within Vista Cinema.

8. Vista Cinema – Extract Time & Attendance Data for Payroll:

An extract process will be written to export approved Time & Attendance records to a defined payroll import table. This table can then be emailed to the Paymaster.

System
Diagram:



Software Components:

FingerScan Application:

This application captures the finger scan transactions. The process is:

When a staff member starts work they do the following:

- Press the IN button on the finger scan unit.
- Enter their Vista user id into the finger scan unit.
- Place their finger on the scanner.
- Enter the work area they will be working in.

When a staff member leaves work they do the following:

- Press the OUT button on the finger scan unit.
- Enter their Vista user id into the finger scan unit.
- Place their finger on the scanner.

So the finger scan software creates three transactions from this interaction:

- IN_ENTRY with the date/time.
- JOBCODE_SELECT with the work area they selected.
- OUT_ENTRY with the date/time.

Employees do not scan in/out when on break. Employees do scan in/out when changing work areas (for example, if scheduled to work in 2 work areas within the same shift).

The FingerScan process will populate the standard Vista Staff Transaction import table:

StaffTrans_intlID	Generate next number for primary key.
StaffTrans_dtmDateTime	Logon/off date/time.
StaffTrans_strAction	1 for logon, 2 for logoff.
StaffTrans_UserNo	Employee/User Code (4 digit UserId).
StaffTrans_UserName	Employee/user name from Fingerscan database.
StaffTrans_TransRef	Transaction reference from fingerscan record.
StaffTrans_strCinOperatorCode	Null (this is not captured by the fingerscan application. Note: the default Cinema from the User record in Vista will be used when this data is imported into Vista. If there are multiple cinemas that the user can work for, then the Cinema that the employee clocked onto must be captured and populated into this import table).
StaffTrans_strWorkArea	WorkArea from fingerscan (only on Logon transaction).
StaffTrans_strShift	Null (this is not captured by the fingerscan application. It will be derived from the start/end time when this data is imported into Vista).
StaffTrans_strStatus	= 1 (unprocessed).

All other fields on this table will be set to Null.

Vista BackOffice Staff Time Review, Reporting and Upload (Vista):

Staff Time Review and Maintenance Form (new):

The existing BackOffice StaffTimes Cabinet will be made an inquiry-only cabinet (which will allow staff time to be viewed, sorted and summarised) and a new multi-function form created (which could be called from the StaffTime Cabinet or from a new menu option).

The new StaffTime Review form will be developed to allow the:

- import of rostered data (if available).
- import of actual data.
- review and correction of errors.

- review and approval of staff time data.

This form could also include a user-defined export function (developed separately), which would allow the export of the approved time & attendance data to a customer-specific file.

The logic for each of these functions should be built as separate components (.dll's) so that they may, at some later stage, be included as a scheduled task (which would allow the import process to be automated).

When selecting the StaffTime Review option from the menu, the user should first be prompted to enter a from/to date to review staff time. An option from the form, should allow import of roster and actuals, e.g. File/Import Roster & Actual time, and to review errors, e.g. File/Review Errors.

After importing roster and actual data, and reviewing any import errors, the Cinema manager will be able to review the actual hours that staff have worked against what hours they are rostered for. The manager can then modify and approve these hours.

Standard V3 security will be included with this form, i.e. the user may have no access to this menu option, or may have view access only (no ability to add, edit or delete data), or the user may have access to add/edit/delete data.

Each of the functions that this form can perform are described below:

Import Roster Data:

This task will create and update roster data from the local Vera database into the Vista database. The user will select an option from the (new) Staff Time Review form, 'Import Roster time', to action the import of roster data (posted rosters only from the Vera tbl_LO_Timesheet table) for the selected time period (from/to date). Roster data will only be obtained if the system setting "VeraIntegrated" is set to Yes.

The following process will occur:

- If the system setting VeraIntegrated= Yes then connect to the Vera Local database (using the system setting VeraLocalConnect for the database information). If the connection fails, then display a dialogue box saying that the connection to the Vera database cannot be established, and asking the user if they wish to try again to import the roster data or ignore import of roster data and import actual time data, or cancel the import.
- If the connection was established, then continue with the import of roster data and select a record from the Vera Roster table:
 - Using the Vera Employee code (Employee_on_Payroll_ID) connect to the Vista user table (User_strHOPayrollId). If the Vista user is not found then ignore this roster record and process next record.
 - If the roster record already exists in StaffTimes table (i.e. the Vera Roster ID = StaffT_intVeraTimesheet Id), and no actual data has been posted yet, and the record is not approved or closed or transferred to HO, then update StaffTimes record with any changed information from Vera Roster (user, roster start date/time and roster end date/time).
 - If roster record exists in StaffTimes but actual data posted and/or record approved, closed or transferred to HO, then do not update this record and do not create a new StaffTimes record.
 - If the roster record does not exist in StaffTimes then add a record to Staff Times with the following data:
 - StaffT_intID
 - User_intUserNo

- StaffT_strStatus = "R"
- StaffT_intVeraTimesheetID
- StaffT_dtmRosterStartDateTime
- StaffT_dtmRosterEndDateTime
- StaffT_intLastChgUser
- StaffT_dtmLastChgDateTime
- At the end of this process display dialogue box informing user that errors were encountered with the import of roster data.

Import Actual Time Data:

This task will post actual data into the Vista database for the selected time period. The user will select an option from the (new) Staff Time Review form, 'Import Actual time', to action the import of actual data.

The import logic is:

1 - Validation

- The User number must be a valid, enabled user in Vista. If invalid, then mark this record in error, i.e.
 - StaffTrans_strStatus = "3"
 - StaffTrans_strReason = 'Invalid Employee/User'
 - StaffTrans_dtmProcDateTime = todays date
- The Cinema can optionally be populated on the import table. If the Cinema is not null, then validate this against the Cinema_Operator table. If invalid, then mark this record in error and process next record. Note: if the Cinema is not populated then the default Cinema will be used from the User record in Vista. If there are multiple cinemas that the user can work for, then the Cinema that the employee clocked onto must be captured and populated into this import table.
 - StaffTrans_strStatus = "3"
 - StaffTrans_strReason = 'Invalid Location/Cinema'
 - StaffTrans_dtmProcDateTime = todays date
- The Work Area can optionally be populated on the import table. If the Work Area is not null, then validate this against the WorkArea table. If invalid, then mark this record in error and process next record.
 - StaffTrans_strStatus = "3"
 - StaffTrans_strReason = 'Invalid WorkArea'
 - StaffTrans_dtmProcDateTime = todays date
- The Shift can optionally be populated on the import table. If the Shift is not null, then validate this against the Shifts table. If invalid, then mark this record in error and process next record.
 - StaffTrans_strStatus = "3"
 - StaffTrans_strReason = 'Invalid Shift'
 - StaffTrans_dtmProcDateTime = todays date

2-Update or Add a Clock-On record to StaffTimes

- If the action on the import file identifies the record as a clock in (log on) transaction, and if "VeralInstalled" = Y, find a StaffTimes record that contains the roster data, i.e. the Staff Times record must contain the same employee/user code and the roster start date/time equal to the actual start date/time (+/-minutes of the rostered start time based on the system setting "StaffTimeActualAcceptanceRange"), and the StaffTimes record must be unprocessed (i.e. no actual date/time or hours, not approved and not sent to HO). Update the StaffTimes record with the actual Clock-in data:

StaffT_dtmClockOnDateTime	Date/Time from the transaction table, rounded to nearest minutes (dependant on system setting "StaffTimeNearestXMinutes").
StaffT_dtmClockOnWorkingDate	This is the Cinema business day (use standard Vista rules to determine the working date from the ClockOnDateTime).
CinOperatorCode	If the Cinema from the transaction table is null, then get the default cinema from the User record, otherwise use the transaction table Cinema code.
WorkA_strCode	If the Work Area from the transaction table is null, then get the default Work Area from the User record, and if this is null (or invalid), use the default Work Area (the Work Area marked as the default), otherwise use the transaction table Work Area code.
Shift_strCode	If the Shift from the transaction table is null, then find the Shift with WorkArea + roster start time. If no shift is found then leave null, otherwise use the transaction table Shift code.
StaffT_dtmActualClockOnDate	Date/Time from the transaction table.
Shift_intBreakInHours	Break in Hours from the Shift record (or zero if no Shift found).
Shift_intPaidBreak	Paid break flag from the Shift record (or set to 0=No if no Shift record found).
StaffT_NumCostRatePerHour	The greater of either the User cost rate or the Work Area cost rate.
StaffT_strCostRateType	If User cost rate used, set to "U". If Work Area cost rate used, set to "W". If Rostered Cost Rate then set to "R".
StaffT_strRecordType	Not populated.
StaffT_strStatus	Set to "O" (open).

If the action on the import file identifies the record as a clock in (log on) transaction, and if "VeraInstalled" = N, or the appropriate roster record could not be found, then add a new StaffTimes record:

Write all fields as mentioned above, plus:

StaffT_IntId	Primary Key.
User_intUserNo	User number from the transaction table.

3-Update a Clock-Off record to StaffTimes

For each employee's OUT_Entry update an existing StaffTimes record.

- If the action on the import file identifies the record as a clock out (log off) transaction, find a StaffTimes record that contains the Clock-On data.
- Find the StaffTimes record for the same employee, where the status is Open, where the transaction finish date/time is after the actual start date/time, and the actual finish date/time are null, then update this record with the actual finish date/time.

StaffT_ClockOffDateTime	Set this to the Date/Time from the transaction record rounded to nearest minutes (dependant on system setting "StaffTimeNearestXMinutes").
StaffT_ActualClockOffDate	Set this to the Date/Time from the transaction record.
StaffT_intCalcTotalHours	Calculate hours/minutes (as a decimal value) between ClockOnDateTime and ClockOffDateTime.
StaffT_intActualTotalHours	Calculate hours/minutes (as a decimal value) between ActualClockOnDate and ActualClockOffDate. See note below.

- If the appropriate StaffTimes record cannot be found, then mark this transaction record in error:
 - StaffTrans_strStatus = "3"
 - StaffTrans_strReason = 'No ClockIn record'
 - StaffTrans_dtmProcDateTime = todays date
- At the end of the import process, if errors occurred, then display a dialogue box informing the user that import errors existed.

Staff Time & Attendance Review:

Once the import has completed, then the user can review and approve the Staff time data. This new form will display (on the first tab) a grid of all StaffTime records for the selected period, arranged in user/date/time sequence.

The user can select to view:

- From/to date/time
- Employee/User or All
- Status: Roster only, Open only, Approved only, All

- Note: The Hours are stored as a decimal field, but will be displayed and can be entered by the user as HH:MM.
- The Cinema can be changed (drop down list of valid Cinemas).
- The Work Area can be changed (drop down list of valid WorkAreas).
- The Shift can be changed (drop down list of valid Shifts for the selected Work Area).
- If the Rostered Date/Time On and Off are null, then they can be entered by the user. Once entered they cannot be changed. The Roster Hours/Minutes are display only.
- The Actual Clock Date/Time On and Off cannot be changed.
- The Paid Clock Date/Time On and Off can be changed (and the Paid Hours/Minutes recalculated). If the Paid Clock Date/Time On and Off is changed and is outside the Shift start and end time, display a warning message.
- The Break Hours/Minutes can be changed.
- The Paid Break flag can be changed.

- The Cost Type cannot be changed by the user. Note: If the WorkArea has been changed, then the cost rate found on the User and WorkArea is reviewed and the highest is selected and the Cost Rate/Hour and Cost Type amended accordingly.
- The Cost Rate/Hour can be changed by the user. If this is changed then change the Cost Type to "O" (overridden by the user).
- The Status field can be changed. If actual data is present then the status can be set to Open or Closed. If roster data only exists then the status can be set to Roster only, Open, or Closed.
- The Payroll Comment can be updated (such as day in-lieu owed as worked on public holiday, extra hour bonus payment required, etc) as required by the user.
- The field Uploaded HeadOffice is a checkbox field that is read only.
- The field Pay Type is a free format field allowing additional pay code information to be entered. If the system setting "StaffTimeDefaultPayType" contains a value then each new StaffTime record will be populated with this value.
- The field Paid Hrs:Mins is editable only for new records added via the StaffTime maintenance form. If the users enters a value in this field and not Paid Clock On and Paid Clock Off then the user must then enter a value for the working day and Pay Type fields.

The user can add data to the StaffTimes record (the user must have add rights to this form). The user clicks the icon to add and the form above appears. The user will need to add all the data as shown (roster start/end times are optional, and the cost type, rate, break hours and paid break are obtained from the Work Area, Shift and User information entered initially).

The user can delete un-matched roster data from StaffTimes, i.e. the status is Roster ("R") (and the user must have delete rights to this form). The user clicks on the row and presses the delete icon. Note: The user cannot delete records which have actual time worked or have been uploaded to HeadOffice.

Error Processing for Import of Actual Time Data:

A separate tab on the Staff Time Review form (Errors) will show a list of transactions for the selected time period that are in error. Allow the user to maintain these error transactions and update the StaffTrans table as follows:

- Select and display all StaffTrans records with status = 3 for the selected time period. Display these in a grid, containing:
 - StaffTrans_dtmDateTime
 - StaffTrans_strAction (display Logon/Logoff)
 - StaffTrans_UserNo
 - StaffTrans_UserName (can't be changed)
 - StaffTrans_strCinOperatorCode (display show Cinema Operator Name or code if Cinema operator is invalid)
 - StaffTrans_strWorkArea (display Workarea name or code if Workarea is invalid)
 - StaffTrans_strShift (display Shift name or code if Shift is invalid)
 - StaffTrans_strReason
- Allow the user to update in the grid any of the fields above. For each row updated, update the following fields:
 - StaffTrans_strStatus=1 (unprocessed)
 - StaffTrans_intLastChgUser (set to the user number that corrected this record)

- StaffTrans_intLastChgDateTime (set to the date/time now)
- Allow the user to delete rows from the grid. For each row deleted, update the following fields:
 - StaffTrans_strStatus=4 (deleted)
 - StaffTrans_intLastChgUser (set to the user number that deleted this record)
 - StaffTrans_intLastChgDateTime (set to the date/time now)

The user can then select the option 'Import Actual time' again, to re-process these corrected staff transactions. If errors occur again on the import, then display the same dialogue box informing the user that import errors existed and do they wish to view them now. Redisplay the errors grid on the Errors tab, and the procedure can be repeated.

Staff Times Inquiry-only Cabinet:

Change the cabinet to make all fields non-editable (i.e. total hours and status). Using standard cabinet functionality the user can display total hours by employee, work area and/or cinema.

Staff Times per Business Day (Report):

The existing BackOffice report will be enhanced to allow selection of from/to dates (to allow weekly reporting).

Upload Staff Times data to HeadOffice:

The upload of Time & Attendance data will be changed so that the upload either uploads all StaffTime records or only approved records based on a new system setting, "StaffTime_HOUploadOptions".

Include the actual time uploaded in the HeadOffice InfoWorks Daily Performance Statistics cube. This will allow reporting such as labour hours or cost per concessions revenue and/or per box office revenue.

Extract Transactions from Vista to Paymaster:

A separate task will create an extract file of approved (status = Closed) time and attendance records. The extract file could be created using the Vista Extract Generator. The task can then be scheduled to run every x minutes or could be included as a menu action in the Staff Time Review form. The creation of this file and subsequent e-mailing to the paymaster is the individual cinema's responsibility.

Vista Database Enhancements:

The following Vista database enhancements are required to support the interface of rostered time and actual time.

Staff Transactions Import table – new table to hold import transactions from the Fingerscan (or other) time capture system.

Staff Time Table – add new fields for Vera Timesheet Id (roster), Rostered Start Date, Rostered End Date, Payroll comment, and last change details.

New system settings to determine if Vera is installed and the Vera database connect string (so that roster data can be obtained), and a setting for the number of minutes that a actual time capture can update rostered data (e.g. if the roster is to start at 08:00am, and the actual time captured is 07:58am, then is this close enough to the rostered start time to allow the actuals to update this record).

Print Templates

Print Templates define the layout of tickets and vouchers printed at POS. They are specific to particular printer models, and may vary according to customer requirements. The Print Template Maintenance form allows users to specify the network location of any print templates required by Vista POS.

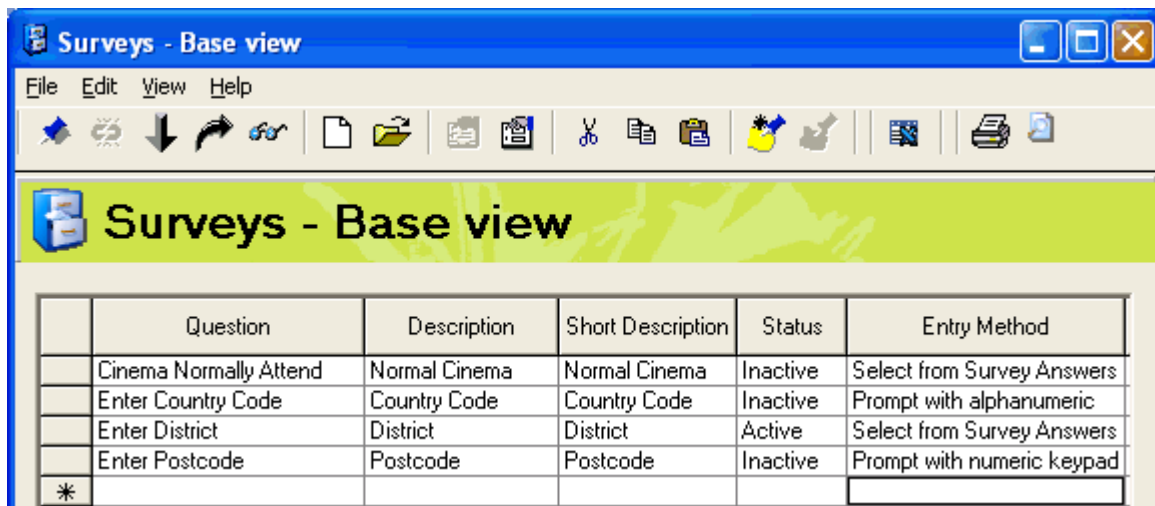
Print Template Maintenance:	
Description	Enter a description of this template.
Short Description	Enter the short description of this template.
File Name	Path and File name of the print template.

Surveys

Surveys are used to collect information from customers at Point of Sale. This information may be for marketing reasons or to determine sales patterns or to collect any kind of additional information not collected by Vista as part of the standard transaction information.

Surveys can collect all kinds of information. For example to see the different age groups visiting particular movies, what distance a customer travels from, what their postal code is. The survey can now be created so that it is requested on POS at the time of entering a Booking or at the Payment Screen.

Surveys are created by specifying a question for the survey and can contain a list of pre-determined answers. If no pre-determined answers are supplied, either numeric or alphanumeric text can be prompted for.



	Question	Description	Short Description	Status	Entry Method
	Cinema Normally Attend	Normal Cinema	Normal Cinema	Inactive	Select from Survey Answers
	Enter Country Code	Country Code	Country Code	Inactive	Prompt with alphanumeric
	Enter District	District	District	Active	Select from Survey Answers
	Enter Postcode	Postcode	Postcode	Inactive	Prompt with numeric keypad
*					

Survey Questions

From the Surveys Cabinet, you can create a new Survey Question or edit an existing Survey Questions. **Survey Questions** will appear on Point of Sale so the operator can ask the customer the question and record the response.

General Tab:	
Description	Enter a description for this Question.
Short Description	Enter a short description.
Question to Ask	This is the question that will appear on Point of Sale.
Status	Status of the question i.e. Active or Inactive or To be deleted.
Entry Method	Select either: from Survey Answers (i.e. a pre-populated list) or to enter the answer at Point of Sale time, select Prompt with numeric keypad or alphanumeric keypad. You would probably use a numeric keypad for US zip codes. You might use a alphanumeric keypad for Districts. If you select Survey Answers, then you will need to add each of the Survey Answers.
Payment Screen	Select if the survey question will display on the Point of Sale Payment screen.
Booking Screen	Select if the survey question will display on the Point of Sale Booking screen.

Survey Answers

Use this cabinet and form to enter **Survey Answers** as a pre-populated list for each Survey Question that is set to 'Entry Method' of Select from Survey Answers.

Survey Answers - Base View

File Edit View Help

Survey Prompt : **District**

	Description	Short Description	Status	Default
▶	Bronx	Bronx	Active	No
	Brooklyn	Brooklyn	Active	No
	Lower Manhattan	Lower Manhattan	Active	No
	New York	NY	Active	No
	Queens	Queens	Active	No
	Upper Manhattan	Upper Manhattan	Active	No
	Upper Town	Upper Town	Active	No
*				

View: Base V Record 1 of CAPS NUM INS SCRI

Survey Answer Maintenance

File Edit Help

Survey Answer: Brooklyn

General

Survey Question: District

Answer: Brooklyn

Short Answer: Brooklyn

Status: Active

Default: ☐

CAPS NUM INS

General Tab

Survey Question	This is the Question selected in the previous cabinet.
Answer	Enter a description for this answer.
Short Answer	This is the description that will appear as part of the list on Point of Sale.
Status	Active, inactive or to be deleted.
Default	If checked on, this answer is the default answer for this question, when presented in the list.

Workstations & Profiles

This folder contains the programs to set up the user interface for Point of Sale terminals.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.

Concession Profiles

Defines what concession items (and vouchers) are available on each point of sale and where the button appears on the screen.

Concession profiles are ways of grouping points of sale that sell the same products together eg Concessions, Box Office and Bar. Each concession profile can have a whole lot of sub menus with up to 24 buttons on each sub menu. There can be many sub menus.

You must set up at least one **Concession Profile**, and for each Concession Profile, you must set up a **Concession Profile Tab(s)** and **Concession Profile Button(s)**. Once a Concessions Profile has been created it can then be applied to a workstation(s) using **Workstation Maintenance**.

If you wish to **limit which items** can be sold at any particular POS terminal, e.g. a candy bar may only be able to sell packaged sweets (i.e. no other concessions and no tickets), then set up a Concession Profile (e.g. "CANDY BAR") with just the items required.

If you wish to **group (but not limit) the items** that can be sold from a POS terminal, e.g. POS terminals can sell concession items, sweets, ice-cream and kitchen (prepared) foods AND vouchers, then set up one Concession Profile (e.g. "BOX OFFICE"), and add several Concession Tabs - one for each group of items to sell. The POS operator can then select the item for sale from the relevant tab.

The Concession Profile is a very simple form containing just the Concession Profile Code and Name (description).

Concession Profile Maintenance

File Edit Help

Concession Profile: BOX

Details

Concession Profile: BOX

Name: Ticket & Concession Sales

CAPS NUM INS

Concession Profiles Tabs

Use the **Concession Profiles Tabs** to group the items for sale onto a single screen (tab). Point of Sale will display one tab at a time. The Concession Profiles Tab is a very simple form with just the Tab ID and Name.

The screenshot shows a software window titled "Concession Profile Tabs Maintenance". It features a menu bar with "File", "Edit", and "Help". Below the menu is a toolbar with various icons. A "Profile Tab ID" dropdown menu is set to "1". The "Details" tab is active, displaying a form with "Profile Tab ID" (1) and "Tab Title" (Candy). At the bottom of the window are buttons labeled "CAPS", "NUM", and "INS".

Note: Tabs will appear on the POS terminal, in Profile Tab ID sequence (i.e. the lowest number is shown as being the left most tab).

If the following Concession Profile Tabs were set up:

- Concession (this could sell items such as sweets, chips and drinks)
- Kitchen (this could sell items such as burgers, fries, pizza's)
- Coffee Bar (this could sell coffee drinks)
- Drinks (this could sell wine and beer drinks)
- Voucher (this could sell vouchers)

The POS terminal would display the following tabs on the Concessions screen:

The screenshot shows a horizontal row of five tabs on a POS terminal screen. The tabs are labeled "Concession", "Kitchen", "Coffee Bar", "Drinks", and "Voucher". The "Concession" tab is highlighted with a red arrow pointing left, and a red arrow points right from the "Voucher" tab.

The POS operator would first choose the relevant tab (i.e. group of items) and then choose the relevant item from the displayed concession screen.

Concession Profile Buttons

For each Concession Profile Tab, you must set up the buttons that will appear on that concessions screen - there are a maximum of 24 buttons (concession items) that you can apply to each Concession Tab.

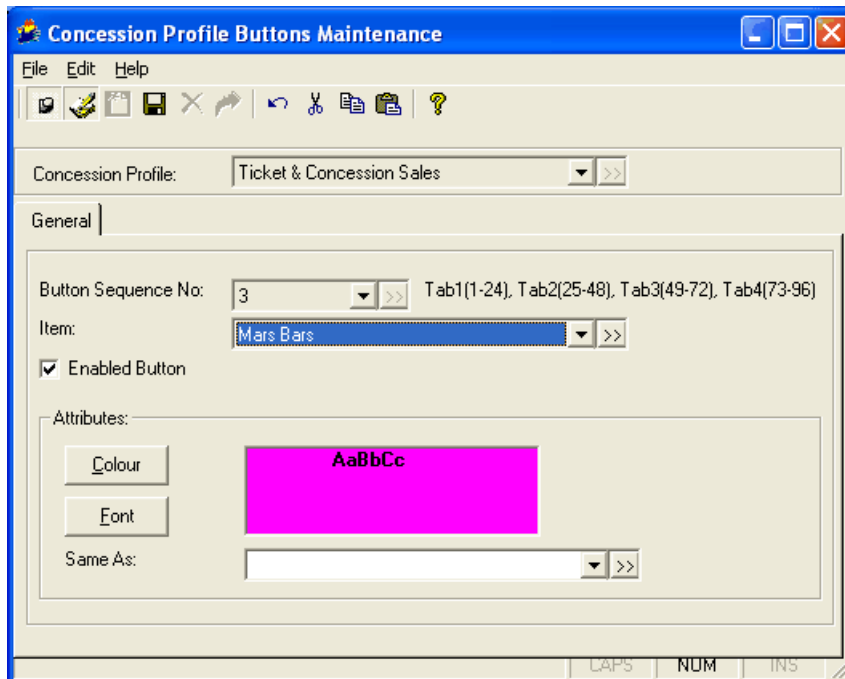
Buttons are placed from left to right across the screen, i.e. buttons 1-4 = row 1, buttons 5-8 = row 2 etc - see the example diagram below:

Button Layout (for Tab 1):

Button 1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

Important: The first Tab defined has buttons 1-24 allocated to it. The second tab has buttons 25-48 allocated, and the third tab has buttons 49-72, etc. You do not need to use all the numbers within one tab and you can use any combination of numbers you like in the grid, e.g. if you do not use button 5, no item will be displayed in that position.

A suggested approach to planning which buttons you require, would be to create a grid on paper of 6 rows by 4 columns (similar to the above grid), numbered appropriately (e.g. 1-24 for tab 1, and 25-48 for tab 2 etc). Against each button (cell) write the name of the concession item (and if you wish a button colour). Now enter this information into the Concession Profile Buttons maintenance form.



Concession Profile Buttons:	
Concession Profile	Select desired profile from dropdown box.
Button Sequence No.	Type in button number or select from the dropdown box. To view button numbers that are already in use for the selected Concession Profile, click on the >> picklist control button.
Item	Select an item (concession) to display on the button or select from the dropdown box, or click on the >> picklist control button.
Enabled Button	Tick to activate the button on POS screens.
Colour	Select a colour from the colour palette.
Font	Select font settings from the font control dialogue box.
Same as:	Select the same attributes (colour and font) as another item.

POS Buttons Layout

POS Buttons Layout allows you to control the buttons that you see within Point of Sale. POS Buttons are available on 3 POS screens:

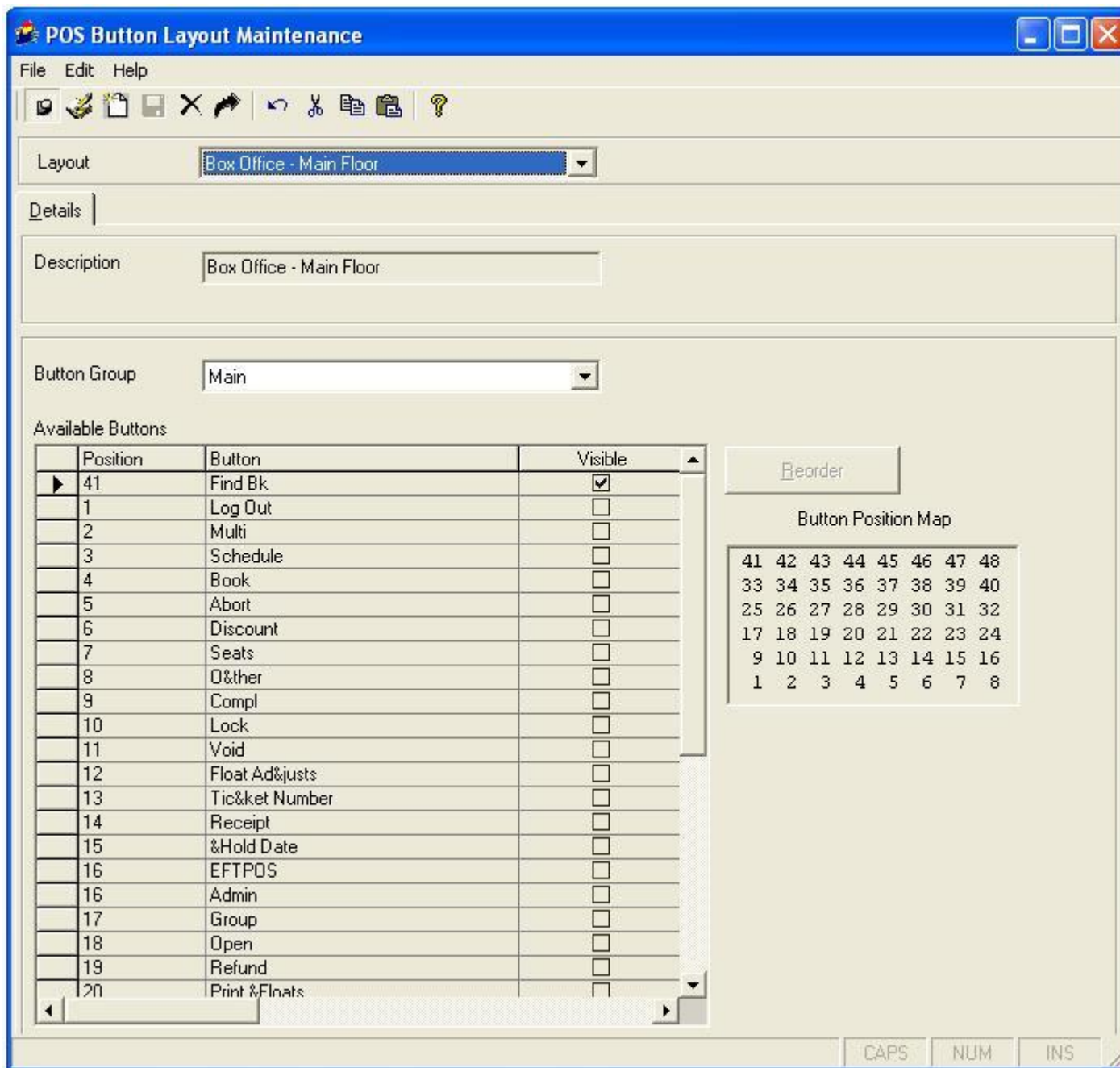
- Main Selling screen (tickets or concessions) - a maximum of 48 buttons can be defined
- Alternative Ticket screen
- Payment screen

This setup is optional - if you do not define a POS Buttons Layout, then POS will operate with Vista's standard button layout.

If a button is not relevant for your Cinema, you can choose to make this button invisible so that it does not display on the POS terminal (e.g. if your cinema does not sell Group tickets, then this button could be made invisible so that it will not display on the POS terminal).

You can change the sequence that the buttons appear in, and you can choose the 8 buttons that appear on the main selling screen (i.e. you could put the buttons that you use most at the bottom of the selling screen).

But not all buttons can be disabled. On the **Main Selling screen** the Log Off, Abort, More/Close, Lock, Selling Order and Refresh buttons cannot be disabled, and the More button must have a sequence number 8 or less. On the **Alternative Ticket screen** the Exit button cannot be disabled, and on the **Payment screen** you cannot disable the Override, Barcode Entry, Complete or Cancel buttons.



While editing, buttons can occupy the same position, but the layout can only be saved if no overlap occurs in position sequence. A message will appear until one of these buttons is made invisible or position is changed. Once a Button Layout has being created this can be applied to a workstation using **Workstation Maintenance**.

POS Buttons Layout Maintenance:

Description	Enter the description for this type of POS Button Layout.
Button Group	Select either the Main, Alternate Tickets or Payment Screen.
Position	For visible buttons, the sequence number must be between 1-48 (main selling screen), 1-9 (alternate ticket screen), 1-7 (payment screen). For buttons that are not visible, use any sequence number between 1-99.

Visible	If checked on, this button will appear on the POS screen.
Reorder button	Press this to sort the list by sequence number (for visible buttons).
Button Position Map	This is a guide to help set out the sequence numbers.

Workstation Group

Workstation Groups group together different types of sales devices e.g. Box Office terminals, Concessions terminals, Gold Class Concessions, Kiosk terminals and Internet Ticketing.

HeadOffice Note: The tabs Payment Groups and Payment Types are not available at HeadOffice. For download purposes, ensure you use the Workstation Group Cinema Link program to ensure the appropriate Workstation Groups are downloaded to each of the Cinema's.

Workstation Group Maintenance

File Edit Help

Workstation Group:

General | Payment Groups | Payment Types

Description: Point of Sale

Cinema: Vista Cinemas Boston

Head Office Code: 006

Sales Channel: Call Centre

Selling Mode:

- Tickets: ☐
- Concessions: ☐
- Both: ☒

Box Office Refunds:

- Minutes:
- Days:

Is the Default Workstation Group: ☒

Allow initiation of POS Session at terminal if no Back Office Float has been created: ☐

Exclude from list when creating POS Sessions in Back Office: ☒

Allow Offline Concessions: ☐

Point of Sale Customer Display Message:

Available for selling:

Not available for selling:

CAPS NUM INS

If your POS terminals usually start with a standard float, you may want to set up default payment groups for each Workstation Group. This will mean that when you create a new POS session, these payment groups will automatically be assigned to this POS Session (see next tab).

Workstation Group - General Tab	
Description	Name of Workstation Group.

Cinema	Select a Cinema, or leave blank to apply to all Cinemas.
HeadOffice Code	If you are using the HeadOffice application, enter the code used in HeadOffice.
Sales Channel	Select from the dropdown list the Sales Channel for this Workstation Group.
Selling Mode	Select Tickets (sell tickets only), Concessions (concessions only) or both (tickets and concessions).
Is the Default Workstation Group	Default Workstation Group; this will be over-written if another Workstation Group is selected as the default.
Allow initiation of POS Session at terminal if no BackOffice Float has been created.	Check this box, if you wish to allow POS terminals to log on, even if no POS Session/float has been previously created in BackOffice or CashDesk.
Exclude from list when creating POS Sessions in BackOffice.	Check this box, if you wish to exclude Workstation Groups when creating POS Sessions. You would usually exclude Workstation Groups such as Kiosks, IVR and Internet Ticketing Workstation Groups.
Allow Offline Concessions	Check this box, if you wish to Allow Offline Concessions to be created.
Box Office Refunds	Sets the amount of minutes/days before a movie start time that tickets can be refunded based on the workstation group that the ticket was sold from.
Point of Sale Customer Display Message - Available for Selling:	Enter a Message on POS Customer Display stating that it is available for selling. E.g. Welcome to Vista Cinemas Boston - Tickets for Star Wars - Revenge of the Sith Now Available!
Point of Sale Customer Display Message - Not Available for Selling:	Enter a Message on POS Customer Display stating that it is not available for selling. E.g. CLOSED for Maintenance - Go to Next Till.

Workstation Groups-Payment Groups Tab

Enter the default payment groups for the selected Workstation Group. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Note: This tab is not available in HeadOffice Workstation Group Maintenance.

The screenshot shows the 'Workstation Group Maintenance' dialog box with the 'Payment Groups' tab selected. The 'Workstation Group' dropdown is set to 'Point of Sale'. The 'Payment Groups' tab is active, showing a table for 'Default Payment Groups for Float Creation'. The table has five columns: 'Payment Group', 'GL Overs', 'GL Unders', 'Default Float Qty', and 'Default Float Value'. There are three rows: 'Cash', 'Gift Vouchers', and a row with an asterisk (*). The 'CAPS', 'NUM', and 'INS' buttons are visible at the bottom right.

Payment Group	GL Overs	GL Unders	Default Float Qty	Default Float Value
Cash				
Gift Vouchers				
*				

When the POS session is in operation, if a transaction occurs for a payment group that does not already exist, it will automatically be added to the POS session amounts.

Payment Groups Tab	
Payment Group	Select from Payment Group dropdown list (Payment Groups are created in Cash Management Maintenance).
GL Overs/Unders	Enter the General Ledger account for tracking Overs and Unders.
Default Float Qty and Value	Enter the default float quantity and value.

Workstation Groups-Payment Types Tab

Overrides by Payment Type can be defined for each Workstation Group. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Note: This Tab is not available in HeadOffice Workstation Group Maintenance.

The screenshot shows the 'Workstation Group Maintenance' dialog box with the 'Payment Types' tab selected. The 'Workstation Group' field is empty. Below the tabs (General, Payment Groups, Payment Types), the 'Payment Type Configurations' section contains a table with the following columns: Payment Type, Bank GL Account, Daily Cust. Limit, Tender Cat, Remote Sales Default, and Remote Sales Card Override. The first row is marked with an asterisk (*) and contains empty fields. At the bottom right, there are three buttons: CAPS, NUM, and INS.

Payment Types Tab	
Payment Type	Select from the dropdown list.
Bank GL Account	Select from the dropdown list.
Daily Cust Limit	Specify daily customer limits for transactions against payment types (i.e. credit card) This would allow, for example, a limit to be applied to credit card transactions at a Kiosk.
Tender Cat	Tender Category will appear once a card type is selected from Payment Type dropdown.
Remote Sales Default	This allows remote sales to client applications in the Workstation Group to use the payment type when transactions are processed for the 'Card Type' (i.e. credit, debit, cash). This allows remote devices using sales server to have different payment types associated with them (e.g. If using a third party web ticket sales).
Remote Sales Card Override	Override Card name - Select Payment Type will override the remote sales default when card name matches.

Workstations

A workstation must be created for:

- Every computer running Vista Point of Sale (including a POS acting as a kitchen system).
- Every computer running Vista BackOffice.
- Every computer running CashDesk.
- Every cinema which is a fileserver.

The workstation code, must be the computer name from Windows.

A workstation will also be automatically created for any of the following:

- One for each Kiosk.
- One for each PDA running VistaMobile.
- One for the Internet Ticketing System.
- One for the Call Centre system.
- One for the IVR system.
- One for the Concessions Importer.

When these devices first start up, they will automatically create a workstation entry. You should edit this to set the correct settings, in particular you need to assign a workstation group.

Workstation Details Tab

Before creating a Workstation, you must have created a Concessions Profile, (optionally) a POS Buttons Layout, and a Workstation Group.

You should have also decided on an appropriate network naming convention for workstations you add to the cinema LAN/WAN. The Workstation Code must be the actual Windows PC name of the POS terminal, and must not be longer than 10 characters.

The screenshot shows the 'Workstation Maintenance' dialog box with the 'Workstation Details' tab selected. The 'Workstation' field contains '34525'. The 'Name' field contains 'Arthur Smith'. The 'Workstation Group' is set to 'Point of Sale'. The 'Location' is 'Counter Rialto'. The 'Concession Profile' is 'Concession Sales'. The 'POS Button Layout' is 'Std POS Layout'. The 'Initial Screen' is '17FerrisWheel'. The 'Ticket Message' field is empty. The 'Workstation Enabled' checkbox is checked. The 'Print on Voucher' checkbox is unchecked. The 'Refund by Cash Only' checkbox is unchecked. The 'Main Selling Product' section has 'Tickets' selected with a radio button, and 'Selling Tickets' and 'Selling Concessions' are checked with checkboxes. The 'Scaling factors for Seat Allocation (%)' section has 'Seat Width' set to 100, 'Seat Height' set to 100, and 'Font Size' set to 100. The 'Currently Logged-On User' field is empty. The bottom of the dialog has 'CAPS', 'NUM', and 'INS' buttons.

Workstation Details		Printers		Hardware 1		Hardware 2		Monitors		Prepare/Pickup	
Name:	Arthur Smith	Workstation Enabled:		☒		Print on Voucher:		☐		Refund by Cash Only:	
Workstation Group:	Point of Sale										
Location:	Counter Rialto										
Concession Profile:	Concession Sales										
POS Button Layout:	Std POS Layout										
Initial Screen:	17FerrisWheel										
Ticket Message:											
Main Selling Product:		Scaling factors for Seat Allocation (%):									
Tickets	☒	Seat Width:		100							
Concessions	☐	Seat Height:		100							
Selling Tickets:	☒	Font Size:		100							
Selling Concessions:	☒										
Currently Logged-On User:											

Workstation Details Tab:

Workstation	Enter name of workstation from network control panel here. Must not exceed 10 characters.
Name	Enter a description of the workstation.
WorkStation Group	Select a Workstation Group from the dropdown list.
Location	Select a default stock location from the dropdown list.
Concession Profile	Select a Concession Profile from the dropdown list.
POS Button Layout	If you have created POS Button Layout profiles, then select one from the dropdown list, otherwise leave undefined to use the default Vista POS Buttons layout.
Initial Screen	Select the initial Cinema screen to display sessions for on the POS terminal.
Ticket Message	This is an optional field - if you enter a message here it can be printed on tickets sold from this workstation.
Main Selling Product	Select either the Tickets screen or Concessions screen as the default screen (i.e. the first screen displayed when starting POS). Indicate if this workstation can sell Tickets and/or Concessions (this overrides the setting in the Workstation Group). You can leave both un-checked if this is a POS Kitchen terminal that does not sell concessions or tickets.
Scaling factors for Seat Allocation (%)	Seat Width & Height: Resizes seat plan displayed on POS terminal. Font Size: Changes font size on seat numbers of seat plan.
Workstation Enabled	Check box to enable the workstation.
Print Concession (Food) Voucher	Check box if you require to print Food Vouchers (these are normally used with the POS Kitchen functions). Ensure you set up the printer details (see the Printers Tab) to print the Food Vouchers on.
Refund by Cash only	Check box if refunds are cash only.
Currently Logged on	Displays name of user logged on to this workstation.

Printers Tab

Use this tab to set up the information about the printers attached to the POS Terminal.

Workstation: 34525

Workstation Details | **Printers** | Hardware 1 | Hardware 2 | Monitors | Prepare/Pickup

Printers

	Printer 1:	Printer 2:	Printer 3:
Type:	No printer connected	No printer connected	No printer connected
Port:	No port defined	No port defined	No port defined
Usb Port:	☒	☐	☐
Windows Printer Name: (Usb)	Print1		
File Destination: (To File)			
Use Registration Mark:	N/A	N/A	N/A

Serial Port Settings

Port 1:	9600,n,8,1
Port 2:	9600,n,8,1
Port 3:	9600,n,8,1
Port 4:	9600,n,8,1

Shared Printer Attached: None

Monitored Folder:

Print Tickets on:	None
Print Customer Receipts on:	None
Print Vouchers on:	None
Print Till Slips on:	None
Print Credit Card Receipts on:	None
Print Journals on:	None
Print Prepare Slips on:	None
Print Pickup Slips on:	None

CAPS NUM

Printers Tab:

Printer 1,2,3 and Port 1,2,3	Select printer type and port.
Usb Port	Check whether or not a Usb Port is supported.
Windows Printer Name: (Usb)	Enter The Windows Printer Name for each selected printer.
File Destination: (To File)	The destination file name is entered here to allow the selected workstation to share a printer with other workstations to print an item (e.g. receipts or till slips). See Setting up Shared printers for information about how to set this up.
Use Registration Mark	This field only appears for certain printers (e.g. Zebra). Check this box if a registration mark is to be used for ticket cut-off.
Serial Port Settings 1-4	For any serially attached printers, enter the port settings.
Shared Printer Attached	If a Shared Printer is Attached, select it from the drop down menu (printer 1-3).
Monitored Folder	If a folder is monitored enter it here.
Print Tickets On	Select printer from the dropdown list (printer 1- 3).
Print Customers Receipts On	Select printer from the dropdown list (printer 1- 3).
Print Vouchers On	Select printer from the dropdown list (printer 1- 3).
Print Till Slips On	Select printer from the dropdown list (printer 1- 3). When a float adjustment is made, a receipt confirming the transaction will be printed on this printer.
Print Credit Card Receipts On	Select from the dropdown list (printer 1- 3).
Print Journals On:	Select from the dropdown list (printer 1- 3).
Print Prepare Slips On:	Select from the dropdown list (printer 1- 3).
Print Pickup Slips On:	Select from the dropdown list (printer 1- 3).

Hardware 1 Tab

Enter the details for the type of POS terminal, cash drawer and customer display details.

Workstation Maintenance

File Edit Help

Workstation: 34525

Workstation Details | Printers | **Hardware 1** | Hardware 2 | Monitors | Prepare/Pickup

Computer Type: IBM PC or Clone

Cash Drawer: IBM 4695 cash drawer Security Enabled ☐

Port: Serial Port 2 Lock POS when Cash Drawer Open ☐

Open Command: 007007

Enter 3 digit decimal ASCII values, eg. ~ and BELL character ie 126007

No. Customer Displays: 1

Customer Display 1:

Type: IBM 4695 display

Port: Serial Port 2

Number Rows: 0

Number Columns: 0

Customer Display 2:

Type: No customer display

Port: No port defined

Number Rows: 0

Number Columns: 0

CAPS NUM INS

Hardware 1 Tab:

Computer Type	Select computer type from the dropdown list.
Cash Drawer and Port	If there is a cashdrawer connected, then select type from the dropdown list, and select the port number. Note: if IBM 4695 cash drawer selected, no port needs to be selected.
Open Command	Refer to your cashdrawer Vendor for any special characters required to open your brand of cashdrawer.
Security Enabled	Tick "Security Enabled" if user authentication is required to open cashdrawer.
Lock POS when Cash Drawer is open	This setting is only available if the 'OPOS standard' cashdrawer has been selected. Check this box to lock the POS terminal while the cashdrawer is open.
No. Customer Displays	Select how many displays 1 or 2. Default is set to 0
Type and Port	Select type of display from dropdown and enter Port.
Number Rows/Columns	Define the number of rows/columns on the customer display.

Hardware 2 Tab

Enter the details for the stripe reader, payments barcode reader and scales.

Workstation Maintenance

File Edit Help

Workstation:

Workstation Details | Printers | **Hardware 1** | **Hardware 2** | Monitors | Prepare/Pickup

Stripe Reader:

Port:

Payment: ☒ Integrated Payments

Port: ☐ Use T7E

☐ Use POS Stripe Reader for Card Payment

☐ Use POS Stripe Reader for Loyalty

Barcode Reader:

Port:

Configurable Barcode ASCII values

Start character:

End character:

Security Reader:

Scales:

Port:

CAPS NUM INS

Hardware 2 Tab:

Stripe Reader and Port	If there is an external stripe reader attached, select the type from the dropdown list. Select the port that this is attached to.
Payment and Port	Tick "Integrated Payments" if you are using the Vista Payments module, and then select Port.
Use T7E	If 'Integrated Payments' is selected, and a Port selected, then this check box appears.
Use POS Stripe Reader for Card Payment	Select this if the POS stripe reader will also be used for Payments. Leave unchecked if you use a separate stripe reader. If this is checked then the 'Use T7E' check box disappears.
Use POS Stripe Reader for Loyalty	Select this if the POS stripe reader will also be used for Loyalty cards.
Barcode Reader and Port	Select type and port from dropdown list.
Configurable Barcode ASCII Value	Enter in any start and end characters required.

Security Reader	Select a security reader device from the drop down list. Vista currently supports the use of magnetic swipe cards, and barcode readers. This is used if long on and/or security approval at POS use security reader devices.
Scales and Port	Select Avery scales from dropdown field.

Monitors Tab

Enter the details for any Monitors that are attached to the workstation.

Monitors Tab:	
Show Seating Plan on Customer Monitor	Check this box to show the seating plan on the monitor.
Show only Sessions for this Cinema	Check this box to show only sessions on the monitor.
Sessions for Cinema, that Overhead TV monitor Belongs to	Select the cinema from the dropdown list, or leave undefined for any cinema.
Cinema Used for Inventory Sales	Select by Workstation Group, Session, Session else Prompt, or Use Default.

Prepare/Pickup Tab

Use this tab to allow workstations to use and monitor Kitchen functions within POS. Also see **Item Prepare/Pickup Areas** (see "Item Prepare/Pickup Area - General" on page 176) and **Item Maintenance** (see "Items" on page 193), within this Backoffice User Guide, and for more information on POS Kitchen functions, see Setting up for POS Kitchen Functions, in the Cinema Operations Guide.

The screenshot shows the 'Workstation Maintenance' dialog box with the 'Prepare/Pickup' tab selected. The 'Workstation' dropdown is set to 'Wilna'. The 'Prepare/Pickup' tab is active, showing various settings for the workstation's kitchen functions. The 'Allow Prepare/Pickup of Items' checkbox is checked. The 'Workstation Located in' dropdown is set to 'Kitchen'. The 'Refresh Details (seconds)' is set to 10. The 'Prepare/Pickup Screen Font Size' is set to 12. The 'Automatically Split Order' checkbox is unchecked. The 'Prepare Order Mode' dropdown is set to 'Order by Number'. Under 'Prepare/Pickup Screen Buttons', 'Show Split Button' is unchecked, while 'Show Started Button', 'Show Made Button', and 'Show Collected Button' are all checked. The 'Items sold at this workstation prepared at' dropdown is empty. Under 'When to Update Prepare Order Details', 'When Transaction Complete' is selected with a radio button, and 'During Order Process' is unselected.

Prepare/Pickup Tab:

Allow Prepare/Pickup of Items	Check box to enable this workstation to use and monitor POS Kitchen functions.
Workstation Located In	Enter the prepare/pickup area that this workstation is located in (e.g. a Kitchen area). For POS terminals that do not prepare or pickup any Food Orders, then do not select any area.
Refresh Details	Select how often the Food Orders will get refreshed on the screen - default is 10 seconds.
Prepare/Pickup Screen Font Size	Default set to 12.

Automatically Split Orders:	Check this if Food Orders can be split and re-directed to other areas.
Prepare Order Mode:	Determines the sequence in which orders will be displayed on the POS orders. Three options are available - Order by Number (orders will be displayed in ascending sequence by order number), Order by Deliver Time (orders will be displayed in ascending sequence by delivery time), and Order by Session (orders will be displayed in session sequence).
Show Split Button:	Check this to show the Split button on the POS Kitchen screen. This button is used by to split orders if they need to be prepared or re-directed to different areas.
Show Started Button:	Check this to show the Started button on the POS Kitchen screen. This button allows staff to see the status of the Order.
Show Made Button:	Check this to show the Made button on the POS Kitchen screen. This button allows staff to see the status of the Order.
Show Collected Button:	Check this to show the Collected button on the POS Kitchen screen. This button allows staff to see the status of the Order.
Item Sold at This Workstation Prepared at	If the item sold is not also prepared at the same workstation (e.g. item sold at POS terminal and prepared at ice-cream counter), then select the prepare/pickup area where it is prepared. You can override this setting by editing the prepare/pickup details in Item Maintenance.
When to Update the Order Details	Select either: When Transaction complete - i.e. once the customer has paid for this order, the order is sent to the Prepare/Pickup screen. During the order process - i.e. while the order is being processed, the order is sent to the Prepare/Pickup screen.

Entering Data into a Cabinet

Most cabinets in BackOffice are read-only, but many cabinets in HeadOffice require data entry directly in the grid (rather than having a maintenance form).

Entering Data

- Enter data from the left to the right. Some look-up columns depend on data being available in the left column. **Example:** In most cases, you cannot enter a code number before entering the name or description field first.

Entering Rows

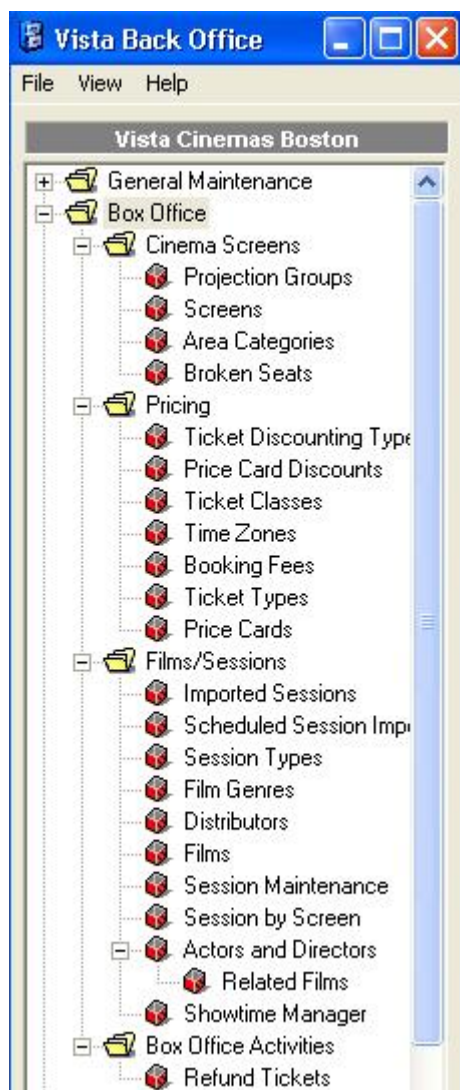
- When entering a new row, a pencil icon displays to the left of that column.
- To finish entering data in a row, click down (using your mouse) to the next blank row. Note: In order for a row of data to be saved, you must click down on the blank row beneath it (the pencil icon will disappear). You can then close the cabinet.

CHAPTER 3

Box Office

This chapter covers the items within the Box Office Folder.

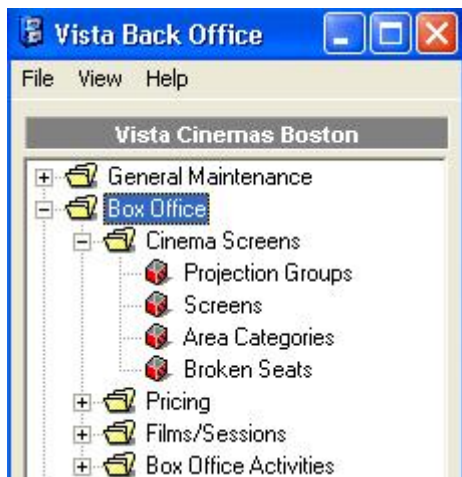
See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Cinema Screens

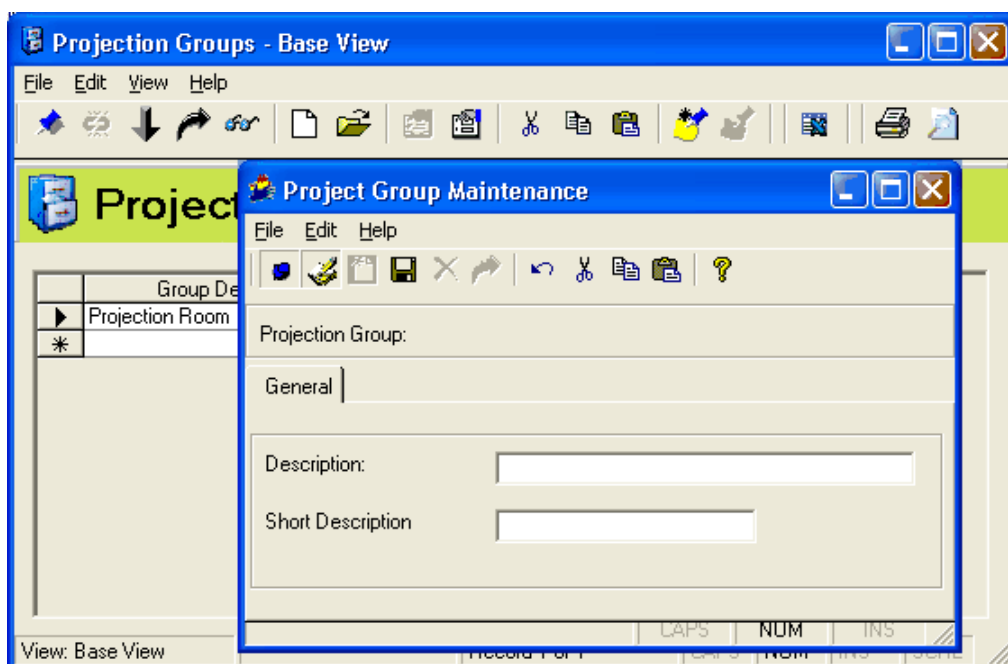
This section covers information on entering data in cabinets and creating new records within the Screens programs under the Box Office folder. Three areas will be covered:

- Projection Groups
- Screens
- Area Categories
- Broken Seats



Projection Groups

Define different groupings of Projectors. If there are 2 projection booths, one on level 3 which is used for Screens 1 to 6 and another on level 6 for screens 7 to 12, then you might call them Level 3 and Level 6. This allows you to print off reports for a projection staff and door staff.



Projection Groups	
Description	Fill in a description.
Short Description	Give a short description.

Screens

A cinema screen represents an auditorium within a cinema complex (some cinemas even call them cinemas or theatres). I.e. there is one screen for each auditorium.

Some cinemas have two parts to an auditorium. Standard seats and Premium (or Gold Class) seats at the back. If this is the case and you have defined a Cinema for the traditional business and one for the Gold Class, you may want to create a separate auditorium for the Gold Class seats, as you can define a Cinema only at a Screen level. The upside is you can report separately for the Gold Class and also consolidate as well. The downside is you have to defined all movie sessions twice, once for each screen you create. If you have 8 screens and 2 of these have back sections for Gold Class, make the Gold Class screens 9 and 10. Vista will need to issue you a special licence, so please contact your Vista Business Partner.

The Screen Maintenance form has three major functions as follows:

- Screen Details Maintenance.
- Screen Areas Maintenance.
- Area Seat Definitions.

You need to set up your cinema screens before adding any film or session information.

The screenshot shows the 'Screen Maintenance' application window. The 'Screen Details' tab is selected. The 'Screen' dropdown is set to 'Screen 1'. The 'Cinema' dropdown is set to 'Vista Cinemas Boston'. The 'Projection Group' dropdown is set to 'Projection Room'. The 'Name' field is 'Screen 1'. The 'Description' field is 'Simple Single Area No Allocation'. The 'Default Cleanup Time' is '0'. The 'Ticket Msg' field is empty. The 'Suppress Number On Ticket' checkbox is unchecked. The 'Seats' section shows 'Total Seats' as 238, 'House Seats' as 5, 'Special Seats' as 3, and 'Remote Sales Cutoff No. of Seats' as 35. The 'Allow auto booking release for this screen when seats remaining are at or below:' field is set to 2, and the 'Never Release Bookings' checkbox is unchecked. The 'Alternate Language' section has an empty 'Name' field and an empty 'Ticket Msg' field. The 'Signage (% Screen Is Full)' section shows 'Filling Sign' as 85 and 'Full Sign' as 95. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Enter your cinema screen information in the applicable fields of the Screen Details, Screen Areas and Area Seat Definitions sub-forms.

Notes: When defining Area and Area Seat Definitions, the sum of all seats and seat types in all areas must be equal to the total number of seats in the cinema screen. There must be at least one area defined in any cinema screen. This area will contain all seats if it is the only area defined.

Screen Details:	
Screen	Numerical screen code. Use a numerical order for your screens e.g. 1, 2, etc.
Cinema	Cinema code. Only necessary if you have more than one Cinema.
Name	Cinema screen name, e.g. Screen No 1.
Description	Description of cinema screen, e.g. Screen 1 Newmarket.
Default Cleanup Time	The default value in minutes to allow for the clean-up of this cinema auditorium after a session.
Ticket Message	Message to display on tickets.
Total Seats	Total number of physical seats available for this screen.
House Seats	Number of seats reserved as house seats. A manager at any Point of Sale (POS) screen can release house seats. This can be used to release additional seats for sale.

Special Seats	Number of reserved seats that must be manually released in order to be sold, e.g. wheelchair seats.
Remote Sales Cut-off No. of Seats	The point to which remote sales devices such as IVR, E-ticketing or Kiosks can continue to sell tickets for a cinema screen.
Filling Sign	The point at which you wish to display the filling status on your filling sign.
Full Sign	The point at which "Sold Out" appears on your filling sign.

Screen Areas Tab

In Vista, "Areas" are physical areas contained within an individual cinema screen, for example: Balconies, Grand Circle, Front, Back or any other user-defined area within a cinema screen. All cinema screens must have at least one area defined (containing all seats if this is the case).

Screen Areas Tab:

Area	Leave this field blank. The system populates this field with the Area Name when you enter it the Area Name field.
Area Name	Enter Area name, e.g. Balcony, Stalls, Mezzanine.
Add Area	In edit mode this control button is enabled. Click to add an area.
Remove Area	In edit mode this control button is enabled. Click to remove an area.
Ticket	Area name to be printed on the Description ticket - 8 characters e.g. Mezzanine.
Priority	Priority used by the automatic seat allocation program to determine priority weighting for this area as opposed to other areas during the allocation process.
Area Category	Select (from dropdown box) an area category for this area.

Description	Text field to provide a description of the area.
Total Seats	Total number of physical seats available for this Area, including house seats and special seats.
House Seats	Total number of seats reserved as house seats that have been allocated in this Area.
Special Seats	Total number of reserved seats allocated to this Area. These must be manually released in order to be sold.

Area Seat Definition Tab

Use this Area Seat Definition Tab to define physical layouts of each area within a cinema screen.

Important: The seat grid within the Area Seat Definition sub-form provides easy click and drag functionality in order to define large areas quickly. It also allows single clicking to define individual seats, row lettering, or seat numbers.

This screen example shows an area in a cinema screen that has a total of 100 priority 1 seats including 5 house seats and 3 special seats:

Screen Maintenance

File Edit Help

Screen: Screen 1

Screen Details Screen Areas **Area Seat Definitions**

Row

Row	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
N	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
M	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
L	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
K	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
J	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
I	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
H	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
G	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
F	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
E	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
D	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
C	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
B	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
A	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1

Priority

Area:	Stalls
Priority:	1
Total:	238
House:	5
Special:	3

Seat Numbers (Select range to fill block)

Row:

Column:

Seat No. Row No. Priority

CAPS NUM INS

Important: If a cinema screen has any areas that use a seat allocated area category, you must create and design the physical layout for those areas before you can save and apply your changes to that cinema screen.

Steps:

- 1 Click the Seat Numbers dropdown box and select the Priority Number you assigned to the area on the Screen Areas sub-form.
- 2 Click in the seat grid and using your mouse, click and drag to fill a block of seats or click on individual seats, as required. Repeat this step until you have allocated all seats for this area.
- 3 Note: A running total is provided to the right of the seat grid for your convenience. This enables you to quickly monitor seat totals. House seats and Special seats must be allocated within the area.
- 4 To allow for aisles and entry areas into the cinema, select the **Unavailable** seat type from the Seat Numbers dropdown box.
- 5 Seat Area Definition is not required for areas that do not use a seat allocated area category.
- 6 On completion of all seat definition, click the Row No. button and choose either Number rows from the Front or the Back depending on the cinema screen's physical numbering.
- 7 Click the Seats No. button and choose to number seats from Left to Right or Right to Left. The Align Seats radio button should be True, if you want to align seat numbering regardless of whether some rows contain more seats than others.
- 8 Calculate the values for the Priority column by clicking the Priority button. The priority values display in the right grid margin. Vista uses these numbers in complex seat allocation calculations.
- 9 Apply the cinema screen set-up by clicking the Save button.

Area Seat Definition:	
Seat Type	From the dropdown box, select the correct area to define. Select Priority No. from Screen Areas. Select Area No. from Screen Areas.
Total, House, Special	Displays running totals for each of the allocated seat types.
Row-Column Name	Row name allocated can be manually edited, if required - up to 2 characters.
Row-Field	Grid reference number.
Column	Grid reference number.
Row Numbers	Select Order for Row Numbering (A-Z). Select either Number from the Front or Number from the Back.
Seat Numbers	Select Order for Seat Numbering. Select either Number from Left or Number from Right. Align Seat Numbers, i.e. seats in a column will have the same seat number allocated.
Priority-Column Name	Priority number for each row of allocated seating. You can manually edit Priority numbers, if required.
Priority-Button	Calculates the above priority number for each row.
Area Seat Types	Select which type of seat to allocate in the grid. Unavailable, House Seats, Special Seats, Priority 1-9.
Seat Numbers	Selecting this shows individual seat numbers instead of seat priority numbers on screen. These numbers can be manually edited, if required - up to 2 characters.

Area Categories

Area Categories is the concept of a 'pricing area', not necessarily a physical area.

One could have a concept of 'Premium' pricing area category, which seats you either in balcony or circle (at the same price), and a 'Standard' pricing area category which seats you in either Upper Stalls or Lower Stalls. In these cases, two physical areas belong to the same area category (and therefore have the same pricing and shared seat allocation).

Physical Areas are Assigned to an Area Category:

In some cases each physical area is to have its own pricing. In which case, a different 'area category' must be defined for each physical area. In THIS case, it can look confusing because there is a 1 - 1 relationship between physical areas and area categories, and area categories will tend to be given the same descriptions as the physical areas. The same description will tend to appear twice, but with different concepts.

Example: Premium or Standard. The Area Category will determine the price of a ticket purchased for any area, e.g. premium pricing for the best available seats.

When creating Area Categories, you have the option of applying seat allocation to the Area Category.

Area Category:	
Description	Name of the Area Category - up to 30 characters.
Seat Allocation	If you want to apply seat allocations to this Area Category, check this box. Note that applying seat allocation for an Area Category allows you the option to use Manual, Automatic or No Seat Allocation for any given session.
Sequence No	The order in which this Area Category is to display on the Point Of Sale (POS) screen.
Description on Ticket	Enter a description to print on tickets purchased for this Area Category this is an optional field, but recommended to be entered.

Broken Seats

Overview:

Many cinemas would like the ability to mark seats as broken for a period of time, and to be able to reinstate them once fixed.

This may be for a short period of time e.g. until the end of the day if someone has been sick in a chair. While a seat is marked as 'Broken' it cannot be sold.

The manager needs to be informed of a seat getting marked as broken where there are sales or bookings against it already. This is so it can be either manually changed, refunded, or sold to a different seat.

Back Office:

From the BackOffice Maintenance form for Broken Seats, the operator can readily view or report on the seats currently marked as broken in a cinema. The operator can also restore them to their usual saleable status once they are repaired.

Broken Seats Inquiry presents a list of Broken Seats which have been Booked or pre-sold as the primary view:

Broken Seats

File Reports Edit Help

Enquiry | Mark Broken Seats | Restore Seats

Broken seats for: Vista Cinemas Boston

Screen	Area	Seats	Period (incl.)
Screen 2	Stalls	K10	Until Restored
Screen 3	Stalls	L8	Until Restored
Screen 7	Grand Circle	B6	Until Restored
Screen 8	Standard Seats	B8	Until Restored

Exit

CAPS NUM INS

The 'Mark Broken Seats' Tab on the form allows the marking of seats as broken:

The screenshot shows a Windows-style application window titled "Broken Seats". The window has a menu bar with "File", "Reports", "Edit", and "Help". Below the menu is a toolbar with icons for file operations and a help icon. The main area has a tabbed interface with four tabs: "Enquiry", "Mark", "Save", and "Restore Seats". The "Mark" tab is currently selected. On the left side of the "Mark" tab, there are several input fields: "Cinema" (set to "Vista Cinemas Boston"), "Screen" (set to "Screen 6"), "Area" (set to "Stalls"), "Mark as broken permanently" (an unchecked checkbox), "Broken from:" (set to "Wednesday 26 Oct 2005"), and "Until:" (set to "Friday 28 Oct 2005"). Below these fields is the text "Dates are inclusive". On the right side, there is a large text area with the instruction "Enter Row/Number for each Broken Seat: Use commas or spaces to separate seats: eg A5, A6, B4". At the bottom right of the window are two buttons: "Next >>" and "Cancel". At the very bottom of the window, there are three small buttons: "CAPS", "NUM", and "INS".

Mark Broken Seats	
Cinema	The affected Cinema may be selected from the drop-down list which is populated from the 'Cinema Complexes' table.
Screen	The affected Screen may be selected from the drop-down list which is populated from the 'Screens' table
Area	The affected Area may be selected from the drop-down list which is populated from the Screen Areas defined for that screen (please see Screen Maintenance – Screen Areas tab).
Mark as broken permanently	This box may be checked if the date on which the seat will return to use again is not known.
Broken From	This defaults to the current date, but may be changed by clicking on the 'down' arrow. This will cause a calendar to appear, and the 'from' date may be marked on it.
Until	This defaults to the current date, but may be changed by clicking on the 'down' arrow. This will cause a calendar to appear, and the 'to' date may be marked on it.
Enter Row//Number for each Broken Seat	The seat placements are entered as a string, separated either by spaces or commas.

The 'Restore Seats' Tab on the form allows the restoration of broken seats:

Broken Seats

File Reports Edit Help

Enquiry **Create** Mark Broken Seats Restore Seats

Cinema
Vista Cinemas Boston

Screen
Screen 3

Area
All

Check All

Uncheck All

Check rows to restore seats:

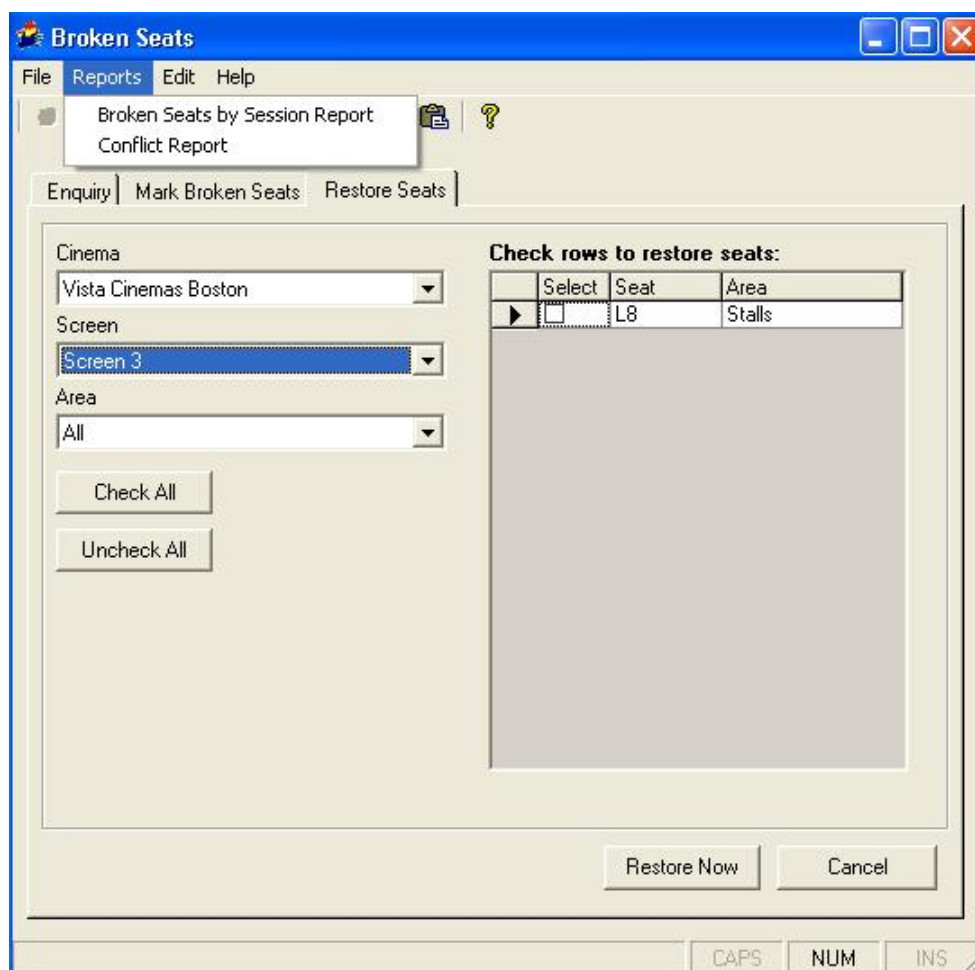
Select	Seat	Area
☐	L8	Stalls

Restore Now Cancel

CAPS NUM INS

Restore Seats	
Cinema	The affected Cinema may be selected from the drop-down list which is populated from the 'Cinema Complexes' table.
Screen	The affected Screen may be selected from the drop-down list which is populated from the 'Screens' table, but only includes screens with broken seats. If the 'All' option is selected, all broken seats for that cinema will be displayed on the grid to the right of this form. Otherwise only the broken seats for the selected screen will be displayed on the grid.
Area	The affected Area may be selected from the drop-down list which is populated from the Screen Areas defined for that screen (please see Screen Maintenance – Screen Areas tab). This list only includes screens with broken seats.
Check all	This box may be checked if all seats listed on the grid are to be restored.
Uncheck all	This box may be checked to indicate that all of seats listed in the grid on the right are to remain marked as 'Broken'
Check rows to restore seats	Seats may be individually restored by checking the 'Select' box for that seat on the grid.
Restore Now	This button actions the restoration of selected seats
Cancel	This button un-checks any checked boxes.

Two reports from the Broken Seats Maintenance form provide views of affected sessions, and detailed views of seating conflicts:



These will assist with the manual re-allocation of bookings before the tickets are issued, and identify situations where tickets have been pre-issued for a seat that has subsequently been broken.

Operational Guidelines for Handling Broken Seat Scenarios:

Discovery of broken seat – (Perhaps a cleaner finds a damaged seat or a patron reports that their seat is un-useable):

- If a patron has complained they need to be re-seated:
- The seat, (i.e. A22) must be marked as broken and will be un-useable until it is replaced in 3 days. The BackOffice operator must open the Broken seats module, and click the Mark Broken seats tab, correctly entering the seat 'name' and selecting the Until date.
- If a seat name is entered which references a non-existent row or seat number for that screen/area (or someone else has already marked the seat as broken) the system will display an informative message box, reject their entry and reset the screen.
- When the operator provides valid seat information and clicks the 'Next' button they are shown the impact of their entry on upcoming session. Notification of any conflict created with bookings or tickets issued already for that seat will occur.
- If there are conflicts, the Conflicts Report should be run after the seat has been marked. The conflict report provides booking numbers or transaction numbers depending on whether the seat has been booked and/or sold.
- Unpaid booking conflicts can be resolved by moving the booking from a POS terminal.

Resolving conflicts for paid bookings or pre-issued tickets:

- If the ticket has already been issued the Conflict Report can be used to assist with the refund of the transaction and the sale of a new ticket for the affected party. The operational difficulty is that the patron will not need to visit kiosk or POS as they already have the ticket (which is no longer valid) and door staff at the actual screening need to be ready to intercept the patron as they enter, or respond if they actually get to the broken seat and return to complain. It is recommended that the new ticket number is recorded in the column provided on the Conflict Report which is then made available with the new ticket to the appropriate staff member – probably an usher.
- If the ticket is pre-paid but not issued, the patron may attempt to pick up the ticket from a kiosk. Kiosk will be aware of the conflict and the individual will be prompted to pick up the ticket from a POS terminal. At POS the system will detect the issue and the operator can manually swap the tickets.
- Alternatively the Conflict report can be used to detect pre-paid bookings and they can then be swapped immediately from a POS terminal without printing the tickets. This may cause problems if the new seats are of lesser quality than the original but otherwise this change will be 'invisible' from the perspective of the patron and the POS operator (or the kiosk) who actually issues the new tickets.

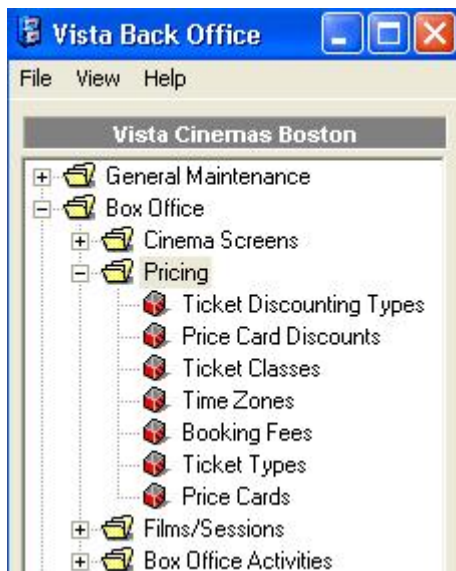
Restoring broken seats:

- Broken seats which have an 'Until' date will automatically become available again at the start of the business day following the Until date.
- BackOffice operators can restore seats as soon as they are notified of the repair. They will do this if the seat was marked as 'broken permanently' or if it was ready for use before the Until date.
- Using the Restore Broken Seats function will make the seats available immediately – i.e. from the first session that begins after the Restore time.

Pricing

This section covers information about entering data and creating new records within the Box Office/Pricing folder.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Every ticket has a price, the price of a ticket could depend on the:

- Time of the day.
- The day of the week (Price Group).
- Age (Ticket Type).
- Seat location (Area Category) or Number of tickets purchased.

All of these factors are taken into consideration when setting up pricing and they will differ according to operator requirements. Ticket price set-up involves the following stages:

- Create **Area Categories**.
- Create **Ticket Types** and assign an Area Category to each Ticket Type.
- Create **Ticket Discount Types and Rates**.
- Create **Price Cards** by assigning Ticket Types to a Price Card. Ticket Discounts can also be added to a Price Card.

Ticket Discounting Types

Cinemas may apply discounts to ticket types for a number of reasons. Here are a few examples:

- If a customer has a coupon from a special promotion in a newspaper.
- If there was a special viewing for Senior Citizens between 10am till 3pm for certain movies.
- An extra bonus for Staff members would be discounts on Made at Sale time Concessions.
- Discounts can also be set up for Store cards e.g. Sears card in USA, this can be set up if a customer used their 'Sears card' to pay for a ticket, and this could be set so they would get \$2 off.

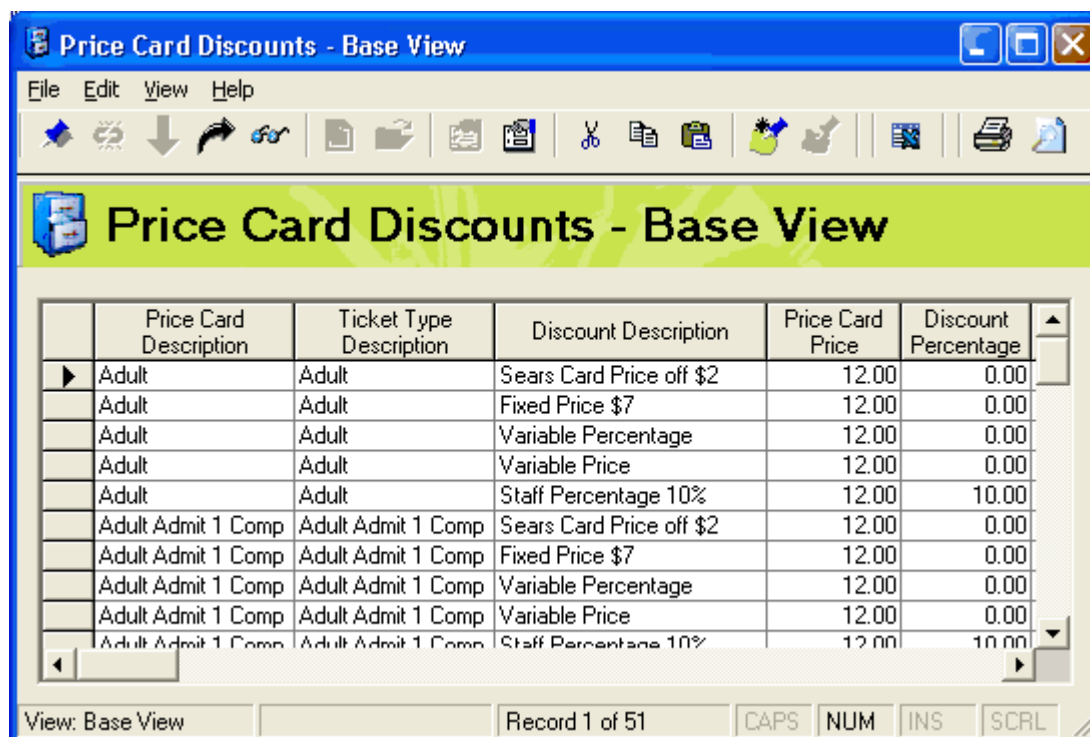
Setting Up Discounts on Tickets

Once Ticket Discount Types have been set up, you will need to apply a discount rate (% or amount) against each relevant ticket type on **Price Cards** (see "Price Card Tickets-Discounts" on page 114). See also Setting up Prices and Discounts in the Cinema Operations Guide for more information on pricing setup and use.

Ticket Discounting Types	
Discount Code	Automatically generated for you by Vista.
Description	This information will be displayed on the Point of Sale, e.g. Staff Discount.
Short Description	15 characters maximum. This will be the information displayed on POS if the full description is too long.
Report Code	15 Characters maximum. This will be displayed on the reports.
Status	Default status is 'Active', other options are 'Inactive' or 'To be Deleted'.

Price Card Discounts

This is an inquiry-only cabinet showing the Discounts that have been applied to Price Cards.

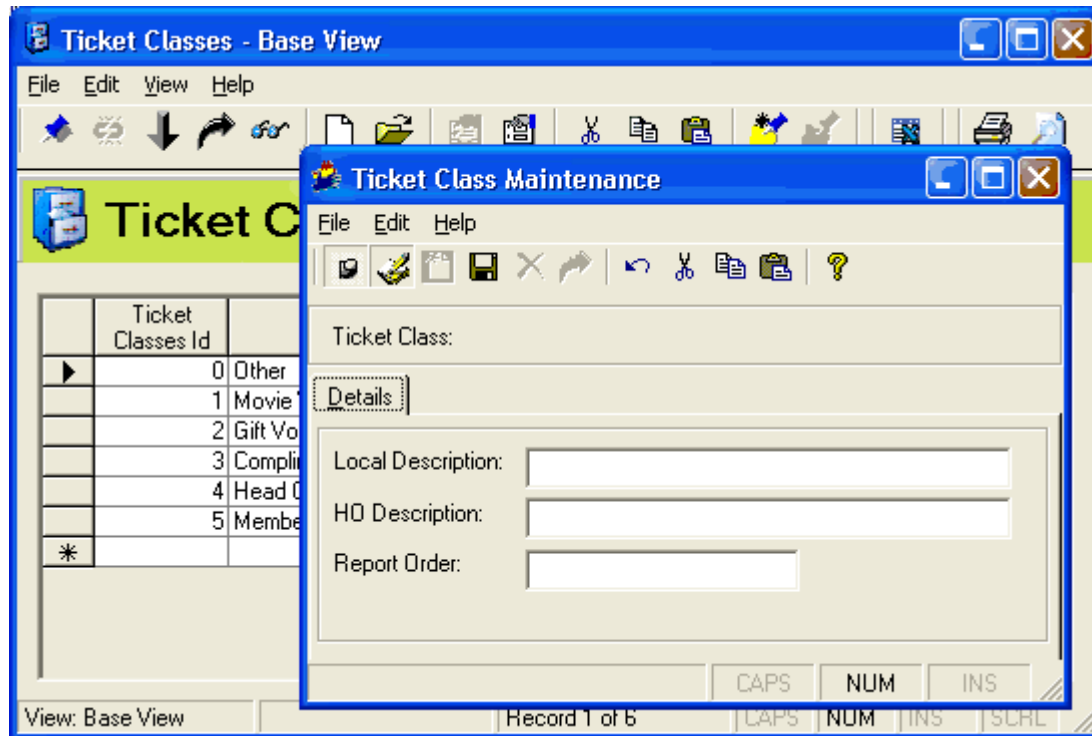


Price Card Description	Ticket Type Description	Discount Description	Price Card Price	Discount Percentage
Adult	Adult	Sears Card Price off \$2	12.00	0.00
Adult	Adult	Fixed Price \$7	12.00	0.00
Adult	Adult	Variable Percentage	12.00	0.00
Adult	Adult	Variable Price	12.00	0.00
Adult	Adult	Staff Percentage 10%	12.00	10.00
Adult Admit 1 Comp	Adult Admit 1 Comp	Sears Card Price off \$2	12.00	0.00
Adult Admit 1 Comp	Adult Admit 1 Comp	Fixed Price \$7	12.00	0.00
Adult Admit 1 Comp	Adult Admit 1 Comp	Variable Percentage	12.00	0.00
Adult Admit 1 Comp	Adult Admit 1 Comp	Variable Price	12.00	0.00
Adult Admit 1 Comp	Adult Admit 1 Comp	Staff Percentage 10%	12.00	10.00

View: Base View Record 1 of 51 CAPS NUM INS SCRL

Ticket Classes

Ticket Classes provide a way of grouping various ticket types together for reporting, e.g. Redemption's, Gift Vouchers and Complimentary, so that they appear in an appropriate format on reports.



Ticket Class	
Ticket Class ID	Numeric identifier for a ticket class.
Local Description	What the Local Cinema calls this ticket class.
HeadOffice Description	What HeadOffice calls this ticket class.
Report Order	The order (sequence) that the ticket class will display on reports.

Time Zones

Time Zones are useful if you want to create custom reports. Time Zones enable you to see which times of the day are most popular for certain item sales, movie categories or even general attendance.

Time Zone Maintenance

File Edit Help

Time Zone: Early Morning

General

Name: Early Morning

Short Name: Early Morn

Start Time: 9:15 am

End Time: 12:29 pm

Start of Cinema Day: 06:00AM

12:00 Midnight 12:00 Noon 11:59 PM

Early Morning

LAPS NUM INS

Time Zones:	
Name	Time Zone name.
Short Name	Short name.
Start Time	The start time you want for this Time Zone. Note: When you create new sessions, each new session is automatically associated with a Time Zone depending on its Start Time.
End Time	The end time you want for this Time Zone.

Booking Fee Maintenance

Booking fees can apply to tickets booked to any Sale Channel, i.e. Call Centre, IVR Phone, Kiosk, Internet ticketing, POS Sales and POS Bookings.

Booking Fee - General Tab	
Fee Description	Description of this booking fee. Up to 30 characters.
Default Booking Fee Default Minimum Fee Default Maximum Fee	The Booking Fee is the usual fee charged per ticket - unless this is less than the Minimum fee (in which case the minimum fee is used) or greater than the Maximum fee (in which case the Maximum is used). These defaults apply when adding a Sales Channel (see the Details Tab) but the fee amounts can be varied by Sales Channel.
Default Concession Item	Select the Concession Item that represents the Booking Fee (this is an Item set up in Item Maintenance and marked as a Booking Fee Item).
Status	Active or Inactive.

Detail Tab

Use this tab to set up each Sales Channel that requires a Booking Fee to be applied.

Booking Fee Maintenance

File Edit Help

Fee Description: Booking Fee Standard

General Detail

Sales Channel	Ticket Type	Item	Min Fee	Max Fee	Fee
Call Centre		Booking Fee It	\$1.00	\$1.00	\$0.00
Automated Phone Booking		Booking Fee It	\$1.00	\$1.00	\$1.00
Kiosk		Booking Fee It	\$1.00	\$1.00	\$1.00
Hand held POS		Booking Fee It	\$1.00	\$1.00	\$0.00
POS Sales		Booking Fee It	\$0.00	\$0.00	\$0.00
POS Bookings		Booking Fee It	\$1.00	\$1.00	\$0.00

The above detail items are the default booking fees for each relevant sales channel and cannot be deleted. You can override these defaults by adding detail lines below for the ticket type of your choice.

Sales Channel	Ticket Type	Item	Min Fee	Max Fee	Fee

CAPS NUM INS

In the **first grid** enter the default minimum, maximum and usual fee to be applied. This applies to all ticket types (see the second grid to see how to set exceptions by Ticket Type). For example, with Call Centre, the Minimum fee is set to \$1.00, Maximum fee set to \$5.00 and the usual Fee set to \$0.60. When tickets are purchased the booking fee is calculated as:

Tickets Sold	Booking Fee Amount	Comment
1 ticket	\$1.00	The Minimum fee applies here as the usual fee is less than the minimum fee (i.e. $\$0.60 \times 1 \text{ ticket} = \0.60 which is less than the Minimum fee).
2 tickets	\$1.20	The usual fee applies here as it is greater than the Minimum and less than the Maximum (i.e. $\$0.60 \times 2 \text{ tickets} = \1.20).
20 tickets	\$5.00	The Maximum fee applies here as the usual fee is greater than the maximum fee (i.e. $\$0.60 \times 20 = \12.00 which is greater than the Maximum fee).

In the **second grid** you can override the defaults entered in the first grid to set a different amount of Booking Fee from the default. For each Sales Channel and Ticket Type(s), enter the new Minimum fee, Maximum fee and usual fee.

Ticket Types

A ticket type is a ticket that matches a particular customer's status or circumstance such as a Senior Citizen, a Child, a Student, an Adult, a staff member or a coupon. A ticket type could also be a package of tickets and also concessions or box office sundry items eg Family ticket, or E-Ticket Adult or Harry Potter Combo. Each ticket type can be assigned to a ticket class, for reporting purposes.

Associating Ticket Types with Area Categories:

One ticket type is associated with one area category. Example: **Family Special** is a ticket type and **Family Standard** is a ticket type associated with an area category.

When using area categories you must use the Description field to name ticket types according to the area categories, they use e.g. Family Spec for Family Special. POS will display the Short name description from the ticket type and area category details. Other remote sales devices will only display the ticket type name.

The price and sequence number of a ticket type is set in the Ticket Type form. However, the price for any ticket type can be overridden in the Price Card Maintenance form.

Associating Ticket Types with Price Cards:

Once a Ticket Type has being set up this will be applied to a Price Card. These are then made available to Point of Sale using **Session by Screen** (on page 135) or **Session Maintenance** (on page 131) by assigning the appropriate **Price Card**. (see "Price Card Tickets" on page 112)

Setting Up Ticket Types for Vouchers:

Ticket types can be set up for Voucher Redemptions, see Setting Up Vouchers in the Cinema Operations Guide for more information on Voucher Setup and Use.

Linking Multiple Barcodes to a Single Ticket Type:

Ticket types are able to have multiple barcodes for different tickets. For example, the ticket type "Student" could be comprised of three different student type tickets - "intermediate, high school and college," which could each be assigned a different barcode and their sales recorded individually. However, the ticket type "student" is what would display on Point of Sale.

NOTE: All barcodes for the same ticket type must conform to the same structure (length, position of code etc).

Cinema Note: This form may not allow maintenance of Ticket Types data downloaded from HeadOffice - this is controlled by the settings in the "Controlled Forms" option (in the Environment folder). Also, if Ticket Type data is not updated after a HeadOffice download, due to the settings in the "HeadOffice Download Fields" option (within the Environment folder), run the report "HO Download Report" to identify any Ticket Type records not updated.

Ticket Types-General Tab

Ticket Types - General Tab:

Description	Name of the ticket type.
Short Name	Short name (up to 12 characters) that will display on POS.
Ticket Code	Two (2) character field to display on reports.
Ticket Class	Select a Ticket Class from the dropdown list.
Area Category	Select an Area Category from the dropdown list. Once you have select an Area Category, the Package tickets check box will then become enabled.
HO Code	This is the code for this Ticket Type in the HeadOffice system (this is only relevant if you have HeadOffice installed).
Payment Group	If you are using CashUp or CashDesk, then you can define a payment group here so that ticket types can be tracked as part of your float (usually for voucher ticket types). This field is enabled by checking the 'Redemption' flag.
Child	If this is a child ticket type, check this box.
Complimentary	If this is a complimentary ticket type, check this box.
Redemption/Voucher	If this is a redemption/voucher ticket type, check this box. This will enable the 'Payment Group' dropdown for selection.

Package	If this Ticket Type is a package ticket type (contains a multiple number of individual tickets and concessions), then check this box and the Package Tab will display allowing the entry of the package details. The Package check box only becomes enabled after an Area Category has been selected.
Status	Indicate if Active, Inactive or marked to be deleted. Active is the default.
Restrict to Loyalty	Check this box if this ticket type can only be offered/sold by the Vista Loyalty application (this ticket type will not display on the normal ticket type screen in Vista POS).
Sequence	Enter a default sequence number - this can be changed on the Price Card (this is the position number that that this ticket type will display in POS). This sequence number must not already be used.
Price	Enter a default price for this ticket type - this can be changed on the Price Card.
No. of Tickets	Always 1, except for package tickets, when this will represent the total number of tickets in the package.
Sales Tax	Select the sales tax code from the dropdown list for this ticket type.
Available to the Public, Kiosks and Remote Sales Devices	Check this box if this ticket type can be bought through any of these sales channels.

Ticket Types-Other Tab

The screenshot shows the 'Ticket Type' dialog box with the 'Other' tab selected. The 'Ticket Type' dropdown is set to 'Adult Standard'. The 'Alternate Language' section contains 'Description' and 'Short Name' text boxes. The 'Show this ticket type on POS' checkbox is checked. The 'Ticket Template' dropdown is empty. At the bottom, there are tabs for 'CAPS', 'NUM', and 'INS'.

Other Tab	
Alternate Language-Description and Short Name	Complete these fields if you wish to view this description and short name in an alternative language in POS.
Show this Ticket on POS	When this checkbox is ticked on, this ticket type will appear on POS. You may wish to check this field off for ticket types not in use, e.g. Valentine special, or where they are part of a package and cannot be sold separately.
Ticket Template	Assign a printing template for this ticket (if printed).

Ticket Types-Vouchers Tab

If this ticket type is used for a Membership program or as a Voucher (redemption) then enter these details here (see Setting Up Vouchers in the Cinema Operations Guide for more information on Voucher Setup and Use).

Voucher Tab:	
Member Card	Check on if this ticket type is associated with a member card and not a voucher.
Validate Online	This field supports online Online Voucher Validation functionality. It indicates if the ticket type should be validated 'online' with the Online Voucher Validation Connector.
Voucher/Member Card Details:	
Identifier Code	Define the identifier code - this associates this ticket type to a membercard or voucher barcode.
Check for Expiry Date	Check on to ensure POS will check the expiry date on the voucher.
Check for Barcode Uniqueness	Check on to ensure that the barcode is unique.

Check Voucher has been sold	Check on to ensure POS will check if the voucher has already been sold.
Voucher/Card number length	Identify the length of the voucher or membership card number.
Check Formula Method	Identify the check formula method that should be used (if any), when checking the voucher/member card. If using Headoffice, this should match the setting "GeneratedVoucherChecksumCode" setting: HO setting BC1648 - Cinema setting 1 HO setting BC4442 - Cinema setting 2 HO setting BC5363 - Cinema setting 3
Maximum repeats per order	Check the box 'Any Number' for no maximum to apply. Select 'Per Day' to limit the number of times per day that this ticket type can be used. Select 'Per Session' to limit the number of times per session this ticket type can be used. Select 'Per Order' to limit the number of times per order that this ticket type can be used.
Serial No Position	This allows the serial number position of a voucher to be defined. This is an override value, and if not defined, the default barcode is used from the system settings.
Barcode	The Ticket Barcode number will appear here.

Ticket Types-Accounts Tab

Enter the General Ledger account details for this Ticket Type. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

The screenshot shows a window titled "Ticket Type" with a menu bar (File, Edit, Help) and a toolbar. The "Ticket Type" dropdown is set to "Family Pass". Below this are tabs for "General", "Other", "Vouchers", "Accounts" (which is selected), and "Package". The "Accounts" tab contains three dropdown menus labeled "Sales A/C Code:", "Redemption A/C Code:", and "Offset A/C Code:". At the bottom of the window, there are labels for "CAPS", "NUM", and "INS".

Accounts Tab:	
Sales Account Code	Enter the Sales account code.
Redemption Account Code	Enter the Redemption account code.
Offset Account Code	Enter the Offset account code.

Ticket Types-Package Tab

Package Tickets can be created to group ticket types and concession items together, e.g. a Family Pass may consist of 2x Adult, 2 x Child, 2 x small Coke and 2 x small Popcorn. The check box 'Package Ticket' must first be checked (on the General Tab) before this tab becomes available.

Enter under the **Package Tickets Grid**, each of the Ticket Types to be included in this package. Enter the appropriate quantity, price and sales tax details.

Enter under the **Package Items Grid**, each of the Concession items to be included in this package. Enter the appropriate quantity, price and sales tax details.

The total number of tickets (quantity) and the total of all the prices, must equal the number of tickets and the ticket type price, as entered on the General Tab.

Package Tickets:	
Ticket Type	This dropdown contains a list of all ticket types e.g. Adult Standard, Child, Senior Citizen. Select the ticket type for this package.
Qty in Package	Enter the quantity of tickets for this package.
Price Each	The default price of this ticket type will appear. This can be changed to suit the package.
Sales Tax	Select the sales tax code from the dropdown list.
Package Items:	
Item Type	This dropdown contains a list of all concessions, e.g. popcorn, drinks. Select the concession for this package.

Qty in Package	Enter the quantity of concessions for this package.
Price Each	The default price of the Concession will appear. This can be changed to suit your package type.
Sales Tax	Select the sales tax code from the dropdown list.

Price Cards

A Price Card allows your organisation to group **ticket types** and hold alternate price(s). A Price Card has two parts: the Price Card Header and the Price Card Tickets (Details):

- The **Price Card Header** is used to describe the price list, determine the Cinema(s) applicable to, and the valid times for this price card.
- The **Price Card Tickets (Details)** determine what ticket types are associated with this Price Card.

Price card tickets are applied on POS using the allocated sequence number that is assigned. POS will automatically fill in the first four tickets on the ticket screen so these will not appear blank. These Price cards are applied to a film using **Session by Screen** (on page 135) and **Session Maintenance** (on page 131).

See also Setting up Prices and Discounts in the Cinema Operations Guide for more information on pricing setup and use.

Price Card Header

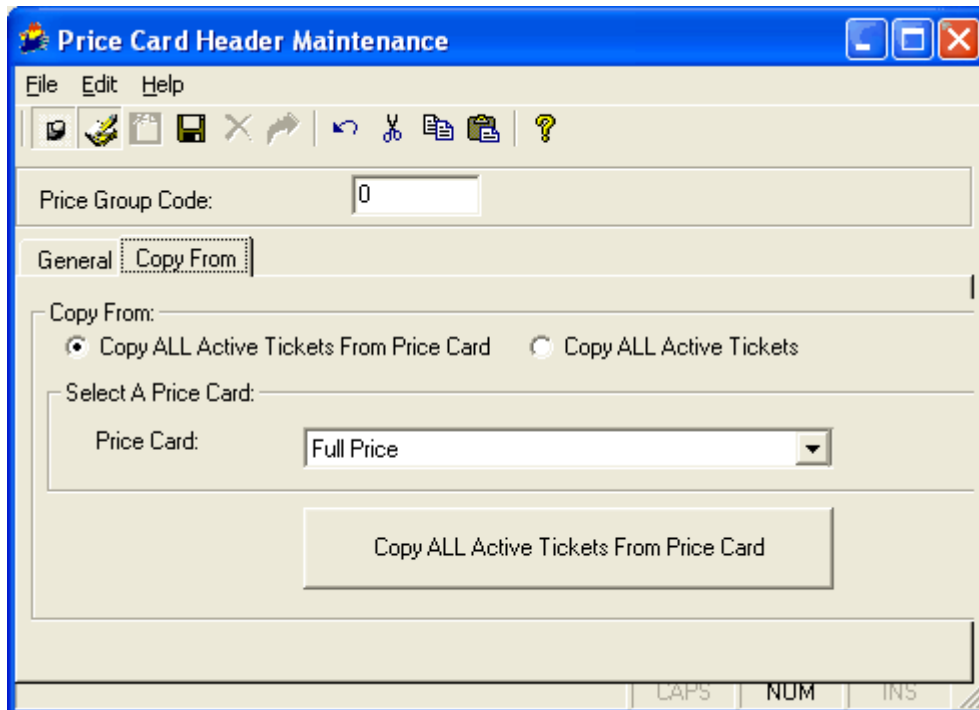
A **Price Card Header** describes the group of ticket types that are permitted and valid within the boundaries of a time constraint, for example: Saturdays and Sundays, Super Tuesdays, etc. The valid times can be left blank - this will mean that the Price Card is valid at all times (you would do this for a Price Card 'Full Price' which is always valid). A Booking Fee can also be applied to this Price Card.

Price Card Header - General Tab:

Price Group Code	Four (4) character code to uniquely identify a Price Card. You must choose a unique code otherwise you will be given an error message.
Name	Name of the Price Card, e.g. Super Tuesdays.
Automated Booking Fee Rate	Select a booking fee type, if required, from the dropdown list that applies to this Price Card.
Status	The status of this Price Card - Active, Inactive, or To Be Deleted.
Valid Times	Enter the valid times that this Price Card is active or leave blank to make the Price Card valid for all times.

Copy From Tab

Note: The Copy From Tab only becomes visible when in **create** mode. Once the ticket types have been added to a Price Card they cannot be added again with this process (you can manually change or edit the ticket types on a Price Card at any time).



Steps - To Copy All Active tickets from Price Card Header:

- 1 Select the name of the Price Card you want to copy from, e.g. Full Price. The Price Card field only becomes active when you have selected the 'Copy All Active tickets from Price Card' option.
- 2 Now press the Copy All Active Tickets from Price Card button. This means all Active Ticket types from the Full Price Price card will be copied and added to the Price Card you are creating.
- 3 Once you have done this a message saying Copy of Price Card Successful should appear.

Steps - To Copy All Active Tickets:

- 1 Select 'Copy All active Tickets' (the Price Card dropdown will become inactive).
- 2 Now press the Copy All Active Tickets from Price Card button. All Active tickets should now be copied and a message box saying 'Copy of Tickets Successful' should appear.

Price Card Tickets

Price Card Tickets (or details) holds each of the ticket types that are permitted and valid for the Price Card Header.

Price Card Ticket Maintenance

File Edit Help

Price Card: Super Tuesdays

General Discounts

Price Card Ticket Details

Ticket Type: Adult Standard

Sequence: 1

Price: 7.50 (incl. Tax)

No. of Tickets: 1

Sales Tax: Sales Tax Box Office

☒ Available To The Public, Kiosks And Remote Sales Devices

Status:

☒ Active

☐ Inactive

☐ To be deleted

Ticket Type Definition

Short Name: Adlt Std

Ticket Code: AS

Ticket Class: Normal

Area Category: Standard

Status:

☒ Active

☐ Inactive

☐ To be deleted

☐ Child

☐ Redemption

☐ Complimentary

☐ Package

CAPS NUM INS

Price Card Tickets - General Tab:	
Ticket Type	Dropdown box to choose a ticket type.
Sequence	Order of appearance on POS screen.
Price	Type the price for this Price Card. If this is a redemption ticket type, enter the value of the redemption - this will not be charged to the customer.
No. of Tickets	The number of tickets is displayed.
Sales Tax	Select the sales tax code associated with this price card type.
Available to the Public, Kiosks and Remote Sales Devices	Check this box if a ticket type can be sold through any of these sales channels.
Status	Select active, inactive or to be deleted. Note: A Price Card can be marked as inactive but not deleted if sales have been made for that Price Card.

Price Card Tickets-Packages

The Package Tab will only display if the Ticket Type selected on this Price Card is marked as a **Package Ticket Type**. The price can be changed for this price card, but the individual ticket type and quantity cannot be changed here (this is set up in Ticket Type maintenance).

Price Card Ticket Maintenance

File Edit Help

Price Card: Full Price

General Package Discounts

Package Tickets:

Ticket Type	Qty In Package	Price Each (incl. Tax)	Sales Tax
Adult Standard	2	11.00	Sales Tax Box Offic
Child Standard	2	5.00	Sales Tax Box Offic

Package Items:

Item Type	Qty In Package	Price Each (incl. Tax)	Sales Tax
Coke Small	2	1.00	Sales Tax - Conces
Popcorn - Small	2	1.00	Sales Tax - Conces

Restore Defaults

CAPS NUM INS

Note: To add a Package ticket type to a price card, all the individual ticket types must **first** be added. For example, to add a Family Pass ticket type, which is made up of 2x Adults and 2x Child ticket types, first add the Adult ticket type, then the Child ticket type, then the Family Pass. If the individual ticket types are not added first, you will get the message displayed below.

Message (52000)

Warning, some package tickets have been removed because they are not in the Full Price price group.

OK

Price Card Tickets-Discounts

A Price Card may also contain discounts.

Price Card Ticket Maintenance

File Edit Help

Price Card: Super Tuesdays

General Discounts

Discount Tickets

Discount	Percentage Discount	Price Off	Fixed Price	Variable Percentage	Variable Price Off	Status
Student Discount	50.00	0.00	0.00	No	No	Active
Staff Ticket	0.00	0.00	5.00	No	No	Active
Farmers Card	0.00	1.00	0.00	No	No	Active
*						

CAPS NUM INS

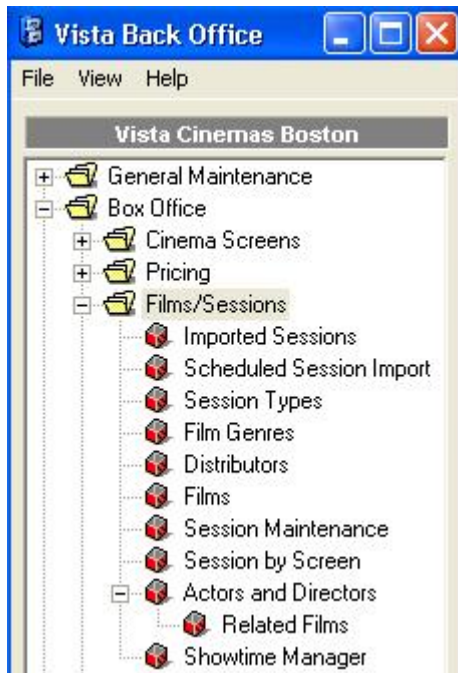
Note: There are only 2 available discount types available for discounts on Packages - these are Percentage Discounts and Variable Percentage.

Price Card Tickets - Discount Tab:	
Discount Type	Dropdown selection field, displaying all the Ticket Discounting Types you have previously set up.
Percentage Discount	Percentage discount can now be set to a standard amount e.g. 10.00 which will be 10%. POS will then discount that ticket for that price.
Price Off	A fixed amount off a ticket, e.g. Customers using a Store discount card to get \$1 off. Not available for a package.
Fixed Price	The ticket type will be sold at this price, once Discount has being selected, e.g. Ticket would normally be \$11 and sold for fixed price of \$7. Not available for a package.
Variable Percentage	Yes/No selection, POS will display the numeric keyboard for amount to be entered e.g. 10%.
Variable Price Off	Yes/No selection, POS displays numeric keyboard to enter price off. Not available for a package.
Status	Default set to Active, other options are Inactive and To be Deleted.

Film/Session

This section covers information on entering Film and Sessions information.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Scheduled Session Import

The Scheduled Session Import utility in Vista BackOffice provides two separate functions involved in importing Session schedule files into the Vista Session database. The Scheduled Session Import utility can be accessed from the Vista Menu Tree, under the folder Box Office, Films/Sessions. When opened, a simple form is displayed, with a box displaying the name of the Cinema that Vista is being run at, and a tool bar similar to other Vista custom forms.

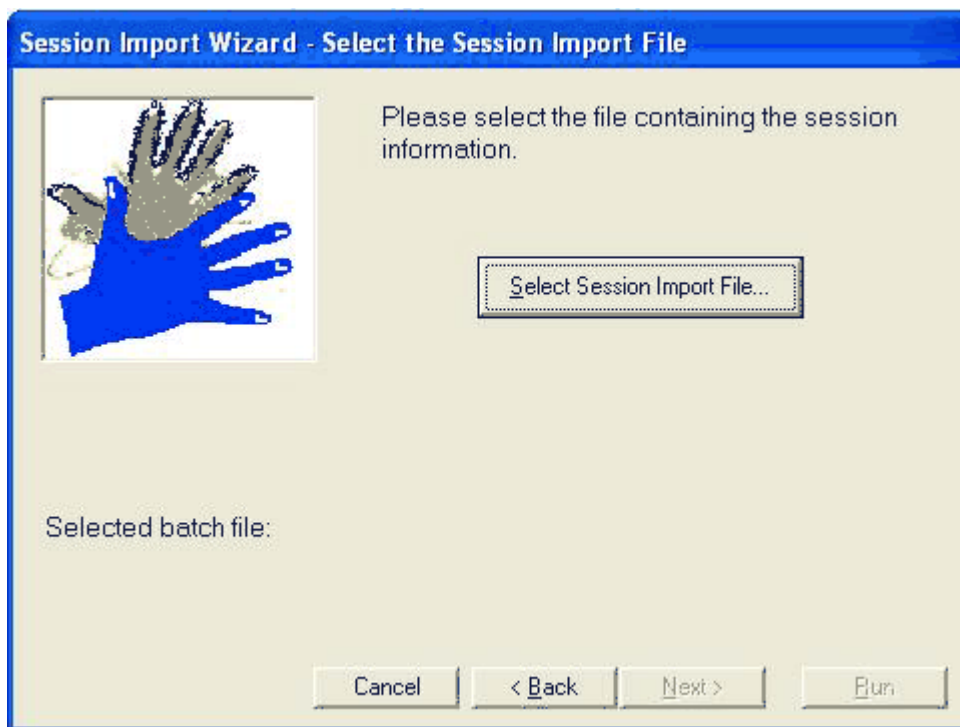
Open the Scheduled Session Import form from the Vista Menu Tree, in the Box Office - Films/Sessions folder. Select the cinema that you would like to import sessions for, in the dropdown list.

Steps:

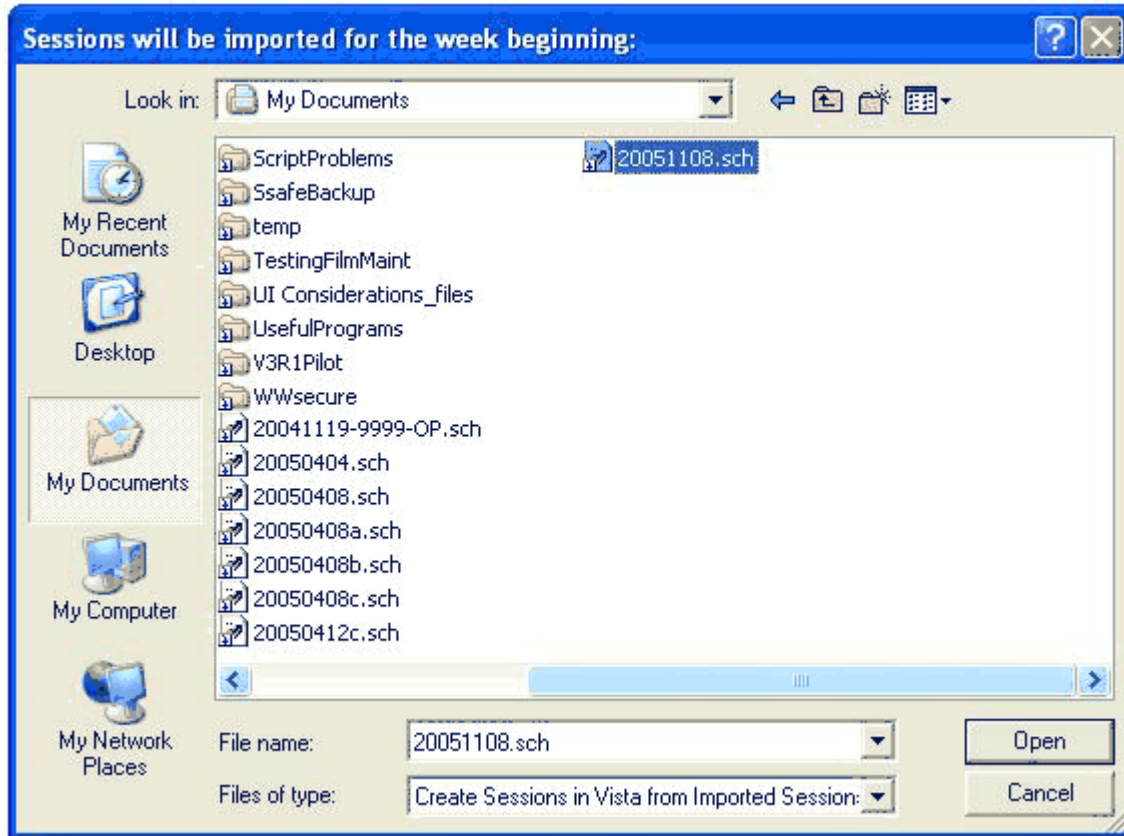
To open the import wizard, either press the down-arrow button on the toolbar, or select File-Schedules Import from the menu.

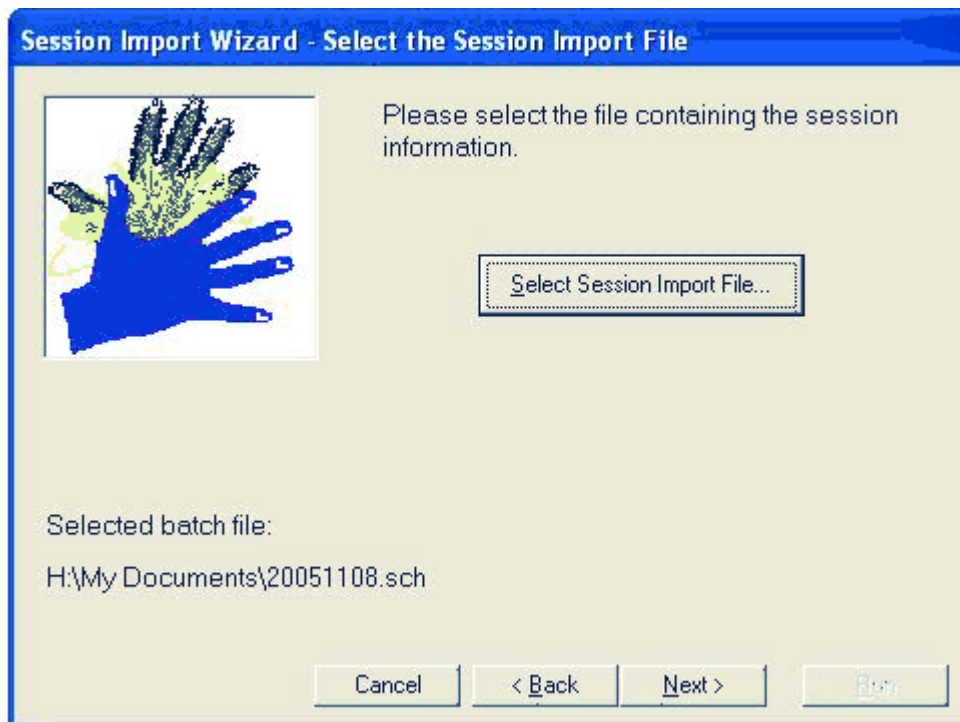


The wizard will open, displaying a brief explanatory screen. Click Next.



Click Select Session Import File, then locate and select the file from the Explorer screen that opens, containing the session data you wish to import. Only files with a schedule suffix will be displayed. If your file does not have this suffix, but is still a valid Vista Session file, then type '*.*' in the 'File Name' text-box and press enter, to cause the file dialogue to display all files.





Once you have selected a file, click Next.



If you wish to delete any existing sessions in the Vista database for the selected week (except those with sales made against them), click the check-box. Click 'Next' to continue.

Session Import Wizard - Review Import File Specifics



Please Review the following details about the import:

First Session Date: 14 / 11 / 2005

Last Session Date: 14 / 11 / 2005

Number of Sessions Included: 8

Number of Sessions Excluded (Due to the session date): 0

Films Imported:

SPARTAN
ANCHORMAN: THE LEGEND OF RON BURGUNDY

Cancel < Back **Next >** Run

The first session date will be determined by the contents of the imported file. Sessions whose date precedes the current date will not be loaded.

Session Import Wizard - Finished!



You have completed the steps required to import a session file to Vista. A summary of the options selected is provided below.

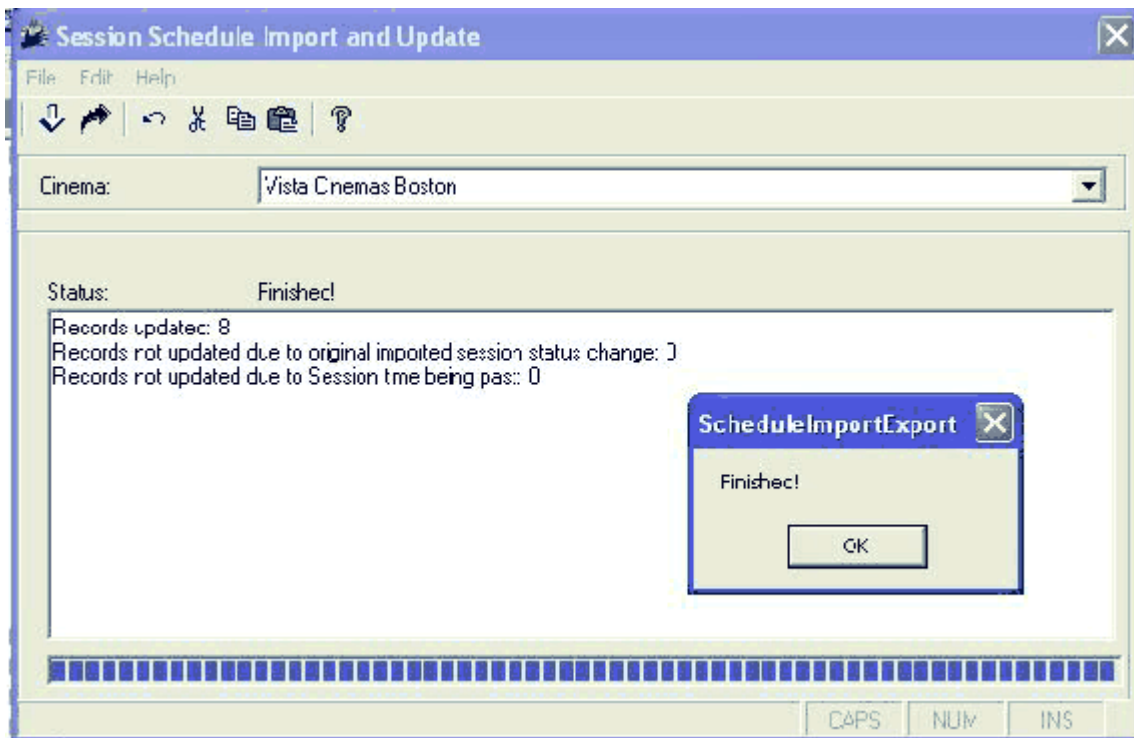
Please check that the selections are correct before pressing the 'Run' button to begin the import.

Current selection from Session Import Wizard

The following cinema has been selected: Vista Cinemas Boston
The import file selected is:
H:\My Documents\20051108.sch
Sessions will be imported for the week beginning:
14/11/2005

Cancel < Back **Next >** Run

Check that the options displayed in the summary window are correct, then click Run.



Create Sessions using Scheduled Session Import

This section details the requirements of the text-based session file that is imported into Vista using the Scheduled Session Import Utility.

Steps:

- 1 Open the Scheduled Session Import form from the Vista Menu Tree, under 'Box Office – Films/Sessions'.
- 2 The Scheduled Session Import form will appear.
- 3 Click the Create Sessions in Vista button on the tool bar.
- 4 If all of the scheduled sessions in the temporary table are valid and contain no errors, they will be created as actual sessions in the Vista database.
- 5 Exit the Scheduled Session Import Form.

Session Type

Session Types allow sessions to be distinguished as particular types of sessions, as defined by you. For example, you may wish to create session types for Normal, Sneak Preview, and Film Festival sessions. Apart from their descriptive nature, session type records also allow you to specify whether films of that type should be publicly listed. This directly affects whether they are listed on Kiosk or Signs.

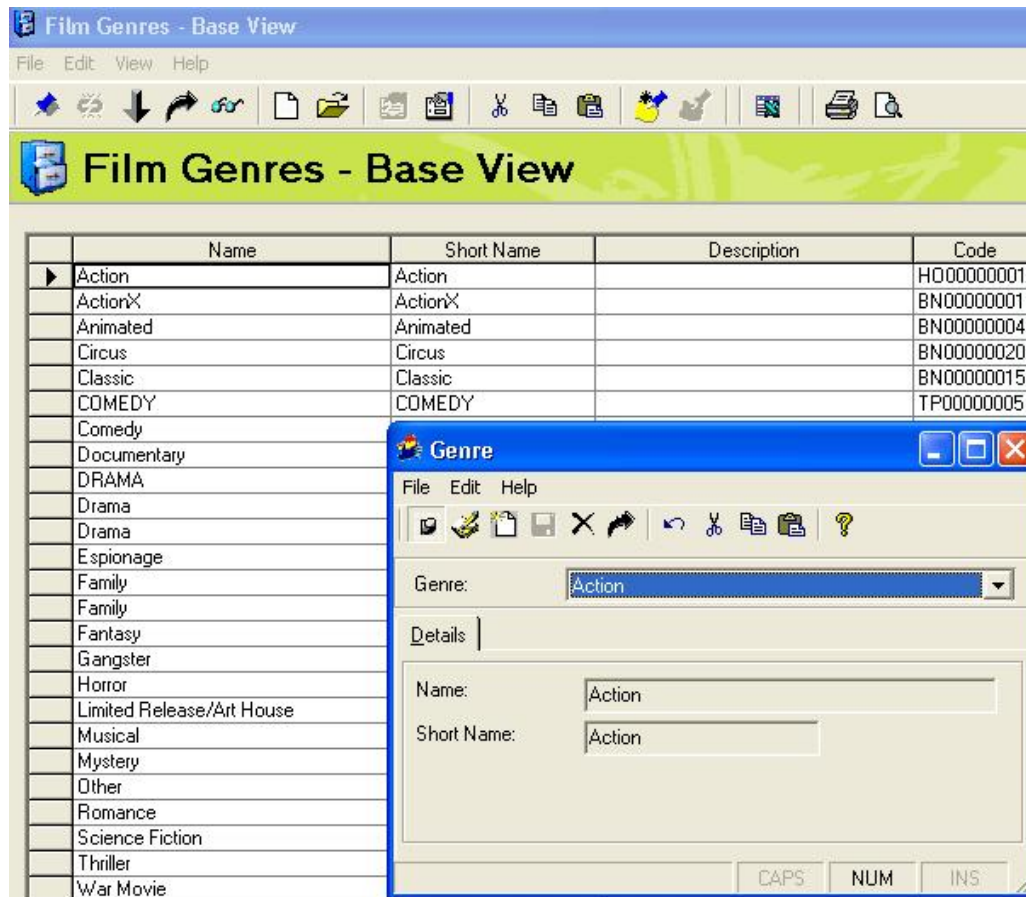
The Vista database comes with one Session Type record set up by default, 'Normal'. This is set to be the default session type, and cannot be deleted unless another Session Type is specified as the default.

Only complete these steps if you wish to enter a new Session Type in the database.

Session Type:	
Session Type Code	A 2-character code to represent this session type. This will be matched against the Session Type code in any session import files from HeadOffice.
Session Type Description	A meaningful description for the session type (eg. 'Sneak Preview').
Default Public Listing	Whether or not sessions of this type can be publicly listed.
Default Session Type	Whether or not this Session Type is the default session type. When a new session is created, its session type will default to the session type that is marked as the default. Only one Session Type can be the default at a time.

Film Genres

Use the Genres cabinet to create and maintain Film Genres.



Genres:

Name	Genre name - up to 30 characters.
Short Name	Short name - up to 10 characters.
Code	Automatically assigns a unique code on creating a new record.

Distributors

Use the Distributors cabinet to enter and update information about Distributors.

Note: This form may not allow maintenance of Distributors data downloaded from HeadOffice - this is controlled by the settings in the "Controlled Forms" option (in the Environment folder). Also, if Distributor data is not updated after a HeadOffice download, due to the settings in the "HeadOffice Download Fields" option (within the Environment folder), run the report "HO Download Report" to identify any Distributor records not updated.

The screenshot shows the 'Distributor Maintenance' application window. The title bar reads 'Distributor Maintenance'. The menu bar includes 'File', 'Edit', and 'Help'. The toolbar contains icons for file operations. A dropdown menu at the top shows 'Distributor: 20th C Fox'. The 'General' tab is selected, displaying the following fields:

- Name: 20th C Fox
- Description: 20th Century Fox
- Short Code: 20th CF
- Address: 5564 Rodeo Drive, Beverly Hills, California
- Contact: Juanita Jones
- Phone 1: (empty)
- Phone 2: (empty)
- Facsimile: (empty)
- HO Code: 20thFC
- Tax Code: 212-5465-454
- Export to Operators: ☐
- Deleted: ☐
- Report Code 1: (empty)
- Report Code 2: (empty)
- Last Modified: 28 Feb 2001 4:51 pm
- Last Exported: (empty)
- Accounts Payable Identifier: (empty)

At the bottom right, there are buttons for 'CAPS', 'NUM', and 'INS'.

Distributor Maintenance:	
Distributor Code	4 digit code used to identify a Distributor.
Name	Distributor name, e.g. Warner Bros.
Description	Description about this distributor. Up to 40 characters.
Short Code	Short description, up to 8 characters.
Address	4 lines of address for Distributor address.
Contact	Name of the Distributor's contact person.
Phone 1/2	The phone number for this Distributor. Up to 15 characters.
Fax	Facsimile number. Up to 15 characters.
HO Code	The code for this Distributor at HeadOffice.
Tax Code	The Distributors Tax Code. Up to 20 characters.
Report Code 1/2	User Defined codes for reporting purposes. Up to 15 characters.

Accounts Payable Identifier.	The code used to identify the Distributor in a separate accounting system.
------------------------------	--

Films

Use **Film Maintenance** to enter details about Films.

BackOffice Note: This form may not allow maintenance of Films data downloaded from HeadOffice - this is controlled by the settings in the "Controlled Forms" option (in the Environment folder). Also, if Film data is not updated after a HeadOffice download, due to the settings in the "HeadOffice Download Fields" option (within the Environment folder), run the report "HO Download Report" to identify any Film records not updated.

HeadOffice Note: The tabs HeadOffice, Policies, Terms and Circuit Sheets only appear when in HeadOffice Item Maintenance. For download purposes, ensure you use the Film Cinema Link program to ensure the appropriate Films are downloaded to each of the Cinema's.

Film Scheduling Note: If you are using Film Maintenance within Film Scheduling you can also drill down from the Films cabinet to see the Film Prints cabinet, and add or edit Film Prints.

The screenshot shows the 'Film Maintenance' application window. The title bar says 'Film Maintenance'. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. Under 'File' is a toolbar with icons for file operations. The main area has a 'Film:' dropdown menu set to 'Batman'. Below this are several tabs: 'General', 'Settings', 'Alternate Language', 'Internet', 'Actors and Directors', and 'Sales Channels'. The 'General' tab is active. It contains two columns of fields. The left column has: 'Title' (Batman), 'Short Name' (Batman), 'Description' (The Dark Knight of Gotham City begins his war on crime with his first major enemy being the clownishly homicidal Joker.), 'Short Code' (BATMAN), 'HO Code' (A000000011), 'Genre' (Action), 'Distributor' (UIP), 'Censor' (empty), 'Content' (Contains some violence), and 'Duration' (118 minutes). The right column has: 'Status' (Active), a checkbox for 'Restricted (Adults Only)' which is unchecked, 'Override Sales Tax' (empty), 'Report Code' (1: empty, 2: empty), 'Last Modified' (24 Aug 2004 2:05 pm), and 'Last Exported' (empty). At the bottom right of the window are three small buttons: 'CAPS', 'NUM', and 'INS'.

Films - General Tab:

Title	Title of Film. This title will display on reports.
Short name	Short title of film - up to 10 characters. This will be printed on tickets.

Description	Full description that displays on the extra price types screen, for ticket sellers, on the Point of Sale (POS) system. This enables a description to be given to the customer on request.
Short Code	Up to 4 characters for a short film code.
HeadOffice Code	The code that HeadOffice uses for this movie.
Genre	Select the Genre from the dropdown list.
Distributor	Select the Distributor for this Film from the dropdown list.
Censor	Select the Censor rating from the dropdown list (Note: when maintaining Films in BackOffice, just the 4 character code for the censor is entered).
Content	Indicates content, e.g. contains violence.
Duration	The duration (in minutes) of this film, e.g. 90 (minutes).
Status	Select the Film status - Active, Inactive or Deleted.
Restricted (Adults Only)	Check this box if this film is restricted to adults only viewing. I.e. R 18.
Override Sales Tax	Select the tax code from the dropdown list.
Report Code 1/2	This is a user-defined reporting code (15 characters).
Last Modified	This shows when this Film record was last edited.
Last Exported	This shows when this Film was last exported (for HeadOffice).

Films-Settings

The screenshot shows the 'Film Maintenance' application window with the 'Settings' tab selected. The film name 'Batman' is entered in the 'Film' field. The 'General' tab is active, showing various settings for the film. The 'IVR Code' is 10005. The 'Tickets/Signage' section shows 'Text' as BATMAN. The 'Ticket Messages' section has four empty text boxes labeled 1, 2, 3, and 4. The 'Remote Sales Device/Signage' section shows 'Position In Sequence' as 50 and '(1-255)'. The 'Opening Date' is 01 / 06 / 2004 and 'Opening Year/Week' is 0 / 0. The 'Movie Format' and 'Sound Format' fields are empty. The 'US Gross' and 'Local Gross' fields are both 0.00. The bottom of the window shows tabs for CAPS, NUM, and INS.

Films-Settings:

IVR Code	This will appear on IVR (numeric field).
Tickets/Signage Text	Text to display on the Cinema Door display sign and tickets. 20 characters are possible, but only use up the maximum number of characters available on your Display Sign.
Ticket Message 1-4	Enter text to appear for tickets - these are optional fields.
Remote Sales Device Signage	Three (3) digit sequence number for this Film for the alphabetical listing of film names on the main session display board.
Opening Date	Opening date for this Film.
Opening Year/Week	Opening year and week number for this Film.
Movie Format	Movie format, e.g. 70mm.
Sound format	Sound system format, e.g. Dolby.
US Gross	Estimated US gross in dollars.
Local Gross	Estimated local gross in local currency.

Films-Alternative Language Tab

The screenshot shows the 'Film Maintenance' application window. The 'Alternate Language' tab is selected, displaying fields for Title, Short Name, Description, Censor, and Content. Each field has a text input box and a vertical scroll bar. Below these fields is a 'Tickets/Signage' section with a 'Text' input box. The status bar at the bottom shows 'CAPS', 'NUM', and 'INS'.

Films-Alternative Language Tab

Title, Short Name, Description, Censor, Content, Ticket Signage	If you wish to display Film details in an alternate language enter the language details here.
---	---

Films-Internet Tab

Film Maintenance

File Edit Help

Film: Batman

General Settings Alternate Language **Internet** Actors and Directors Sales Channels

URL 1:

Description:

URL 2:

Description:

Graphic URL:

Name Graphic:

Trailer:

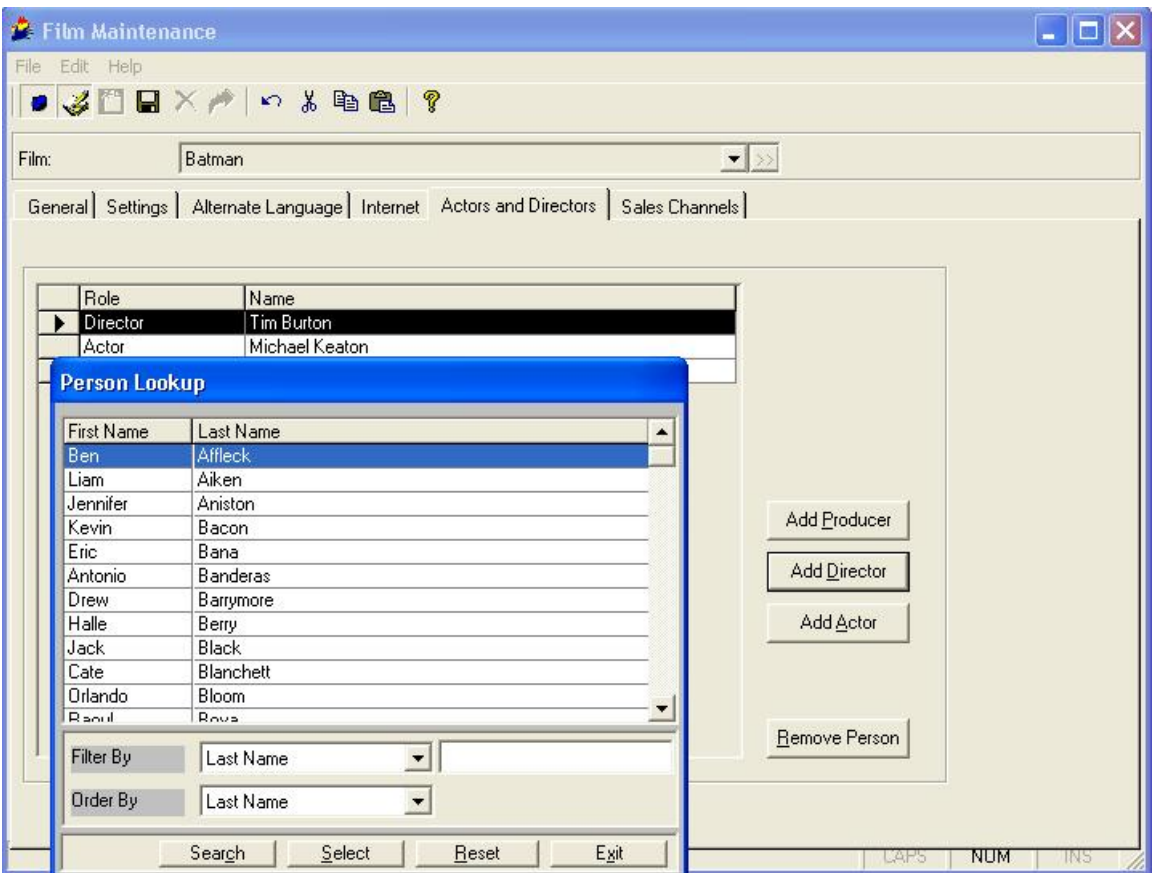
Appears on following Information Web Pages:

☐ Display on Home page

☐ Display on Coming soon page
(unless opening date has passed)

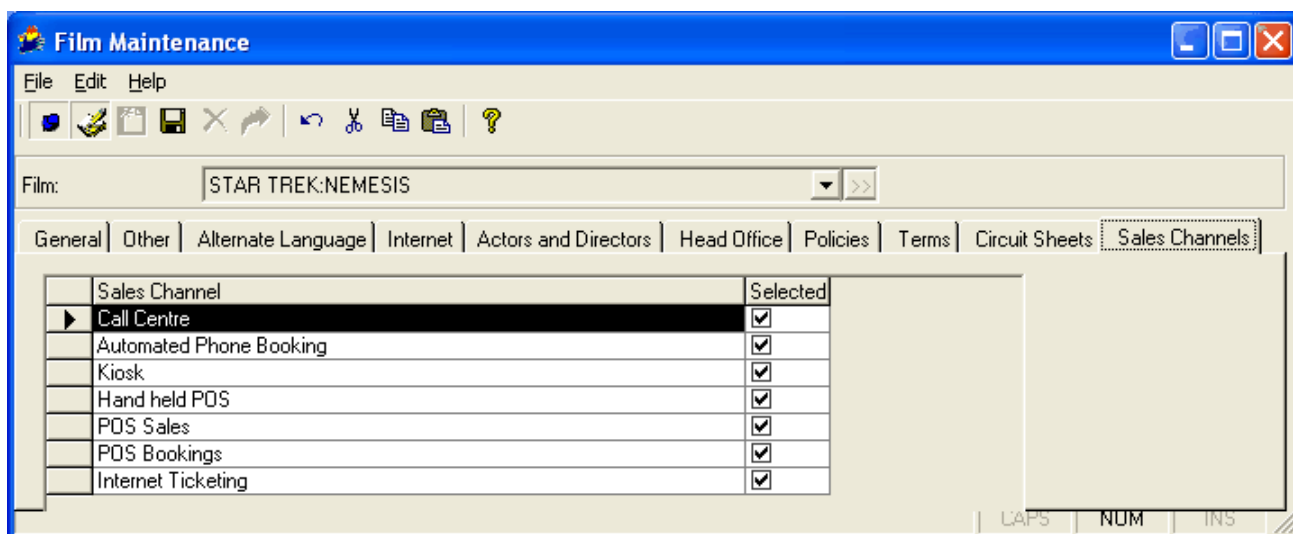
Films-Internet Tab	
URL1/ Description	Enter the Internet URL1 and description.
URL2/ Description	Enter the Internet URL2 and description.
Graphic URL	URL to film graphic.
Name Graphic	URL to film name graphic.
Trailer	URL to film trailer.
Display On Home page	Flag to indicate that this film is shown on the web site.
Display on Coming soon page	Flag to indicate that this film is an upcoming feature.

Films-Actor & Directors Tab



Films-Actors and Directors Tab:	
Add Producer	Click this button to add a Producer. The Person Lookup pop up screen will appear.
Add Director	Click this button to add a Director. The Person Lookup pop up screen will appear.
Add Actor	Click this button to add an Actor. The Person Lookup pop up screen will appear.
Remove Person	Click this button to remove a selected person from the list of Actors/Directors.

Films-Sales Channels Tab



Films-Sales Channels Tab :

Sales Channel	Check the relevant box to ensure that this Film can be sold through the selected Sales Channel: - Call Centre - Automated Phone Bookings (IVR) - Kiosk - Handheld POS - POS Sales - POS Bookings - Internet Ticketing
---------------	--

Session Maintenance

The cinema daily period is determined according to client's requirements at implementation. Most clients prefer that it runs from 6:00am on any given day to 5:59:59am the following day. This means that in real time, the cinema working date overlaps into the next real date. Also see the Entering Midnight Sessions in the Cinema Operations Guide.

Changing Created Sessions:

It is possible to change a session film if seats have been sold, provided the system setting (SessionChangeFilm) has been set to Yes/No).

It is also possible to set the number of minutes before a session start time that the film session can be changed if the session has sales. An integer must be entered in the system setting (SessionChangeStartTimeByMins).

Once you have sessions for a whole day, the information can be easily copied between screens, days of the week to fill a week, or between different weeks, by using the **Session By Screen** form.

Session Maintenance - General Tab:	
Session	Session identifier.
Cinema Complex	The Cinema Complex that the session is being shown at.
Cinema	This is the cinema code, as set up in cinema maintenance.
Screen	This is the screen number, as set up in Cinema Screen maintenance.

Film	This is the film code as set up in film maintenance.
Price Card	The relevant price group , as set up in price group maintenance.
Looped	Whether or not the session is looped (the film reel is run from another session playing the same film almost simultaneously).
From Screen	If the session is looped, the cinema screen that the film reel is looped from.
Print ID	This is used for reporting purposes. If you had multiple prints of a film enter an integer to enable identification of which print is being used for a session.
Date	Type the date in the format DD/MM/YYYY, e.g. 30/10/2000 for 30th October 2000. You do not need to type in the slashes (/).
Trailer	Type the number of minutes the trailer will take, or click the up/down arrows to obtain to the correct number of minutes.
Interval Start	Type the number of minutes the Interval will be shown from the start , or click the up/down arrows to obtain to the correct number of minutes.
Interval Duration	Type the number of minutes the Interval Duration will take, or click the up/down arrows to obtain to the correct number of minutes.
Clean-up Duration	Type the number of minutes allowed for cleaning up the auditorium after the session. This will default to the 'Default Cleanup Time' for the selected screen.
Start Time	Type the start time in the format 11:00 am (or 11:00 AM - this is not case sensitive).
Feature Time	Type the time this feature will start.
Finish Time	The system automatically calculates the finish time from the duration, any advertisements, and the start time.
Cleanup Complete Time	The system calculates the cleanup complete time from the finish time plus the clean-up duration.
House	You do not need to key this in. The system will insert the number of house seats from the cinema screen file. However, if Seat Allocation is turned Off you can change this figure. You would this to release house seats (eg, change to 0) just prior to the start of a session so that more seats can be sold.
Held, Sold, Available	These numbers default; These can not be changed here.
Total	House seats + seats sold + seats available = total seats.
HeadOffice Session ID	Numeric field.
Status	Open / Closed. Defaults to Closed. Typically, a schedule is set up with sessions for a whole week. When the entered sessions are checked and verified, all the sessions are opened. This is performed using the Session Copy form. Note: Tickets cannot be sold until the status is Open.

Additional Information Tab

The screenshot shows the 'Session Maintenance' window with the 'Additional Information' tab selected. The window has a menu bar (File, Edit, Help) and a toolbar with various icons. The 'Sessions' field displays '26/10/2005 12:30:00 AM 06 REAR WINDOW' and the '1 week from' field shows '26 / 10 / 2005'. The 'Additional Information' tab is active, showing the 'Seat Allocation' section with radio buttons for 'Off', 'Automatic' (selected), and 'Manual'. There is a 'Comments' text area and a 'Ticket Message' text field. At the bottom left, there is a 'Show Number' field with the value '0' and a 'Reset Seat Counts' button. The bottom right of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Additional Information Tab:	
Allow Complimentary	Complimentary Tickets can be used.
Seat Allocation	Select one of the following seat allocations. Off = None. Automatic = System will allocate seats. Manual = User allocates seats.
Comments	Comments for internal use. These comments will not be displayed elsewhere. Up to 50 characters.
Ticket Message	This is not currently used in this version of the software.
Show Number	This is used for India. Used for seeding their ticket numbering algorithms.
Reset Seat Count	Allocated seating will be reset if any errors occur in seating sales. This should never be done unless sessions have being marked as inactive or closed preferably at the end of the days sales.

Sales Channel Tab

The screenshot shows the 'Session Maintenance' application window. The title bar is blue with standard Windows window controls. The menu bar includes 'File', 'Edit', and 'Help'. Below the menu is a toolbar with various icons. The main area has a header with 'Sessions:' followed by a date and time '25/02/2005 12:00:00 AM 01', a dropdown menu showing 'Gone with the Wind', and a '1 week from:' date '25/ 02/ 2005'. Below this is a tabbed interface with three tabs: 'General', 'Additional Information', and 'Sales Channels'. The 'Sales Channels' tab is active, displaying a table with two columns: 'Sales Channels' and 'Selected'. The table lists seven sales channels, all of which are checked in the 'Selected' column. At the bottom right of the window are three buttons: 'CAPS', 'NUM', and 'INS'.

Sales Channels	Selected
Call Centre	☒
Automated Phone Booking	☒
Kiosk	☒
Hand held POS	☒
POS Sales	☒
POS Bookings	☒
Internet Ticketing	☒

Session Maintenance - Sales Channels Tab

Sales Channel	Check the relevant box to ensure that this Session can be sold through the selected Sales Channel (When the session is first created, the sales channels will default to the settings on the Film): ▪ Call Centre ▪ Automated Phone Bookings (IVR) ▪ Kiosk ▪ Handheld POS ▪ POS Sales ▪ POS Bookings ▪ Internet Ticketing
---------------	--

Session by Screen

Use the Session by Screen form to add and copy sessions between cinema screens, days of the week and from one week to another.

	Film Title	Duration	Start Time	Trailer	End Time	Clean-up	Clean-up Complete	Session Type	Pric
▶	Gone with the Wind	188	01:15 pm	20	04:58 pm	30	05:28 pm	Normal Session	Full F
	Gone with the Wind	188	06:05 pm	20	09:48 pm	30	10:18 pm	Normal Session	Full F
	STAR WARS	110	10:45 pm	20	01:10 am	30	01:40 am	Normal Session	Full F
	REAR WINDOW	112	02:05 am	20	04:32 am	30	05:02 am	Normal Session	Full F
	Breakfast at Tiffanys	106	05:40 am	20	08:01 am	30	08:31 am	Normal Session	Full F
*									

Steps:

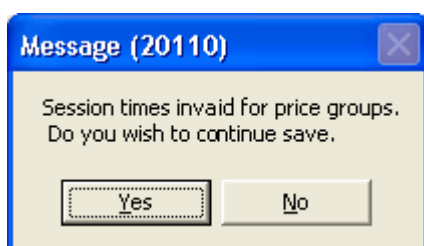
- 1 Open the Session by Screen form. The following screen displays.

- 2 Use the toggle buttons to move between months or years. The default is "Today." Select a date.
- 3 The date you select determines the week that session information is loaded for. Session By Screen loads 1 week of sessions each time it is opened. The Session by Screen form displays with the date you selected and cinema screen number in the respective fields. This is the first of the 7 days that session information has been loaded for.
- 4 You can edit data in the grid by navigating to the cell you wish to change and manually entering data or selecting from the dropdown boxes provided.

- 5  The Dollar sign will appear beside the session if the time selected is invalid for the Price card selected.

Sessions		Copy Current Screen	Copy a Week	Errors
		Film Title	Price Card	Start Time
		Kill Bill - Volume 1	Wed Thurs Ever	'11:15 am
		Kill Bill - Volume 1	Full Price	'03:30 pm
		Kill Bill - Volume 1	Full Price	'06:15 pm
		Kill Bill - Volume 1	Full Price	'08:45 pm
*				

If you try to save this session time, the message box below will appear asking if you want to save this session time. Select Yes or no, if you select no then change the Price card to suit the session time. Once you save the  will disappear.

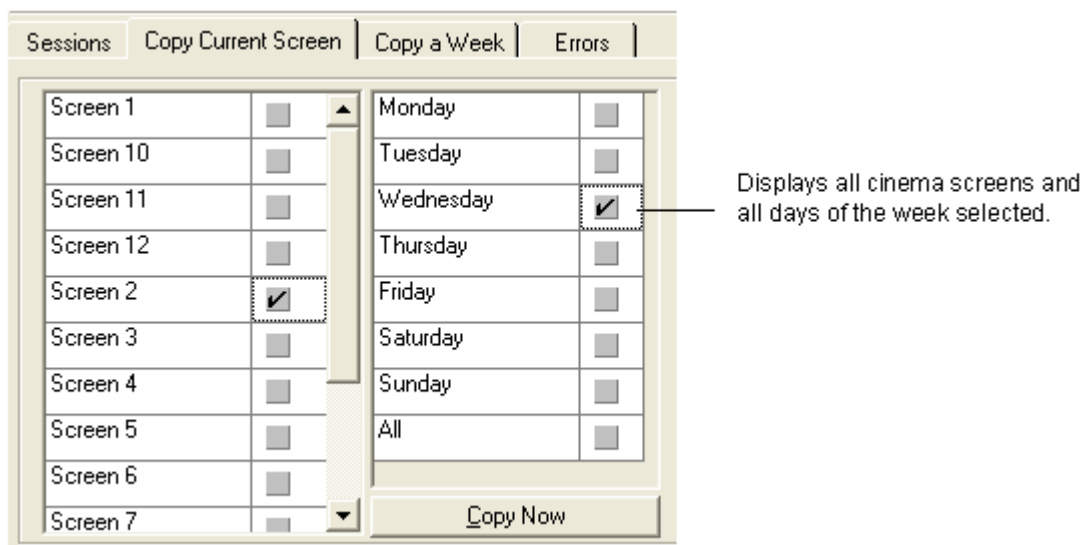


Sessions:	
Select start date	Use the calendar object to select the start date of the screening week.
Date Display	Date selected on the first screen.
Previous / Next	Click to toggle session information forward or back one day at a time within the selected 7 day range.
Refresh Durations	When a film length has been edited, this updates the session by screen information and ensures that the constraints are checked for errors, e.g. session overlaps.
Repeating Sessions	Select Repeating Sessions to duplicate previous screens in future sessions.
Open Sessions	Select Close Session after selecting from All the Days of the Week, All Screens, This day, This Screen. Save Changes
Close Sessions	Select Close Session after selecting from All the Days of the Week, All Screens, This day, This Screen. Save changes
Film Title	Title of Film. This title will display on reports.
Duration	The duration (in minutes) of this film, e.g. 90 (minutes) picked up from the Film detail file.
Start Time	Time the session starts including trailers/advertising,
Trailer Time	Length of trailer.
End Time	Calculated end of session time = start time + duration + trailer time + additional film(s), if any.
Clean-up	The length in minutes allowed for cleaning the Cinema auditorium after the session.
Clean-up Complete	The time that the clean-up will be finished by. This is calculated automatically from the end time plus the clean-up duration.
Session Type	The Session Type of the session, selected from a drop-down list of pre-defined session types.

Price Card	Price cards that have being set up in Price card Header will appear in this dropdown list. Select a price card that suits the times for this session e.g Super Tuesday. Special discount tickets can then be set up to be sold for this day. See section on Price cards (see "Price Card Tickets" on page 112) for more information.
Allow Comps	Select Yes or No from the dropdown box.
Public Screening	Select Yes or No from the dropdown box. If this is a private viewing then select No.
Seat Allocation	Select None, Automatic or Manual.
Status	Defaults to Closed. For further details, see Session Maintenance in this section.
Show Number	The Show Number will appear here.
Looped	Whether or not the session is looped (the film reel is run from another session playing the same film almost simultaneously).
Looped From Screen	If the session is looped, the cinema screen that the film reel is looped from.
Sneak Preview	Whether this session is a sneak preview or not.

Copy Current Screen

Lets assume that the week you selected has session information only for the current day displayed and for one cinema screen. You can copy these sessions to other days and/or screens, by clicking the Copy Current Screen tab as shown in the following example.



- 1 That Screen 2 and Wednesday already have a tick placed in the check boxes beside them as a reminder that you are copying data from this combination. This will not stop you from duplicating these sessions in Cinema 2 on Wednesday. Remove the ticks in these boxes if you do not want to duplicate these sessions.
- 2 Place a tick in the check boxes for each cinema screen and day that you want to copy the current session information too.
- 3 Click the Copy Now button.
- 4 This will not commit the changes to the database at this point. Instead you will have an opportunity to view the new session information you have proposed and make any necessary changes before you save them to the database.

- 5 Copied sessions, by default are closed sessions. After saving the session information, you can:
- 6 Click the Open Sessions button to open all sessions for the week.

-Or-

- 1 Click the dropdown box on individual sessions in the Status field to open, close or make a session inactive.
- 2 Click the Copy Now button.
- 3 Click on the Sessions tab to view the proposed changes.
- 4 Click on the Refresh Duration button on them to recalculate End times, if required.

Session Overlaps:

Sessions	Copy Current Screen	Copy a Week	Errors			
		Film Title	Duration	Start Time	Trailer	End Time
		The Two Towers	179	09:00 am	10	12:09 pm
		The Two Towers	179	01:11 pm	10	04:20 pm
		The Two Towers	179	04:00 pm	10	07:09 pm
		The Two Towers	179	09:00 pm	10	12:09 am
		The Two Towers	179	09:00 am	10	12:09 pm
*						

- 1 In some cases, you could have a conflict in session information with copied data, i.e. you have two sessions proposed at the same time for one or more cinema screens, causing an overlap. In these cases, all proposed sessions contained under the Session tab, will be flagged by the clock symbol as shown in the following example.
- 2 They will also appear listed under Errors, see below;

Sessions	Copy Current Screen	Copy a Week	Errors			
	Reason	Screen	Day	Film		
	Overlap	Screen 2	Mon	The Two Towers		
		Screen 2	Mon	The Two Towers		
	Overlap	Screen 2	Mon	The Two Towers		
		Screen 2	Mon	The Two Towers		
	Overlap	Screen 6	Thur			
		Screen 6	Thur			

Deleting a Session Overlap:

- 1 To delete an overlapping session, select the entire row (by clicking in the row margin) and delete via one of the following ways.
- 2 Press the Delete key on your keyboard.
- 3 Choose Delete from the File menu.
- 4 Click the Delete icon from the tool bar. The conflicting session(s) disappear from the form. If you overlooked the overlaps and saved the session information for the week, Vista will perform the save, then alert you to the overlaps by displaying the sub-form under the Errors tab, immediately after the save. You will not be able to exit the form until you have resolved all conflicts.

Deleting Saved Sessions:

- 1 The Error tab in the Session by Screen form displays the two or more sessions in conflict.

- 2 To delete a saved session (only possible providing no tickets have been sold for that session), go to the Sessions tab and select the entire row of the session you want to delete (by clicking in the row margin) and delete via one of the following ways:
- 3 Choose Delete from the File menu.

Click the Delete icon from the tool bar. The session is flagged with the red delete sign. Save the changes before the session is erased from the database.

Copy Current Screen	
Copy Current Screen	Copy displayed data only to selected screens and day(s).
Days of the week	Check boxes of selected days that need to be copied.
Screens	Check boxes of selected screens that need to be copied.
Copy now Button	Select copy now to complete.

Copy a Week

Sessions | Copy Current Screen | **Copy a Week**

Copy week starting

Mon 11/08/2003

Copy Now

NB: If sessions are already loaded for this week then copying a previous weeks sessions may cause session overlap errors.

Copy a Week:

- 1 The Copy a Week tab in the Session by Screen form allows you to copy any previous weeks' sessions to the current week.
- 2 When you first select the Copy a Week tab the previous weeks' date displays in the Date field by default. You can change the week by clicking on the calendar icon and selecting any weeks' start date that you require.
- 3 When you have selected the desired start date of the week that you wish to copy click on the Copy Now control button. As with Copy Current Screen, the data is only copied to the screen and the changes will not come into effect until you perform a save.

Copy a Week	
Copy a Week	Copy an entire week session schedule from a previous week to this week.
Errors	Displays any session overlaps.

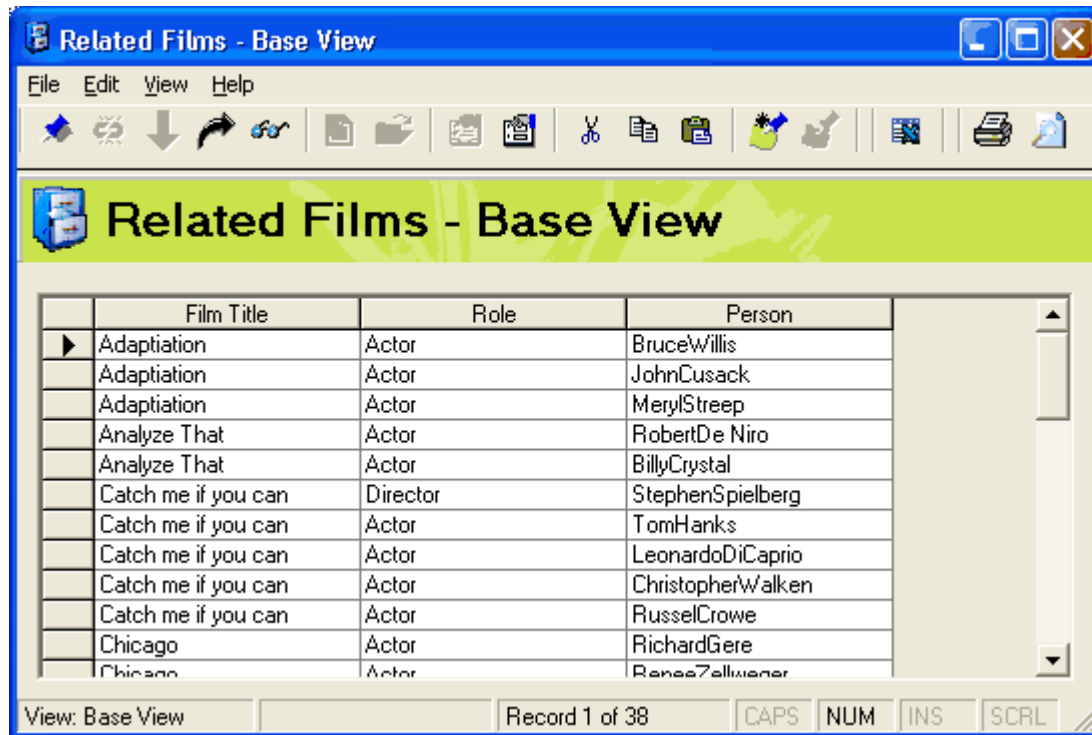
Actors and Directors

Actors, Directors and Producers can be defined with this maintenance form. The actors/directors are then assigned to a Film (in Film Maintenance). This information can be made available at Point of Sale.

Actors & Directors:	
First Name	First Name of Actor/Director.
Last Name	Last Name of Actor/Director.
URL to Details	URL Details of Actor/Director.
URL to Picture	URL to Picture.

Related Films

This is an inquiry-only cabinet showing the Films related to the Actors and Directors:

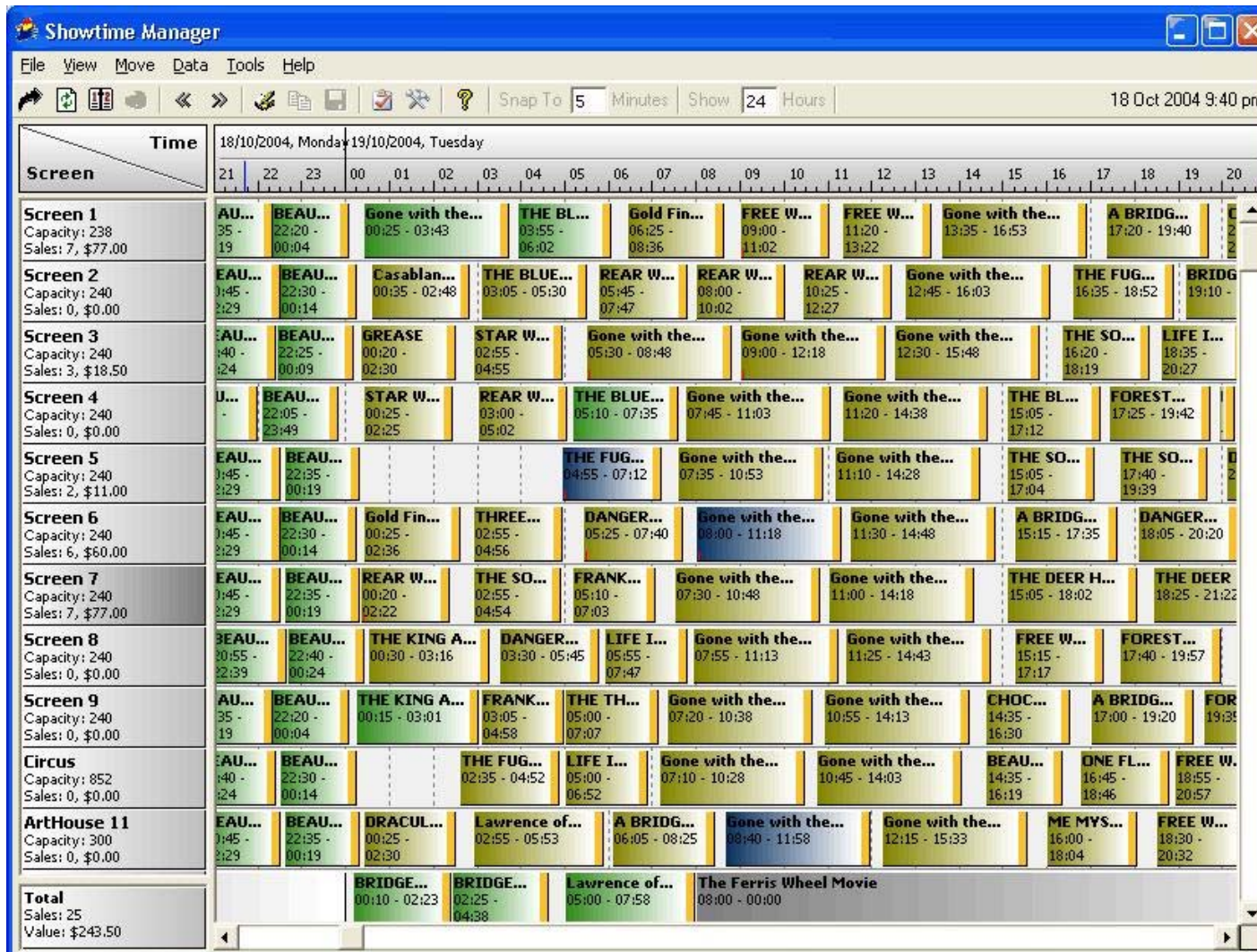


	Film Title	Role	Person
▶	Adaptiation	Actor	BruceWillis
	Adaptiation	Actor	JohnCusack
	Adaptiation	Actor	MerylStreep
	Analyze That	Actor	RobertDe Niro
	Analyze That	Actor	BillyCrystal
	Catch me if you can	Director	StephenSpielberg
	Catch me if you can	Actor	TomHanks
	Catch me if you can	Actor	LeonardoDiCaprio
	Catch me if you can	Actor	ChristopherWalken
	Catch me if you can	Actor	RusselCrowe
	Chicago	Actor	RichardGere
	Chicago	Actor	ReneeZellweger

View: Base View Record 1 of 38 CAPS NUM INS SCRL

Showtime Manager

Showtime Manager is a graphical session scheduling tool. The status of sessions is represented by a range of colours, which can be customised to suit user preferences. Viewing and editing options can be configured for maximum flexibility.



Date/Time, Period, and Time Rounding Options

- On opening Showtime Manager, session information for the current date range will be displayed.

To change that date range, press the calendar icon  that appears in the toolbar. This will open a date selection box:

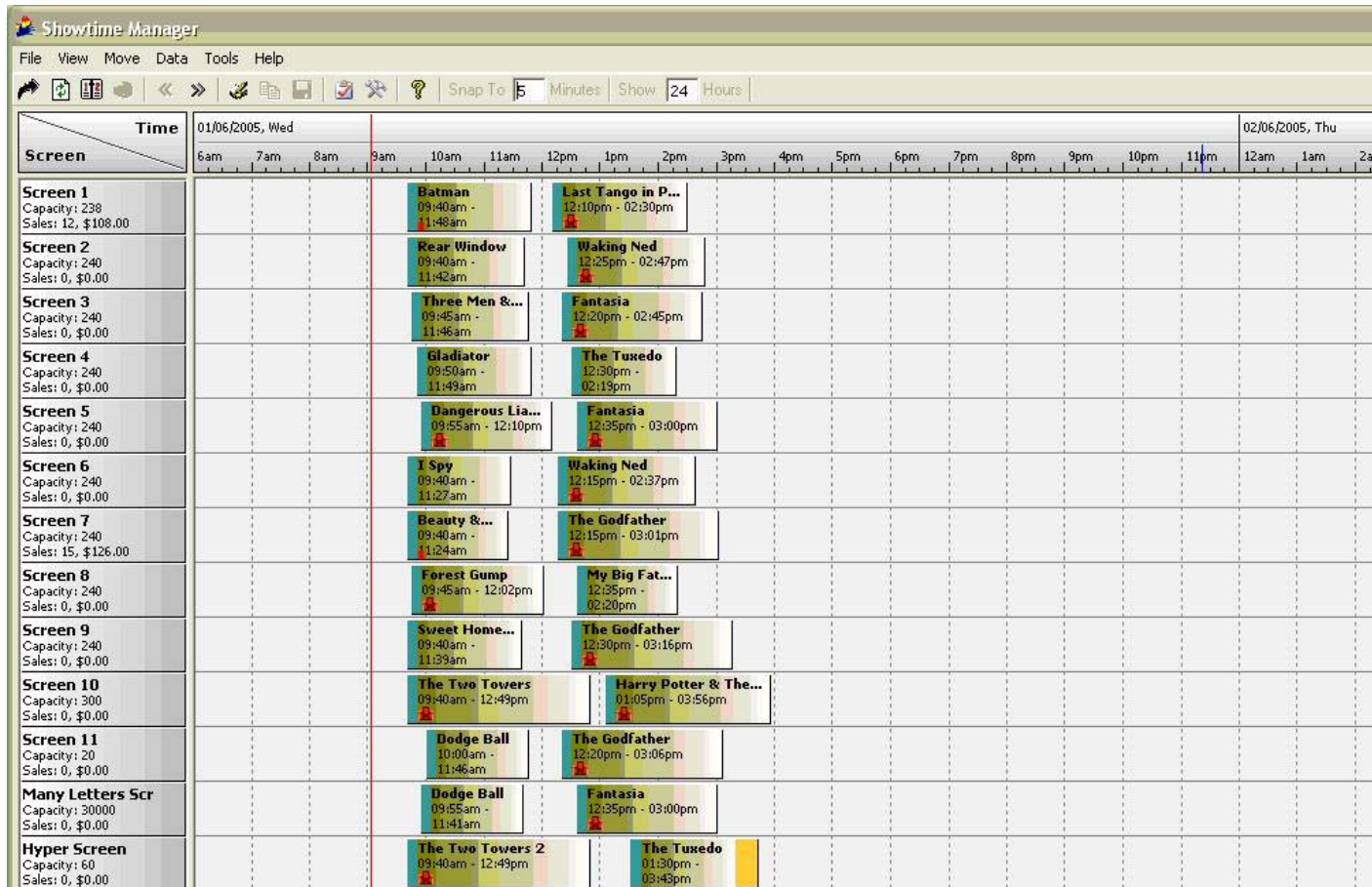
- The date and time may be manually entered, or a calendar can be displayed by clicking on the calendar icon:



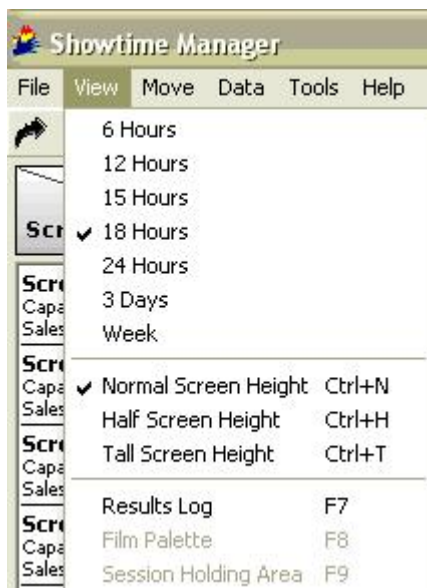
- Select a date to use as the starting point for viewing or creating sessions
- Starting date and time may also be amended by selecting 'Data/Select Start Date and Time' from the top menu.

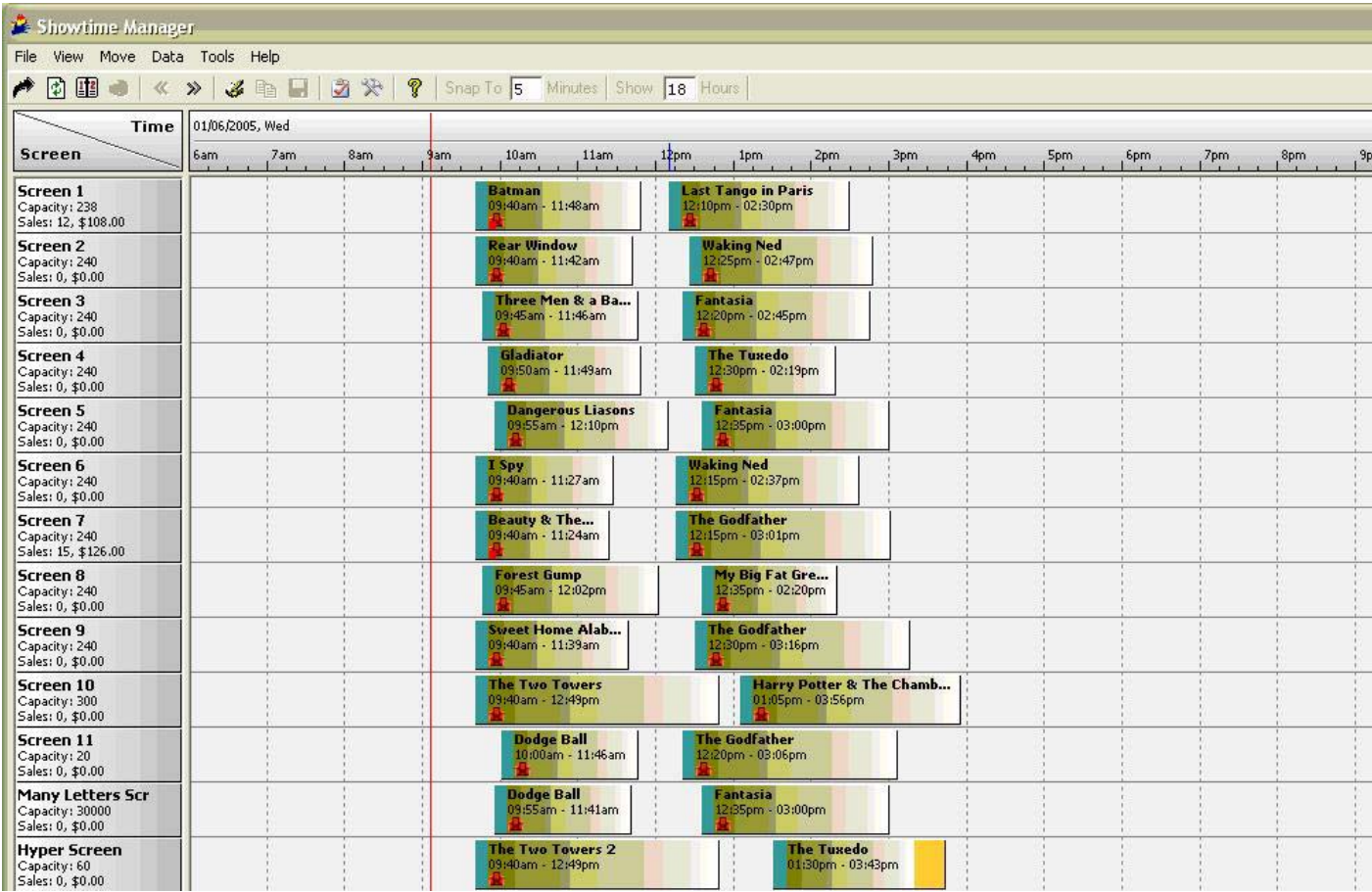


- By default, session data is displayed for a 24 hour period:

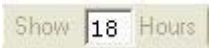


- To change this select 'View' from the top menu and tick the preferred option:

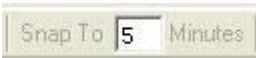




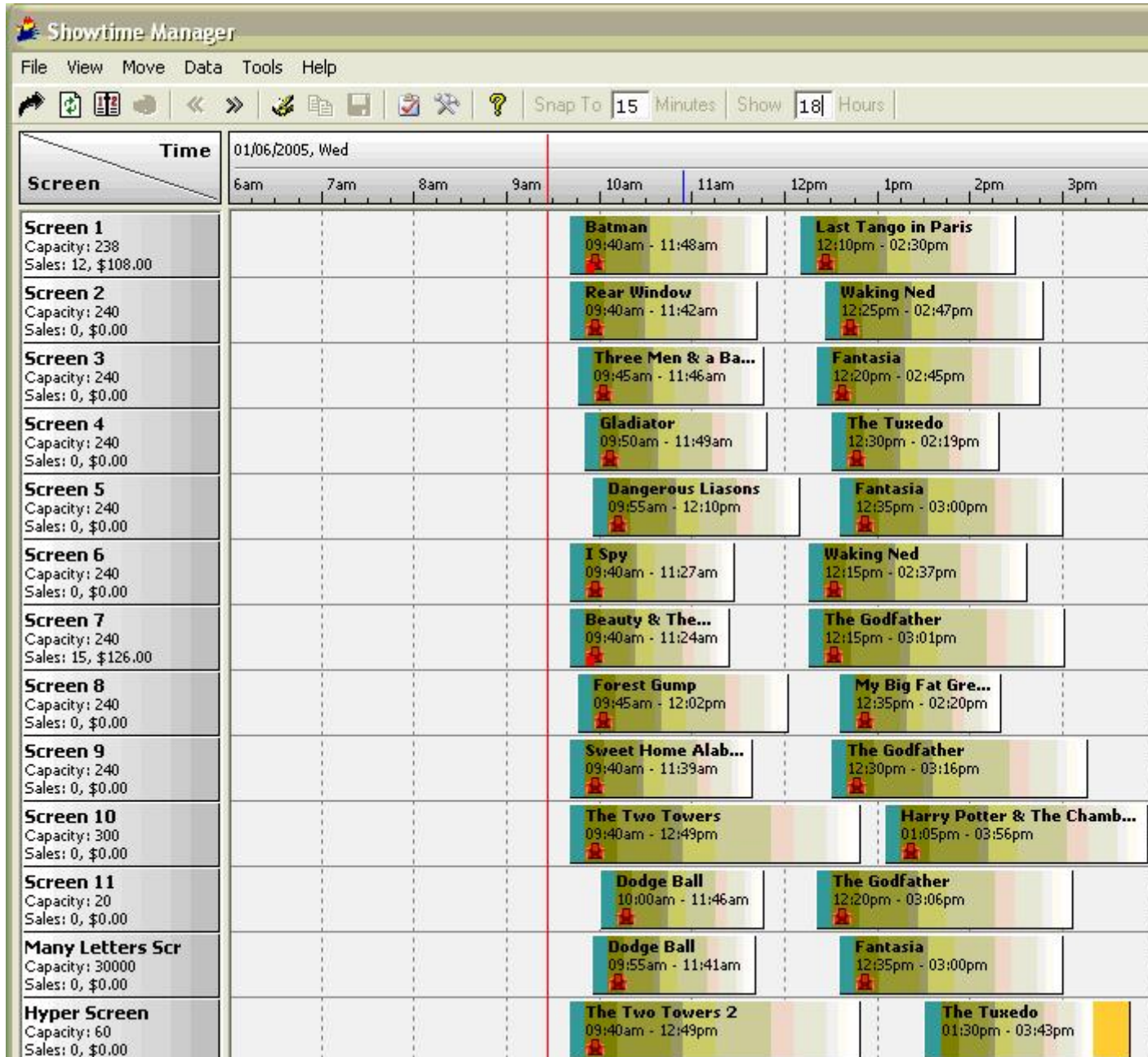
The viewing period may also be extended by amending it on the toolbar:



The 'Snap To' toolbar option:



Allows the time rounding used on the Showtime Manager grid to be amended. When sessions are created, they will attach a starting time that is nearest to the multiple of this figure. Please note that subsequent amendments to this figure do NOT affect sessions already created, unless they are moved.



- Scrolling over the session data can be accompanied by using the slider bar at the bottom of the screen.



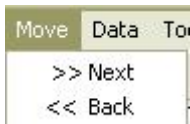
or by clicking on the 'Back/Next' icons on the toolbar:



- The period moved is dependent on the setting selected from the 'View' menu:

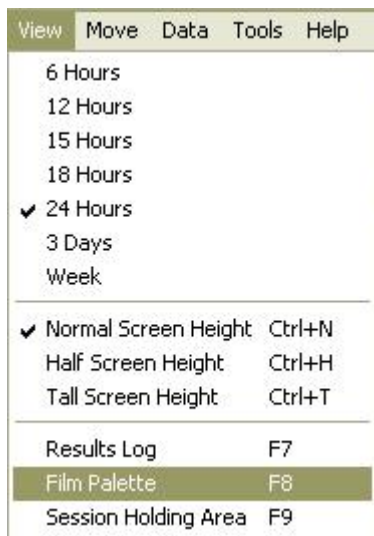


- If the period selected is defined in terms of 'Hours' (as in the example above), the Back/Next icons will scroll an hour at a time. If the period selected is defined by days, the 'Back/Next' icons will scroll a day at a time. No scrolling is permitted when the period selected is a week. In order to view sessions outside the current week, a new date period must be entered.
- Scrolling may also be accomplished by clicking 'Move' on the top menu:

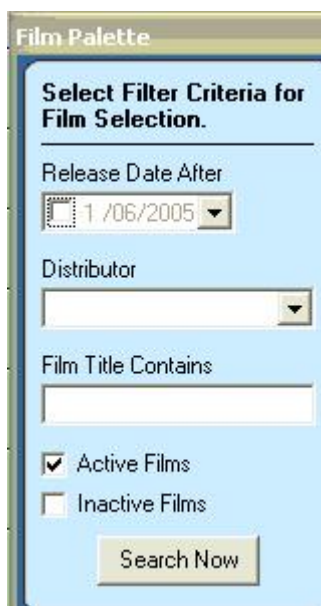


Create Sessions

- By default, Showtime Manager opens in Vista mode. Security can be modified such that certain staff only have the option of viewing session data in Showtime Manager while others may update it.
- Click 'Edit' on the toolbar to enter update mode: 
- Open the Film Palette. This can be done by:
 - Clicking the Film Palette icon on the toolbar 
 - Pressing F8
 - Choosing 'View/Film Palette' from the top menu.



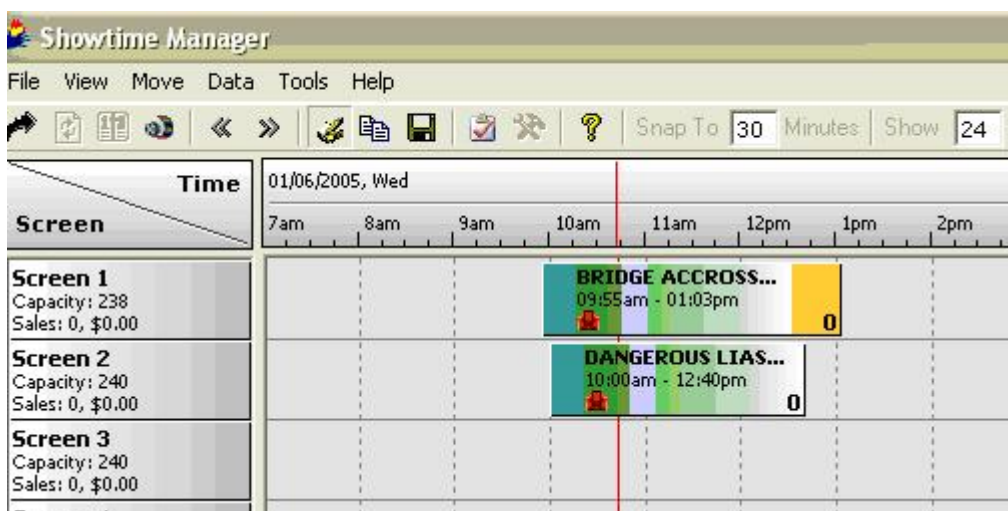
- The Film Palette presents a view of all the films currently stored on the database. It is possible to filter this view by entering data in the Filter Criteria box.



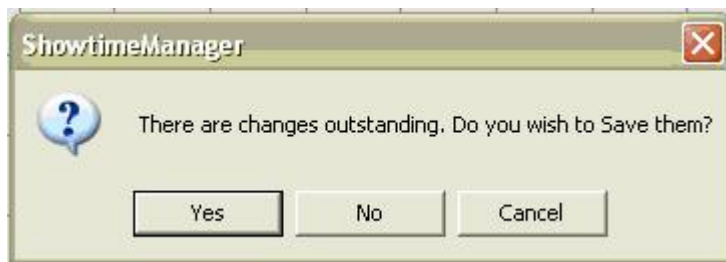
- Click the 'Search Now' button to present the filtered data.
- A default Price Group may be selected for all new sessions added by clicking the arrow on the right of the Default Price Group box. A drop-down list will present the available Price Groups for selection.



- Sessions may now be created by clicking and holding a selected film from the Film Palette, and dragging it into the planning grid. Position the film on the appropriate time, date and screen, and a Planned Session will be created.



- The colour above is the Vista default for Planned Sessions. This colour may be amended by clicking 'Tools/Options' from the top menu. Please see **Changing Application Settings** for information on how to change the colours of session types.
- Planned sessions are not visible to Point of Sale. A session must have the status of 'Open' in order for tickets to be sold. Please see **Change Session Attributes** for information on how to do this.
- Finally, information entered on the planning grid should be saved. This can be done by clicking the 'Save' icon on the top menu . Alternatively, clicking the 'Edit' icon on the top menu will open a confirmation box:



- If 'Yes' is selected, the changes will be saved, 'No' will allow an exit without saving the changes and 'Cancel' will cause a return to Showtime Manager.
- Clicking on the 'Exit' button on the top right of the screen will also open a confirmation box.

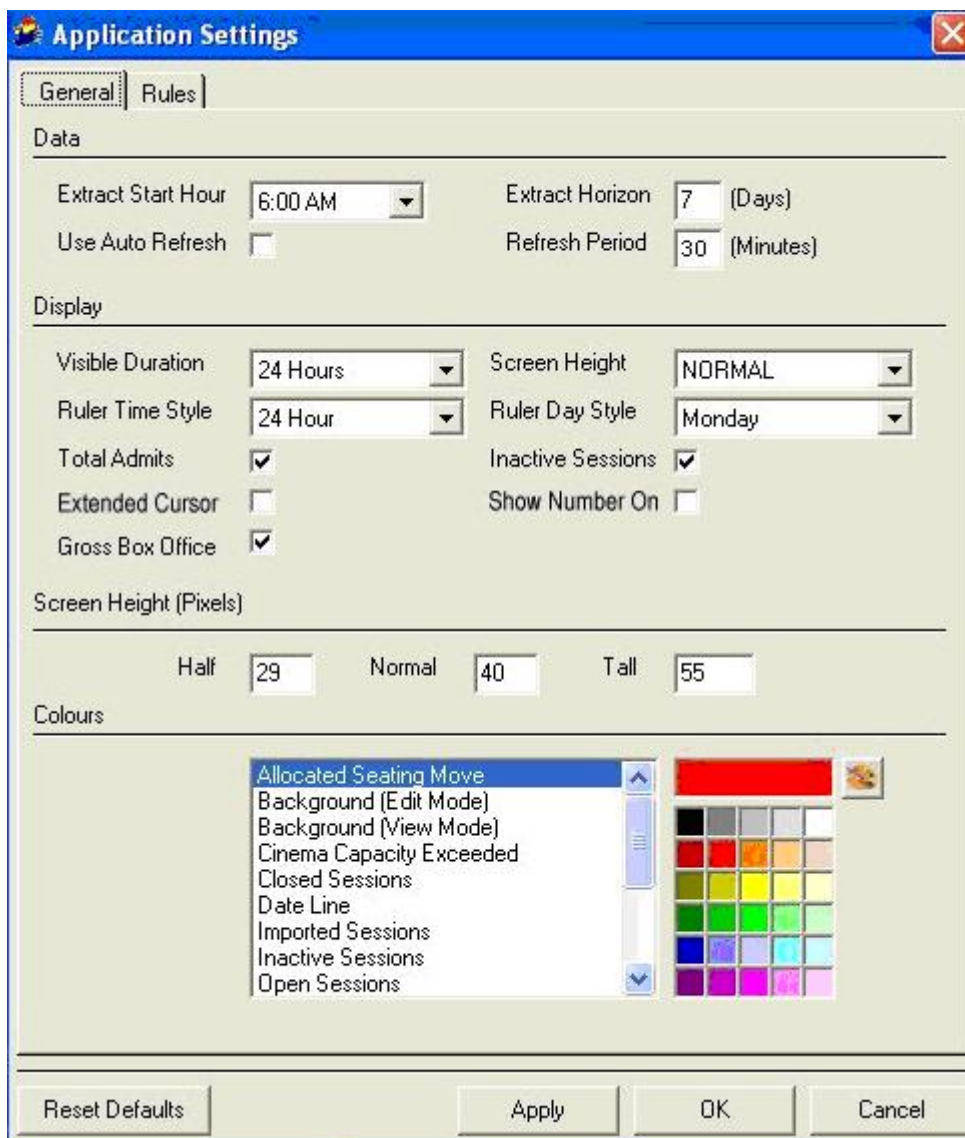
Application Settings

Showtime Manager can be customised to display information in the desired fashion. Representative Colours can be chosen for all parts of the interface. To access these options, go to the "Tools" menu

and select "Options" or press  on the toolbar.

NOTE: Options cannot be changed in Edit Mode.

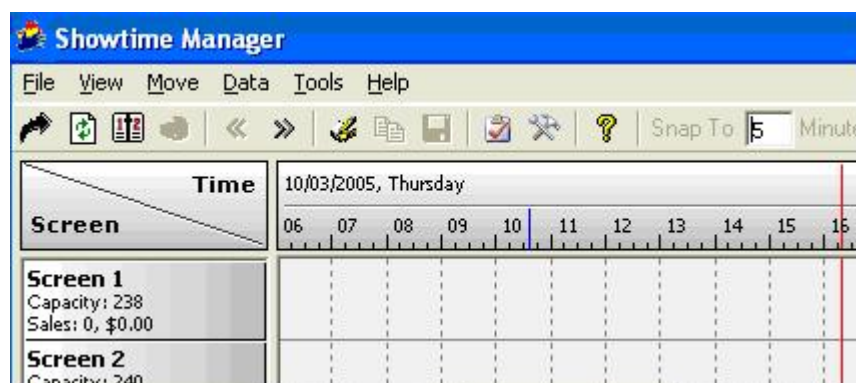
General Tab:



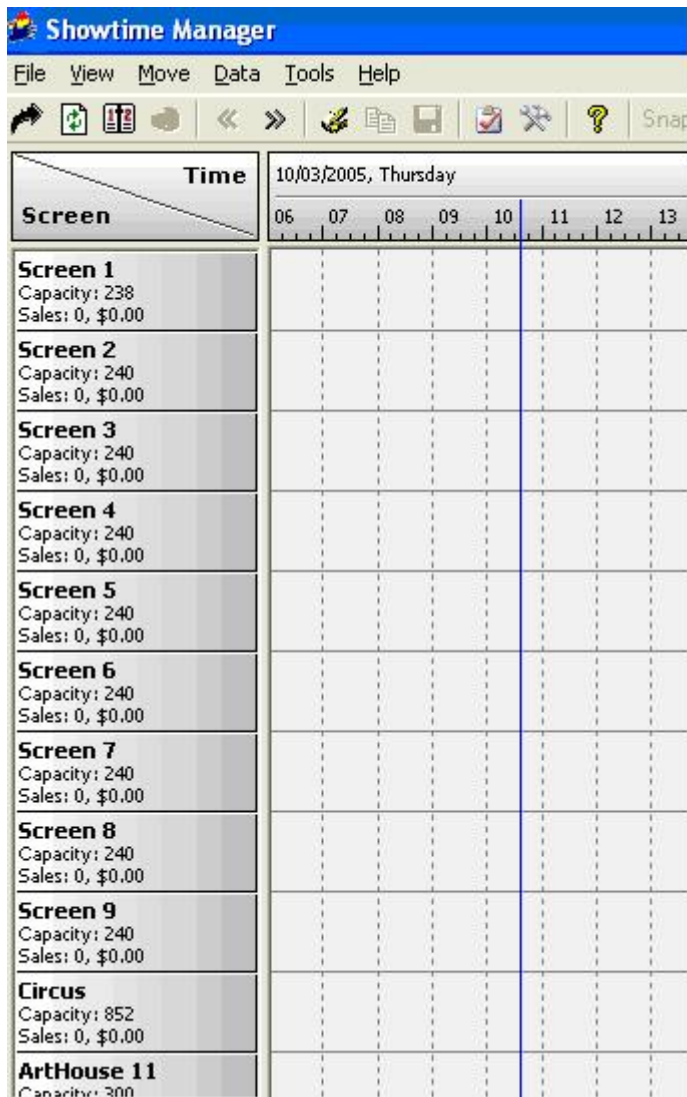
Showtime Manager-General Tab:

Extract Start Hour	Determines the starting hour that the grid will display from.
Extract Horizon	Determines the period of time that one planning session can be viewed.
Use Auto Refresh	Ticking this checkbox will enable the auto refresh function. When ticked, any data that may have been changed in other Vista applications will be refreshed, allowing Showtime Manager to display contemporary information.

Refresh Period	This determines the minutes between refresh times.
Visible Duration	Determines the time/date period that will display on the screen without having to scroll forward.
Screen Height	Changes the height of the "screen" rows so as to accommodate more/less session information. Choose from Normal, High or Tall. You can use Ctrl N, Ctrl H and Ctrl T are keyboard shortcuts.
Ruler Time Style	Enables a time ruler for display. For example, 22/ 10pm/ 10.
Ruler Day Style	Determines the way that day information is displayed. For example, Monday/Mon/M.
Total Admits	Ticking this checkbox will display the total sales that have been made to each screen.
Inactive Sessions	Ticking this checkbox will display inactive sessions on the grid.
*Extended Cursor	Enables an option to increase the length of the line that follows the mouse to run the entire screen (See below for visual example).
Show Number On	Adds the Show Number to the bottom right corner of the sessions as displayed on the main ShowTime panel.  The image shows two examples of a session display. The left example shows a session titled 'THE BLUES B...' with the time '07:50 - 10:55' and a small red icon. The right example shows the same session but with a large number '2' in the bottom right corner, indicating the number of sessions. The text 'enhanced to' is placed between the two examples.
Gross Box Office	Ticking this checkbox will display the gross revenue that has generated from sales already made.
Screen Height (Pixels)	Allows a choice of the exact height of the "screen" rows (in pixels).
Colours	Colours can be chosen for each of the graphical components in Showtime Manager.
Restore Defaults	Pressing this button will restore all settings to their default values.

Extended Cursor:*Example of Current Cursor:**

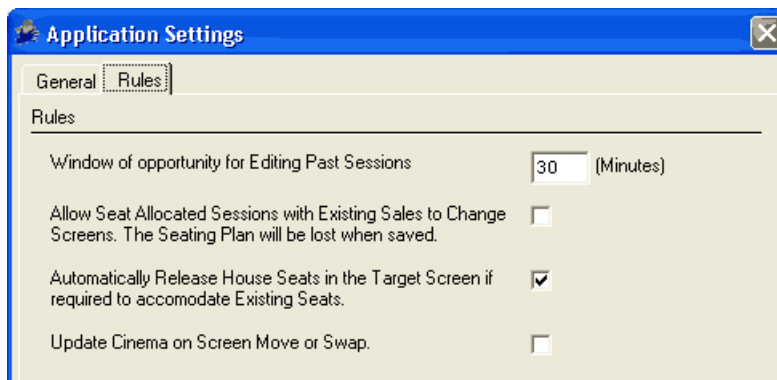
Example of Extended Cursor:



The screenshot shows the 'Showtime Manager' application window. It has a menu bar (File, View, Move, Data, Tools, Help) and a toolbar with various icons. The main area is a grid with 'Screen' on the vertical axis and 'Time' on the horizontal axis. The date '10/03/2005, Thursday' is displayed at the top of the grid. The time slots are labeled 06, 07, 08, 09, 10, 11, 12, and 13. A blue vertical line is positioned at the 10:00 slot. The screens listed on the left are Screen 1 through Screen 9, Circus, and Arthouse 11. Each screen entry shows its capacity and current sales.

Screen	06	07	08	09	10	11	12	13
Screen 1 Capacity: 238 Sales: 0, \$0.00								
Screen 2 Capacity: 240 Sales: 0, \$0.00								
Screen 3 Capacity: 240 Sales: 0, \$0.00								
Screen 4 Capacity: 240 Sales: 0, \$0.00								
Screen 5 Capacity: 240 Sales: 0, \$0.00								
Screen 6 Capacity: 240 Sales: 0, \$0.00								
Screen 7 Capacity: 240 Sales: 0, \$0.00								
Screen 8 Capacity: 240 Sales: 0, \$0.00								
Screen 9 Capacity: 240 Sales: 0, \$0.00								
Circus Capacity: 852 Sales: 0, \$0.00								
Arthouse 11 Capacity: 300								

Rules Tab:



The screenshot shows the 'Application Settings' dialog box with the 'Rules' tab selected. The 'General' tab is also visible. The 'Rules' section contains the following settings:

- Window of opportunity for Editing Past Sessions: 30 (Minutes)
- Allow Seat Allocated Sessions with Existing Sales to Change Screens. The Seating Plan will be lost when saved. ☐
- Automatically Release House Seats in the Target Screen if required to accommodate Existing Seats. ☒
- Update Cinema on Screen Move or Swap. ☐

Showtime Manager-Rules Tab:

Window of Opportunity for Editing Past Sessions	Sets the number of minutes for which it is possible to change sessions that have already screened/ passed.
Allow Seat Allocated Sessions with Existing Sales to Change Screens	Ticking this checkbox allows moving of sessions which already have sales with seats allocated to them.
Automatically release House Seats in the Target Screen if required to accommodate Existing Seats	When a session with allocated seating sales is moved to another screen and this checkbox is ticked, then any house seats in the new screen will be replaced to accommodate prior seating arrangements.
Update Cinema on Screen Move or Swap	If cinema screens are grouped into "complexes" and a session is moved from one "complex" to another, it is possible to retain the original complex information with the session, or update it to indicate the new complex's details. Ticking this checkbox will update the details. E.g. Sessions may be moved from the Art House Cinema to Gold Class.

Changing Film and Session Properties

Properties Send to Back Zoom In
Change Session Attributes Copy This Session
Session Maintenance Film Maintenance Seating Plan... View Bookings... Delete Session(s)

Options not available to the active session are displayed in grey.

Change Session Attributes

Session characteristics can be changed by right clicking on a session and selecting "Change Session Attributes."

A number of sessions can be changed by using the group select functionality. Left click and hold the mouse down. Now outline the sessions that you wish to amend. After releasing the mouse button, the selected sessions will be highlighted. Right Clicking on any session will display the Session Attributes Box

Important Note: All boxes in the change session attribute will be empty but any changes made will apply to all sessions selected.

Change Session Attributes

Film Title
Gone with the Wind

Price Card
Full Price

Status
Open

Seat Allocation **
Automatic

Trailer Duration
20

Interval Start (minutes from feature start)
0

Interval Start Time

Interval Duration
0

Cleanup Duration
0

Allow Complimentaries
No

Mark as Sold Out
No

Show Number
0

Note: Attributes marked with ** will not be applied to sessions that have sales.

Apply

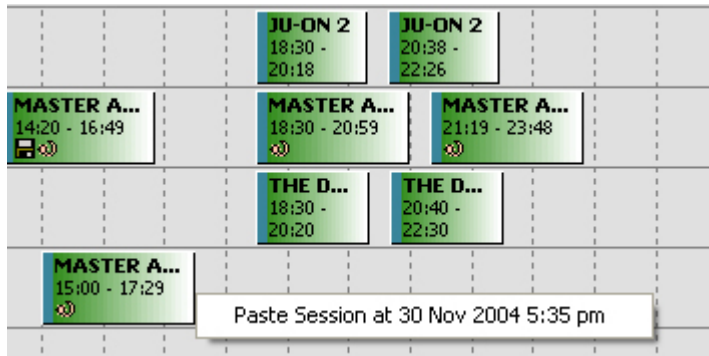
Showtime Manager-Change Session Attributes:

Film Title	This drop down menu enables selection of the film that will appear in the active session.
Price Card	Enables selection of the appropriate Price Card to be applied to the session.

Status	There are four states to choose from the drop down list: ▪ Closed: Setting a film to closed means that the film will no longer appear on POS. Sales can no longer occur. However, any sales generated before the session was set to closed will appear in Vista Reports. ▪ Inactive: This is intended to be a temporary state where a film will not appear on POS for sales. E.g. It is possible to temporarily stop sales and change a Price Card for a session. ▪ Open: Setting a film to Open means that its status has changed so that POS operators are able to sell tickets to the session. Data generated from this session will appear on reports. A session must be set to Open in order to appear on POS. ▪ Planned: Allocating a Planned status to a film means it will not appear on POS for sales and will not appear as data in reports. It is the default state used when sessions are added to Showtime Manager.
Seat Allocation	There are three available options: ▪ None - there is no seat allocation for the session. ▪ Automatic - Seats will be automatically assigned by the Vista system. ▪ Manual - The POS Operator is required to assign seats.
Trailer Duration	Select the number of minutes that you would like the trailers to screen for. This is determined in Session Maintenance or a default time can be set using the BackOffice System Setting:?
Interval Start (minutes from feature start).	This is to be entered as the number of minutes from feature start time and also displayed read-only as actual interval time (Interval Start Time). The Interval Start Time display should be updated when the Interval Start field is edited.
Interval Start Time	As above.
Interval Duration	As per show number with range of 0-99. On 'Apply' database field tblSession.Session_intIntermission should be updated. Changes to interval duration will affect total session time, hence on 'Apply' appropriate displays (i.e. Showtime Manager main panel) and values should be refreshed to match. This parallels existing function for changes to Trailer Duration and Cleanup Duration.
Cleanup Duration	Select the number of minutes required to clean up after a session. This is determined in Session Maintenance or a default time can be set in the BackOffice System Setting: "BOSessEntry_DefSessionTrailer"
Allow Complementaries	▪ Yes - Complementaries are permitted to be used for this session. ▪ No - Complementaries are not permitted to be used for this session.
Mark as Sold Out	When Yes is selected, a red cross will appear on the session. This indicates that there are no more tickets available to this session. 
Show Number	This assigns a number to each show. Ranges from 0-99. Database field tblSession.Session_intShowNumber should be updated when the 'Apply' button is clicked. Note that future change requests may potentially entail automated sequencing of show numbers and appropriate additional validation.
Apply	Clicking this button will apply the choices that have been selected to the active session.

Copy Session

Select this to copy the session and its details. To paste it, select the appropriate time and day, right click and "paste."

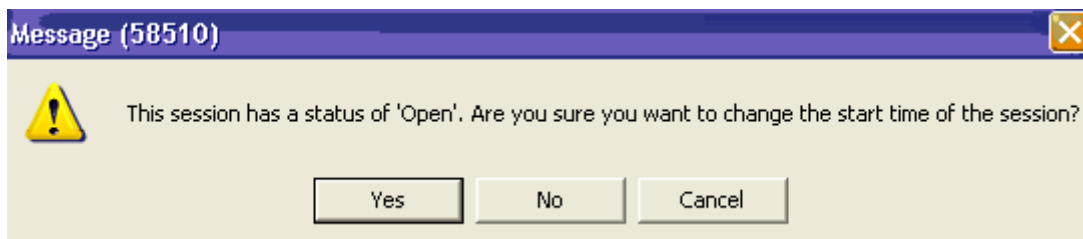


Note: A pasted session will always appear as "Planned" regardless of the status of the copied session.

Moving Sessions

A session can often be moved (either forward or backward in time) if a particular scheduled screening time no longer suits.

- However, movies that are already 'Open' and have commenced cannot be moved.
- Movies that are 'Open' but have not commenced, display a warning message if the operator attempts to move them. They may then be moved by selecting either 'Yes' or 'No'. This message is not necessary for closed or inactive sessions.



The above warning message is intended to prevent inadvertent alteration to sessions which are already underway. Where an action requires multi-selection it is unlikely to be inadvertent and a message is not required.

Film & Session Maintenance

Film and Session Maintenance can be accessed in "View Mode."

NOTE: Sessions need to have been opened before they can be accessed in "Film Maintenance".

For information on Film Maintenance, see **Films** (on page 125) in this manual.

For information on Session Maintenance, see **Session Maintenance** (on page 131) in this manual.

Properties, Send to Back and Zoom In

Properties displays useful information about the film selected. This screen cannot be edited directly.

NOTE: A Double left click on a session will reveal this screen.

ID: 8091, THE KING AND I

25 sold 240

THE KING AND I

REP PG

Feature: Start 15:35 End 18:11
Clean-Up: Start 18:11 End 18:21

Cinema Vista Cinemas Boston
Screen Screen 4
House Seats 5
Price Card Full Price
Allow Comps? ☒
Seat Allocation Off
Session Type Normal Session
Loop Reel? ☐
Loop from screen
Marked as Sold Out ☐

Send to Back will send the front overlapping session to the back of the session it is covering. This function is useful when working with multiple sessions that have not yet been finalised.

JU-ON 2 09:00 - 10:48	JU-ON 2 11:10 - 12:58
MASTER A... 09:00 - 11:29 [Icon]	R A... 12:39
JU-ON 2 09:00 - 10:48	JU-ON 2 11:08 - 12:56

Zoom In is useful when working with many sessions and screens. Select the area necessary to view by grouping them together with the mouse. These sessions will be displayed visibly larger. To return to the view required, go to "View" and select the intended time period.

Bulk Copying of Sessions

"Bulk Copy" enables multiple session information to be copied from one week to another.

Pressing the  toolbar icon or by going to "Data" menu and selecting "Bulk Copy will bring up the screen below.

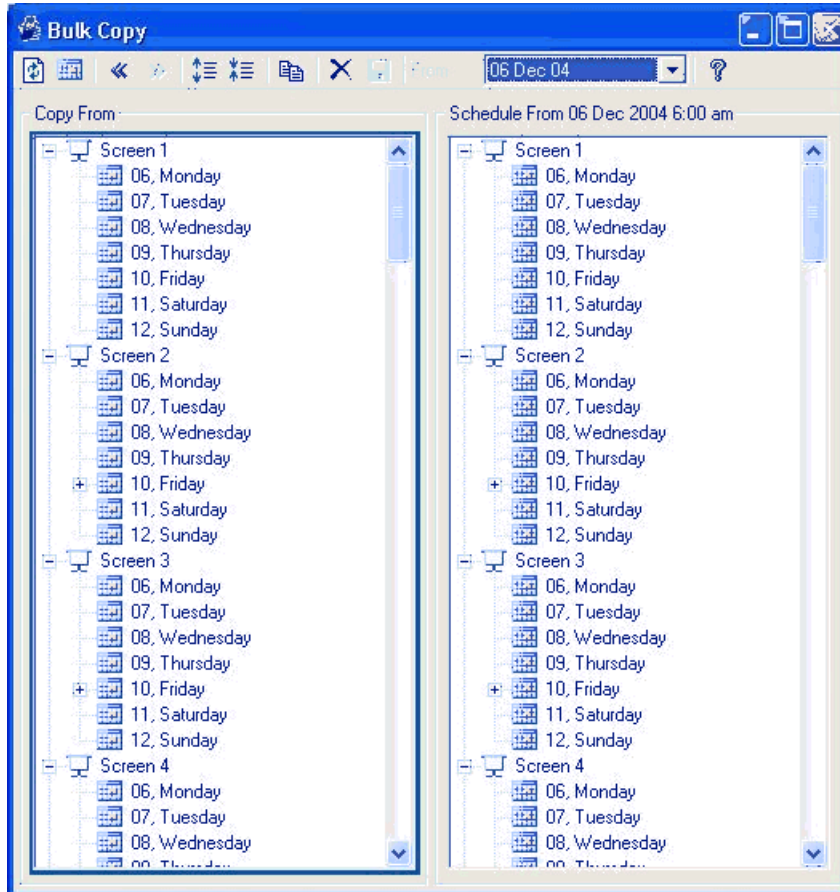
To work with information from either "Copy From" or "Schedule From," click the appropriate side. When the side is active a green border will appear.

How to Bulk Copy Sessions:

- 1 In the drop down box, select a week to copy session information. This will then appear in the left hand screen. The week to be copied to can be changed by using the change date icon on the main toolbar.
- 2 Either select the "Bulk copy" icon to copy all sessions or drag the sessions across to the appropriate screen and date. Sessions can be dragged individually or an entire screen can be dragged by highlighting either the screen or the session. Increase the tree menu by pressing the "+" sign to reveal more session information.
- 3 To delete a session, highlight it and press the delete toolbar icon or press the "delete key" on the keyboard.

- 4 Save the schedule by pressing .

NOTE: The screen will only display a "Schedule from "to the date that has been entered at the "Planning Screen". To work with multiple future week's schedules, select the end date intended to copy to in the "Planning Screen".

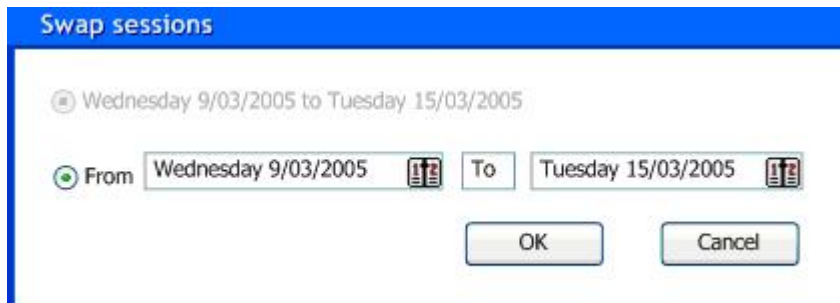


	Pressing this button will update the screen if any changes have been made by another Vista application working on the same schedule.
	Toggle View: Pressing this button will toggle between displaying session information by date or by screen.
	Pressing the left or right arrow will scroll date information forwards/backwards.
	Depending on which screen that is highlighted, the tree menu will either be extended or compacted to show or hide session details.
	Pressing this toolbar icon will bulk copy all the sessions for the selected date to the week that is being scheduled.
	Pressing this icon will delete any sessions that have been assigned to a screen/date. The session must be highlighted to be deleted. Highlighting the date/screen will delete all sessions.
	Pressing this toolbar icon will bring up the online help.

Date Range When Swapping or Deleting Sessions

Showtime Manager has the ability to select a date range when swapping or deleting sessions.

- A Dialog box appears when the operator has selected the option of swapping or deleting sessions:



Notes:

- The top radio button is the default setting and should be ON initially. The start date is based on the Vista Configuration setting TickStartDayofWeek. If today is the 'StartDayofWeek' this should be the start date offered. Otherwise use the next calendar date which is a 'StartDayofWeek'.
- Default To date for both radio buttons should be start day + 6.
- Lower radio button allows selection of date range with initial default settings as above. Maximum date range is 1 week (Start Date + 6).
- In either case:
 - If Start Day is today, sessions which have already begun are excluded (they can be manually swapped individually from the main Showtime screen).
 - Date display must include day name. This is probably best achieved by placing a wrapper function around dates returned from queries or the pickdate control.

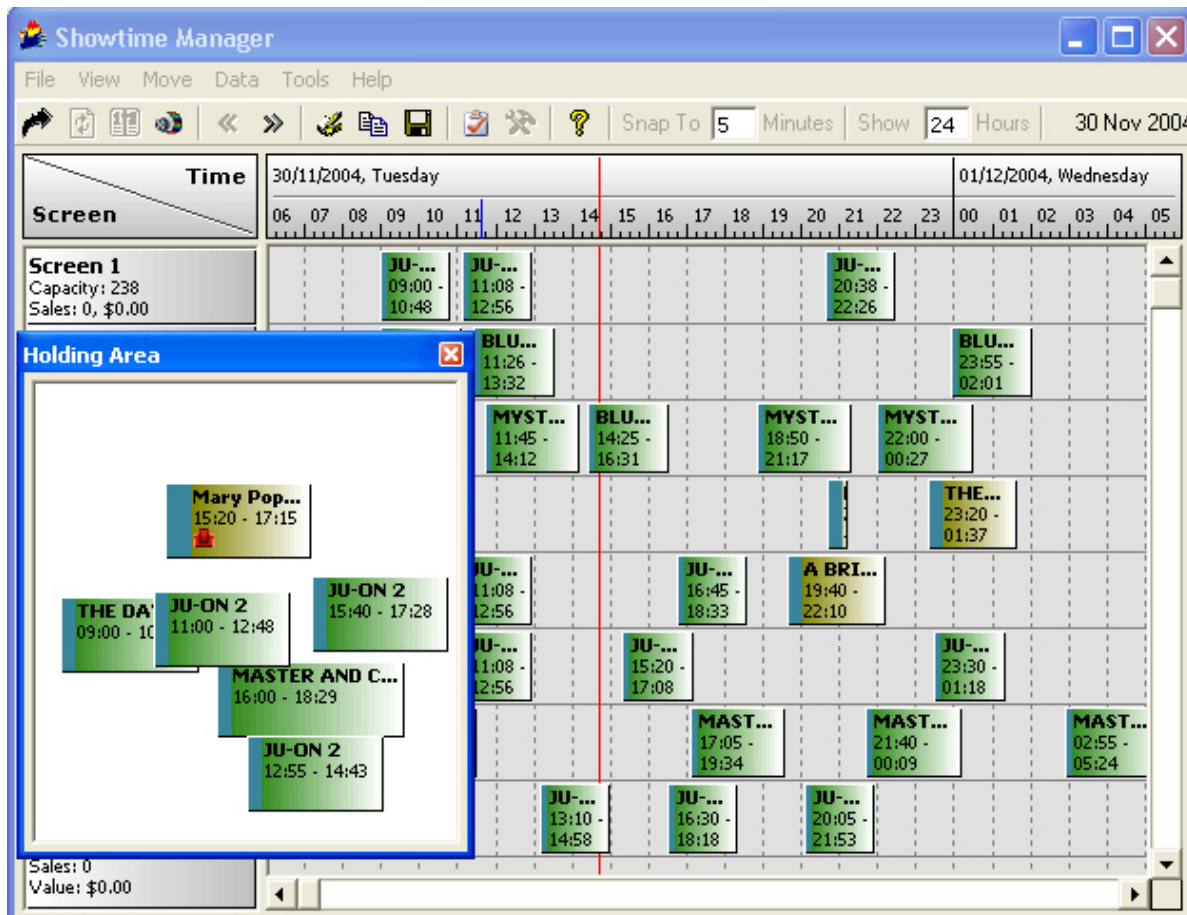
When the OK button is clicked existing program flow resumes and the existing confirmation dialog box appears:



Sessions Holding Area

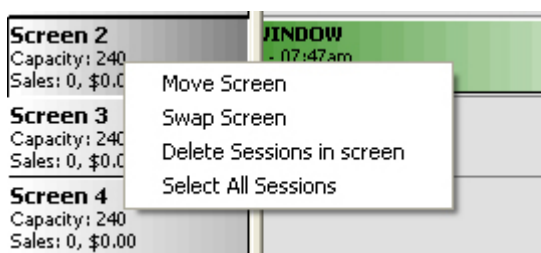
The Session Holding Area is a 'palette' where sessions can be temporarily stored when creating complex session schedules. Sessions can be dragged and dropped in and out of the holding area as required.

The Holding Area can be accessed by pressing "View" and then "Holding Area" or use the shortcut - F9.



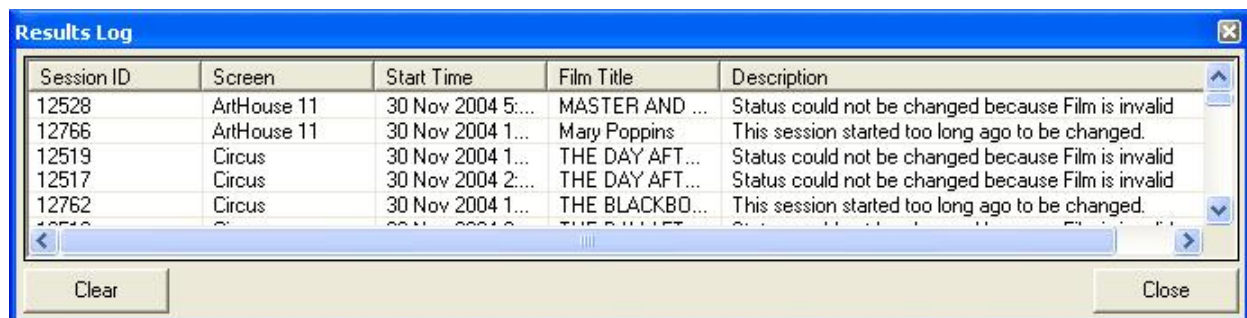
Working with Screens

Right click on the appropriate screen to alter it. A menu will be displayed providing the following options.



Move Screen	This function allows sessions to be moved from one screen to another. Click on the screen that needs to be moved. Select "Move Screen." Click on the screen that the session should be moved to.
Swap Screen	This function enables swapping two screens with each other. Select the two screens to swap by pressing "Ctrl" and clicking each screen. Right click on the mouse and select swap screen from the menu. A prompt will appear to confirm this action.
Delete Sessions in screen	This will delete all sessions that have been created for a screen. Select the screen by pressing on it. Right click on the mouse and select "Delete sessions in screen" to remove all sessions in the screen.
Select All Sessions	This will select all sessions that have been assigned to the screen. Select the screen by clicking on it . Right click the mouse and choose "Select all Sessions."

Results Log



The screenshot shows a window titled "Results Log" with a table containing the following data:

Session ID	Screen	Start Time	Film Title	Description
12528	ArtHouse 11	30 Nov 2004 5:...	MASTER AND ...	Status could not be changed because Film is invalid
12766	ArtHouse 11	30 Nov 2004 1:...	Mary Poppins	This session started too long ago to be changed.
12519	Circus	30 Nov 2004 1:...	THE DAY AFT...	Status could not be changed because Film is invalid
12517	Circus	30 Nov 2004 2:...	THE DAY AFT...	Status could not be changed because Film is invalid
12762	Circus	30 Nov 2004 1:...	THE BLACKBO...	This session started too long ago to be changed.

At the bottom of the window are "Clear" and "Close" buttons.

The Results Log explains why various actions have not been completed. It can be accessed by going to "View" - "Results Log" or by using the shortcut located at F7. Alternatively use the toolbar shortcut



button. New sessions that could not be saved will appear with a session ID of *New.

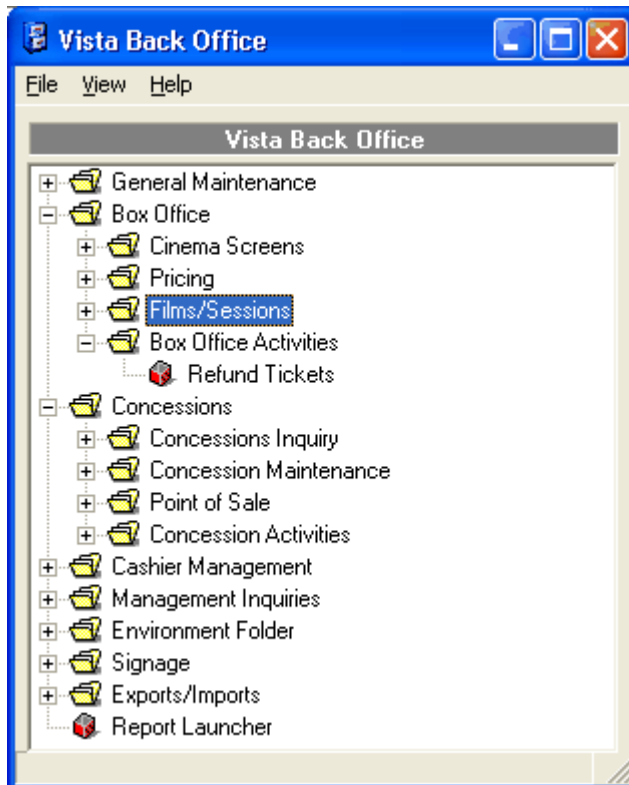
Icon Key

Icon	Description
	Allocated seating has been assigned to this session.
	One or more sessions running periods are overlapping.
	Invalid Film: If a session import has occurred (meaning that films will be available in Showtime Manager) but the films have not been set up in BackOffice Film Maintenance, this icon will appear.
	Changes have been made to the session after it has been saved.
	A Price card has not been assigned to this session.
	This session is a private screening.
	Session is sold out.

Box Office Activities

Refunding Tickets in the BackOffice is rarely used, but can be used if a movie get cut short due to a power loss or customer dissatisfaction. The options are given to 'Create Unmatched Refund' or 'Refund Specified Tickets.'

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Refund Tickets

Screen: Screen 1

Film: Adaptation

Session: 16/10/2003 03:00:00 PM

POS Session: 785 Lorna Nolan Lorna Nolan

Refund In: Cash

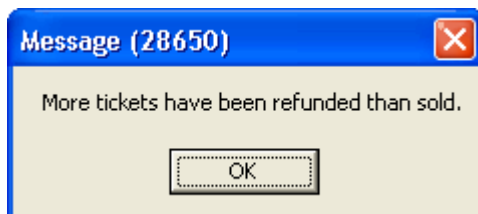
Price Group: Full Price

Seats Sold: 30

Ticket Type	Quantity	Price
Adult	2	\$24.00
Adult		
Adult Admit 1 Comp		
Adult Premium		
Adult Standard		
All Day Promotion		
Bronze Membership		

Steps:

- 1 Select the screen, choose the film. Make sure you have selected the correct session and POS Session.
- 2 Select which method of payment you wish to refund. Select Create, the Ticket Type and Quantity field will become enabled.
- 3 Select Ticket Type from Dropdown, enter in Quantity, Price field will automatically be filled in.
- 4 If you refund more tickets then the quantity of tickets sold, you will receive an error message.



- 5 Next, Save. You should receive a message if this is successful.



Refund Specified Tickets

Refund	Transaction Number	Seq Number	User	Workstation	Ticket Type	Price
☐	4002	1	8003	AKLVIS040	Adlt Std	\$11.00
☒	4002	2	8003	AKLVIS040	Adlt Std	\$11.00
☒	4004	1	8003	AKLVIS040	ChildStd	\$3.50
☒	4004	2	8003	AKLVIS040	ChildStd	\$3.50
☐	4004	3	8003	AKLVIS040	ChildStd	\$3.50

Steps:

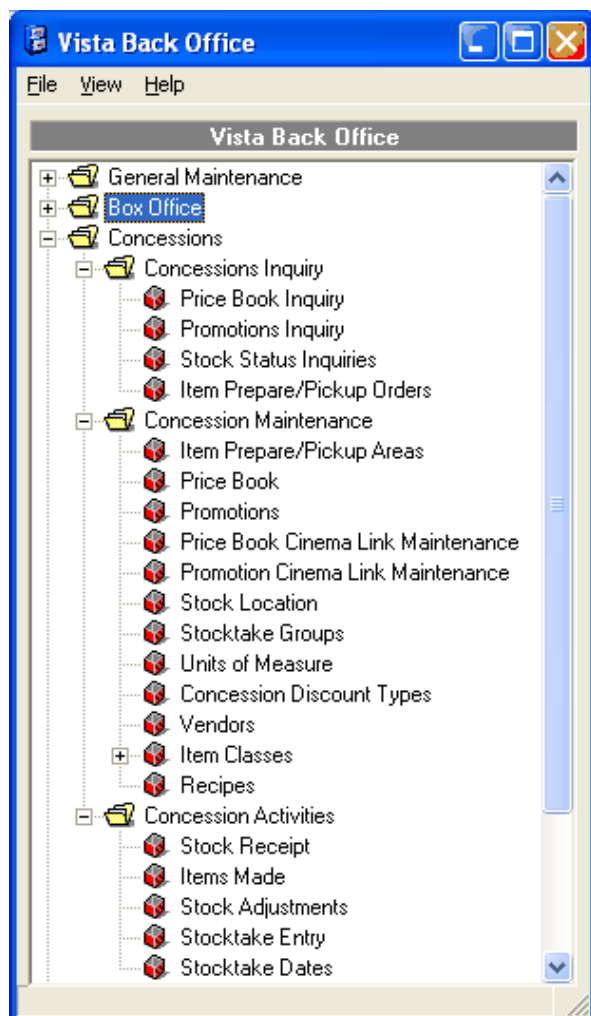
- 1 Select Edit, then you can select which tickets are to be Refunded.
- 2 To refund a Specified ticket, first select the screen, choose the film.
- 3 Make sure you have selected the correct session
- 4 Next select POS Session this will list all transactions for this workstation.
- 5 To enable this screen select Edit,
- 6 The option is now given to 'Refund All' tickets or select a ticket individually by checking the box provided.
- 7 If 'Refund All' is selected all check boxes will be ticked, this would usually only be used if there was a cancellation of some kind.
- 8 Select which method of payment you wish to refund.
- 9 Select how many tickets need to be refunded
- 10 Then Save, You should receive a message if this is successful



CHAPTER 4

Concessions

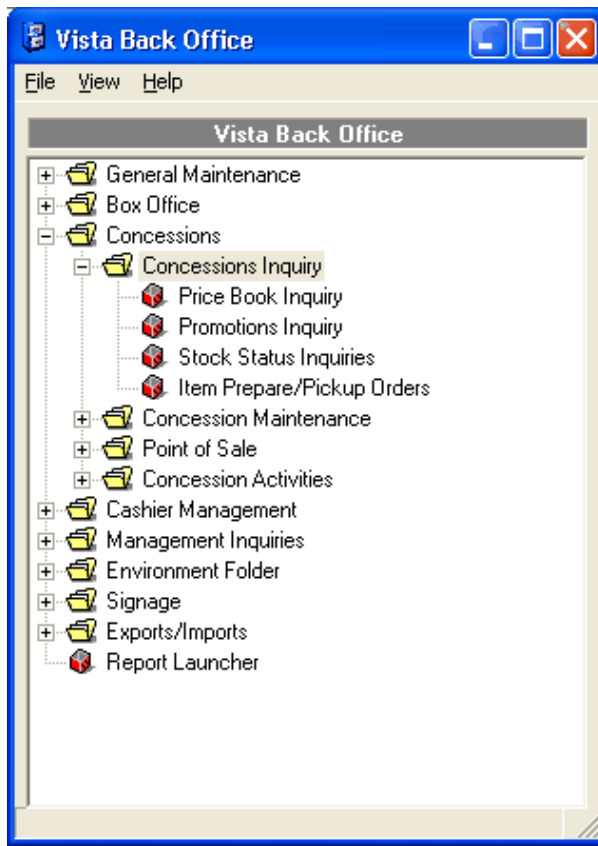
This chapter covers all the items within the Concessions folder of Vista BackOffice. See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Concessions Inquiry

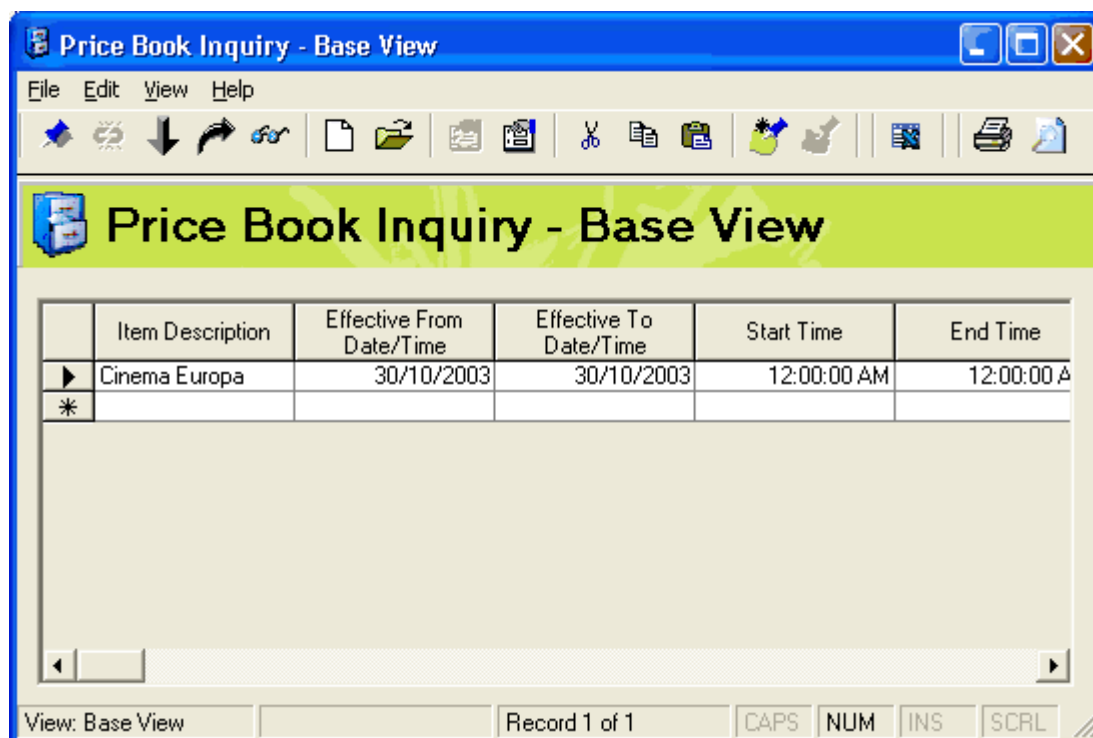
This section covers information about the Vista Inquiries system.

- Price Book Inquiry.
- Promotion Inquiry.
- Stock Status Inquiry.
- Item Prepare/Pickup Orders.



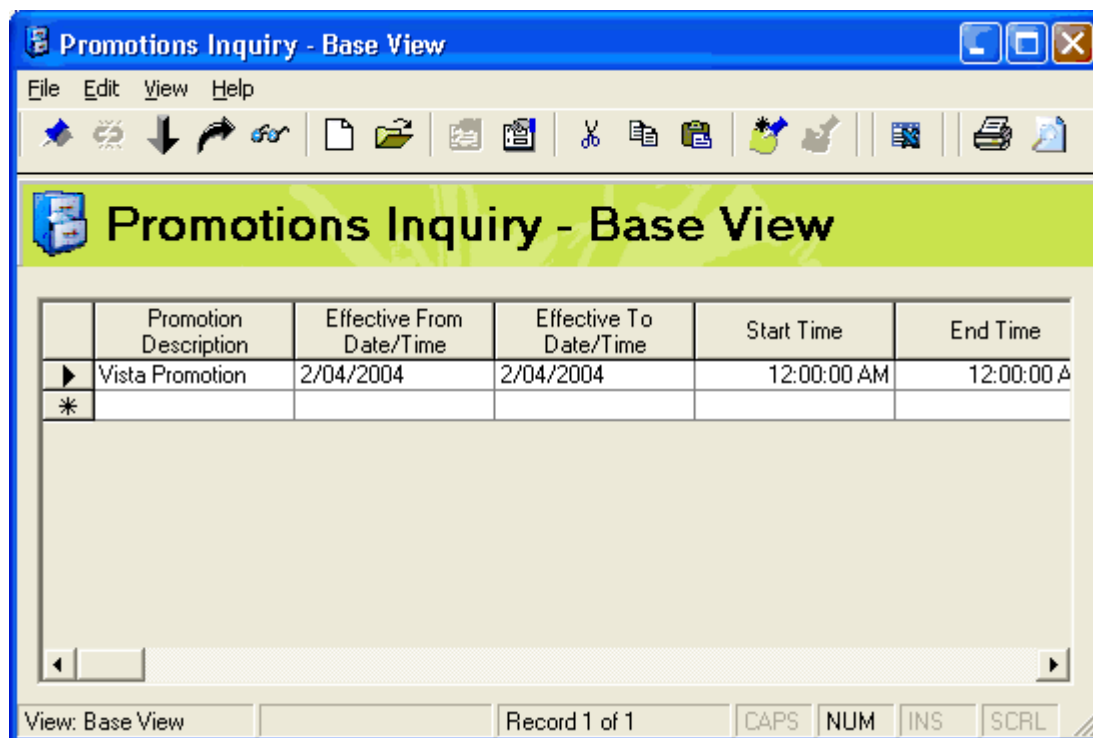
Price Book Inquiry

This is an inquiry-only cabinet which enables you to view Price Book information, including price book items, cost information and effective dates. The cabinet first displays all Price List Headers; Select a Header and drill down to see all items included on this Price Book.



Promotions Inquiry

This is an inquiry-only cabinet which enables you to view Promotions information, including promotion items, cost information and effective dates. The cabinet first displays all Promotion Headers; select a Header and drill down to see all items included on this Promotion.



Stock Status Inquiry

This is an inquiry-only form which enables you to view Concessions information for the most recent stock take period, including quantities, cost information and adjustments made. Select an item to drill down to see further information. (Note: Recipe items display information about all of the components used to create the recipe).

The screenshot shows the 'Stock Status Inquiry' window. At the top, the title bar says 'Stock Status Inquiry'. Below it is a menu bar with 'File', 'Edit', and 'Help'. A toolbar contains various icons for navigation and actions. The 'Item:' field is set to 'Popcorn Large'. The 'General' tab is selected, showing the following details:

Class:	Popcorn	UOM	
Type:	Sold BOM	Ease UOM:	BOX
Cost Price (incl. Tax):	\$0.0100	Selling UOM:	BOX Conversion: 1
Retail Price (incl. Tax):	\$1.75	Stock 1 UCM:	BOX Conversion: 1
% Cost:	0.57%		

Below the details is a table showing inventory locations:

Location	Inventory	Available EACH	Usage EACH BOX	Days Cover
Counter	\$0.00	0	0	0
Store Room	\$0.00	0	0	0
Vista	\$0.00	0	0	0

At the bottom, there is a table showing components used in the recipe:

Component	Description	UOM	Recipe	Available
325	Butter Flavour	MLE	1	-20

At the very bottom, it states: 'Quantity available from component stock 0 BOX'.

Stock Status Inquiry:

Class	The Item Class the Item belongs to.
Type	The Type of the Item. (Normal, Component, Sold BOM(Made at Sale Time), Made in Advance, Weight Based Component).
Cost Price (incl. Tax)	The Cost Price of the Item including tax.
Retail Price (incl. Tax)	The Retail Price of the Item including tax.
% Cost	The percentage of the Retail Price made up by cost.
Base UOM	The Base Unit Of Measure.
Selling UOM	The Unit Of Measure that the Item is sold in.

Stock 1 UOM	The Unit Of Measure that the Item is Stocked in.
Location	The Stock Location that the Item is in.
Inventory	The Value of the Inventory at the Stock Location.
Available	The Number of Items available at the specified Unit of Measure.
Days Cover	The Number of Days Cover based on the current average Daily usage and the current amount in stock.

Item Prepare Pickup Orders

Item Prepare/Pickup Orders can be used to view Kitchen orders, and the status of each order/item.

Item Prepare/Pickup Orders - Base View

File Edit View Help

Transaction Date Range From: **2/04/2004 6:00:00 a.m.** To: **3/04/2004 6:00:00 a.m.**

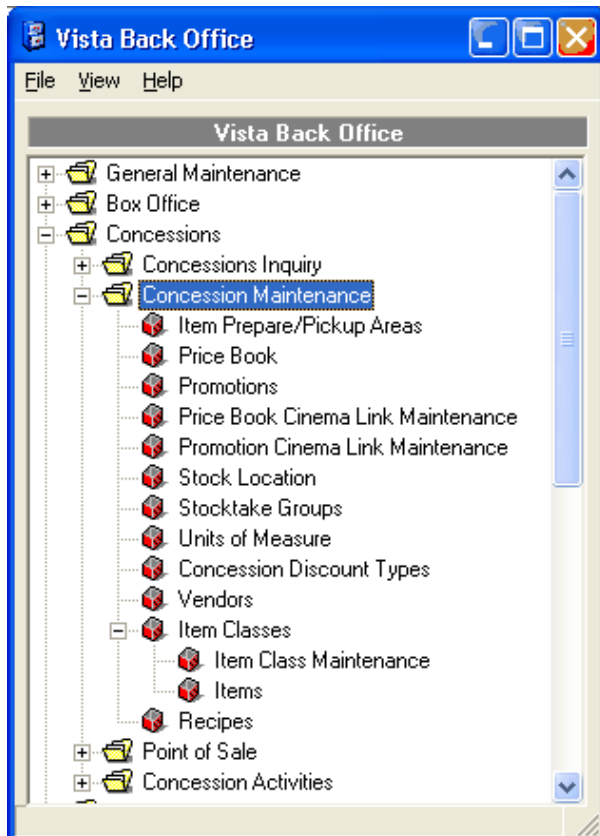
	Prepare/Pickup Order Number	Sequence Number	Transaction Date/Time	Status	Pickup Order Number
▶	422.00	3.00	2/04/2004	Not Made	82.00
	422.00	4.00	2/04/2004	Not Made	82.00
	423.00	1.00	2/04/2004	Not Made	83.00
	423.00	2.00	2/04/2004	Not Made	83.00
	424.00	1.00	2/04/2004	Not Made	84.00
	424.00	2.00	2/04/2004	Not Made	84.00

View: Base View Record 1 of 8 CAPS NUM INS SCRL

Concession Maintenance

This section covers information about creating new records within the Concessions/Maintenance folder.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Item Prepare/Pickup Area - General

The screenshot shows the 'Item Prepare/Pickup Area Maintenance' window. The 'Prepare/Pickup Area' dropdown is set to 'Ice-cream counter'. The 'General' tab is active, showing the following details:

- Description: Ice-cream counter
- Short Description: Ice creams
- Status: Active
- Redirect Area: (empty dropdown)
- Area Lead Time: 5
- Allow Prepare: ☒
- Allow Pickup: ☐
- For Items Prepared in this Area:
 - ☒ Item picked up from Selling Workstation
 - ☐ Item picked up from Pickup Area

Item Prepare/Pickup Areas are required when using the Kitchen functions within Point of Sale. Item Prepare/Pickup Areas describe the areas where food can be prepared and/or picked up, e.g. Kitchen for preparation only, Pickup for pickup only, and Ice-Cream Counter for preparing and picking up Ice-Creams. For more information on Setting up for Kitchen functions in the Cinema Operations Guide.

Item Prepare/Pickup Area - General	
Description	Descriptions of this Kitchen Prepare/Pickup area. 30 characters maximum for this field.
Short Description	20 Characters maximum.
Status	Active, Inactive, To Be Deleted. Default set to Active.
Redirect Area	Select the Area to redirect to. E.g. Kitchen or Bar.
Area Lead Time	Area Lead Time states the number of minutes that need to be added to an item that is being prepared. This may be due to the prepare/pickup area being some distance away.
Allow Prepare	If this is checked on, then this area prepares food.

Allow Pickup	If this is checked on, then food can be picked up from this area. Note - if this area is already used as a pickup area, a error message will display, and you will not be able to un-check this field. You will need to first remove this area as a pickup area from the prepare areas.
For Items Prepared in this Area	This section will become enabled when you have Allow Prepare checked. - Item picked up from Selling Workstation - this means that the kitchen area is also the selling workstation. - Item Picked up from Pickup Area - this determines the area where the food prepared in this area can be picked up from.

Item Prepare/PickUp Area - Prompts

This tab defines what the delivery screen will prompt for when 'Set Delivery' is selected.

The screenshot shows the 'Item Prepare/Pickup Area Maintenance' window with the 'Prompts' tab selected. The window has a menu bar (File, Edit, Help) and a toolbar with icons for file operations. Below the toolbar is a dropdown menu for 'Prepare/Pickup Area' currently set to 'Bar'. The 'Prompts' tab contains a list of prompts with corresponding dropdown menus:

Prompt	Value
Prompt for Film	Prompt, but not Compulsory
Prompt for Cinema Screen	Not Required
Prompt for Session Time	Prompt as Compulsory
Prompt for Seat Number	Prompt, but not compulsory if selling workstation not in this a
Prompt for Delivery Window	Prompt as compulsory if selling workstation not in this area
Prompt for Delivery Time	Not Required
Prompt for Comment	Not Required
Prompt for Priority	Not Required

At the bottom of the window, there are three checkboxes: CAPS, NUM, and INS.

Item Prepare/PickUp Area - Prompts:	
▪ Prompt for Film ▪ Prompt for Cinema Screen ▪ Prompt for Session Time ▪ Prompt for Seat Number ▪ Prompt for Delivery Window ▪ Prompt for Delivery Time ▪ Prompt for Comment ▪ Prompt for Priority	All eight fields (to the left) can be issued a prompt. The following prompt options may be selected from the drop down menu: ▪ Not Required, ▪ Prompt, but not Compulsory, ▪ Prompt as Compulsory, ▪ Prompt, but not compulsory if selling workstation not in this area, ▪ Prompt as compulsory if selling workstation not in this area.

Price Books

Price Books allow you to define pricing for concession items that are effective for certain date ranges eg. 1st January 2005 through to 30th June 2005. When a price change takes place another price booking can be created containing items with new pricing. You do not have to use price books, they are an optional extra. If not used, the price is taken from the retail price in Item maintenance.

A Price Book allows your organisation to group items and hold alternate price(s). A Price book has two parts: the Price List Header and the Price List Details:

- The **Price List Header** is used to describe the price list, determine its duration and associate it with a Cinema.
- The **Price List Details** determine what items are involved in a price list and at what price the item is to be sold.

Price Books will not take affect, unless you assign them to a particular Cinema, do this using **Price Book Cinema Link**. (see "Price Book Cinema Link" on page 184) Also see Setting up Prices and Discounts in the Cinema Operations Guide for more information on pricing setup and use.

Price Books Allow You To:

- Have a different pricing structure within a cinema complex for each Cinema, e.g. Mars Bar is \$1.50 when sold as part of the Traditional business (i.e. standard Concessions Counter), but \$2.00 when sold as a Gold Class sale (i.e. Gold Class Concessions Counter).
- Setup price changes days or even weeks in advance.

An example of Price Books might be for Summer Pricing and Winter Pricing, or, Traditional Cinema pricing and Gold Class pricing.

Price List Header Maintenance	
Description	Up to 50 characters for a description of a Price List.
Short Description	Up to 20 characters for a short description of a Price List.
Status	Select the status of the Price List from the Drop Down List.
Effective From/To	Select the date/time for when the Price List is to start/end.
Monday – Sunday	Check the days for which the Price List is to be used.
Start Time Of Day	Select the time of day when the Price List is to start/end.

Price Book Details

Select Price Book from the Concessions Maintenance menu. Select create or edit and you will be prompted with two options - choose Price List Details Maintenance (you must have created a Header before you can add or edit the price list details).

Item Class	Item	Price	Base Price	Difference	Status
Confectionary	Mixed Sweets	0.00	0.00	0.00	Active
Confectionary	Weighted Sweets	10.00	10.00	0.00	Active

From this maintenance form you can add, edit, or delete lines from the Price Book. Select the **'Copy All'** button to copy all Items and their default prices (which can then be changed) or select only certain items by pressing the **'Copy Item Class'** button.

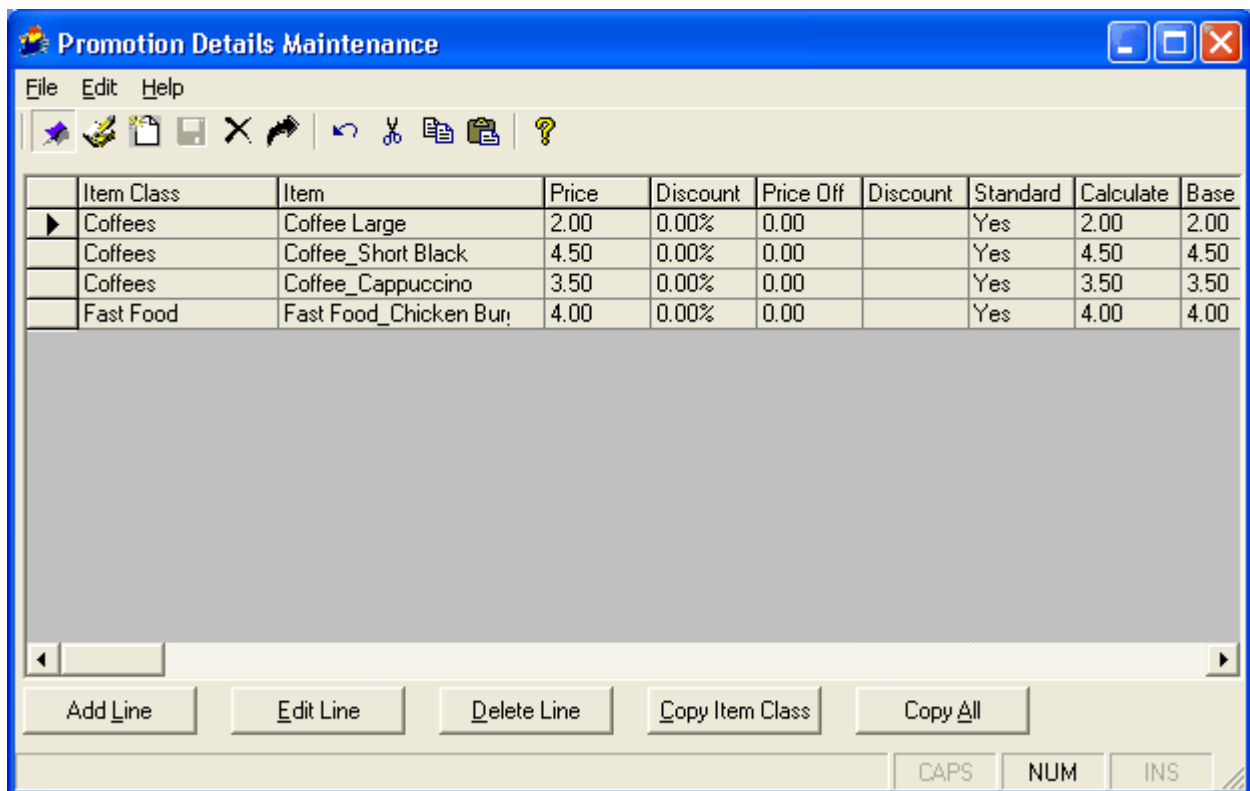
When editing a line, you can type in a new price or make the line inactive. You can also enter the price directly onto the grid.

Price List Details Maintenance:	
Item Description	Select an Item from the drop down list.
Price	Enter the price of an Item for this particular Price Book.
Status	Set the status to active or inactive for this Price Book.

Description	Up to 50 characters for a description of a Promotion.
Short Description	Up to 20 characters for a short description of a Promotion.
Status	Select the status of the Promotion from the drop down list.
Effective From	Select the date/time for when the Promotion is to start.
Effective To	Select the date/time for when the Promotion is to end.
Monday – Sunday	Check the days for which the Promotion is to be used.
Start Time Of Day	Select the time of day when the Promotion is to start.
End Time Of Day	Select the time of day when the Promotion is to end.

Promotion Details

Select Promotions from the Concessions Maintenance menu. Select create or edit and you will be prompted with two options - choose Promotion Details Maintenance (you must have created a Header before you can add or edit the promotion details).



The screenshot shows a software window titled "Promotion Details Maintenance". It has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with various icons for file operations and editing. The main area contains a table with the following data:

	Item Class	Item	Price	Discount	Price Off	Discount	Standard	Calculate	Base
▶	Coffees	Coffee Large	2.00	0.00%	0.00		Yes	2.00	2.00
	Coffees	Coffee_Short Black	4.50	0.00%	0.00		Yes	4.50	4.50
	Coffees	Coffee_Cappuccino	3.50	0.00%	0.00		Yes	3.50	3.50
	Fast Food	Fast Food_Chicken Bun	4.00	0.00%	0.00		Yes	4.00	4.00

Below the table is a large empty rectangular area. At the bottom of the window, there are several buttons: "Add Line", "Edit Line", "Delete Line", "Copy Item Class", and "Copy All". To the right of these buttons are three smaller buttons labeled "CAPS", "NUM", and "INS".

From this maintenance form you can add, edit, or delete lines from the Promotion. Select the '**Copy All**' button to copy all Items and their default prices (which can then be changed) or select only certain items by pressing the '**Copy Item Class**' button.

When editing a line, you can type in a new price, or discount percentage off, or price amount off, but you can only enter **one** of these fields. To change the type of price/discount entered, ensure that the value in the field not required is first set to zero, then tab, and enter the value in the required field.

Promotional Details:	
Item	Select an Item from the drop down list.
Price	Enter the price of an Item for the Promotion. Can only be entered if Discount Off and Price Off are zero.
Discount Off	Enter the discount percentage of an Item for the Promotion. Can only be entered if Price and Price Off are zero.
Price Off	Enter the fixed price off of an Item for the Promotion. Can only be entered if Price and Discount Off are zero.
Discount Report Code	This is way of grouping each similar products to report how much discount was attributed e.g. may create a report grouping code called 'DRINKS' so can see all products that are drinks that had a discount applied.
Standard Discount Allowed	If set to Yes, then discounts set up on the Price Book will still apply, e.g. if this item gets a 10% discount and Staff Discount has been assigned as 20%, and this field is set to Yes, then the staff will be offered the item at 30% discount.
Status	Select the status of the Promotion Item from the drop down list.

Price Book Cinema Link

Price Books will not take effect at Point of Sale unless you assign them to a particular Cinema, e.g. Boston Cinemas –Traditional and Boston Cinemas – Gold Class.

From the Concession Maintenance menu, select Price Book Cinema Link. Select from the combo box of the Price Book to edit. The left box contains all the cinemas that are valid for this Price Book. The right box contains available cinemas that this price book is not valid for.

Highlight any cinemas in the right box and press the button labelled < to move them to the left box (i.e. Assigned Cinemas).

Price Book / Cinema Link Maintenance

File Edit Help

Price List: Cinema Europa Price Book

General

Assigned Cinemas	
Code	Name

Available Cinemas	
Code	Name
EGV	Entertainment Golden Villag
BN	Vista Cinemas Boston

>> > < <<

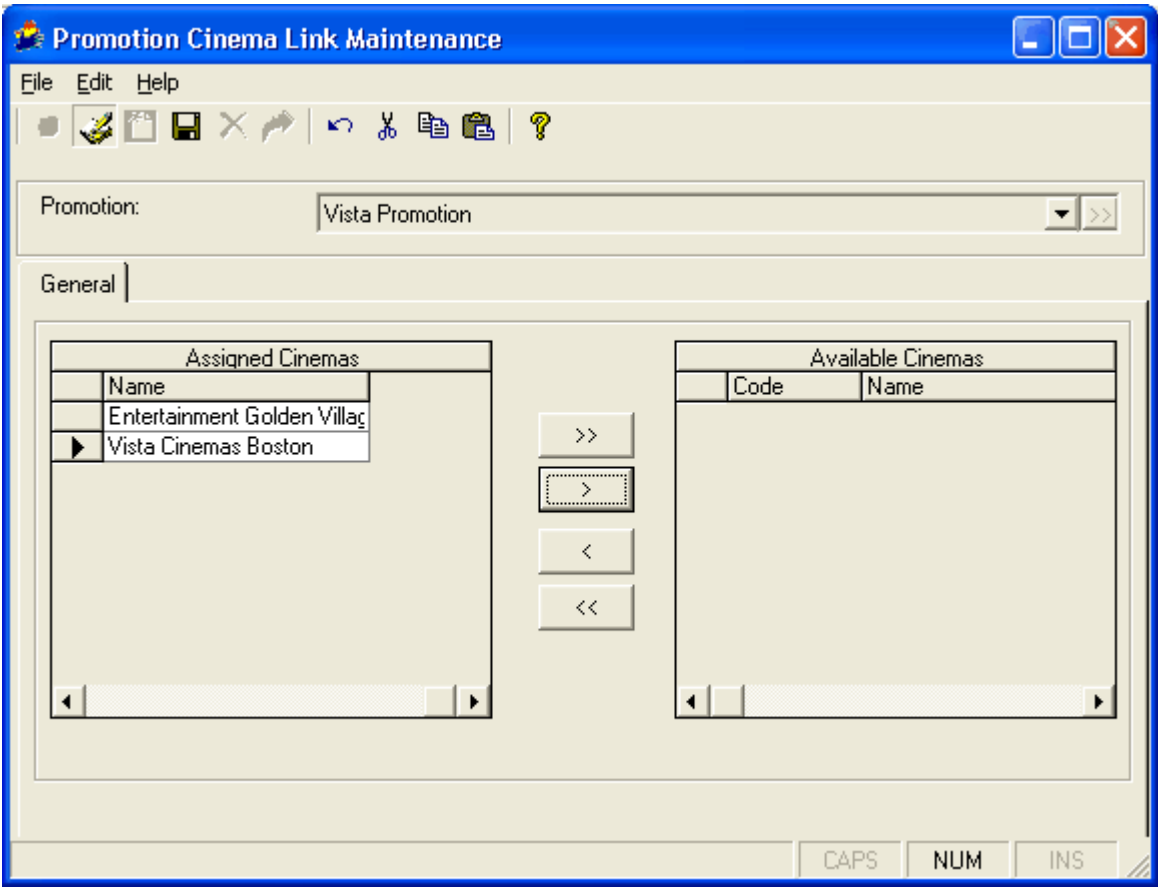
CAPS NUM INS

Promotion Cinema Link

Promotions will not take affect at the Point of Sale, unless you assign them to a particular Cinema e.g. Boston Cinemas –Traditional and Boston Cinemas – Gold Class.

From the Concession Maintenance menu, select Promotion Cinema Link. Select from the combo box of the Promotion to edit. Select the Edit button. The left box contains all the cinemas that are valid for this Promotion. The right box contains available cinemas that this price book is not valid for.

Highlight any cinemas in the right box and press the button labelled < to move them to the left box (i.e. Assigned Cinemas). The button labelled << moves all the cinemas to be assigned.



Stock Location

If you want to track stock movements between different storage areas in the Cinema (e.g. Counter, StoreRoom) then you will need to set up a stock location for each area. If you only want to record the total stock within the Cinema only set up one stock location.

If you have more than one stock location, e.g. Store Room and Counter, then you need to do stock transfers to move stock around and always record correctly where stock is receipted or wasted and what location it existed in during a Stocktake.

Stock Location:	
Description	Stock Location description. Up to 50 characters maximum.
Cinema Name	Select the Cinema to create this stock location for.
Check Box Selection	- Is the Default Stock Location. - Kiosk Default to Location. - Warn POS if Stock levels Low. - Allow Stocktake Count to default to the Closing Balance.
Current Stocktake Date/ Last Stocktake Date	Stocktake date will appear in these fields.

Stocktake Count Locations	Existing Stocktake count locations are displayed at the bottom of the Stock Location form. When a new Stock Location is created, the user can optionally create one or many Stocktake count locations. If no Stocktake count locations are created, Vista will automatically create a single Stocktake count location with the same description as the Stock location. Stocktake count locations can easily be added or changed by entering the relevant data in the grid shown at the bottom of the form.
---------------------------	--

Stocktake Groups

Stocktake Groups are designed so Cinemas can group items that are stocktaked at the same time. For example, some items may have stock counted every night, while others may be only counted at the end of a business week. In the Item Maintenance program, you can assign a Stocktake Group against each item as required.

Stocktake Group Maintenance

File Edit Help



Stocktake Group

Default Stocktake Group

Stocktake Group Details

Stocktake Group Name

Default Stocktake Group

Description

Default System Stocktake Group

Frequency of Stocktake

4 Weekly

Default Stocktake Group

☒

CAPS

NUM

INS

Stocktake Groups:	
Stocktake Group Name	Enter a Name for the Stocktake Group (maximum 60 characters).
Description	Up to 255 characters maximum.
Frequency of Stocktake	Select a frequency from the dropdown box.
Default Stocktake Group	The default Stocktake group.

Unit of Measure

Unit of Measure are how you stock various items eg. Eaches, Boxes, Milliliters, Liters, Gallons.

For each item you will later define the following:

- Base Unit of Measure (what the computer tracks the item in, normally it's smallest unit of measure eg. Milliliters for Coke Syrup,
- Selling Unit of Measure, and
- Up to 4 Levels of Stocking Units of Measure.

Units of Measure:	
Unit Code	Up to a 4 character code for this UOM, e.g. EACH.
Description	40 characters of text are available for you to key in the description.
Abbreviation	An abbreviated form of the unit code, e.g. EA for EACH.

Vendors

Vendors are companies who are our suppliers for concession products. Normally you define one vendor as the cinema for items like Booking Fees and vouchers to be associated with.

The screenshot shows a 'Vendor Maintenance' window with a menu bar (File, Edit, Help) and a toolbar. The 'Vendor' dropdown is set to 'Cafe Supplies'. The 'General' tab is active, displaying the following fields:

- Name: Cafe Supplies
- Address: 3365 Columbia Road, San Fransico
- Contact: Graham Moss
- Phone1: 556 5484844
- Phone2: (empty)
- Fax: (empty)
- Description: Coffee Suppliers
- Account Payable Identifier: (empty)

At the bottom, there are tabs for CAPS, NUM, and INS.

Vendors:	
Vendor Code	Up to eight characters for Unique Vendor Code.
Name	Up to 30 characters for Vendor Name.
Address Lines	Up to 30 characters per Address Line.
Contact	Up to 30 characters for a Contact Name.
Phone and Fax	Up to 15 characters for Phone and Fax Numbers.
Description	Up to 255 characters for a Vendor Description.
Account Payable Identifier	This is the code to identify this Vendor in a Separate Accounting System.

Concession Discount Types

A list of Concession Discount Types can be created to provide different discounts to groups of customers, e.g. Staff discounts, Senior Citizen discounts, Student discounts, Store card discounts, etc. The discount rate types that are allowed are:

- a discount percentage

- a price off
- a fixed price
- a variable percentage discount
- a variable price off

The three steps to creating and applying a Concession Discount are:

- Create a **Concession Discount Type** (this is the list that appears in POS, e.g. STAF, SENR, etc)
- For each Concession Discount type, create a **Concession Discount Rate** for every Item Discount Code that you require
- **Apply the Item Discount Code** against each Concession Item (in Item Maintenance)

Also see Setting up Prices and Discounts in the Cinema Operations Guide for more information on pricing setup and use.

Concession Discount Types

Concession Discount Types Maintenance	
Discount Type Code	4 characters maximum. This code must be unique. e.g. STAF.
Short Description	8 characters maximum. This is the description that is shown on reports, e.g. Staff.
Description	30 characters maximum. This description will appear on POS, e.g. Staff Discounts.
Status	Active, Inactive or To be Deleted.

Concession Discount Rates

Concession Discount Rates allow you to control how you define different discounts for concessions products. It makes it easy, by allowing you to group products that have similar discounts together by assigning these products with the same Item Discount Code. For instance, all popcorn Small, Medium and Large Senior Citizens get a 10% discount and Staff get 25% off. The Item Discount Code would be called POP.

Select Concessions Discount Types from the Concessions Maintenance menu. Drill down to create or edit Concession Discount rates (you must have created a Concessions Discount Type before you can add or edit the discount rates). Once the Discount Type and Rate has been created, then the discount needs to be applied to the Concession Item (see Item Maintenance).

Although 5 different discount methods are available, you may select only **one discount method** against each Item Discount Code (if you choose more than 1, then a message will display saying that the discount code is not configured correctly - ensure that there is only one discount method filled in on the grid).

Discount Type Code:	
Item Discount Code	4 characters maximum. This usually indicates a similar group of items (similar to Item Class). For example, for drinks items, you may wish to use DRNK, for Popcorn POPC, for Ice-Cream ICEC. This is the code that appears in Item Maintenance "Discount Code".
Report Code	4 characters maximum. This code prints on reports.
Percentage Discount	You can enter a percentage discount e.g. 10.00 = 10%. POS will then discount that Concession by 10%.
Price Off	You enter an amount to be taken off the standard concession price, e.g. customers using a store card may get \$1 off.
Fixed Price	You can enter a new price, e.g. entering \$3.50 will mean this item will be sold for \$3.50.
Variable Percentage	Yes/No selection. If yes, then POS will display a numeric keyboard at the time of the sale, for you to enter in the discount amount.
Variable Price Off	Yes/No selection. If yes, then POS will display a numeric keyboard at the time of the sale, to enter in a price off.

Status	Active, Inactive and To be Deleted.
--------	-------------------------------------

Item Class

Use **Item Class** to create, maintain and view Item Class records. Item Classes allow you to group items into similar concessions types for reporting purposes, for example, you may wish to group all popcorn items in a single group (e.g. POPC). For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Item Class:	
Item Class Code	Four (4) character Item Class code.
Description	Item Class description (up to 50 characters).
Sales Account Code	Select a GL Account from the dropdown list.
Sales Cost Account	
Inventory Account Code	
Variance Account Code	
'Spare' Account Code	
Include in Inventory Receipt	This enables this Item Class to appear on Food (Concession) receipts.

Items

Items can be normal concession items that you sell, items that are recipes e.g. Combo, Small Coke or Pre-rolled Ice-creams and component items for Recipes.

They also can be any Box Office Sundry item e.g. Phone Cards, Gift Vouchers you can sell, Coupons to sell (e.g. \$10 Coupon) and fees to collect e.g. Booking Fee and Administration fees.

Items represent anything that can be sold in Vista and needs to appear on a sales report, with the exception of any ticket type when sold, it has been assigned to a session of redemption (i.e. Adult, Adult Gift Voucher being redeemed and Staff Complimentary).

Every Item must be assigned a Item Type. There are 6 different Item Types in Vista:

- **Normal Item Type** - A Normal Item Type is an item that is sold to a customer in the same state as it was purchased from the vendor. Examples of Normal item types are a candy bar or a bag of chips.
- **Component** - A Component Item Type is an item that forms part of a recipe. Example Component items (for a Parent 'Rolled Ice-Cream') would be ice cream cone and bulk ice cream.
- **Made at Sale Time** - this is a recipe item, that is only prepared at sale time. An example of a Made at Sale Time item is a 300ml Cup of Coke. The Component item types in the item would be 1x300ml Cup, 1x300ml Coke and 3grams CO2 Gas.
- **Made in Advance** - this is a recipe item that is prepared before it is sold. An example of a Made in Advance item type is a Choc top Ice cream. The Component item types in the item are: 1x220ml Ice cream, 1xIce cream cone, 1xIce cream bag and 1x13ml Chocolate dipping sauce.
- **Weight Based Component** - this is for components that need to be weighed prior to being sold, for example, Mixed Sweets. The weight can be entered into the POS terminal at the time of the sale, and the price calculated accordingly. Also see Setting Up Weight Based Sweets in the Cinema Operations Guide.
- **Parent Sales** - this setting is mandatory for items that have Options as the Alternate Sales Type. Such items require a selection of flavour or type when the item is purchased, e.g. a parent item "Small Soda" might have Options "Small Coke", "Small Fanta" and "Small Sprite." The Parent Item is a placeholder only in the sense that it cannot be sold directly – a 'child' item of the desired type or flavour must be selected. Similarly stock levels are not valid for concessions with with the Item Type Parent Sales.
- **Cinema Note:** This form may not allow maintenance of Item data downloaded from HeadOffice - this is controlled by the settings in the "Controlled Forms" option (in the Environment folder). Also, if Item data is not updated after a HeadOffice download, due to the settings in the "HeadOffice Download Fields" option (within the Environment folder), run the report "HO Download Report" to identify any Item records not updated.
- **HeadOffice Note:** The tabs Prepare Area Mapping and Pickup Area are not available when in HeadOffice Item Maintenance. For download purposes, ensure you use the Item Cinema Link program to ensure the appropriate Items are downloaded to each of the Cinema's.

Items-General Tab

The screenshot shows the 'Item Maintenance' window with the 'General' tab selected. The window has a menu bar (File, Edit, Help) and a toolbar with icons for file operations. The 'Item:' field at the top contains '7Up Large'. Below this is a tabbed interface with 'General' selected, and other tabs include 'Alternate Items', 'Prepare Area Mapping', 'Pickup Area Mapping', 'Stock Details', 'Voucher Items', 'Alternate Language', 'Account Codes', and 'Barcodes'.

The 'General' tab contains the following fields and options:

Field/Option	Value
Description	7Up Large
Short Desc	7Up Lg
HD Item Code	111112
Item Class	Postmix
Item belongs to Cinema	Rialto
Discount Code:	DRIN
Tax Code:	Sales Tax - Concessions (+.5)
Vendor:	Cola Dink Corporation
Vendor Item Code:	129399
Item Monitored at POS as Payment Group:	
Status	Active
Item Type	Made at sale time(Recipe)
Tax Category	
Box Office Sundry Item	☐
Item Requires Preparing:	☐
Allow As A Complimentary:	☐
Restrict to Loyalty:	☐
Available To The Public, Kiosks And Remote Sales Devices	☐
Promotion	☐
Combo	☐
Upsell Item	☐
Print on Voucher	☒
Voucher Template	

At the bottom right of the window are three buttons: CAPS, NUM, and INS.

Items - General Tab:	
Description	Mandatory field (up to 50 characters) for item description.
Short Desc	Mandatory field. This description will appear on the Concession Buttons on POS.
HO Item Code	This may be automatically generated by the system (dependant on system setting).
Item Class	Select the Item Class from the dropdown list (this is a mandatory field).
Item belongs to Cinema	Select the Cinema (if any) from the dropdown list, that this item belongs to (this is an optional field). If a Cinema is selected, all sales of this item will be assigned to this Cinema.
Discount Code	Select a Discount code from the dropdown list. See Concession Discount Types (on page 189) for information on how to create and use Discount codes. Note: this field is not available in HeadOffice Item Maintenance.
Tax Code	Select a tax code from the dropdown list.
Vendor	Select the Vendor from the dropdown list (this is a mandatory field).
Vendor Item Code	An optional field to enter the Vendor's Item code.
Item Monitored at POS as Payment Group	If you are using CashUp or CashDesk, then you can define a payment group here so that Items can be tracked as part of your float (usually for Vouchers, Books of Vouchers, or Phone Cards).
Print on Voucher	If this item requires to be printed on a Food Voucher, then check this box.
Voucher Template	Select a Voucher Template type from the dropdown list.
Status	Active - this item can be displayed and sold at POS. Inactive - this item not currently offered (and will not display on Vista POS). Deleted - this item is marked for deletion.
Item Type	Select the Item Type from the dropdown list.
Tax Category	Select the applicable Tax Category from the dropdown list.
Box Office Sundry Item	If checked, will always select this item to appear in Box Office reports. You may wish to check items such as Vouchers or Phones Cards to show as Box Office sundry items.
Item Requires Preparing	If this item requires to be prepared and you wish to use the Kitchen functions within POS, then check this box. Once checked, 'Prepare Area Mapping' and 'Pickup Area Mapping' Tabs become available.
Allow As A Complimentary	Check this box if the Item can be sold as a Complimentary.

Restrict to Loyalty	Check this box if this item can only be offered/sold by the Vista Loyalty application (this item will not display on the Concessions screen in Vista POS).
Available To The Public, Kiosks, And Remote Sales Devices	Makes this item available to Automated Touchtone Phone Bookings, Internet ticketing, WAP devices and Kiosks.
Promotion	Check this box if the item can be sold as part of a Promotional Deal.
Combo	Checking this box allows a voucher template to be assigned. If one is not defined but this item is to be printed on a voucher, the default template voucher.txt will be used. This allows the ability to support different printer templates for different vouchers.
Upsell Item	Check this box if item is classified as an Upsell Item. This means this item can be 'upsized' as part of a deal.

Items-Stock Details Tab

Item Maintenance

File Edit Help

Item: \$50 Gift Voucher >> Head Office Record

Alternate Items | Prepare Area Mapping | Pickup Area Mapping

General | Stock Details | Voucher Items | Alternate Language | Account Codes | Barcodes

Cost Price (Grams)	50	Base UOM	Grams	Conversion	
Incl. Tax		Selling UOM	Kilo	= 1	Grams
Retail Price (Kilo)	50.00	Stocking UOM 1	Packet	= 1	Grams
Incl. Tax		Stocking UOM 2		=	Grams
Cost Price Percentage:	100.00%	Stocking UOM 3		=	Grams
Item is included in Stocktakes:	☒	Stocking UOM 4		=	Grams
Stocktake Group:	Default Stocktake C	Reorder Planning Group			
Length of Time To Make:	12	Default Order UOM	Kilo		
		Purchase Lead Time (Days)	10		
		Minimum Stock Level	50		
		Default Order Qty	5		
		Minimum Order Qty	5		
		Shelf Life	14	(Days)	

CAPS

Items - Stock Details Tab:

Cost Price (Incl. Tax)	Enter cost price inclusive of any sales taxes.
Retail Price (Incl. Tax)	Enter retail price inclusive of any sales taxes.
Cost Price Percentage	Display field showing the percentage of cost price to retail price.
Item is included in Stocktakes	Check here if this item is to be included the item in stocktakes.
StockTake Group	Select a Stocktake Group from the dropdown. Note: this field is not available in HeadOffice Item Maintenance.
Length of Time To Make	This is the length of time to add to an item that requires preparing. It must be recorded in minutes.

Base UOM	The normal or typical unit of measure you wish to use for tracking this item in.
Selling UOM	The unit of measure that the item is sold in. If this is not the same as the Base UOM, then ensure you enter a conversion factor.
Stocking UOM 1	The unit of measure that the item can most easily be stocked/counted in. These units of measure are used in stocktake entry. If the Stocking UOM is not the same as the Base UOM, then ensure you enter a conversion factor.
Stocking UOM 2	
Stocking UOM 3	
Stocking UOM 4	
Conversion (Each)	Factor required in order to convert from Base UOM to Selling or Stocking UOM.
Reorder Planning Group	Select a Reorder Planning Group that fits your Stock Details by selecting it from the dropdown menu.
Default Order UOM	Select the Default Order for your UOM by selecting it from the dropdown menu.
Purchase Lead Time (Days)	Enter the number of days it will take for particular items to arrive after you have placed an order (optional).
Minimum Stock Level	Enter the Minimum Stock Level that would be deemed appropriate for each item. Ideally the actual amount would be greater than this value (optional).
Default Order Qty	Enter a Default Order Quantity that should be used when placing an order (optional).
Maximum Order Qty	Enter the Maximum Order Quantity that can be used when placing an order (optional).
Shelf Life	Enter Item Shelf Life in days (optional).

Items-Voucher Items Tab

See Setting Up Vouchers in the Cinema Operations Guide for more information on Voucher Setup and Use.

The screenshot shows the 'Item Maintenance' window with the 'Voucher Items' tab selected. The 'Item' dropdown is set to '7Up Large'. The 'Voucher Items' tab contains the following fields and options:

- Not a Voucher:** ☒ (selected)
- Payment Voucher:** ☐
- Misc Voucher:** ☐
- Ticket Voucher:** ☐
- Ticket Type to Redeem As:** [Dropdown menu]
- Validate Online:** ☐
- Start Voucher No:** [Text box with '0']
- Last Voucher No. Used:** [Text box with '0']

At the bottom right of the window are buttons for 'CAPS', 'NUM', and 'INS'.

Items - Voucher Items Tab:

Voucher Type	Select either: Not a voucher, Payment Voucher, Ticket Type Voucher (and the ticket type that the redemption for this voucher will be against), or Misc Voucher (if the voucher item does not conform to a ticket type or payment type voucher).
Validate Online	Check this box is Validation will occur online.
Start Voucher No.	Enter a number at which Vouchers will commence (optional). This is used only at cinemas that wants to print their own vouchers and coupons at sale time. They are used to control the voucher numbers/barcodes that are printed on the voucher.
Last Voucher No. Used	Enter a number at which Vouchers will finish (optional). This is used only at cinemas that wants to print their own vouchers and coupons at sale time. They are used to control the voucher numbers/barcodes that are printed on the voucher.

Items-Alternate Language Tab

The screenshot shows the 'Item Maintenance' window with the 'Alternate Language' tab selected. The window has a menu bar (File, Edit, Help) and a toolbar with icons for various actions. The 'Item:' field is set to '7Up Large'. Below the tabs, there are input fields for 'Description' and 'Short Desc'. At the bottom right, there are buttons for 'CAPS', 'NUM', and 'INS'.

Item: 7Up Large

Alternate Items | Prepare Area Mapping | Pickup Area Mapping |
General | Stock Details | Voucher Items | Alternate Language | Account Codes | Barcodes |

Description

Short Desc

CAPS NUM INS

Items - Alternate Language Tab:

Description	Complete these fields if you wish to view this description and short name in an alternative language in POS.
-------------	--

Items-Account Codes

Enter the General Ledger account details for this Item. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

The screenshot shows the 'Item Maintenance' window with the 'Account Codes' tab selected. The 'Item' field is set to '7Up Large'. The 'Account Codes' tab contains five dropdown menus for selecting General Ledger accounts: Sales AC, Costs AC, Concession AC, Variance AC, and Revenue Suspense AC. The window also has a menu bar (File, Edit, Help) and a toolbar with various icons. At the bottom right, there are buttons for 'CAPS', 'NUM', and 'INS'.

Items - Accounts Tab	
Sales Account	Enter the GL Sales Account for this item.
Costs Account	Enter the GL Cost Account for this item.
Concessions Account	Enter the GL Concessions Account for this item.
Variance Account	Enter the GL Variance Account for this item.
Revenue Suspense Account	Enter the GL Revenue Suspense Account for this item.

Items-Barcodes Tab

Please note that the following fields are not always applicable. Fields on the right hand side of this template will only appear if one of the following is selected in the **Voucher Items** Tab:

- Payment Voucher
- Misc Voucher

- Ticket Voucher

The screenshot shows the 'Item Maintenance' application window. The title bar reads 'Item Maintenance'. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. A toolbar contains icons for file operations (Open, Save, Print, etc.) and a help icon. The main area has a tabbed interface. The 'Item:' dropdown is set to 'Adult Gift Voucher'. The tabs are: 'Alternate Items', 'Prepare Area Mapping', 'Pickup Area Mapping', 'General', 'Stock Details', 'Voucher Items', 'Alternate Language', 'Account Codes', and 'Barcodes' (which is selected). The 'Barcodes' tab contains a table on the left and configuration options on the right.

Barcode
ADLT
*

Force Use of Barcode ☐

No Duplicate Barcode in Order ☐

Serial No Position

Barcode Length

Check Formula

CAPS

Items - Barcodes Tab:	
Barcode	Enter the barcode identifier.
Force Use of Barcode	Check this if the Item must be Sold with a Barcode.
No Duplicate Barcode in Order	Check this if a Barcode can be used only once in an Order.
Serial No Position	Enter the First and Last Character of the Serial Number here.
Barcode Length	Enter the Total Number of Barcode Digits here.
Check Formula	Enter the Formula Code to use for Barcodes with Check Sums.

Items-Alternate Items Tab

This tab is used to set up the alternate items for a Parent Sales item type, e.g. a parent item "Small Soda" may have alternate items "Small Coke", "Small Fanta" and "Small Sprite". These alternate items would be set up on this tab. (Note: this functionality is not currently implemented at Point of Sale).

The screenshot shows the 'Item Maintenance' application window. The 'Item:' dropdown is set to 'Large Soft Drink'. The 'Alternate Items' tab is active, displaying a list of alternate items. The list includes 'OptionBase' (highlighted), 'FeatureBase', 'UpsellBase', '7Up Large', and 'Raspberry Large'. Below the list are 'Add Item' and 'Delete Item' buttons. At the bottom of the window, there are text input fields for 'Prompt Text' and 'Alternate Prompt Text'.

Items - Alternate Items Tab:	
Sales Tab	An item can be a 'parent' for Options, Features or Upsells. Only one of these options can be selected for the item.
Alternate Items	Alternate Items – here the list of 'child' items can be constructed. These items must be set up beforehand in item maintenance so that they appear in the 'Add Items' list.
Prompt Text	This optional text will appear as a prompt when Options Features or Upsell items exist.
Alternative Prompt Text	This field provides optional prompt text in the alternate language.

To clarify how these are employed consider the following **example**:

Objective 1: to sell ice cream sundaes in a variety of flavours (these are Options):

Establish a parent item 'Ice Cream Sundae' available in several flavours – these flavours are the Options: Lime Sundae, Passionfruit Sundae, Boysenberry Sundae etc.

- Create each flavour of sundae as a separate item – they will probably be of Item Type 'Made at sale time (Recipe)' and each will have a recipe.
- Create a parent item 'Ice Cream Sundae'. This item is a 'virtual' item – the customer must choose the flavour they want, and this Option will be sold. This parent item should have item type 'Parent Sales' to indicate this and allow vista to properly track stock usage.
- Open the Alternate Items tab for the 'Ice Cream Sundae' and set the Sales Type to 'OptionBase'. Then use the Add Item button to select each of the flavour options.

Objective 2: to allow customers to add selected extras (these are Features) to the sundae flavour of their choice:

Here we establish an item for each of the extras on offer – for instance Chopped Nuts, Cherries, Chocolate Sauce and so on. Note that these items might already be part of the particular sundae recipe - we are giving the customer the choice to add extra serves at an additional cost.

- Create each extra as a separate item – the type for this item is 'Normal' or 'Made at sale time (Recipe)'
- The items which have these extras (Features) available are the flavoured sundaes – to complete the set up each item (Lime Sundae, Passionfruit Sundae etc.) must the Alternate Items Sale Type set to 'FeatureBase' with each desired extra added as an Alternate Item.

NB: In practice it make sense to set up the extras (Feature items) first, then the flavours (Features) so that the extras can be added as each flavour item is created. It is then a matter of creating a single parent 'Sundae' item to which the options are attached.

A similar example might be Pizza with Options (flavours) of Italian, Marinara, Hawaiian etc, and Features (extras) of Olives, Salami, Anchovies etc.

The concept of Upsell is a little different – POS will recognize items which can be upsold and indicate this to the operator, showing the upsell items if the operator chooses. As an example a combo might have an upsell item which is a similar but larger combo for a little more money.

Taking this example further:

A Child Combo contains a small popcorn, a small drink and a sundae. The upsell items are a Big Kid's Combo (Medium Popcorn, Medium Drink and Sundae for an extra 50c) and a Thirst Quencher (Small Popcorn, Large Drink and Sundae for an extra 50c).

The Child Combo must have the Alternate Items Sale Type set as UpsellBase with Big Kid's Combo and Thirst Quencher as Alternate Items.

The only special setting for the Child's Combo and Thirst Quencher items is to tick the General tab Upsell Item check box on.

Suggested Upsell – this works differently from all of the above as it checks the contents of a completed order at payment time and detects if the order contains items that might be matched and 'improved' on in a more expensive combo offering.

Suggested Upsell is activated through 2 system settings: **UpsellItemQtyPercentage** and **UpsellItemValuePercentage**. These are initially set at zero (0) which effectively turns them off. Settings these two values at say 51% will have the following effect at payment time: POS will examine the order and look for groups of items which can be matched to an existing combo. If it finds a group of items within the order which match 51% or more of the items in an existing combo and have a value of greater than 51% of that same combo then the combo will be offered as a Suggested Upsell for those items.

Items-Prepare Area Mapping Tab

This tab will appear once the **Item Requires Preparing** box is checked (on the General Tab). This tab allows you to **override** the Prepare/Pickup area assigned to the Workstation. You may need to do this when, all food is prepared at Kitchen **except** for Ice-Creams which are prepared at the IceCream Counter. If you enter information on this tab, then you should also update the Pickup Area Mapping tab as well. The fields on this tab will only be enabled when the 'Redirect this Item to a different Prepare Area' is checked on.

Note: this tab is not available in HeadOffice Item Maintenance.

Items - Prepare Area Mapping Tab:

Sold By Workstation	Either Select the Workstation Group (e.g. Point of Sale) and click Add All to add all the related workstations to the grid, or enter each of the workstations as required in the grid.
Prepare Area to Use	Select the override area from the dropdown list (e.g. for ice-cream items, this could be set to the ice-cream counter and not the kitchen pickup counter).

Items-Pickup Area Mapping Tab

This tab will appear once the **Item Requires Preparing** box is checked (on the General Tab). This tab will allow you to **override** the Prepare/Pickup area assigned to the Workstation for **pickup**. You may need to do this when, all food is picked up at the Kitchen area **except** for ice-creams which are picked up at the IceCream Counter. If you enter information on this tab, then you should also update the Pickup Area Mapping Tab. The fields on this tab will only be enabled when the 'Redirect this Item to a different Pickup Area' is checked on.

Note: this tab is not available in HeadOffice Item Maintenance.

The screenshot shows the 'Item Maintenance' window with the 'Pickup Area Mapping' tab selected. The 'Item' field is set to '7Up Large'. The 'Redirect this Item to a different Pickup Area' checkbox is checked. Below this, there is a table with two columns: 'Prepare Area' and 'Pickup Area to Use'. The first row shows 'Bar' in both columns. A second row is partially visible with an asterisk in the first column. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Prepare Area	Pickup Area to Use
Bar	Bar
*	

Items - Pickup Area Mapping Tab:

Prepare Area	Select the area where this item was prepared in and now will be picked up from (e.g. for ice-cream items, this was prepared at the Ice-Cream counter and will be picked up from the Ice-Cream counter).
Pickup Area to Use	Select the override area from the dropdown list.

Recipes

A **recipe** is a group of items, containing one parent item and one or more component items. The item types that require recipes to be set up, are **Made at Sale Time** and **Made in Advance**. A recipe can be entered as a component to another recipe (this is to allow the specification of “combo” items).

Before setting up a recipe, make sure you have created the parent item and the component items (in Item Maintenance) and then use Recipe maintenance to link them together (for more information see Setting up weight based sweets, in the Cinema Operations Guide).

To change an existing recipe, select the appropriate row from the cabinet to edit. To add a new recipe, select add from the cabinet, and a list of parent items that do not yet have recipes will be displayed (see below).

Select an item to create a recipe for		
Item	Class	Description
924	Confectionary	Weighted Sweets

Filter By: Description

Order By: Description

Search Select Reset Exit

The recipe maintenance form displays the parent item and components:

- To **add** a new component to the Recipe, click '**Add Line**'. This will display a pick list of all component type items for you to select. Alternatively, select the dropdown on the Item Id field to select a component item.
- To **delete** a component from this Recipe, select the row and click '**Delete Line**'.
- To **copy** an existing Recipe, click the Copy button.
- Use the **arrow up and down buttons** to change the sequence of the recipe components.

Recipe Maintenance	
Recipe #	This is the parent item.
Retail Price, Cost Price, Cost Price Percentage, UOM (Sold)	These fields are displayed (from the parent item).
Item Id	This is the component item.
Description	This is the component items description (display only).
Cost Price	This is the components cost price (display only).
Base UOM	This is the components base unit of measure (display only).
Quantity	Enter the quantity of the component required to make 1 quantity of the parent item.
Location	Enter the stock location of the component.

Recipes at Point of Sale:

If a recipe has not been created for a parent item, with item type of 'Made at Sale time' or 'Made in Advance', then when the POS operator logs on, the following message will appear. The recipe should be reviewed and corrected in BackOffice.



Concession Activities

This section covers information about the Vista Stock take system and the programs contained in the Concessions Activities folder:

- Stock Receipts.
- Items Made.
- Stock Adjustments.
- Stocktake Entry.
- Stocktake Dates.
- Reorder Report

See ***About Cabinets*** (on page 12) for more information on the use of Cabinets.

Stock Receipt

Use the Stock Receipt form to enter goods received details. Vista stores this information so that stock quantity, movement and cost can be tracked.

Before you Begin:

Ensure you have all receipt/packing slips required for entry of this stock receipt. It is recommended that you make a separate receipt entry per receipt delivered, in this way it is easy to identify and reverse receipts if required.

Stock Receipt

File Edit Help

Vendor Name: Boston Cinemas Ltd >>

Expected Receipt: >>

General

Receipt Total:

Line Count:

Reference#:

Entry Date/Time: 28/10/2005 3:41 pm

☒ Include Sales Tax
☐ Exclude Sales Tax

☐ Include In Current Stocktake

Current Total:

Current Line Count:

Total Variance:

Line Count Variance:

Item Code	Description	Vendor Reference	Stock Location	UOM	UOM Conv	Quantity

Add Line

All Items Vendors Items Delete Line

- Click the **Add Line/All Items** button to add all items to the grid.
- Click the **Add Line/Vendors Items** button to add only the items associated with this Vendor to the grid.
- Click the **Delete Line** button to remove a line from the receipt.
- Click the **Save** icon to save the receipt.

Stock Receipts:	
Report Menu	If necessary, select a report from the menu by clicking the drop down arrow. Then enter the details and search for the applicable report.
Vendor Name	Dropdown combo box to select a vendor to apply a receipt from.
Expected Receipt	Select this if the reorder worksheet has been used to generate receipts stock arrival information requires recording.
Receipt Total	Enter the total amount from the receipt/packing slip from that Vendor.
Includes Sales Tax	Place a tick in the appropriate box to indicate whether or not the receipt total you have entered includes sales tax or not.
Line Count	Enter the number of lines (or line items) shown on the receipt/packing slip).
Reference #	Field to enter the receipt/packing slip/invoice ID number.
Entry Date/Time	Defaults to the current date and time but can be changed by the user. You may wish to change the time if your are entering a receipt for goods you received several days ago and forgot to enter.
Include in Current Stocktake	Place a tick in here (and change the date/time if you want) to record a receipt before the stocktake you have set. This can only be done if the Update Location procedure has not been run (see Stocktake Entry).
Vendor Reference	Only displays if you have entered a reference number for a vendor in the master vendor record.
Location	Location for this cinema.
UOM	The unit of measure you are recording received goods in. You can change this to whatever suits the order quantity.
UOM Conv	The conversion factor used to convert the UOM being used to the cost of each line item.
Quantity	Field to enter the quantity of items received.
Cost Each UOM	Displays the cost per item for the selected unit of measure. This can be changed by the user. An example would be if the cinema happened to receive a discount on a particular item or items. In this case the usual cost price for the item (stored in the master item record) would be ignored and the price paid would be used.
Update	If the cost of items received differed from the normal cost for that item, you would use the Cost Each UOM field to enter a new price. If the vendor informed you that this is the new cost for the item, and that it was not going to change, you would select Yes from the dropdown box in the Update field. This updates the master record for that item so that in future the new cost price will be displayed. In all other cases select No (default) for this field.
Current Total	Displays a running total as the receipt is being entered.
Current Line Count	Displays a running line count.
Total Variance	Displays a running variance between the Receipt Total entered and the value of the line items entered for the receipt.
Line Count Variance	Displays the running line count variance.
Total Variance	Displays a running variance between the Receipt Total entered and the value of the line items entered for the receipt.
Line Count Variance	Displays the running line count variance.

Stock Variance:

If the variance is negative for an item then it may be caused by:

- Wastage or other decrease adjustment that has not been entered.
- Somebody has incorrectly counted this stock item.
- Theft.
- An incorrect recipe for component items whereby more of the component is used in the recipe than the actual recipe records.

If the variance is positive then it may be due to:

- incorrectly over-counting this stock item.
- A supplier may have mistakenly delivered extra stock that did not appear on the receipt/packing slip.
- A stock receipt has not been entered for this item.
- A transfer in or increase adjustment has not been entered for this item.
- If the item is a component item it is possible that the recipe records a higher usage of the item than is actually used in the recipe.

Reversing Receipts:

If you made a mistake while entering a stock receipt, Vista allows you to reverse the receipt entirely, or reverse part of a receipt:

- 1 To reverse a stock receipt, select the Vendor name from the Vendor combo box, from which the receipt came.
 - 2 Click on the File menu of the Stock Receipt form and select Reverse Receipt. A pick list appears with all recent receipts applied to the selected vendor.
 - 3 Notice that the receipts are list with a Vista applied transaction ID number and the receipt reference number you entered when you created the receipt record. Select the receipt you want to change by double-clicking the record or by highlighting the desired receipt and clicking the Select button at the bottom of the pick list form.
 - 4 You can now delete unwanted rows from the receipt (but you are unable to edit the quantities or Units Of Measure).
- System Settings: already been entered.

There are a number of system settings that apply to Stock Receipts/Adjustments:

- **AlterStockTransDate** - this determines whether users can enter the date and time they want to apply the stock receipt for. If this setting is set to Yes then users can edit the time. If the system setting is set to No, the Stock Adjustments are always entered using the current time.
- **CheckMultipleReceipt** - this determines whether the stock receipts program checks if a Stock Receipt Reference has already been used.
- **ReverseReceiptlookDays** - this determines how far back the system looks to check that a stock receipt reference has no already been used. Default setting is 60 days. This is used in conjunction with the CheckMultipleReceipt system setting.
- **StkReceiptAllowNegativeReceipt** - this determines whether users can enter negative Stock Receipts.
- **StkReceiptsAllowReverseReceipt** - this determines whether users can reverse stock receipts.

- **StockReceiptsAlterCostUOM** - by default it is set to Yes, for backward compatibility; and this will mean that the column on the Stock Receipt screen called Cost Each UOM can be edited. If it is amended to No, then that column cannot be edited.

Items Made

Use the Items Made maintenance form to record recipe items made in advance such as pre-rolled ice-creams. **Note:** You must have created parent items and the recipes for the items you intend to make in advance.

General Tab:

Item Made	Select the item you want to record a quantity for.
Location	Should display the default stock location for this item.
Retail Price	Displays the current retail price recorded for this item.
UOM	Displays the selling unit of measure.
Qty Made	Enter the quantity of items made.

Stock Adjustments

The Stock Adjustments form is used to record increase or decrease in stock items due to various reasons. This could include wastage or transfers to or from other cinemas on the circuit.

As a rule, try to enter all stock adjustments for a period before you run the set stocktake date procedure. If you forget to enter stock adjustments before you run this procedure, Vista allows you to select the "Before stocktake flag" option when entering adjustments. This option is not available if the system setting "AlterStockTransDate" is set to No. Selecting this option means that Vista will record your adjustments as occurring before the stocktake date set.

Stock Adjustments

File Edit Help

General

Transaction Details

Stock Adjustment Date/Time: 31/10/2005 8:31 am ☐ Include In Current Stocktake

Reason for Increase, Decrease, Waste, Incoming or Outgoing Transfer Transactions:

Item Class:

(all) >>

	Item Description	Action	Stock Location	Stock Location Move Destination	UOM	Quantity	Cost
*		>>					

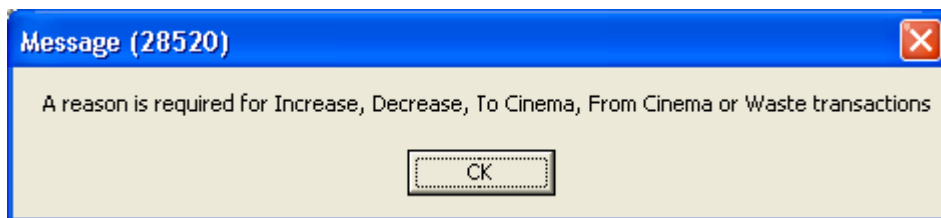
CAPS NUM INS

Steps:

- 1 Open the Stock Adjustment form from within the Concession Activities folder.
- 2 Select the date/time you wish to apply to stock adjustments for. If you want to apply the stock adjustments before the previous stocktake, Select the "Before Stocktake flag" option and ensure the date/time is before the previous stocktake date/time. This option is not Available if the system setting "AlterStockTransDate" is set to No.
- 3 Select the item class you wish to work with from the Item Class dropdown combo box.
- 4 Check the Include In Current Stocktake box if required to be included in current stocktake.

- 5 In the grid select the item you want to make an adjustment for from the Item dropdown combo box. Notice that only items from the item class you selected are displayed. If the Item Class "(all)" is selected, then all items will be displayed.
- 6 Now select an Action, a Stock Location, a Unit of Measure and the Quantity of the Item to adjust. If the item being adjusted is a "Made at Sale Time" item (e.g. rolled Ice-cream), Then the only action that can be performed is Wastage.
- 7 An items cost can only be edited if the stock adjustment action for that item is "Transfer In".
- 8 Enter a reason for the waste, incoming transfers, outgoing transfers, increase or decrease of items in the text box provided.
- 9 When all stock adjustments have been entered, click the Save button. If any values are incorrect, a message will prompt you to change the value before the stock transactions can be applied.

Note: A message will appear if you forget to fill in a reason for an Increase, Decrease, To Cinema, From Cinema or Waste transactions.



System Settings:

There are a number of system settings that apply to Stock Adjustments:

- **AlterStockTransDate** - this determines whether users can enter the date and time they want to apply the stock adjustment for. If set to Yes then users can edit the time.
- **AdjActionIncrease** - this determines whether users can perform Increase Stock Adjustment Actions or not.
- **AdjActionDecrease** - this determines whether users can perform Decrease Stock Adjustment Actions or not.
- **AdjActionBOWaste** - this determines whether users can perform Waste Stock Adjustment Actions or not.
- **AdjActionFromCinema** - this determines whether users can perform Incoming Transfer Stock Adjustments or not.
- **AdjActionToCinema** - this determines whether users can perform Outgoing Transfer Stock Adjustments or not.
- **AdjActionStockLocation** - this determines whether users can perform Stock Location Move Stock Adjustments or not.
- **AllowStockToGoNegative** - this determines whether a Stock Adjustment that causes the stock to go negative is allowed or not.

Stocktake Entry

There are two styles of stocktake entry in Vista (i.e. there are two ways the stocktake entry program will display information and ask you to enter stocktake counts).

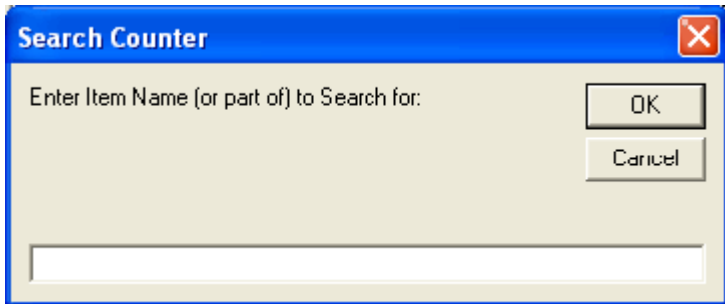
- The first style is called **"Item Movements"** which requires the user to select an opening date as well as a closing date for the stocktake. The system automatically calculates the stock movements (by summing stock receipts, transfers, adjustments, wastage and sales) and displays this to the user. Final stocktake counts are entered in a single unit of measure. An example of this form is shown below.
- The second style is called **"Units Of Measure"** and displays the four different units of measure an item may have. This form allows the user to enter counts in any of the units of measure displayed. For example, a user may count Candy Bars individually and in boxes. The counted quantities (e.g. 4 bars and 3 boxes) can be entered directly on this form and the totals automatically calculated.

The stocktake style is determined by the system setting "StocktakeStyle". For a detailed explanation on how to complete a stocktake, see the 'How To Perform a Stocktake' section in the Cinema Operations guide.

Item #	Description	UOM	Last Stocktake Date	Opening Balance	Stock Receipts	Transfers	Plus Adjustments	Less Wastage	Less Usage	Over Counter Sales	Calculated Closing Balance	Physical Ending Count	Calc Sales
110	Plain Chips	EA	15/06/2004	91	0	0	0	0	0	2	89	88	
111	Chips - Cheese Flavou	BOX	15/06/2004	20	0	0	0	0	0	0.04	19.96	0	
112	Chips - Extra Thick Cu	BOX	15/06/2004	10	0	0	0	0	0	0.02	9.98	0	
130	Coffee Small	CUP	15/06/2004	500	0	0	0	0	0	1	499	498	
135	Coffee Large	CUP	15/06/2004	500	0	0	0	1	0	0	499	499	
140	Ice Cream Plain	EA	15/06/2004	193	0	0	0	0	0	3	190	190	
Totals: (In Base UOM)				561736	96	0	2	123	10462	10497	551214	41426	5

The **stocktake mode** is displayed on this form for your information. **"Flexible"** means that the stocktake can be created and finalised as required. **"DayEnd"** means that the stocktake is automatically created and finalised from within the DayEnd process.

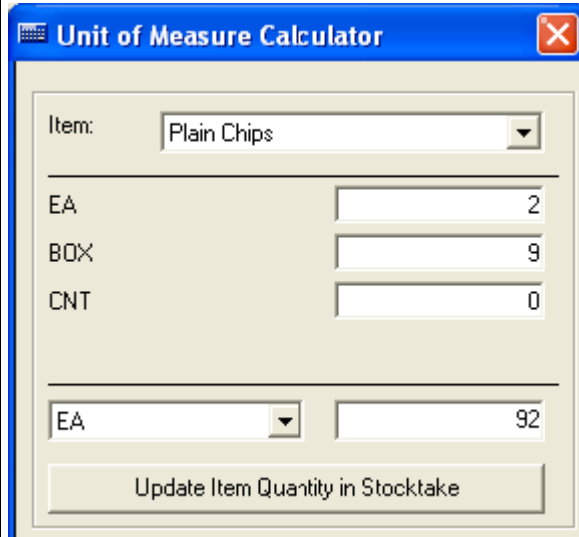
	Set Stocktake Date/Time: Note: this option only displays when in Flexible stocktake mode. Pressing this icon will display a prompt asking if you wish to start a new stocktake, change the date/time for the existing stocktake, or cancel the current stocktake.
--	---

	Load Closing Balances for Selected Location: Pressing this icon will display a prompt asking if you want to load closing balances automatically into the stocktake grid, for the selected stock location.
	Finalise Stocktake: Note: this option only displays when in Flexible stocktake mode. When you have completed entry of stockcounts, and have reviewed and confirmed the stock variances, you can use this option to finalise or update the stocktake.
	Stocktake Reports: If you wish to print a stock count or stock valuation report, select the required report from the dropdown list and select the print preview icon to preview prior to printing or creating in PDF, or select the printer icon to print the report directly to the printer.
	Export To PDA: This option allows stocktake quantities for the selected stock location to be exported to a PDA, and then stock counts entered directly onto the PDA. Once all counts for that stock location have been completed, then they can be imported back into Stocktake Entry. The Export to PDA option requires the Vista Mobile stocktake module to be installed on the PDA, and a system setting called "StocktakeExportToMobileDevice" set on to enable this functionality.
	Item Selector: Press this icon to search for an item by its description. 

Unit of
Measure
calculator

Unit of Measure Calculator:

Select the Unit of Measure calculator from the View menu to help you convert a stockcount quantity from one unit of measure to the quantity you need to enter into the stocktake entry form.



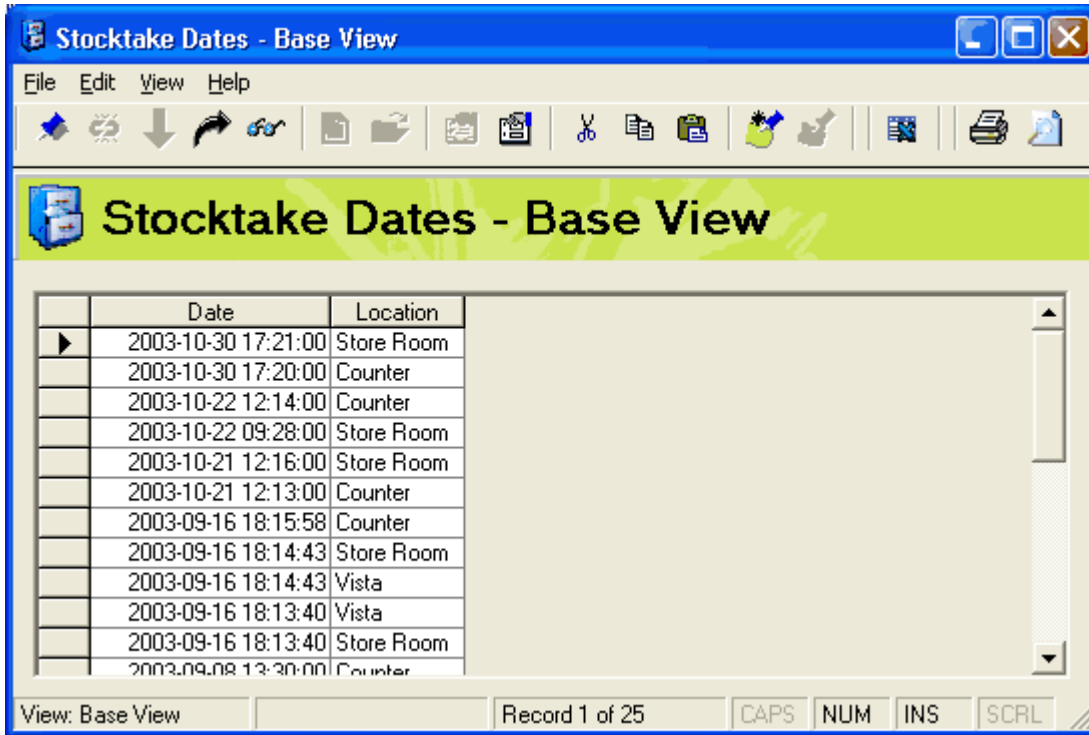
The screenshot shows a Windows-style dialog box titled "Unit of Measure Calculator". It has a blue title bar with a close button (X) in the top right corner. The main area is light beige. At the top, there is a label "Item:" followed by a dropdown menu showing "Plain Chips". Below this is a horizontal line. Under the line, there are three rows of input fields: "EA" with a value of "2", "BOX" with a value of "9", and "CNT" with a value of "0". Another horizontal line follows. Below this line, there is a dropdown menu showing "EA" and a text box containing the calculated value "92". At the bottom of the dialog is a button labeled "Update Item Quantity in Stocktake".

For example, Plain Chips are stocked individually and in boxes containing 10 packets (eaches). If you have counted 2 Eachs and 9 Boxes, then enter these quantities as shown. The calculator will calculate a quantity of 92. If you wish to update the stocktake count with this number, then click the "Update item quantity in stocktake" button.

Hint: if you are revising an existing stocktake count quantity, ensure you have removed the count quantity from the grid **before** selecting the calculator. This will ensure that the correct conversion quantity is calculated.

Stocktake Dates

This inquiry-only cabinet displays a list of stocktake dates. This may be useful in analysing stocktake information or confirming dates that stocktake was performed. View the stocktake information or create a personal view of the information provided.



Reorder Report

The **Reorder Report Process** provides a quick and easy way of reviewing likely demand and forecasting inventory levels for the immediate future.

Based on the forecasted inventory levels and purchasing rules for each item, a set of suggested order amounts will be generated. These can be printed or output to a spreadsheet as required.

The suggested order amounts, when confirmed, will be retained as expected receipts to be used as a basis for the receiving process, or as a reminder if further planning is done before the suggested orders have been received.

The two most likely uses of the information will be either:

- Sending the order report to head office for central purchasing, or
- Sending the suggested order to one or more local vendors.

What is a Worksheet?

A reorder worksheet is a list of items, where we have forecast the usage based on historical sales (see screen shot below).

The system will then calculate the inventory balances based on that usage, and then suggest order amounts for specific items so they do not fall below a pre-defined level.

The suggested order amounts can be printed out or extracted to a file.

What is an Expected Receipt?

An expected receipt is created when a recommended order is completed. It is to tell the system that we expect to receive a certain quantity of an item on a certain date.

Expected receipts can be used to prompt receiving process.

Reorder Worksheet

File Edit Options View Help

Report Menu

Reorder Worksheet: confectionary only

Reorder Worksheet Date\Time: Aug 11 2005 3:58PM

Usage Figures based on Period Commencing: Jul 21 2005

Demand For:

	Week 1	Week 2	Week 3
Total Admissions:	0	23	5
Spend Per Person:	0	0.17	0

General

Reorder Worksheet: confectionary only

Status: Completed

Admits Adjustment

Week 1	Week 2	Week 3
0	23	5

Percentage Adjustment

Week 1	Week 2	Week 3
+0%	+0%	+0%

Item #	Description	Cost	Modified Cost	UOM	Lead Time (Days)	Stock Level As At Aug 11 2005	Recommend ed Orders To Be Placed	Actual Orders To Be Placed	Expected Receipts	Week 1 Ending Amount	Week 2 Ending Amount	Week 3 Ending Amount
☐ 150	M & Ms	36.00	36.00	CNT	2	108.00				108.00	72.00	72.00
☐ 155	Mars Bars	27.00	27.00	BOX		972.00				972.00	936.00	936.00
☐ 157	Chocolate Peanuts Mediu	31.20	31.20	BOX		28,992.00				28,992.00	28,968.00	28,968.00
☐ 162	Blueberry Muffin	1.00	1.00	EACH	3	-1.00	7.00			-1.00	-2.00	-2.00
☐ 163	Banana Muffin	12.12	12.12	BOX	0	-60.00	73.00			-60.00	-72.00	-72.00
☐ 210	Coke Syrup	0.00	0.00	20LT		12.00				12.00	12.00	12.00
☐ 220	Postmix CO2	0.00	0.00	BOTL		9,998.00				9,900.00	9,900.00	9,900.00
☐ 310	Paper Cups Cold Drinks S	0.00	0.00	CNT		218,000.00				218,000.00	215,500.00	215,500.00
☐ 320	Popcorn Boxes Sm	0.00	0.00	CNT		103,600.00				103,600.00	102,200.00	102,200.00
☐ 321	Popcorn Oil	0.00	0.00	BOTL	0	-960,000.00	1,020,000.00			-960,000.00	1,020,000.00	-1,020,000.00
☐ 322	Salt	0.00	0.00	KILO	0	876,500.00				876,000.00	860,000.00	860,000.00
☐ 323	Raw Popcorn	0.00	0.00	KILO		635,000.00				635,000.00	595,000.00	595,000.00
☐ 325	Butter Flavour	0.00	0.00	BOTL	0	-855,000.00	935,000.00			-855,000.00	-935,000.00	-935,000.00
☐ 2222	Booking Fee Item	0.00	0.00	EACH		0.00	10.00			-10.00	-10.00	-10.00
☐ 4513	Bulk Sweets	0.00	0.00	KILO	0	-850,000.00	1,450,000.00			-850,000.00	1,450,000.00	-1,450,000.00
☐ 4515	Sweet Bag	0.00	0.00	EACH		-5.00	6.00			-5.00	-6.00	-6.00

Remove Checked Items Remove Items with No Order Amount Add Items Load Recommended To Actual

Reorder Worksheet:	
Reorder Report Worksheet Cabinet:	This cabinet will contain a list of current open reorder planning worksheets (one line per worksheet). A new worksheet can be created from here.
Create New Reorder Worksheet:	This function will prompt for creation of a new ordering worksheet. All items will by default be included on the list, but a filtering mechanism will hide unwanted items for planning purposes (e.g. only view items for a particular vendor).
Work with Reorder Worksheet:	The worksheet provides the ability to filter the list, refresh the current inventory situation, adjust the forecast demand up or down and recalculate the suggested order amounts. Also inventory items can be added or removed from the list.
Generate Expected Receipts:	Once the manager is happy with the suggested order amounts they will generate expected receipts. This is a listing sorted by vendor and item of the suggested order amounts, order date and expected delivery date. We will also populate an expected receipts table which is used by the inventory receipts function. Once expected receipts have been generated the lines are inactivated (e.g. cannot be used again). Once all selected lines have been generated then the entire worksheet is marked as complete.
Receive Goods:	On receipt of goods the user now will have an option to look up expected receipts by date, vendor or item. They can select these to automatically populate the receiving form.

CHAPTER 5

Cashier Management

This chapter covers each of the items within the Cashier Management folder, including a description of each of the Cash Management methods (Simple, Cash-Up and CashDesk). Vista standard operation is either in Simple or Cash-Up mode. Vista's additional module, CashDesk, provides the CashDesk functionality (see the CashDesk User Guide for more information). See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Cash Management Modes

Vista supports three different operational modes of Cash Management, which have varying degrees of control and setup requirements. Each method is described below.

First Level - 'Simple'

This mode is available within BackOffice, when the system setting 'CashManagementMethod' is set to SIMPLE. 'Simple' operates with reporting based on Cashier Session Reconciliation Reports and Sales Reports, and tracking of each transaction at the POS but with no reconciliation of amounts issued and returned. This option does not require you to Close the Day and therefore does not create a Daily Posting journal.

Second Level - 'Cash-Up'

This mode is also available within BackOffice, when the system setting 'CashManagementMethod' is set to CASH-UP. 'Cash-Up' allows tracking of individual POS sessions, including recording of opening and closing floats, and reconciliation of cash and other payment types issued at POS sessions. In addition, miscellaneous transactions for both POS sessions and general cinema transactions can be entered from the Daily Cash-Up screen. This enables the calculation of an overall banking amount, calculation of "overs" and "unders" and the generation of a General Ledger daily posting journal. A Daily Cash-Up and reconciliation process must be completed with the closing of each cinema day.

Third Level - 'CashDesk'

This mode is only available when the system setting 'CashManagementMethod' is set to FUNDMGMT, and Vista's additional application, CashDesk, has been installed. CashDesk provides enhanced cash management functionality which allows the cinema to track the actual cash and voucher amounts at a central location, such as a safe room, or track cash and vouchers at more than one location. With CashDesk you can bring money in and out of the system, and track other non-cash items, such as vouchers, that require a level of control.

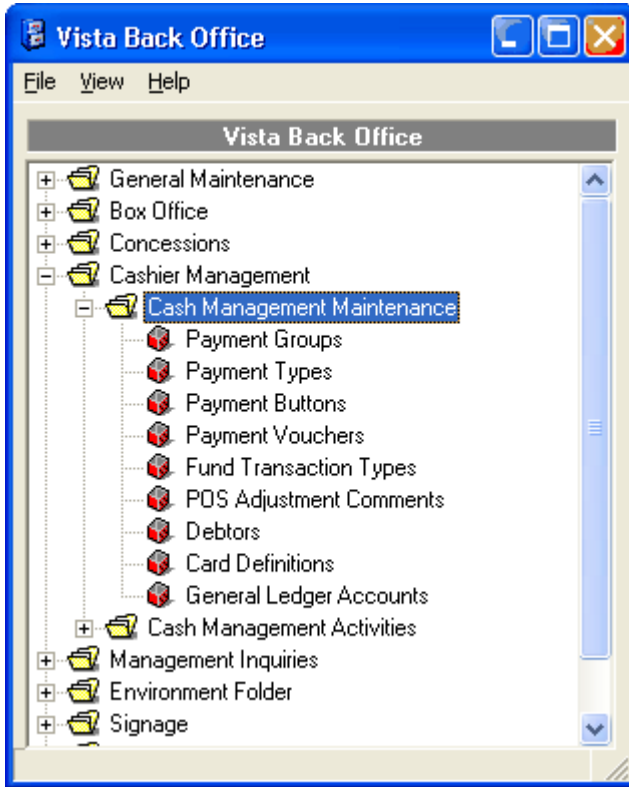
The cinema must be "opened" before any transactions can be performed for a business day. This requires a CashDesk manager to log into the CashDesk and confirm the opening balances for the day before any point of sale operators can log on. The CashDesk manager creates the POS Session Floats from the CashDesk and not from the BackOffice POS Session menu option.

As Floats are updated, issued and received, amounts drawn down to individual banking bags and transactions performed, the net currency position in the safe is tracked. Floats can be issued to operators and amounts at the point of sale can be dynamically monitored. Drops and top-ups from the point of sale can be visually tracked to ensure they are reconciled correctly.

As with Cash-Up, miscellaneous transactions can be recorded and included as part of the Daily Cash-up process, although they are entered from the CashDesk rather than from the BackOffice Daily Cash-Up screen. The Daily Cash-Up and reconciliation process must also be completed with the closing of each cinema day, as for Cash-Up.

Cash Management Maintenance

Use this section to setup for all modes of Cash Management (Simple, Cash-Up or CashDesk):



For additional CashDesk setup and maintenance, see the CashDesk Maintenance section within the CashDesk User Guide.

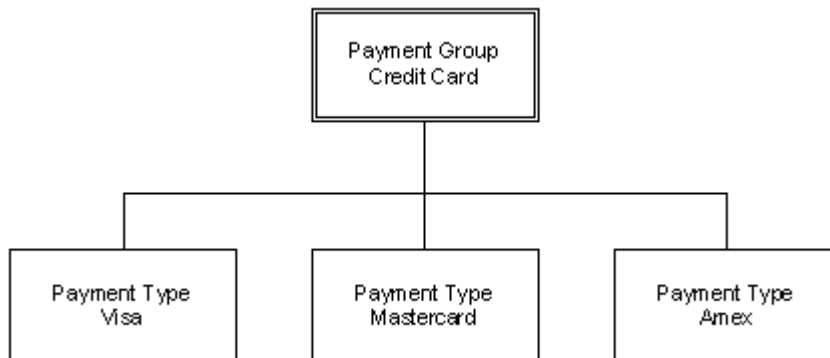
Payment Groups

Payment Groups are used to track actual amounts held at point of sale. This section describes how we track items of value within each float, including cash, vouchers, phone cards etc. Payment Groups are also a way to group together several payment types for reconciliation purposes. When we create an opening float for a POS session we set the float amounts by Payment Group.

When the system is delivered there is a default payment group called "Receipts". This is intended to be used only with "Simple" mode. We recommend you create meaningful payment groups if you intend to use Cash-Up or CashDesk. Examples of Payment Groups that you may set up are:

- Cash
- Credit Card
- Vouchers
- Voucher Stubs

Payment Groups can also be made up of a number of payment types, e.g. you may have separate payment types of Visa, Amex, and MasterCard, which all belong to a payment group of Credit Card.



You must set a payment group for each different value which you intend to track at the point of sale. Each payment group is defined to be tracked by value or quantity (e.g. redemption vouchers). Each time a payment type is received at the POS it will be updated to the POS session payment group. If one does not exist then it will be created for reconciliation at the end of the POS session.

If inventory items are required to be tracked (e.g. vouchers) then the inventory item must have a payment group associated with it, to ensure that POS will update the payment group total each time one of these items is sold or returned. See BackOffice User Guide/Item maintenance for required setup information.

For example, an opening float for Voucher Books of 3x\$100 Adult books, and 2x\$50 Child books (total 5 books, \$400), with sales of 1x\$100 Adult book, and 1x\$50 Child book, gives POS session values of:

	Payment Group	Value	Quantity
Opening Float	Voucher Books	\$400	5
Closing POS Session	Voucher Books	\$250	3

Payment Groups-General Tab

The General Tab contains the following information:

Payment Groups - General Tab	
Name	Name of Payment Group
Active Flag	Controls whether this payment group can be used.
Allow opening float	This controls whether this payment group will be available to be entered as an opening amount or value for a float. E.g. Cash would be allowed as an opening float, whereas Credit Cards probably would not have an opening float amount
Can be Banked	In the Daily Cash-Up the values are summarised into a banking amount. This field determines whether the Payment Group is included in the banking totals or not.
Enter Actuals at Cash Up	Determines if in the Daily Cash-Up the user is required to enter the Actual amount taken for reconciliation purposes. If using Simple or Cash-Up methods, and the Payment Group reconcile flag is set (which is the default), then you should enter the actual amount in the actual column at time of Cash-Up.
Track by Value / Quantity	For each payment group we determine whether to track by quantity, value or both. E.g. Cash would probably be tracked by value only, whereas vouchers might be tracked by both (we have 5 voucher books with a total value of \$400).
Default Payment Type	When the POS session is cashed up and the amount is returned to a Fund, if the payment type is not specified then the default will be assumed (can be overridden). This can only be assigned if the required Payment Type has already been created. If not, then create Payment Type and return to this screen to update this field. You must enter a default Payment Type if you wish to use Cash Desk's Auto-Reconcile function.

Alternative Language Name	The payment group name in the Alternate language.
Reconciliation Payment Group	This is used when the sale of items is tracked by returning 'Reconciliation' to Cash Desk. An example would be when you are selling voucher books, and when you sell the book you return the cover as part of the POS takings so that the sale of the voucher book can be confirmed.
HO Code	HeadOffice code to be entered here.

Payment Groups-CashDesk Features Tab

The CashDesk Tab contains the following information:

Note: The following screen only displays if Vista's CashDesk module has been installed.

The screenshot shows the 'Payment Group Maintenance' window with the 'Cash Desk Features' tab selected. The window has a menu bar (File, Edit, Help) and a toolbar. The 'Payment Group:' field is at the top. Below it are two tabs: 'General' and 'Cash Desk Features'. The 'Cash Desk Features' tab contains the following controls:

- 'Reconcile to Fund:' with a dropdown menu.
- 'Enable Automatic Reconciliation:' with an unchecked checkbox.
- 'Include in Deposits:' with a checked checkbox.
- 'Defer Deposits to Reconciliation Fund:' with an unchecked checkbox.
- 'Deposit Model:' with radio buttons for 'Detailed' (selected) and 'Template'.
- 'Template Definition:' section with two list boxes: 'Available Payment Types:' and 'Payment Types in Template:'. Between them are '>>' and '<<' buttons. To the right of the 'Payment Types in Template:' box are up and down arrow buttons.
- At the bottom right are three buttons: 'CAPS', 'NUM', and 'INS'.

CashDesk Features Tab	
Enable Auto Reconciliation	Check this box to enable Cash Desk's Auto-Reconcile functionality. This feature allows automatic posting of a payment group from an incoming float adjustment or a closed POS session to a fund without manual intervention. If the payment group has been set up without the reconcile flag set, then the actual amount will default to the current amount and you will not be able to change this.
Reconcile to Fund	If Auto Reconciliation is checked, then enter a valid and active Fund name that this Payment Group reconciles to.
Include in Deposits	Check this box if this Payment Group is to be included in the Deposit process – normally this would apply to payment Groups such as cash and cheques/checks.
Defer Deposits to Reconciliation Fund	If Include in Deposits is checked, then can choose to defer deposit to the reconciliation fund.

Deposit Model	Select either Detailed or Template. Detailed allows multiple lines to be entered at deposit entry time, where document number, name and amount can be entered. This is intended for cheque/check input. Template allows a list of payment types to be created for the Deposit entry screen.
Template Definition: Available Payment Types and Payment Types in Template	These fields are enabled if you have checked the Template in the Deposit Model. The Payment Types in Template allows us to list payment types that are to be used in the entry screen and the sequence that they are to be displayed in. For example, Payment Group Cash, would list the denominations to be used for entry and the in the desired entry sequence. To add a field to the Template, select from the list of Available Payment Types and press >>. To remove a field from the Template, select from the list of Payment types in Template and press <<.

Payment Types

The **Payment Type** is the base level at which cash and other items of value are tracked at POS, by Cash Management and CashDesk. This might include different denominations of cash (should we choose to track that), and different values for vouchers. Examples of payment types are:

- Cash, e.g. \$5 and \$10 notes.
- Credit Cards, e.g. AMEX, Diners, Visa.
- EFTPOS and EFTPOS Advance.
- Gift Vouchers, e.g. Adult Gift Voucher, \$10 Voucher.
- Debtor.
- Tab

Payment types are used for two different purposes; one for determining methods of payment at the Point of Sale, and one to track values within Cash Management.

Each Payment Type must be associated with a Payment Group. Multiple payment types can belong to a single payment group. The Payment Group will determine whether the Payment Type is tracked by quantity, value or both, and also the Payment Group will determine whether the Payment Type can be used as part of an opening float.

Payment Types can also be set up for Payment Voucher Redemptions, see Setting Up Vouchers in the Cinema Operations Guide for more information on Voucher Setup and Use.

Cinema Note: This form may not allow maintenance of Payment Types downloaded from HeadOffice - this is controlled by the settings in the "Controlled Forms" option (in the Environment folder). Also, if Payment Type data is not updated after a HeadOffice download, due to the settings in the "HeadOffice Download Fields" option (within the Environment folder), run the report "HO Download Report" to identify any Payment Type records not updated.

Description	Type	Status	Cash	Rounding	Credit Card	Voucher	Debit Card	F
\$5 Notes	C1	Active	No	No	No	No	No	
\$50 Notes	C5	Active	No	No	No	No	No	
Adult Gift Voucher	V5	Active	No	No	No	No	No	
Adult Voucher Stub	S5	Active	No	No	No	No	No	
AMEX	X	Active	No	No	Yes	No	No	
Cash	C	Active	Yes	No	No	No	No	
Cheque	Q	Active	No	No	No	No	No	
Child Gift Voucher	V2	Active	No	No	No	No	No	
Child Voucher Stub	S4	Active	No	No	No	No	No	
Credit Card	R	Active	No	No	Yes	No	No	
DEBTOR	B	Active	No	No	No	No	No	
Eft-Pos	E	Active	No	No	No	No	Yes	
Eftpos Advance	A	Active	No	No	No	No	Yes	
Loyalty Points	L	Active	No	No	No	Yes	No	
Payment Vouchers	P	Active	No	No	No	Yes	No	
Redeemed Vouchers	RV	Active	No	No	No	Yes	No	
Rounding	R	Active	No	Yes	No	No	No	

View: Base View Record 1 of 27 CAPS NUM INS SCRL

Payment Types-General Tab

Payment Type Maintenance

File Edit Help

Description: \$10 Notes Head Office Record

General | Other

Short Description: \$10 Notes

Payment Group: Cash

Card Name:

Type Code: C2

HO Upload Code: C2

DLL To Run:

Use at POS: ☐

Denomination: ☒ Fixed Value: 10

Card Details

Payment Advance ☐

Card Issue ☐

Card Recharge ☐

Record Card Details For Auditing ☐

Use external Stripe Reader for card payment ☐

Card Check Formula:

Status

Active ☒

Inactive ☐

Tender Category

Remote Sales for the selected tender category use this payment type by default ☐

CAPS NUM INS

Payment Types - General Tab:	
Description	Enter a Description (30 characters).
Short Description	Enter a Short Description (15 characters). This appears on the Payment Button in POS.
Payment Group	This tells the system what Payment Group this payment type belongs to, which also indicates how this payment type is tracked: by quantity, value or both. A payment type must be linked to a Payment Group.
Card Name	If this is a credit, debit or other card, enter the Card Name.
Type Code	This is the unique identifier for the payment type. The size of the Payment Type Code field is 10 characters. However, by default, V3R1 will continue to only allow payment types with a code of 2 characters. The system setting HOCOMPAT_PAYTYPE_PK10 control whether a 10 character code can be used.
HO Upload Code	Used when banking information is uploaded to HeadOffice.
DLL to Run	Leave this blank, unless the Payment Type you have defined is either a Payment Type Voucher (e.g. a gift voucher worth \$20 can be used as payment) or a Debtor account. This is what to enter for either of these two options: For Payment Voucher: 'PaymentVouchers.clsPayVoucher' For Debtor Account: 'DebtorPayments.clsDebtorTab'

Use at POS	This specifies whether this Payment Type can be used at Point of Sale (you will need to link this payment type to a Payment Button - see next topic). The system will only allow this payment type to be selected if the type code is a single character.
Denomination and Fixed Value.	This is used for items that are typically tracked by quantity but have a fixed value, e.g. if we are tracking cash notes, or different voucher types. If the Denomination flag is checked then the Fixed Value field becomes available for entry. Enter the value for the item. Once you check the Denomination flag, then at Cash Management only the quantity becomes input capable. The system will calculate the value based on the quantity of the transaction and the Fixed value of the payment type.
Tender Category	Select either Cash, Rounding, Debit Card, Credit Card, Voucher, Stored Value Card, Loyalty, or Tab to indicate type of tender.
Remote Sales for the selected tender category use this Payment type by default.	Check this box if remote sales (e.g. Web, Kiosk) should use this payment type as the default for the selected tender category.
Payment Advance	Check this box if this payment type represents a Debit Card Advance.
Card Issue	This allows new cards to be issued (Stored Value Cards).
Card Recharge	This allows money to be added to a card (Stored Value Cards).
Status	Select Active/Inactive.
Record Card Details for Auditing	If you have checked Card Type 'Credit Card', then this field is enabled. Check this box if you require the credit card details, i.e. the number and expiry date to be recorded on the Payment Transaction. If this happens, a report can be run to print out credit card details for a particular period.
Use external Stripe Reader for card payment.	Check box this box if a separate (non-integrated) stripe reader will be used for payments at POS.
Card Check Formula	If you have checked card type 'Credit Card' or 'Stored Value Card', then this field is enabled. Enter the formula here.

Payment Types-Other Tab

For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Payment Type Maintenance

File Edit Help

Description: Cash

General Other

Account Codes

Banking: [Dropdown]

POS Overs *: [Dropdown]

POS Unders *: [Dropdown]

* If this Payment Type is the Default for its Payment Group these Account Codes are assigned to POS Session Overs and Unders for the Payment Group.

Alternate Language

Short Description: [Text Box]

Description: [Text Box]

Daily Cinema Limit (per customer): [Text Box]

CAPS NUM INS

Payment Types - Other Tab:

Account Code - Banking	Select the General Ledger code from the dropdown list.
Account Codes - POS Overs/Unders	Select the General Ledger codes from the dropdown list for POS Overs/Unders transactions for this Payment Type.
Alternate Language Short Name	Alternate Language Short Name.
Description	Alternate Language Description.
Daily Cinema Limit (Per Customer)	A cinema limit can be applied to the same payment type. If a limit is applied to the total transactions for that business date, the card number is then checked against the defined limits. If this limit is exceeded a message is returned to the device (POS or ATM, etc.) and the transaction will not be completed.

Payment Buttons

Link the Payment Types that are required on Point of Sale to a POS Payment Button.

Payment Buttons:

Application	Select the Application that this relates to, e.g. Vista Point of Sale.
Type	Select the Payment Type.
Payment Gateway	Select the relevant Payment Gateway, e.g. Vista Payments module or other, if required.
Workstation Group	Select the Workstation Group from the dropdown list to link this Payment Button to.
Sequence	Enter the sequence number which determines the position of this Payment Button in POS (on the Payment screen).
Account Number	Enter the account number associated with the external Service module that this Payment Type links to, e.g. Bank Credit Card or Automated Phone service.
Value	If this Payment Button is related to a Payment Voucher, then enter the fixed value of the voucher here, e.g. for a \$10 payment voucher, enter 10.00.
Payment Advance Type	If the selected payment type has the field 'Payment Advance' checked on, then this field becomes active. Select the payment type that the advance should be linked to.
Status	Select Active or Inactive.

Show Account Button	Check this box if the Account button should be displayed on the POS Payments screen.
Mandatory Amount Entry	Check this box to force the POS operator to key in an amount against this payment type.
Verify Signature	Check this box if a signature is required for this payment type.
CVV	Check this box if the CVV number is required for this payment type.
Do not supply change	Check this box if change is not to be given for this payment type and then select from the dropdown a payment group where the amount of change can be assigned to (so that bankings will still balance). For instance, you may not allow change to be given when a \$10 payment voucher is used as payment.

Payment Vouchers

Vista allows the set up **Payment Vouchers**, which are vouchers with a fixed value, e.g. a \$10 Voucher. See Setting Up Vouchers in the Cinema Operations Guide for more information on Voucher Setup and Use.

Payment Voucher Maintenance

File Edit Help

Voucher: Gift Voucher \$10

General

Voucher

Short Name: GV \$10

Description: Gift Voucher \$10

Value: 10.00

Validate Online: ☒

Status

☒ Active

☐ Inactive

Barcode Details

Barcode Code / Product Code DI

Serial No Position:

☒ Enforce Barcode

Barcode Length:

☒ Unique Barcode per Payment (can redeem one per transaction)

☐ Unique Barcode (can only redeem once)

Alternate Language

Short Name:

Description:

Description	Fill in the Voucher Description.
Value	Put in a value for the voucher. This is the value of the redemption - this will not be charged to the customer.
Validate Online	Check this box if Validation can occur online.
Status	Active, Inactive.
Barcode Code/Product Code	Barcode number.
Enforce barcode	Check this box to enforce a barcode.
Unique barcode per payment	Check this box if a unique barcode per payment. Allows you to redeem one per transaction.
Unique Barcode per Payment	This can only be redeem once.
Serial No Position	Enter the First and Last Character of the Serial Number here.
Barcode Length	Enter the Total Number of Barcode Digits here.
Alternate Short Name	Alternate Language Short Name.
Alternate Description	Alternate Language Description.

Fund Transaction Types

Fund Transaction Types are used to make miscellaneous adjustments of the overall 'cash' position for the day, e.g. cash received from Games Machines, or miscellaneous expenditure on topping up floats, or stamps. These transactions are entered from the Daily Cash-up screen. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Fund Transaction Type Maintenance

File Edit Help

Fund Txn Type: Fund Created

General

Name: Fund Created ☐ Default Transaction Type

Description: Vista System - Fund Created

☒ Revenue ☐ Expense

Account Code:

Sales Tax:

Default Payment Type to issue Transactions against:

☐ Include in Banking

CAPS NUM INS

Fund Transaction Types	
Name	Short description of the Transaction Type.
Default Transaction Type	Identifies if this is the default Fund Transaction type. If yes, then this transaction will automatically be selected in drop down lists when creating a new Fund Transaction.
Description	Long description of the Transaction Type.
Revenue/Expense	Indicate if this transactions is a revenue or expense transaction. This setting determines how the transactions are represented in the Daily Cash Up screen and posted in the GL Daily Journal in the End of Day process.
Account Code	Select the General Ledger account from the dropdown list for this fund transaction type.
Sales Tax Code	Select the sales tax code from the dropdown list, to calculate tax for this transaction type.
Default Payment Type to issue Transaction against	When creating a new transaction using this Fund Transaction Type, the default payment type is used to automatically default to the transaction.
Include in Banking	If checked, miscellaneous transactions using this transaction type are included in the Banking section of the Daily Cash-Up.

POS Adjustment Comments

During a POS Session, if the operator makes a float adjustment, such as Cash Drop or Top up, the operator can select comments associated with the float adjustment transaction but which further describe this transaction. The setup of these comments is optional. You can enter multiple lines on a single screen by selecting more than one payment group. Comments can either be typed in or selected from a standard list. To remove a comment check the box provided and then save.

POS Adjustment Comments	
Comment	To add an entry click the Edit tool, enter in comment and save.
Remove	To remove an entry, check the box in the remove column and then save the screen.

Tabs

A Tab is an account that the customer has with your company. Tabs can be used as a method of payment, like Cash, Vouchers etc. The Tabs Payment Type can provide a link to an external (non-Vista) Tabs system. Each Tab also has an event defined, e.g. it may be Boston Public School and the Event is the World Vision Fundraiser.

On the Point of Sale Payment screen, the user can select the Tab payment type. A list of all active Tabs will be presented to the user to select from.

The screenshot shows the 'Tab Maintenance' window with the 'General' tab selected. The fields are organized into two main sections. The left section contains fields for Name, Identifier, Address (split into three lines), Phone, Contact, and Location. The right section contains fields for Status, Accounts Receivable Identifier, Code Word, Limit Per Order, Limit Total, Amount Due, Invoice Number, Debt paid (checkbox), Debt Paid On, Event Description, Start Date, and End Date. At the bottom, there are buttons for CAPS, NIIM, and INS.

Name :	Fullers Group	Status :	Active
Identifier :	FL101	Accounts Receivable Identifier:	FL101
Address :	44 Quay St	Code Word :	Waiheke
	Downtown	Limit Per Order :	20
	Auckland	Limit Total :	1000
Phone :	09 4675495	Amount Due :	0
Contact:	Greg Jones	Invoice Number :	6456456
Location :	Lounge	Debt paid :	☐
Conditions :		Debt Paid On :	17/ 02/ 2006
Payment Details :		Event Description :	Seminar 4
		Start Date :	16/ 02/ 2006 6: 00 pm
		End Date :	16/ 02/ 2009 11: 59 pm

Tabs:	
Name	Name of company entered here.
Identifier	The Tab can be given a code or name by which it can be easily identified.
Address (Line 1-4)	Address of the company for which the Tab has been created for.
Phone	Phone number for person in charge of the Tab.
Contact	Contact name entered here.
Location	Enter a contact location. This is an open option, and could be a seat (i.e. L6) or a location (i.e. Lounge).

Status	Set the Tab status to either active or inactive.
Accounts Receivable Identifier	This is the code to identify this Tab in a non- Vista account system.
Code Word	The Tab can be allocated a password to quote when having a sale rung up to it. This is to stop other customers ringing up their sales to the Tab.
Limit per Order	Limit per order set, can order a certain amount of things.
Limit Total	Limit total set.
Amount Due	Total amount due.
Invoice Number	An invoice can be printed off and sent to the customer.
Debt Paid	Check box if Tab has been paid.
Debt Paid On	Enter in the date that the Tab was paid.
Conditions	Special conditions can be set for individual Tabs.
Payment Details	Payment details can be added here.
Event Description	Description of Event - payments will be tracked against this Event.
Start Date/End Date	Set Start date and end date for the event. Only current events are shown on the Payment Screen in POS.

Card Definitions

Card Definitions allow you to set up the valid number range for credit cards used at your Cinema. For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

Card Definitions Detail Tab:	
Card Type	Type of credit card.
Range Start/End	First/last card numbers in the range.

Brand	The retail brand of credit card, e.g. Farmers.
Issuing Bank	The Bank issuing the credit card, e.g. HSBC.
Category	Debit, Credit or Member (Loyalty) card.
General Ledger Account Code	The General Ledger account that transactions against this card type posts to.
Payment Card	If this card allows payment to be made, then check this box.

Vouchers, Coupons and Passes

Vista has created an object called **Voucher Master**.

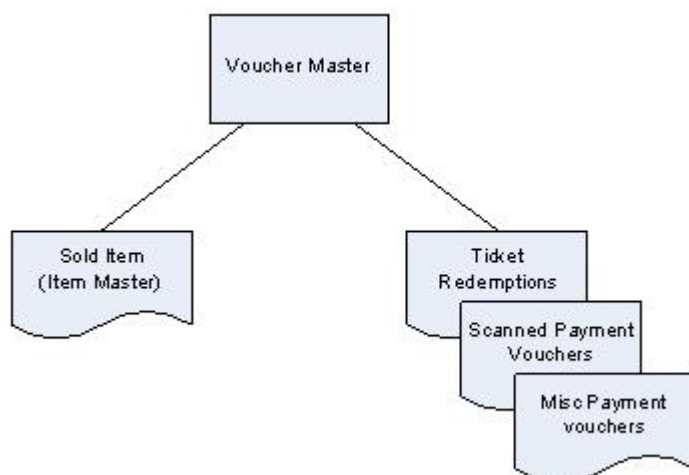
This object contains a cabinet and provides a way of pulling together centrally the maintenance of all cinema based voucher related information, including:

- Items
- Ticket Types
- Payment Types
- Payment Buttons

The object and the related maintenance programs described below will exist at both Cinema and Head Office level. Additionally the Voucher Master:

- Needs to support cashdesk
- Needs to support voucher management
- Needs to support OVV

The following diagram shows connections evident within Voucher Master:



Double clicking a line in the Voucher Master cabinet will open up the form shown below. There are three parts to the form:

- Header
- Selling Item

- Redeemed As

Voucher Master Maintenance

Description: Corporate Movie Money

Short Name: CMM ☒ Sold as an Item ☒ Redeemed

Selling Item [Edit Item](#)

General Barcodes

Item Class: Required

Tax Code: Required

Vendor: Required

Price: 20.00

Track as POS Pay Group: Required [Create Payment Group](#)

Redeemed as [Create Redemption or Payment](#)

Description	Type	Price
CMM Movie Money	Ticket	9.00

Redeemed Ticket [Edit Ticket Type](#)

General Barcodes Price Cards

Ticket Class: Required

Area Category: Required

HO Code: Required Price: 20.00

Sequence: Required [Show List](#)

Tax Code: Required

Track as POS Pay Group: Required [Create Payment Group](#)

Voucher Master Maintenance:	
Header: This contains the master information – description and short name.	There are also two checkboxes: Item is sold: This controls whether the Selling Item portion is enabled. Redeemable: This controls whether the Redeemed portions are enabled.
Selling Item:	Used if this item is sold at the cinema. There can be only one selling item per voucher master. This contains the base information required for a voucher sold item. For a new voucher master the first time the selling item is selected a dialog will come up asking do you want to create a new item or select an existing item. The same process will happen if the selling item has been unchecked and then re-selected. If the selling item is unselected then a warning message will be displayed saying “Warning de-selecting the Selling Item will lose the link between this voucher and the item.”
Redeemed As: This contains two sections, a list of redeemed items and a form showing the details of each.	Used if this item is redeemed at the cinema. There may be a number of redeemed items associated with a single sold item, e.g. a book of vouchers may contain both ticket redemptions and gift certificates. This list is for viewing the tickets and/or payment vouchers associated with the voucher master. When a line is highlighted in this list, the details will be displayed below in the “Redeemed” section (either Redeemed Ticket, or Redeemed Payment.” Each time the create button is selected a dialog will come up asking do you want to create a new ticket redemption/payment or select an existing record. If a new record is to be created then the selection must be made as to whether it is a ticket redemption, miscellaneous payment voucher or a scanned payment voucher.

Cash Management Activities

This section covers the Vista Cash Handling process for point of sale when using Cash Management Mode of **SIMPLE** or **CASH-UP**. The CashDesk User Guide explains the Cash Handling processes using Vista's additional module CashDesk.

Vista records the opening float amounts, cash drops and top-ups, and closing balances of cash and non-cash vouchers. Discrepancies can be tracked and adjustments made to complete the cash position for the day. Final actual balances can be entered, details summarised and daily cash information sent to HeadOffice.

This section describes how to use POS Session's to create a new POS Session, to delete an un-used POS Session, to view the status of a POS Session, and to add adjustments in a POS Session. There are two ways to view the POS session screen, from the BackOffice or CashDesk if you have it installed.

BackOffice 	In BackOffice, POS Session is located under the Cash Management Activities in the Cashier Management folder.
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POS Sessions

This section reviews the the information contained in the POS Sessions display.

POS Sessions-General Tab

The **POS Session Display** provides a comprehensive view of the status of each POS Session.

Note: When operating in **Cash-Up mode**, the POS Session display is accessed from POS Sessions menu option within Vista's BackOffice. When operating in **CashDesk mode**, the POS Session display is accessed from the main CashDesk screen by right click on the POS Session and selecting the POS Session details option.

Point Of Sale Session

File Edit Action Reports Help

User: Peter Jacobs Workstation Group: Point of Sale Business Day: 22/ 03/ 2004
 POS Session 186 Workstation: JELLO Status: Closed

General Summary Adjustments

Sales		Receipts	
Ticket Sales	33.00	Gross Sales	15.00
Advance Sales	0.00	Less Non Cash Payments	
less Redemptions	-18.00		
Concession Sales	0.00	Total Non Cash Payments	0.00
Voucher Sales	0.00	Opening and Other	0.00
Box Office Sundries	0.00	Cash Received	15.00
Gross Sales	15.00	Float Returned	0.00
		Cash Dropped	0.00
Total Variance	-33.00	Cash Variance	-15.00
Total Qty Variance	-2		

Date	Time	Action
23/03/2004	10:08.42	Log On
23/03/2004	10:11.07	LogOff
23/03/2004	11:35.19	Log On
23/03/2004	11:35.56	Deleted Adlt Std \$11.00
23/03/2004	11:36.24	Deleted Member \$6.00
23/03/2004	11:36.26	Deleted Member \$6.00
23/03/2004	11:39.02	LogOff
23/03/2004	11:40.43	Log On

Remove Float
Final Cash Up

Payment Groups:

Payment Group:	Net Float In/Out:	Adjustments:	Movements:	Current:	Variance:
► Cash (value)	0.00	0.00	15.00	15.00	-15.00
Redeemed Vouchers (value)	0.00	0.00	18.00	18.00	-18.00
Redeemed Vouchers (qty)	0	0	2	2	-2

CAPS NUM INS

This screen displays a snapshot of Sales, Receipts and Payment totals for this POS Session. The Expected Cash Balance, Actual Cash Balance and any variance is shown. This screen also displays a list of all transactions that have occurred at the POS terminal.

POS Sessions - Adjustments Tab

The **POS Session Display** provides a comprehensive view of the status of each POS Session.

Note: When operating in **Cash-Up mode**, the POS Session display is accessed from POS Sessions menu option within Vista's BackOffice. When operating in **CashDesk mode**, the POS Session display is accessed from the main CashDesk screen by right click on the POS Session and selecting the POS Session details option.

The screenshot shows the 'Point Of Sale Session' window with the 'Summary' tab selected. The window includes a menu bar (File, Edit, Action, Reports, Help) and a toolbar with various icons. Below the menu bar, there are input fields for User (Peter Jacobs), Workstation Group (Point of Sale), Business Day (22/ 03/ 2004), POS Session (186), Workstation (JELLO), and Status (Closed). The main area is divided into three sections: General, Summary, and Adjustments. The Summary section displays a table of transaction statistics and a list of ticket sales.

Transaction Statistics		Post Actions	
Total Transactions:	5	Total Deletes:	8
Total Admits:	5	Total Aborts:	0
Total Admits Refunded:	0	Total Zero Sales:	0
Total Refunds:	0	Total Cash Drawer Opens:	0

Ticket Sales	Value	Quantity
Child Standard	15.00	3
Redemption Adult Gift Vch	0.00	1
Redemption Adult Gift Vch	0.00	1

Concession and Sundry Sales	Value	Quantity	Total

At the bottom right of the window, there are buttons for CAPS, NUM, and INS.

This screen displays information in 3 sections. The top section, display a summary of Total Transactions, Admits and Refunds, and a summary of Total Post Actions, such as Total Deletes and Cash Drawer Opens.

The middle section of this screen, displays a summary of Ticket Sales by Ticket Type, showing the total value and quantity.

The lower section of this screen, displays Concession and Sundry Sales, showing items sold, by value, quantity and total value.

POS Sessions -Adjustment Tab

The **POS Session Display** provides a comprehensive view of the status of each POS Session.

Note: When operating in **Cash-Up mode**, the POS Session display is accessed from POS Sessions menu option within Vista's BackOffice. When operating in **CashDesk mode**, the POS Session display is accessed from the main CashDesk screen by right click on the POS Session and selecting the POS Session details option.

The screenshot shows the 'Point Of Sale Session' window with the 'Adjustments' tab selected. The window has a menu bar (File, Edit, Action, Reports, Help) and a toolbar. Below the menu bar, there are input fields for 'User' (Vista Support), 'Workstation Group' (Point of Sale), 'Business Day' (09/12/2003), 'POS Session' (915), 'Workstation' (DAVES01), and 'Status' (Closed). The 'Adjustments' tab is active, showing a table of adjustments. The table has columns for 'Adjustments', 'Qty', and 'Value'. The first row is '09 Dec 2003 9:56 am'. The second row is 'Cash' with Qty 0 and Value \$0.00. The third row is 'Voucher booklets' with Qty 0 and Value \$0.00. To the right of the table is a 'Details' section with fields for 'Created By' (Vista), 'Type' (Opening Balance - Back Office), 'Status' (Reconciled), and 'Comment' (POS Create). At the bottom right of the window are buttons for 'POS Adjustment Comments' and 'New Adjustment'. The status bar at the bottom shows 'CAPS', 'NUM', and 'INS'.

Adjustments	Qty	Value
09 Dec 2003 9:56 am		
Cash	0	\$0.00
Voucher booklets	0	\$0.00

Details:

Created By: Vista

Type: Opening Balance - Back Office

Status: Reconciled

Comment: POS Create

POS Adjustment Comments

New Adjustment

CAPS NUM INS

Each adjustment will have an adjustment type, which indicates whether it is a credit or a debit, and is used for grouping transactions together. Any adjustments made will be listed here. Highlight the field to display additional details.

All the details of this Adjustment will be listed. Who the adjustment was created by, the type of the adjustment, the status and any comments added.

Using POS Sessions

This section covers how to:

Manage POS Sessions:

- Create a POS session.
- Float Tracking.

- Log onto POS and Confirm the Opening Float.
- Cash Up a POS Session.
- Adding POS Adjustments.
- Close, Unlock or Delete a POS Session.

Creating a POS Session

Before a POS operator logs on to the point of sale, a BackOffice manager will normally create a POS Session, which will track the amounts at the Point of Sale. Press the “new” tool button from the POS Session cabinet, and enter the user name and the workstation group they will be signing on to. Any default payment groups will be automatically added.

Point Of Sale Session

File Edit Action Reports Help

User: Lorna Nolan Workstation Group: Point of Sale Business Day: 30/03/2004
 POS Session: 836 Workstation: LORNA NOLAN Status: Closed

General Summary Adjustments

Sales		Receipts	
Ticket Sales	110.00	Gross Sales	432.40
Advance Sales	0.00	Less Non Cash Payments	
less Redemptions	-0.00	Receipts	-322.40
Concession Sales	322.40		
Voucher Sales	0.00	Total Non Cash Payments	-322.40
Box Office Sundries	0.00	Opening and Other	0.00
Gross Sales	432.40	Cash Received	352.00
		Float Returned	0.00
Total Variance	-155.60	Cash Dropped	0.00
Total Qty Variance	0	Cash Variance	-352.00

Date	Time	Action
30/03/2004	10:32.20	Logon after Power Off or P.
30/03/2004	10:44.35	Deleted CREDIT CARD \$
30/03/2004	10:45.29	Deleted CREDIT CARD \$
30/03/2004	10:46.11	Deleted CREDIT CARD \$
30/03/2004	10:46.16	LogOff
30/03/2004	12:00.55	Log On
30/03/2004	12:01.28	LogOff
30/03/2004	12:03.40	Log On

Remove Float
Final Cash Up

Payment Groups:

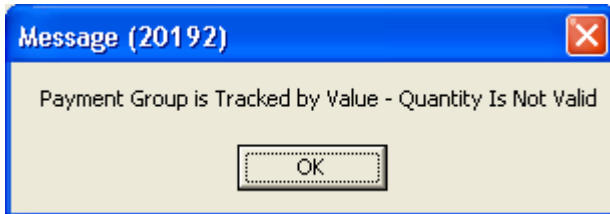
	Payment Group:	Net Float In/Out:	Adjustments:	Movements:	Current:	Variance:
►	Cash (value)	0.00	0.00	352.00	352.00	-352.00
	Credit Card (value)	0.00	0.00	22.00	22.00	-22.00
	EFTPOS (value)	0.00	0.00	104.00	104.00	-104.00
	Receipts (value)	0.00	0.00	-322.40	-322.40	322.40
	Voucher booklets (value)	0.00	0.00	0.00	0.00	0.00
	Voucher booklets (qty)	0	0	0	0	0

CAPS NUM INS

Enter the Opening Float quantity and/or values against the Payment Groups and save the record. The POS operator can now go to the point of sale, log on and confirm the Float.

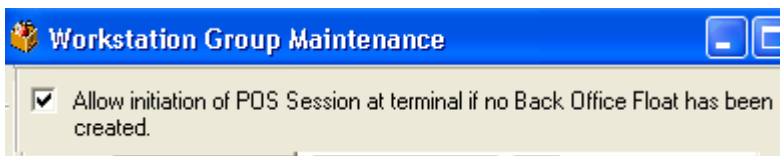
Float Tracking

If the Payments are tracked by Value only, and a quantity is entered, then the message shown below will appear and the field will remain at zero. Payment Groups determine the tracking method, which can be Quantity, Value, or both.



Do you Need to Create a Float?

If the "Allow initiation of POS session" flag on the Workstation Group is checked, then you may not need to create a Float for an operator within this Workstation Group, e.g. certain point of sales such as coffee bars may not need to have a pre-defined float.



This flag controls whether the operator can start a POS session if one has NOT been created by the BackOffice Manager. This flag will stop an operator signing on to a POS session, if no Opening Float exists.

Log onto POS and Confirm Float

When a POS operator logs on, the Float amounts must first be confirmed, and then payment information is tracked as transactions are made.

Pay Group	Adjust Qty	Adjust Value
Cash		\$200.00
Voucher booklets		\$200.00

Buttons: Increase, Open Drawer

Keypad: 7, 8, 9, -, 4, 5, 6, +, 1, 2, 3, *, 0, ., /

Buttons: Confirm, Cancel, Delete

Display: 0

The confirm float screen is only displayed the first time the POS operator logs on. The POS operator should check the displayed amounts and press the confirm button. If they believe the amounts are wrong they should select the cancel button and return to the cash room to confirm the float. Once the POS operator has confirmed the Float, the POS session cannot be deleted.

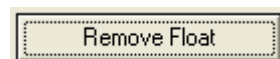
The POS operator can increase the confirmed float only if the workstation group is set to allow initiate POS session at log-on. If this flag is set, and the POS operator logs on without a POS session previously created (in BackOffice), they will be presented with a form with zero amounts for the default payment groups, into which they should enter the actual opening floats.

Once the POS operator logs on, the opening amounts will move from the movement's column to the actuals column on the POS Session Inquiry.

Cashing-Up a POS Session

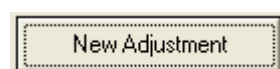
When the POS operator logs off, the POS session shows as completed but not cashed-up. The POS operator then returns to the cash room (BackOffice) where the BackOffice manager can check the amounts, enter the actual counts from the Float, and record any other adjustments (such as overs or unders).

Prior to cashing-up, you may wish to exclude cash removed to make up new floats from the banking totals, by using either the Remove Float button or New Adjustment button.



Use the Remove Float button from the POS Session - General tab to exclude cash removed to make up new floats.

or



Use the New Adjustment button from the POS Session Display - Adjustment tab. The POS adjustments screen will then appear and the amounts can be entered and adjusted against the POS Session.

To complete the POS Session double click to display the POS Session details screen, and select Edit to enter the actual totals.

Point Of Sale Session

File Edit Action Reports Help

User: Vista Support Workstation Group: Point of Sale Business Day: 09/12/2003
 POS Session: 915 Workstation: DAVES01 Status: Active

General Summary Adjustments

Sales		Receipts		Date	Time	Action
Ticket Sales	48.50	Gross Sales	224.90	09/12/2003	12:06.12	Log On
Advance Sales	0.00	Less Non Cash Payments		09/12/2003	12:07.24	Deleted AMEX \$3.50 -
less Redemptions	-0.00			09/12/2003	12:10.54	Deleted AMEX \$3.50 -
Concession Sales	176.40			09/12/2003	12:15.35	LogOff
Voucher Sales	0.00	Total Non Cash Payments	0.00	09/12/2003	12:16.57	Log On
Box Office Sundries	0.00	Opening and Other	0.00	09/12/2003	12:16.58	LogOff
Gross Sales	224.90	Cash Received	176.40	09/12/2003	12:17.04	Log On
		Cash Dropped	0.00	09/12/2003	12:17.08	LogOff
Total Variance	-224.90	Expected Cash	176.40			
Total Qty Variance	0	Actual Cash	0.00			
		Cash Variance	-176.40			

Payment Groups:

Payment Group:	Net Float In/Out:	Adjustments:	Movements:	Current:	Variance:
► Cash (value)	0.00	0.00	176.40	176.40	-176.40
Credit Card (value)	0.00	0.00	48.50	48.50	-48.50
Receipts (value)	0.00	0.00	0.00	0.00	0.00
Voucher booklets (value)	0.00	0.00	0.00	0.00	0.00
Voucher booklets (qty)	0	0	0	0	0

Remove Float
Final Cash Up

CAPS NUM INS

Cash Up Session

Once you are happy with the totals and have entered the actual balances (if applicable), then select "Cash up Session". The following message will display, asking you to confirm the cashing-up.

The screenshot shows a confirmation dialog box for cashing up a POS session. The dialog box is titled "20000" and contains the question "Are you sure you want to cash up this POS Session?". Below the question, it states: "Positive balances in the Variance column will be posted as cashier overs, negative balances (red) will be posted as cashier unders." There are "Yes" and "No" buttons at the bottom of the dialog. In the background, the POS Session window is visible, showing a "Gross Sales" of 20000 and a "Variance" of -585.65. A "Cash Up Session" button is located at the bottom right of the background window.

Cashing-Up Remote Devices:

If you select to cash-up a POS session and there are sessions that belong to remote devices (such as Web Ticketing or Kiosk), then Vista will ask if you wish to cash these sessions up as well. If you choose Yes, then the system assumes the closing balances are the same as the transactions and will post these balances as actuals, and cash up the sessions. If you choose No, then you can cash-up these sessions later.

Adding POS Adjustments

There may be some cases where adjustments need to be made to the POS Session, e.g. a damaged bank note which cannot be included in banking. In this case, go to the Adjustments tab of the POS Session within BackOffice, and select the New Adjustment button.

New Adjustment

Once selected, the POS Adjustment transaction form will display, allowing the you to enter the adjustment quantity and/or value.

The Opening Float balances will display by default. If you do not change these amounts, and select OK, then the Opening Float that the POS Session started with is removed. This should leave the current balance in the POS sessions to be the actual takings.

If you wish to change the amounts or add other payment groups then these can be entered from this screen. A comment can be typed here also.

Once adjustments have been entered (by pressing OK) they cannot be deleted, if a correction is required you should enter a new reversing adjustment transaction.

New Adjustment:	
Type	This data is entered by Vista and then provided in a drop-down for selection.
Fund	Where does this get created?
Created By	Who created the adjustment will be listed here.
Date	Enter in Date
Comment	Select comment form Dropdown provided
Payment Group Amounts	Enter in amounts in applicable fields below

Totals	Total recorded
--------	----------------

POS Adjustment Comments:

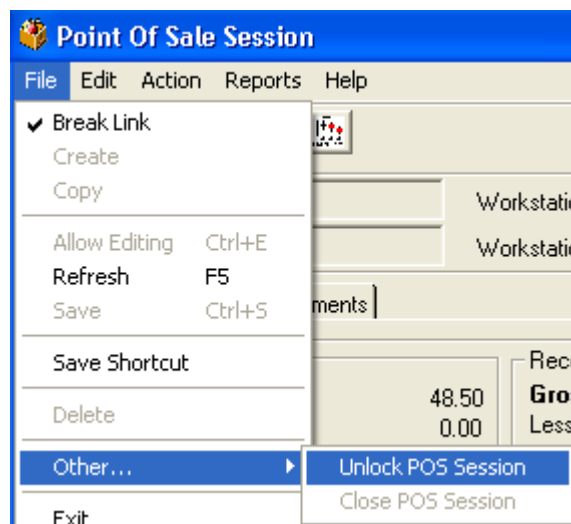
Select this button to add comments about the transaction:



Close, UnLock or Delete a POS Session

Close or UnLock a POS Session:

From the BackOffice POS Session Display, you can select to Unlock this POS Session or Close the POS Session.



Delete a POS Session:

If the POS Session was created incorrectly (e.g. for the wrong operator or with the wrong details), or the POS operator returns without confirming the POS Session, then the POS session can be deleted. Do this by:



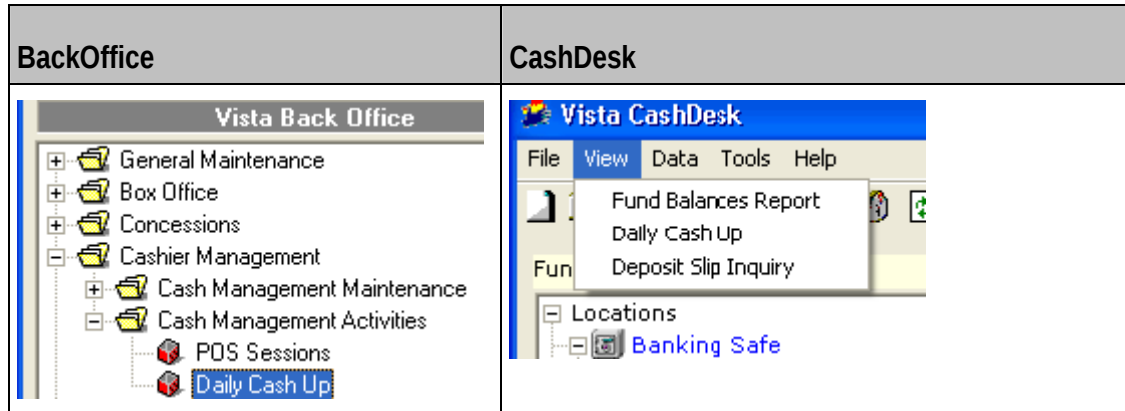
Open the POS Session form and select the Delete Button.

This will delete an Un-Used POS Session. If the POS Session has been confirmed then the POS Session cannot be deleted but must first be closed by the POS operator.

Daily Cash Up

In Cash-Up mode, **Daily Cash Up** can only be initiated from the BackOffice menu (see below).

When using CashDesk, Daily Cash Up can be initiated from either the BackOffice menu or from the CashDesk (see below). In either case the functionality is the same.



Note: In **Simple Cash Mode, End of Day**, is a manual process to check stock balances, run reports and completing a manual reconciliation. See the Cinema Operations Guide for more information on the End of Day steps and reconciliation process.

Using Simple Mode in Vista Lite also allows you to utilise both BackUp and Cash Up. This menu option is **Only** available if you are running Simple Cash Mode using Vista Lite. It is not available in the standard Vista package.

The Daily Cash-Up function gives a summary of the days takings and banking amounts from all POS Sessions. Daily Cash Up allows the manager to review the POS activity for the day at a summary level, and reconcile against the actual banking, **Prior** to closing the day. All POS sessions should be completed and closed before selecting this option.

There are two screen formats available as part of Daily Cash Up - 'Cash-Up' and 'Daily Entries.' The screen displayed is dependant on the option selected in the system setting 'DefaultEndOfDayScreen.' The screen shown below is the 'Daily Entries' screen, and is the recommended option. Press the Change View Button to see the Cash-Up view. When the screen opens, the summary is shown as follows:

Reconcile Daily Funds

Selected Business Date: 29/04/2004 Status: Open

Tasks	
Select Date	
Add Misc Txn	
Close Day	
Comment	
Posting Journal	
Refresh Data	
Change View	
Print Preview	
Help	

Revenue		
Box office		
Admits	\$95.00	
less Redemptions	\$0.00	
less Maturing Sales	\$0.00	
plus Advance Sales	\$0.00	
plus Advance Comps and Redemptions	\$0.00	
Box office Receipts		\$95.00
Box office Sundry		\$0.00
Concessions		\$54.98
Total Sales		<u>\$149.98</u>
Sales Reconciliation		
Point of Sale	\$149.98	
Total Sales		<u>\$149.98</u>
Miscellaneous		\$0.00
Revenue		<u>\$149.98</u>
Reconciliation		
Non Bankable		
Non Bankable Total		<u>\$0.00</u>
Bankable		
Cash	\$150.00	
Receipts	\$-0.02	
Bankable Total		\$149.98
Deposits and Payments		<u>\$149.98</u>
Overs / Shorts		\$0.00
Cinema Balance for Thursday 29 April 2004		<u>\$0.00</u>

Total revenue is broken down into revenue by Box Office, Concessions, and Miscellaneous. These amounts should reconcile directly to the Box Office report and Daily Cinema Operations report. Reconciliation amounts are displayed at the bottom of the screen. Bankable and non-bankable totals are calculated based on the "Bankable" flag as defined by the payment group.

You can view and exit this snapshot as many times as required. Once the day is closed, no further transactions can be entered, unless the day is re-opened (see Close Day button below).

The total sales (ie total of Box Office Sales, Concession Sales and Box Office Sundry Sales), will always balance to the Total Sales within the Sales Reconciliation section. If it does not, this means a Workstation Group has not been assigned to a workstation. This may happen if a new sales device eg Kiosk, is setup and not fully defined in workstation maintenance.

If the Cinema Balance is not \$0.00, then this means that either not all takings were banked or more money was banked than there were sales and takings.

Daily Cash Up Buttons:

Each of the buttons from the Daily Cash Up screen are described:

 Select Date	Select Date Button If you wish to view the Daily Cash-Up for another business day, press the Select Date button and the date selector will display. The Daily Cash-Up screen will now display information for this date.
 Add Misc Txn	Add Miscellaneous Transaction Button This button is available in Cash-Up mode only and can be used to enter miscellaneous revenue transactions for the current business day such as revenue from games machines, or sundry expenses such as stamps, coffee, etc. Once these transactions are entered they will affect the Daily Cash-up totals. If using the CashDesk, then enter transactions from the main CashDesk screen.
 Close Day	Close Day Button This button will Close the selected business day. If the day is already closed, then a message will display asking if you would like to re-open the day. Once the day is re-opened, further transactions can be entered, and the Close Day can be run again. Closing the Day is explained in more detail in the next section.
 Comment	Comments Button Select this button to enter comments for the day. These comments remain as part of the Daily Cash-up transaction and can be viewed historically.
 Posting Journal	Posting Journal Button Select this button to view the Daily Posting Journal for the selected date range. This report summaries the days transactions into a financial form, with General Ledger account codes assigned to each component (income, expenses, etc).
 Refresh Data	Refresh Data Button Select this button if additional transactions have been processed since selecting the Daily Cash-Up function. The totals will be re-calculated and re-displayed.
 Change View	Change View Select this button to toggle the view between the 'Daily Entries' view and the 'Cash up' view.

 Print Preview	Print Preview Button Select this button to preview the Cash-Up Daily Entries View Report, which shows details for the Cinema Fund and Banking Fund for the selected Business Day. Note: this option is only available from the 'Daily Entries' view.
 Help	Help Select this button to view Online Help.

Close Day Wizard

Note: In **Simple Cash mode**, **End of Day** is a manual process to check stock balances, run reports and completing a manual reconciliation. See the Cinema Operations Guide for more information on the End of Day steps and reconciliation process. This menu option is **not** available if you are running in Simple Cash Mode.

This option is available for Cash-Up and CashDesk cash modes. The Close Day wizard will step you through the End of Day process. The key steps are:

- Firstly the End of Day Wizard checks to see if the business day is already closed. If it is, then you will be prompted to either regenerate the reports and export files, reopen the day, or cancel (and leave the day closed).

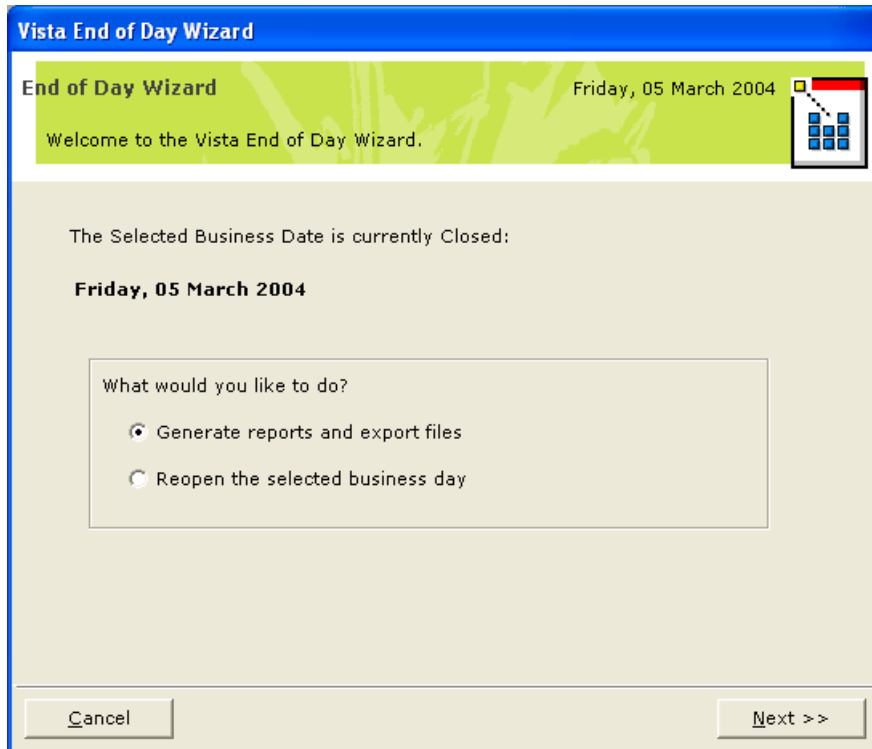
If the day is not already closed, then the End of Day proceeds, with:

- Close of Day integrity checks
- Confirm Fund balances (dependant on system setting)
- Dispatch Funds, Settle Transactions and Finalise Stocktake (if in DayEnd Stocktake Mode)
- Open the next Business Day (dependant on system setting)
- Reports and Extracts

Each of these steps are described below.

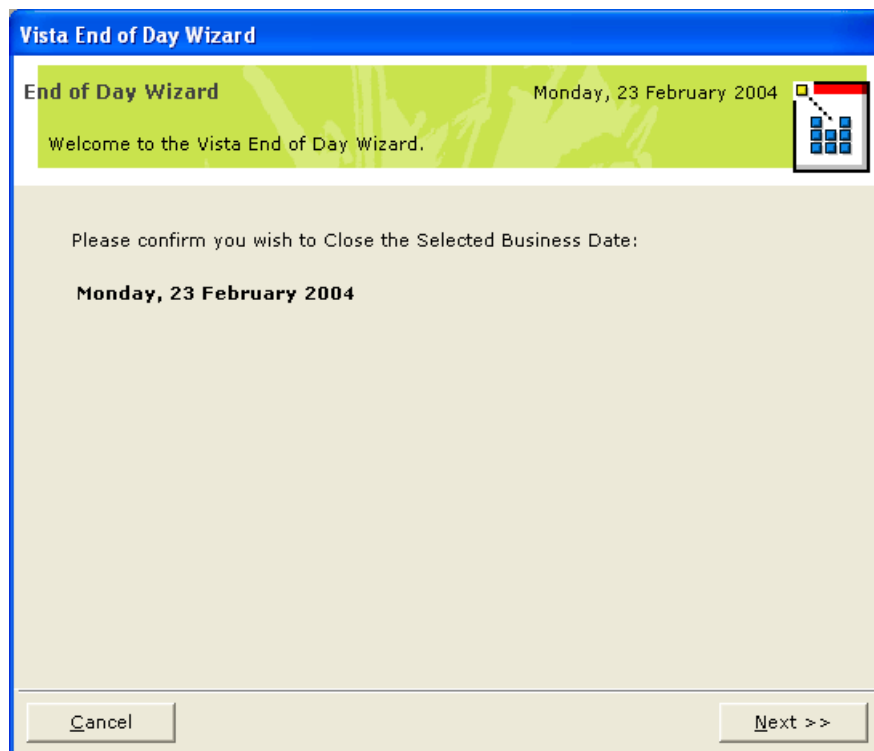
Reopen Closed Day:

This screen only displays if the day is already closed.



Start Close Day Wizard:

If the day is not already closed, then after selecting the Close Day button from the Daily Cash Up screen, the following screen will display:



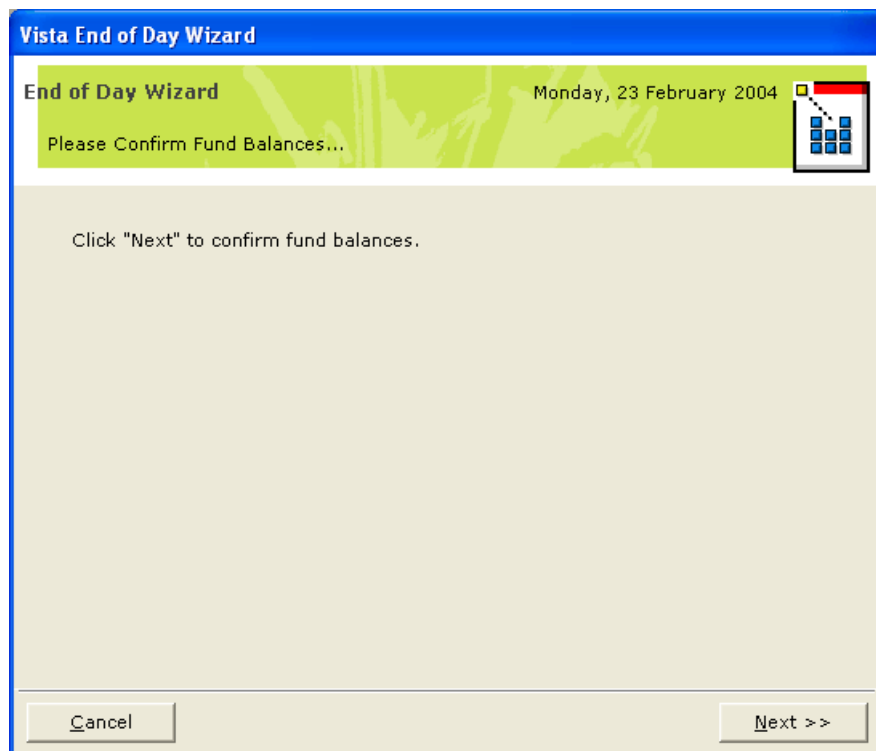
Close Day - Integrity Checks:

The End of Day wizard completes some basic checks to see if all POS Sessions have been cashed up, whether sales have been made and stocktakes completed. The following information screen is then shown. Any items marked with a  should be checked. Click Cancel to end the End of Day and complete any outstanding transactions, otherwise click Next to continue with the End Of Day.



Close Day - Confirm Fund Balances:

If the system setting 'ConfirmFundBalances' is set to Yes, then the Fund Balances must be confirmed within the End of Day procedure, and the following 2 screens display:



Confirm the fund amounts and press the Confirm button. Once confirmed the Fund Balances report will be automatically generated and the status of the cinema will be changed to Closed.

Current Fund Balances

Business Date to Close: 23/ 02/ 2004

Location	Fund	Payment Type	Qty	Value	Confirm	Cc
Banking		5400 Cheque	0	\$12.21	☒	
	b999246	\$20 Notes	1	\$20.00	☒	
	bag 1	\$1 Coins	3	\$3.00	☒	
		\$2 Coins	1	\$2.00	☒	
	bag 2	\$10 Notes	1	\$10.00	☒	
	Bag 2108	\$1 Coins	1	\$1.00	☒	
		\$2 Coins	1	\$2.00	☒	
		\$20 Notes	1	\$20.00	☒	
		Cash	0	\$0.00	☒	
	Bag 2108b	\$2 Coins	1	\$2.00	☒	
	Bag 2108c	\$1 Coins	10	\$10.00	☒	
		\$2 Coins	20	\$40.00	☒	
		\$5 Notes	5	\$25.00	☒	
		50c Coins	30	\$15.00	☒	
	bag1	\$1 Coins	1	\$1.00	☒	
	Bag2008a	\$2 Coins	2	\$4.00	☒	
		\$5 Notes	5	\$25.00	☒	
	Bag2008b	\$1 Coins	12	\$12.00	☒	
		\$10 Notes	13	\$130.00	☒	
		\$100 Notes	2	\$200.00	☒	
		\$2 Coins	17	\$34.00	☒	
		\$20 Notes	8	\$160.00	☒	
		\$5 Notes	21	\$105.00	☒	
		\$50 Notes	6	\$300.00	☒	
		20c Coins	5	\$1.00	☒	
		50c Coins	10	\$5.00	☒	
	Bag2108d	\$50 Notes	1	\$50.00	☒	

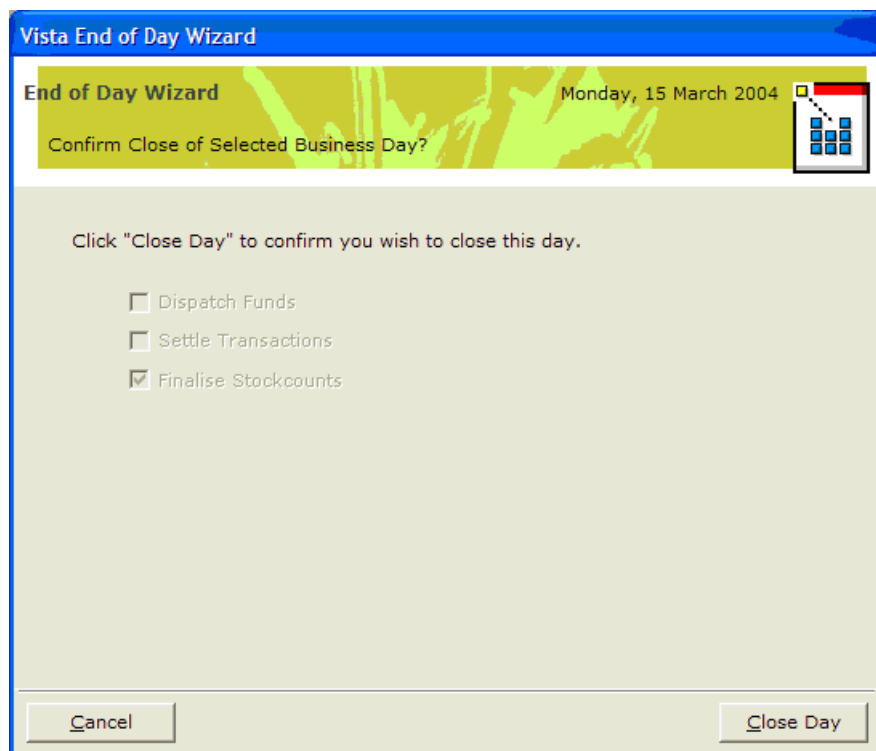
Total Confirmed Qty: 1,086

Total Confirmed Value: \$20488.99

Confirm

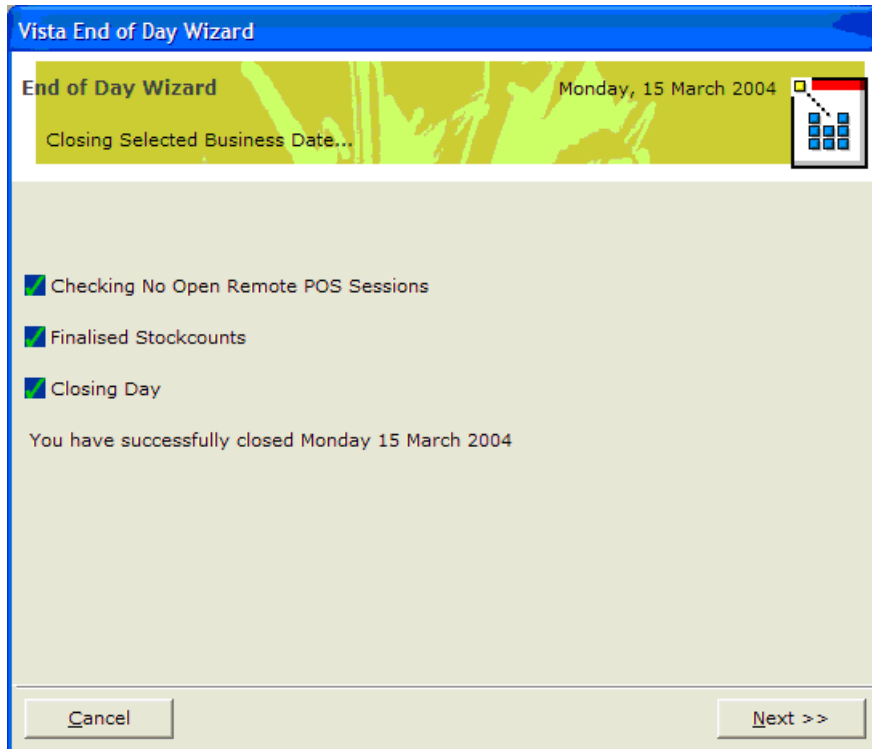
Close Day - Dispatch Funds, Settle Transactions and Finalise Stocktake:

This step performs some end of day cleanups for CashDesk, selecting Dispatch transactions and performing credit card settlements. If the system setting for Stocktake Mode is set to DayEnd, then the stocktake amounts will be finalised. Click Close day to confirm the Close of the Day.



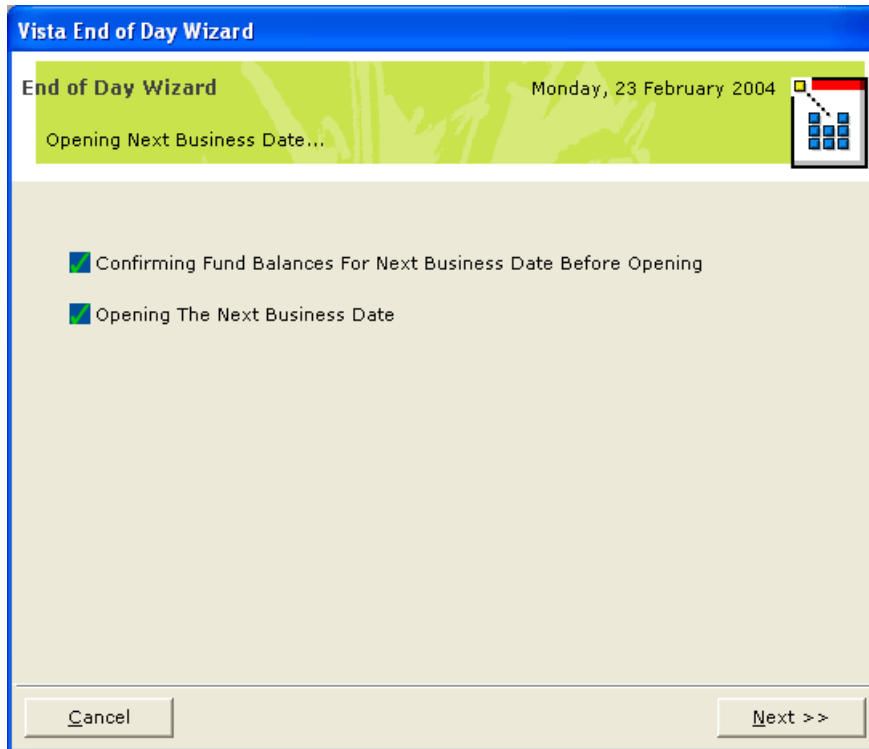
Close Day - Progress of End Of Day:

The following screen displays the progress of the Close Day:



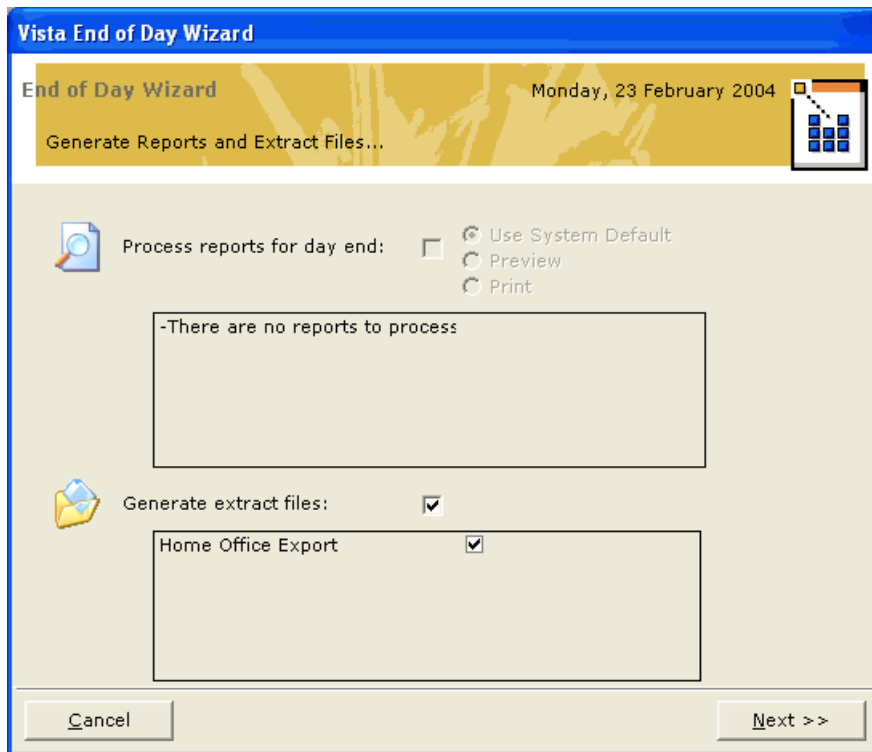
Close Day - Open the Next Business Day:

If the system setting 'AutoOpenNextBusinessDay' is set to Yes then the next business day is automatically opened within the Close Day process and the user will be requested to confirm the Fund Balances as part of the Open Day procedure. If the system setting is No, then the End of Day does not automatically open the next Business Day.



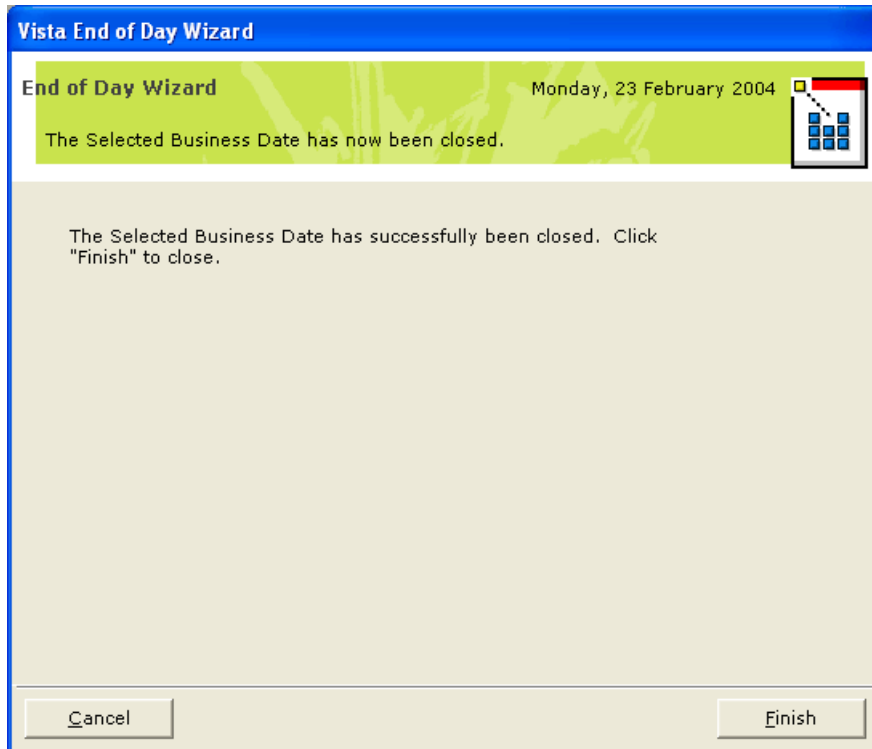
Close Day - Reports and Extracts:

If there are reports and extracts to run they will be shown and can be run now. Click Next to complete the Close Day process.



Close Day - Final Screen:

The final screen of the End of Day wizard displays. Click Finish.



Daily Posting Journal Report

Note: In **Simple Cash mode**, **End of Day** is a manual process to check stock balances, run reports and completing a manual reconciliation. See the Cinema Operations Guide for more information on the End of Day steps and reconciliation process. This menu option is **not** available if you are running in Simple Cash Mode.

This option is available for Cash-Up and CashDesk cash modes. Once the End of Day has been completed, the Daily Posting Journal report can be printed if required. The Posting Journal includes:

- Box Office and Concessions Revenue
- Vouchers Sales and Redemptions
- Unders/Overs and adjustments
- Miscellaneous sales and expenditure
- Banking and Revenue reconciliation

For more information on GL Account postings see General Ledger Postings from Vista in the Cinema Operations Guide. Select the date range to run this report for and output format. Click OK to continue.

The output file can be uploaded into a HeadOffice financial system to update General Ledger. The Posting Journal Report can also be run at any time from the BackOffice Report Launcher, although if the day has not yet been closed, then the Daily Journal is subject to change. Once the day is closed then the Daily Posting will remain static. A sample Posting Journal report is shown below:

Posting Journal					
Journal Date From: 2003/11/07 00:00:00.00					
To: 2003/11/08 00:00:00.00					
Vista Cinemas Boston 1011 Main St East Harvard Boston					
Vista Cinemas Boston					
<i>Credits</i>					
Value	GL Code	Leve 11	Leve 12	Leve 13	Leve 14
<i>Revenue</i>					
<i>Box Office</i>					
802.20	200.00	BoxOffice			
<i>Concessions</i>					
92.35	27 1000.02	PopcornSale			
<i>Tax Payable</i>					
13.91	*	Sales Tax - Concess	Sales Tax Level 1		
63.80	*	Sales Tax Box Office	Sales Tax Level 1		
972.26					
972.26					
<i>Debits</i>					
Value	GL Code	Leve 11	Leve 12	Leve 13	Leve 14
<i>Expenses</i>					
<i>Redemptions</i>					
42.74	27 0100.18				
<i>Tax Receivable</i>					

Daily Operations Summary

This topic describes the daily steps using the "Cash-Up" Cash Management Mode. If CashDesk is installed then see CashDesk Operations (in the CashDesk User Guide).

Step	Who	Task
Create new POS Session	Manager	Creates POS session(s) with opening float amounts in Vista BackOffice, Cash management Activities, Create a POS session.
Log onto POS Session	Operators	POS Operator(s) log onto POS terminal and confirms opening float. If opening float is not confirmed then float must be returned and deleted by manager or adjusted.
POS Session – POS Transactions	Operators	Operator performs POS transactions which updates POS session payments summary.
POS Session – Cash Management and Return Float Transactions	Operators	Operator can perform Float Adjustments, Top Ups or Cash Drops as required.
Complete POS Session	Operators	Operator completes POS session, logs off and returns to the BackOffice for the cash drawer to be counted, floats returned and income banked.
Cash-up (Close) POS Session	Manager	Manager checks the float, enters adjustments and final count into POS Session. The POS session can now be closed.
Miscellaneous Transactions	Manager	Any time during the day miscellaneous transactions can be entered (e.g. petty cash, cash from machines).
End of Day Cash-Up	Manager	At end-of-day, manager reviews the Cash-up screen which has summary of all closed POS sessions, confirms banking and closes day. This will generate the Daily Posting Journal. Note: the close of day and posting journal does not apply if "Simple" cash management is in place.

Fund Transaction Inquiry

This menu option displays fund transactions that have been made in the date period selected. A prompt appears before the cabinet is opened where required dates can be entered.

Fund Transaction Inquiry - Base View

File Edit View Help

Date: 19/08/2004 : 20/09/2004

	Transaction Type	Fund Name	Payment Type	Assoc Fund Name	Associated Payment Type	P
▶	Fund To Fund Out	Managers	Cash	Ww/float	Cash	
	Fund To Fund In	Ww/float	\$20 Notes	Managers Float	Cash	
	Fund To Fund Out	Vouchers	Adult Gift Voucher	Ww/float	Adult Gift Voucher	
	Fund To Fund In	Ww/float	Adult Gift Voucher	Vouchers	Adult Gift Voucher	
	Fund To Fund Out	Managers	Cash	Electronic	Cash	
	Fund To Fund In	Electronic	Cash	Managers Float	Cash	
	Fund To Fund Out	cheque	Cheque	cheque drawer	Cheque	
	Fund To Fund Out	cheque	Cheque	cheque drawer	Cheque	
	Deposit	1089	Cheque	cheque drawer	Cheque	
	Deposit	1089	Cheque	cheque drawer	Cheque	
	Deposit	1089	Cheque	cheque drawer	Cheque	
	Fund To Fund Out	cheque	Cheque	cheque drawer	Cheque	

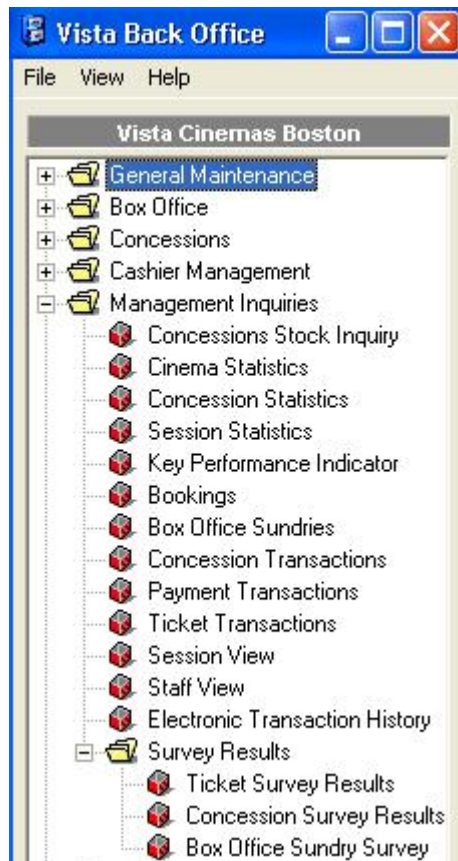
View: Base View Record 1 of 24 CAPS NUM INS SCRL

CHAPTER 6

Management Inquiries

This chapter covers each of the items within the Management Inquiries folder.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



Transaction Summariser:

The purpose of the summariser is to run as a background process reading new and changed transactions generated by Vista POS, BackOffice and Sales Server and creating a number of summarised data records for reporting purposes.

There are two basic parts to the summarised data.

Firstly, there are 3 transaction summary tables holding summarised data by Session, Ticket Type, and Concession Items. These tables not only contain summary values but also show data about the relationships between Ticket and or Concession sales.

Secondly, a single table holds daily and ongoing values of key information that will be used to generate Key Performance Indicators (KPI's). These KPI's for example will show the Average Concession Sale amount, Strike Rate of Concession sales with Tickets etc.

System Settings that are used by Transaction Summariser:

- **SummariseMaxTrans** - maximum number of transactions to process per batch summarisation.
- **SummariseWaitSeconds** - number of seconds to wait between batch summarisation runs.
- **SummariseRealTime** - set this to Yes to summarise transactions as they are generated.
- **SummariseBatchControl** - set this to Activate to activate the Batch Summariser, Stop to stop the Batch Summariser after all records are processed, Pause to stop the Batch Summariser after the current run even if records are left to process
- **RecordConcValueMultipleSess** - If set to Yes this indicates that Concession sales should be averaged out over more than one session.

Concessions Stock Inquiry

This inquiry-only cabinet shows the current stock position (Closing Qty), as well as opening balance, stock received, stock transferred and any adjustments made:

Concessions Stock Inquiry - Base View

File Edit View Help

Business Day From: **5/04/2004** To: **6/04/2004** Location : **(All)**

	Item Code	Item	Location	Item Class	Item Type	Stocking UOM	Opening Cost	Opening Qty	Receiv Cost
▶	125	Popcorn - Large	Counter	Popcorn	Sold BOM	BOX	0.0000	0.00	0.00
	140	Ice Cream Plain	Vista	Ice Creams	Made BOM	EACH	3355.000	10.00	0.00
	165	Weighted Sweets	Store	Confectionar	Sold BOM	KILO	0.0000	0.00	0.00
	177	Voucher_Senior Citizen	Counter	Vouchers	Normal	EACH	-181.8182	-13.00	0.00
	220	Ice Cream Chopped	Vista	Ice Creams	Sold BOM	BOTL	0.0000	0.00	0.00
	320	Popcorn Boxes Sm	Store	Miscellaneous	Component	CNT	0.0000	0.00	0.00
	141	Ice Choc Cone	Counter	Ice Creams	Sold BOM	EACH	0.0000	0.00	0.00
	322	Popcorn Salt	Vista	Popcorn	Component	KILO	200.0000	10.00	0.00
	156	Salted Peanuts Sm	Store	Bar Lines	Normal	BOX	0.0000	0.00	0.00
	145	Ice Cream Choc Coated	Counter	Ice Creams	Made BOM	EACH	0.0000	0.00	0.00

View: Base View Record 1 of 588 CAPS NUM INS SCRL

Cinema Statistics

This inquiry-only cabinet shows summary information for each business day for each cinema. This information is summarised by the Transaction Summariser, that normally only runs every 2-5 minutes:

Cinema Statistics - Base View

File Edit View Help

Business Day From: **5/04/2004** To: **6/04/2004** Cinema: **(All)**

	Business Date	Cinema Operator	Inventory Costing Type	Last Processed Transaction	Last Processed Date	No. of Transactions Processed	No. of Pr
▶	05/04/2004	Vista Cinemas	S	4,792.00	05/04/2004	12.00	
*							

View: Base View Record 1 of 1 CAPS NUM INS SCRL

Concession Statistics

This inquiry-only cabinet shows a summary of concession information for each business day, for each cinema, for each stock location and item. Stock movement is shown eg sales, usage, receipts, wastage etc. This information is summarised by the Transaction Summariser, that normally only runs every 2-5 minutes:

Concession Statistics - Base View

File Edit View Help

Business Day From: **5/04/2004** To: **6/04/2004** Cinema: **(All)**

	Cinema Operator	Date Period	Location	Item Class	Item	Item Type	Opening Balance
▶	Vista Cinemas	05/04/2004	Counter	Popcorn	Popcorn - Small	Sold BOM	
	Vista Cinemas	05/04/2004	Counter	Confectionary	Lollies_M&Ms	Normal	
	Vista Cinemas	05/04/2004	Counter	Confectionary	Weighted Sweets	Sold BOM	
	Vista Cinemas	05/04/2004	Counter	Vouchers	Voucher_Senior	Normal	
	Vista Cinemas	05/04/2004	Counter	Postmix	Softdrink_Coke	Sold BOM	
	Vista Cinemas	05/04/2004	Counter	Ice Creams	Ice Cream Chopped	Sold BOM	
	Vista Cinemas	05/04/2004	Counter	Miscellaneous	Popcorn Boxes Sm	Component	
	Vista Cinemas	05/04/2004	Counter	Popcorn	Butter Flavour	Component	

View: Base View Record 1 of 36 CAPS NUM INS SCRL

Session Statistics

This inquiry-only cabinet shows Session Statistics for each cinema, for each session. This information is summarised by the Transaction Summariser, that normally only runs every 2-5 minutes:

Session Statistics - Base View

File Edit View Help

Business Day From: **5/04/2004** To: **6/04/2004** Cinema: **(All)**

	Session Date	Film Name	Session Time	Normal Sold	Redemps Sold	Comps Sold	Total
▶	05/04/2004	21 Grams	03:00:00 PM	7.00	0.00	0.00	
	05/04/2004	Harry Potter and the	06:00:00 PM	3.00	0.00	0.00	
	05/04/2004	Gothika	03:00:00 PM	4.00	0.00	0.00	
	05/04/2004	Hidalgo	06:00:00 PM	235.00	0.00	0.00	2
	05/04/2004	Mona Lisa Smile	06:00:00 PM	1.00	0.00	0.00	
	05/04/2004	Cat in the Hat	12:00:00 PM	236.00	0.00	0.00	2

View: Base View Record 1 of 6 CAPS NUM INS SCRL

Key Performance Indicator

This inquiry-only screen shows the Key Performance Indicators, by Cinema for each Business Date, e.g. Average Ticket Price, Admissions Strike Rate. This information is summarised by the Transaction Summariser, that normally only runs every 2-5 minutes:

Key Performance Indicator - Base View

File Edit View Help

Business Day From: **5/04/2004** To: **6/04/2004** Cinema : **(All)**

Business Date	Cinema	Name	Value
05/04/2004	Vista Cinemas	Admissions Strike Rate	0.01
05/04/2004	Vista Cinemas	Average Concession Sale	67.53
05/04/2004	Vista Cinemas	Average Concession Spent Per Head	0.56
05/04/2004	Vista Cinemas	Average Ticket Price	7.80
05/04/2004	Vista Cinemas	Average TransactionTime In Seconds	10
05/04/2004	Vista Cinemas	Concession Profit Per Head	0.41
05/04/2004	Vista Cinemas	Concession Strike Rate (Admits)	0.00

View: Base View Record 1 of 14 CAPS NUM INS SCRL

Bookings

This inquiry-only cabinet shows Bookings in the system:

Bookings - Base View

File Edit View Help

Date From: 5/04/2004 6:00:00 a.m. To: 6/04/2004 6:00:00 a.m.

	Booking Number	Sequence No.	Date Booked	Date Collected	B
▶	1488	1.00	05/04/2004 10:39:10	05/04/2004 10:39:10	Boo
*	1488	1.00	05/04/2004 10:39:10	05/04/2004 10:39:10	Boo
*					

View: Base View Record 1 of 2 CAPS NUM INS SCRL

Box Office Sundries

This inquiry-only cabinet shows all Box office sundry sales (a sundry item is identified in Item Maintenance):

Box Office Sundries - Base View

File Edit View Help

Box Office Sundries - Base View

Date From: **5/04/2004 6:00:00 a.m.** To: **6/04/2004 6:00:00 a.m.**

	Transaction Number	Transaction Sequence Number	Transaction Date Time	Item Description	Ty Tran
▶	4,787.00	2	05/04/2004	Voucher_Senior Citizen Gift	Parent It
	4,787.00	4	05/04/2004	Voucher Booklet	Parent It
	4,787.00	5	05/04/2004	Voucher \$10	Parent It
	4,787.00	6	05/04/2004	Voucher_Adult Gift	Parent It
	4,787.00	7	05/04/2004	Voucher_Matrix Gift Voucher	Parent It
*					

View: Base View Record 1 of 5 CAPS NUM INS SCRL

Concession Transactions

This inquiry-only cabinet shows all Concessions sold. Where the Concession contains a recipe, these will be listed as Parent Item sold and component sold:

Transaction Number	Transaction Sequence Number	Transaction Date Time	Item Description
4,781.00	1	05/04/2004	Lollies_M&Ms Chocolate
4,781.00	2	05/04/2004	Lollies_M&M Peanut
4,781.00	3	05/04/2004	Lollies_Crunchie
4,781.00	4	05/04/2004	Lollies_Dairy Milk
4,781.00	5	05/04/2004	Lollies_Jaffa sweets
4,781.00	6	05/04/2004	Muffin Cream Cheese

View: Concession Tra Record 1 of 41 CAPS NUM INS SCRL

Payment Transactions

This inquiry-only cabinet shows all Payment transactions:

Payment Transactions - Base View

File Edit View Help

Date From: **5/04/2004 6:00:00 a.m.** To: **6/04/2004 6:00:00 a.m.**

	Transaction Number	Transaction Seq Number	Transaction Date Time	Payment Type	Value	Use
	4788	4	05/04/2004	CASH	-\$7.50	Lorna No
▶	4791	15	05/04/2004	ROUNDING	-\$0.02	Lorna No
	4792	4	05/04/2004	ROUNDING	\$0.01	Lorna No
	4781	30	05/04/2004	ROUNDING	\$0.01	Lorna No
	4792	3	05/04/2004	CASH	\$4.60	Lorna No
	4788	2	05/04/2004	CASH	\$7.50	Lorna No

View: Base View Record 1 of 17 CAPS NUM INS SCRL

Ticket Transactions

This inquiry-only cabinet shows all Ticket transactions:

Ticket Transactions - Base View

File Edit View Help

Date From: **5/04/2004 6:00:00 a.m.** To: **6/04/2004 6:00:00 a.m.**

	Transaction Number	Transaction Sequence Number	Transaction Date Time	Type Of Transaction	Vista Ci
▶	4,782.00	1	05/04/2004 10:36:50	Ticket Sold	Vista Ci
	4,782.00	2	05/04/2004 10:36:50	Ticket Sold	Vista Ci
	4,782.00	3	05/04/2004 10:36:50	Ticket Sold	Vista Ci
	4,782.00	4	05/04/2004 10:36:50	Ticket Sold	Vista Ci
	4,782.00	5	05/04/2004 10:36:50	Ticket Sold	Vista Ci
	4,782.00	6	05/04/2004 10:36:50	Ticket Sold	Vista Ci

View: Base View Record 1 of 22 CAPS NUM INS SCRL

'Tabular View' at a glance shows admits and ticket sales totals. This view can be changed to show different options. The view below we can see the amount of seats sold and the gross sales total.

Session View

FileViewMoveDataToolsHelp



Key: Session time
Sold (incl Held)
Gross Sales
Net Sales

05/04/2004
6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
06/04/2004
1 2 3 4 5 6 Sold

21 Grams	1				09:00						15:00			18:00				21:30										7
					7						0			0				0										
					56						0			0				0										
Cat in the Hat	6				09:00			12:00			15:00			18:00													236	
					0			236			0			0														
					0			2596			0			0														
Cold Mountain	9				09:00			12:00			15:00			18:00														
					0			0			0			0														
					0			0			0			0														
Gothika	3				09:00			12:00			15:00			18:00													4	
					4			0			0			0														
					35			0			0			0														
Harry Potter and the Prisoner of Azkaban	2				09:00			12:00						18:00													3	
					0			3						0														
					0			22						0														
Hidalgo	4				09:00			12:00						18:00				21:00									235	
					0			235						0				0										
					0			1078						0				0										
In America	5				09:00			12:00			15:00			18:00														
					0			0			0			0														
					0			0			0			0														
Kill Bill -Volume 1	8				09:00			12:00			15:00			18:00														
					0			0			0			0														
					0			0			0			0														
Mona Lisa Smile	7				09:00			12:00			15:00			18:00													1	
					1			0			0			0														
					4			0			0			0														
Sold (incl held)		0	0	0	12	0	0	474	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	486	
Gross Sales		0	0	0	94	0	0	3696	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Net Sales		0	0	0	85	0	0	3359	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

Setting Options for Session View

The Tabular view can be changed using the Options form. Select what information that needs to be shown and save that view.

The 'Tabular View' dialog box contains the following options:

- Display the following session data in Tabular View:
 - Session Time: ☐ Save As Default
 - Tickets Sold: ☒ Save As Default
 - Include Held tickets in Sold figure: ☒ Save As Default
 - Gross Ticket Sales: ☒ Save As Default
 - Net Ticket Sales: ☐ Save As Default
 - Sales Totals:
 - Include Tax in Total: ☒ Save As Default

A callout box points to the 'Include Held tickets in Sold figure' checkbox with the text: "If selecting 'Include held Tickets in Sold Figure', first select Ticket Sold for this information to appear".

Select Tools + Options, then select the Swap/Move tab.

This shows some options about what Session View will do if problem sessions are encountered. This can be changed before any swap. The Save as default option will save the setting to whatever you ticked.

You can define colours of certain conditions, by selecting the Visual Tab.

Under Colours, there is a combo box called Item:

- Allocated Seat Move (light blue).
- Moveable Sessions (green).
- Unmoveable Sessions (red).

On the 'Data' tab there is an area dedicated to the Tabular Mode, Here you indicate what is to appear on the tabular view. Choose View then Tabular Mode. To go back to the graphical view, choose Normal Mode.

Swapping/Moving/Deleting Sessions:

To swap sessions, you must first go into Session View and select the correct date and then select the view you want to work with e.g. Sessions for today (or sessions for the whole week).

Then select the Edit Icon.

You can do a number of things before pressing the Save Icon e.g. Swap 2 screens, swap some sessions and delete a session.

To Swap Sessions for the Day/Week:

- Right Mouse click on the Screen name of the screen you want to work with e.g. 'Screen 1'. Select the Swap Screen Option. Then left mouse click on the Screen you want to swap with.
- All these sessions will appear in the new screen. They will be green (configurable), if these sessions can be swapped ok.

To Move Sessions for the Day/Week:

- Right Mouse click on the Screen name of the screen you want to work with e.g. 'Screen 1'. Select the Move Screen Option. Then select what screen to move too.

To Delete Sessions for the Day/Week:

- Right mouse click on the Screen name e.g. Screen 1 and choose Delete Sessions.
- Then click on the session you want to swap with.

To Swap one Session:

- Right mouse click over a session and choose 'Swap Session.'

To Move one Session:

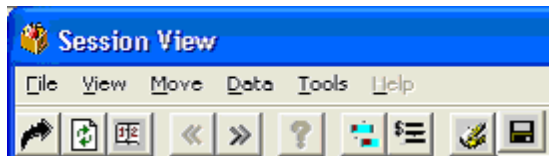
- Right mouse click over a session and choose 'Move Session.'
- Then choose the screen to move to.

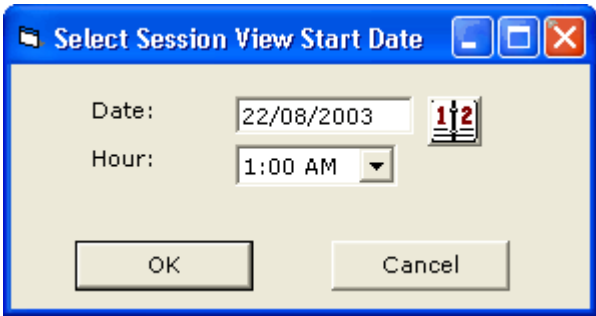
To Delete one Session:

- Right mouse click over a session and choose 'Delete Session.'
- You cannot delete a session that has any sales or bookings.

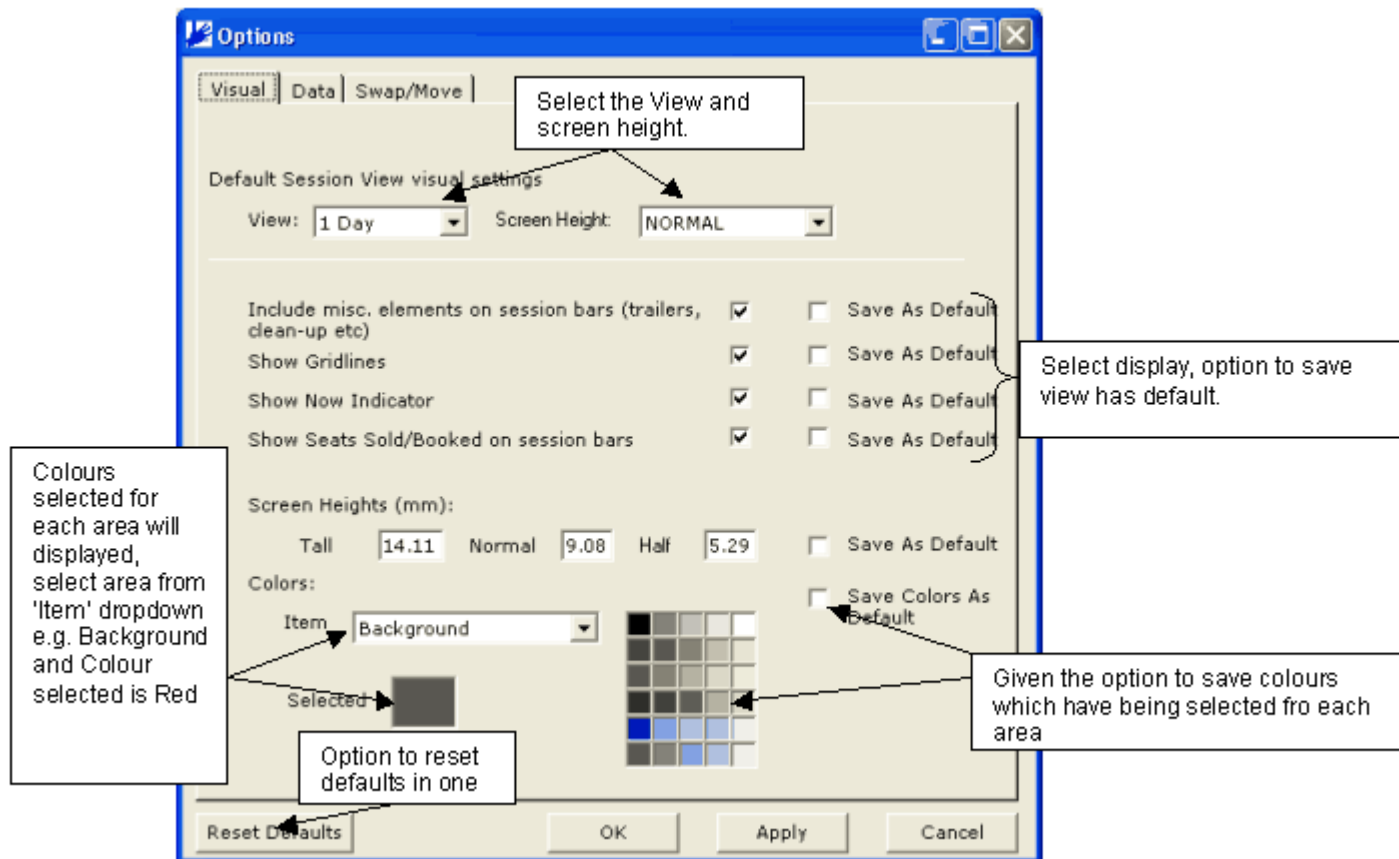
Undo:

- To undo the last function, right mouse click on the screen and choose 'undo last function.'

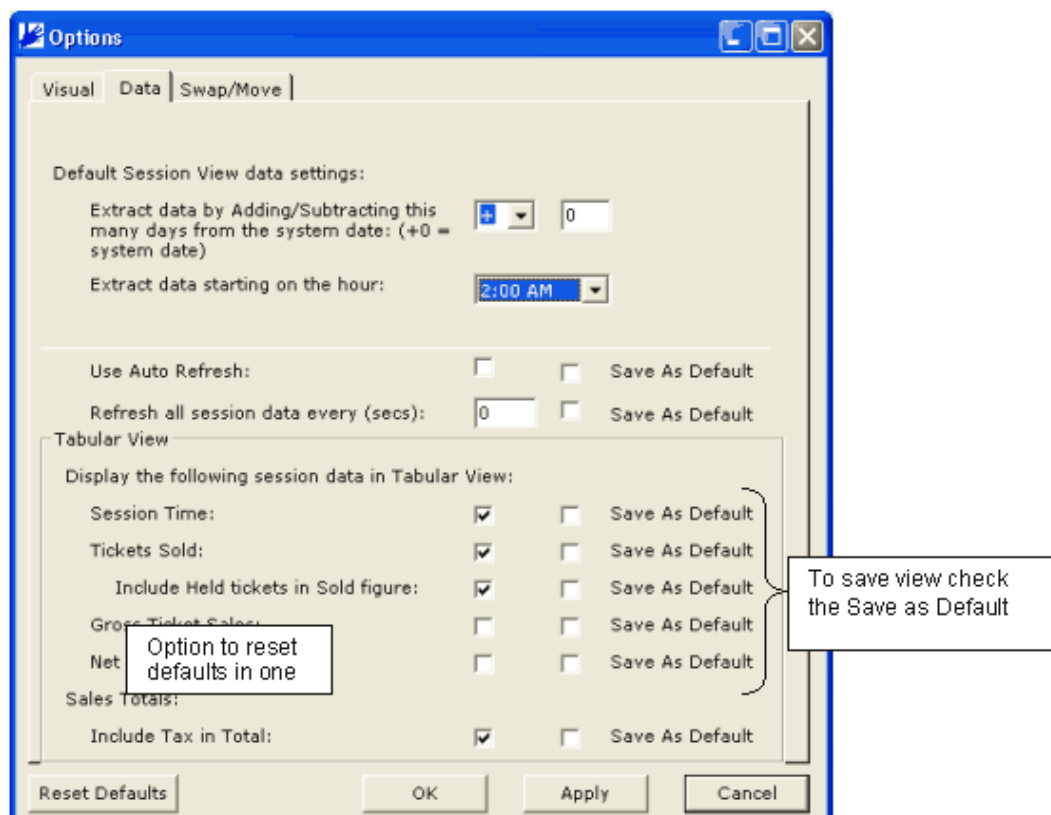
Field Description

Session View	
File	Create Shortcut, this will create a shortcut to your desktop
View	Given the option to select the following views 6hr, 12hr, 15hr, 1 Day, 3 days, Week, Normal Screen Height, Half Screen Height, Tall Screen Height, Select Normal Mode, Tabular Mode
Move	This option will take you, through each day without having to select a date from the calendar
Data	Once you select, the select Session View Date' will appear  Also given the option to Refresh Data from this drop down
Options	Different views, this will be explained in more detail on the next place.
	Create a shortcut of Session view to your Desktop.
	Use this to Refresh data.
	Select a day from calendar.
	Move from one day to the next.
	Normal Mode, see previous page.
	Tabular Mode, see previous page.
	Edit mode.
	Save any changes made.

Visual Tab

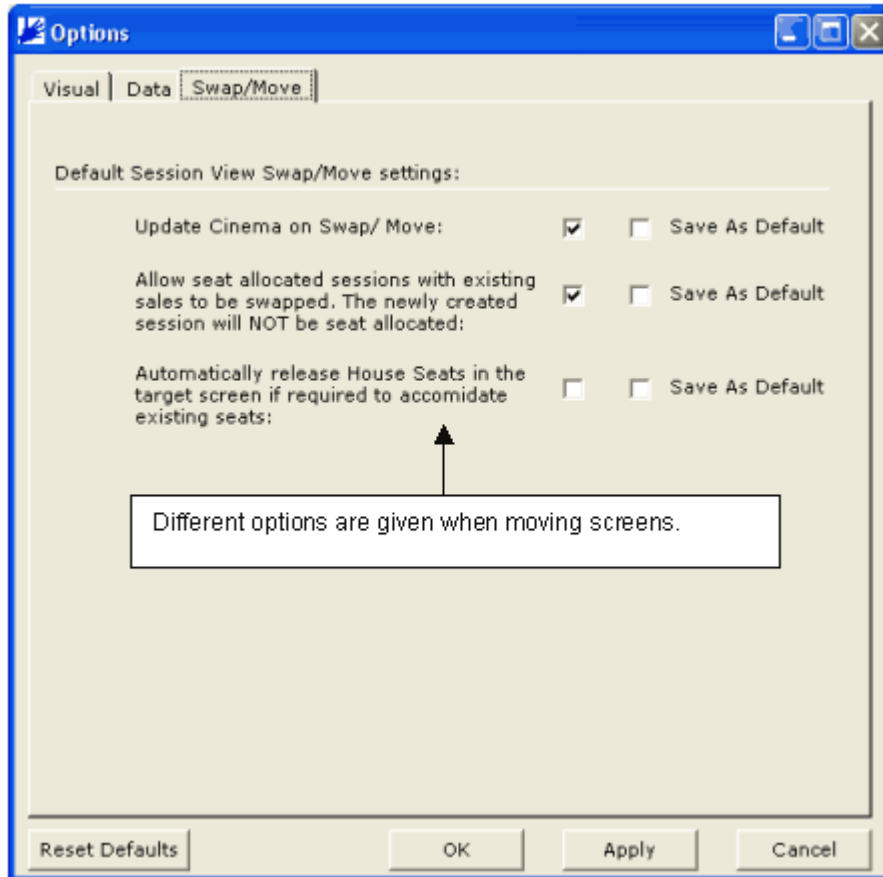


Data Tab



Swap/Move

Once a Swap/Move has being done, they can be saved as Default.

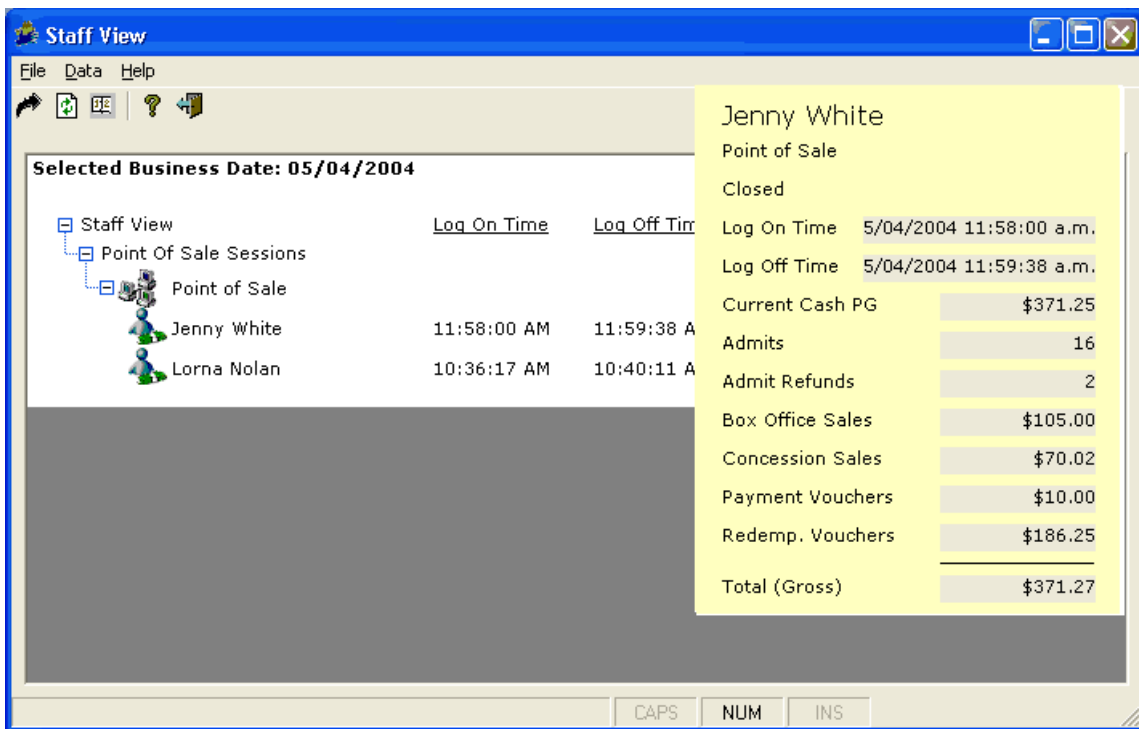


Staff View

Staff View logs the time that staff members logged on or off. This will log what method of Payment was used, how many admits and how many admits were refunded.

For more detail on how many sales a particular user is making, hover the mouse over the users name and a list will appear in Yellow with all their sales details.

Use the  to refresh data. You can select another day to view by using the  and to save as a shortcut. To Exit press .



Staff View

File Data Help

Selected Business Date: 05/04/2004

	Log On Time	Log Off Time
Staff View		
Point Of Sale Sessions		
Point of Sale		
Jenny White	11:58:00 AM	11:59:38 AM
Lorna Nolan	10:36:17 AM	10:40:11 AM

Jenny White

Point of Sale
Closed

Log On Time 5/04/2004 11:58:00 a.m.
Log Off Time 5/04/2004 11:59:38 a.m.

Current Cash PG	\$371.25
Admits	16
Admit Refunds	2
Box Office Sales	\$105.00
Concession Sales	\$70.02
Payment Vouchers	\$10.00
Redemp. Vouchers	\$186.25
Total (Gross)	\$371.27

CAPS NUM INS

Electronic Transaction History

This is a history of **ALL** electronic payment transactions:

Electronic Transaction History - Base View

File Edit View Help

Date: 5/04/2004 : 6/04/2004

	Credit Card Number	Transaction Date/Time	Transaction Type	Request / Response	Amount	
▶	USEEXTER	05 Apr 2004 10:37:13	PURCHASE	REQUEST	120.00	
	USEEXTER	05 Apr 2004 10:37:13	PURCHASE	Y	120.00	
*						

View: Base View Record 1 of 2 CAPS NUM INS SCRL

Survey Results

The Survey Results Cabinets under Management Inquires, then Survey Results, can be used to perform analysis of an customer surveys you have been doing.

There are three Cabinets that contain this information:

- Ticket Survey Results
- Concession Survey Results
- Box Office Sundry Survey Results

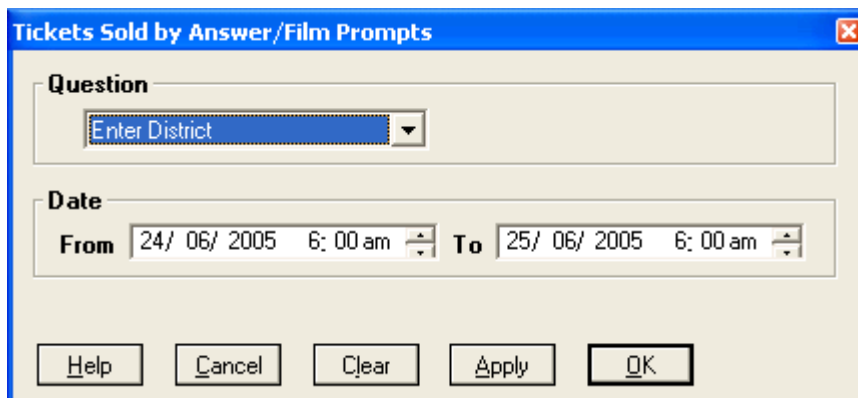
You can use these three Cabinets to create different views of survey data. As any Cabinet View can be printed, you can design a nice report of what you are interested in. All Cabinet Views can also be exported to Microsoft Excel for other analysis.

Ticket Survey Results

The Ticket Survey Results Cabinet is used to do analysis of all ticketing transactions for a survey. The example below shows how a Cabinet view can be created to analysis this information. In this example, the view was designed to show how many admits and total gross box office by film, based on the answer the customer provided.

The Cabinet View also prompted for the question and a date range.

The Prompt screen looks like this for the example:



The screenshot shows a Windows-style dialog box titled "Tickets Sold by Answer/Film Prompts". It contains two main sections: "Question" and "Date". The "Question" section has a dropdown menu with the text "Enter District". The "Date" section has "From" and "To" date-time pickers. The "From" picker shows "24/ 06/ 2005 6: 00 am" and the "To" picker shows "25/ 06/ 2005 6: 00 am". At the bottom of the dialog are five buttons: "Help", "Cancel", "Clear", "Apply", and "OK".

Once selected, this is what the view will look like:

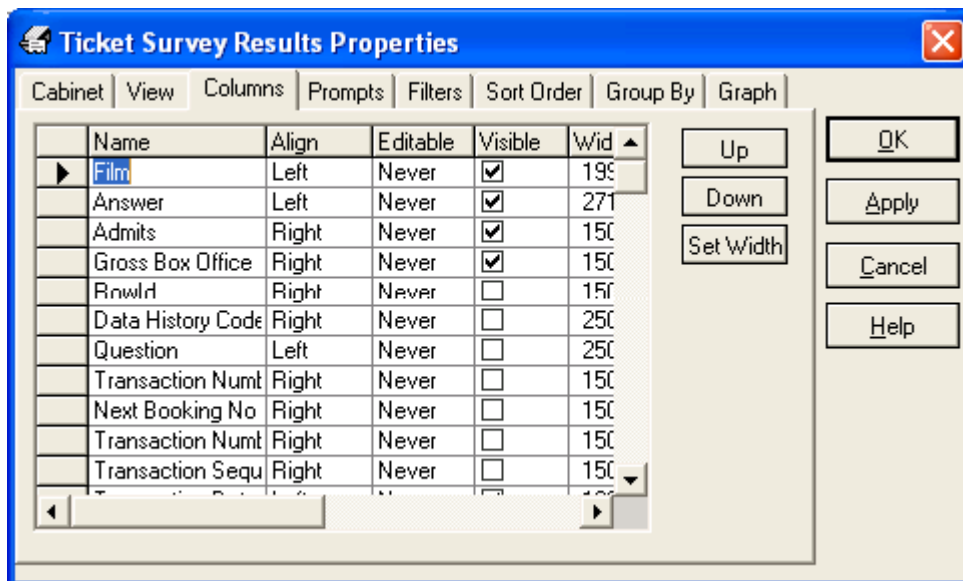
Ticket Survey Results - Tickets Sold by Answer/Film				
File Edit View Help				
Ticket Survey Results - Tickets Sold by Answer/Film				
Question : Enter District Date From: 24/06/2005 6:00:00 a.m. To: 25/06/2005 6:00:00 a.m.				
	Film	Answer	Admits	Gross Box Office
▶	ALIEN	Bronx	2	23.00
	ALIEN	Brooklyn	13	149.50
	ALIEN	Upper Manhattan	2	23.00
	ALIEN	Upper Town	2	23.00
	BATMAN	Bronx	6	41.00
	BATMAN	Brooklyn	9	68.50
	BATMAN	Lower Manhattan	3	34.50
	BATMAN	Queens	2	23.00
	BATMAN	Upper Manhattan	2	23.00
	BATMAN	Upper Town	2	23.00
	BREAKFAST AT	Brooklyn	8	57.00
	BREAKFAST AT	Upper Town	3	34.50
	CITIZEN KANE	Bronx	3	27.50
	CITIZEN KANE	Brooklyn	1	4.50
	DRACULAS	Brooklyn	2	23.00

To create this Cabinet View, a new view had been created with the following properties.

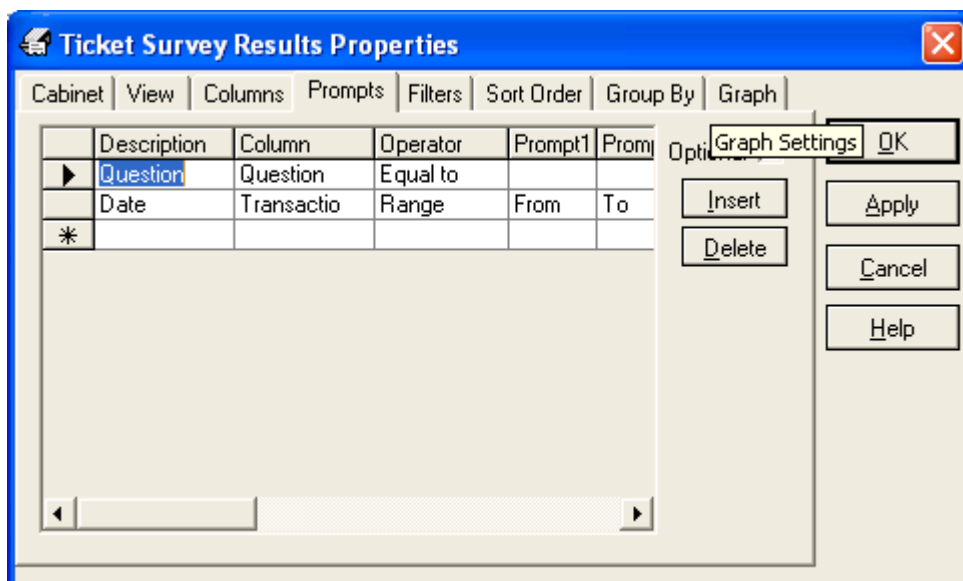
On the View tab, enter a name and description of the view.

Ticket Survey Results Properties	
Cabinet	View
Columns	Prompts
Filters	Sort Order
Group By	Graph
Name:	Tickets Sold by Answer/Film
Description:	Tickets Sold by Answer/Film
Created By:	9998
Split After:	(None)
Excel Template:	...
Global View:	☐
Default View:	☐
Refresh Interval:	0
OK Apply Cancel Help	

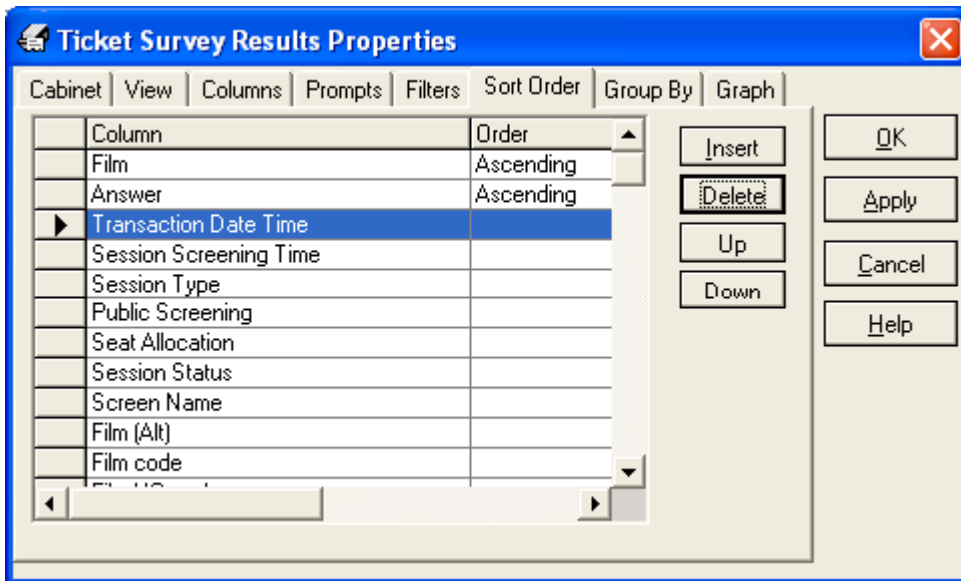
On the Columns tab, make tick visible any columns that are to be shown. Use the Up and Down buttons to move columns into the correct order.



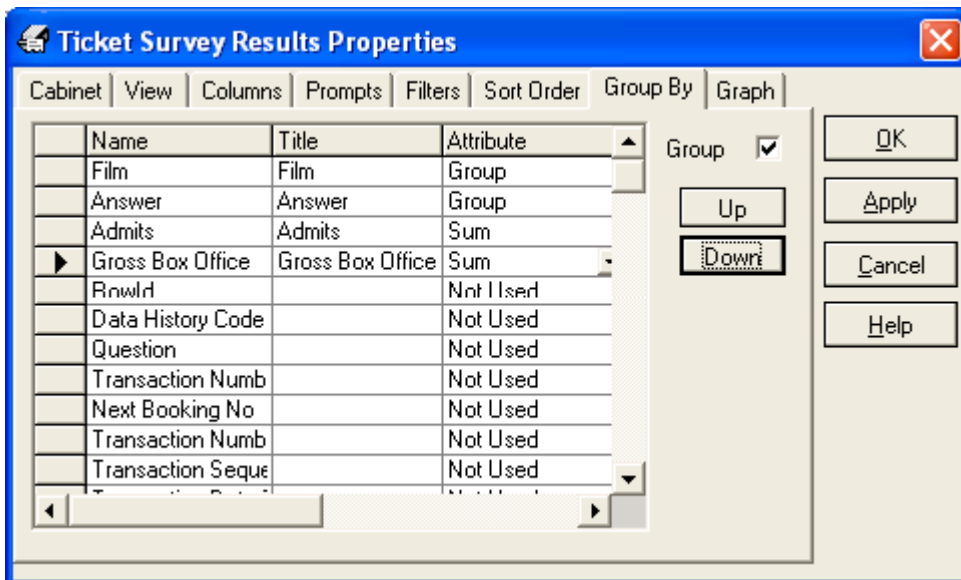
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



The Sort tab is used to define what columns the view will sort on. In this case the film name in alphabetic order followed by the survey answer.



The Group By tab is used to summarise data based on certain criteria. If you did not use the Group by function, then the view will list every ticket transaction. In this case the view will group by Film and Survey Answer. This is what the Group attribute does. For each of these groupings show the total number of Admits and total gross value of Box Office. This is what the Sum Attribute does.



Concession Survey Results

The Concessions Survey Results Cabinet is used to do analysis of all Concession Sale transactions for a survey. The example below shows how a Cabinet view can be created to analysis this information. In this example, the view was designed to total gross concession revenue by Item Class, based on the answer the customer provided.

The Cabinet View also prompted for the question and a date range.

The Prompt screen looks like this for the example:

Items Sold by Answer/Class Prompts

Question
 Enter District

Date
 From 24/ 06/ 2005 6: 00 am To 25/ 06/ 2005 6: 00 am

Help Cancel Clear Apply OK

Once selected, this is what the view will look like:

Concession Survey Results - Items Sold by Answer/Class

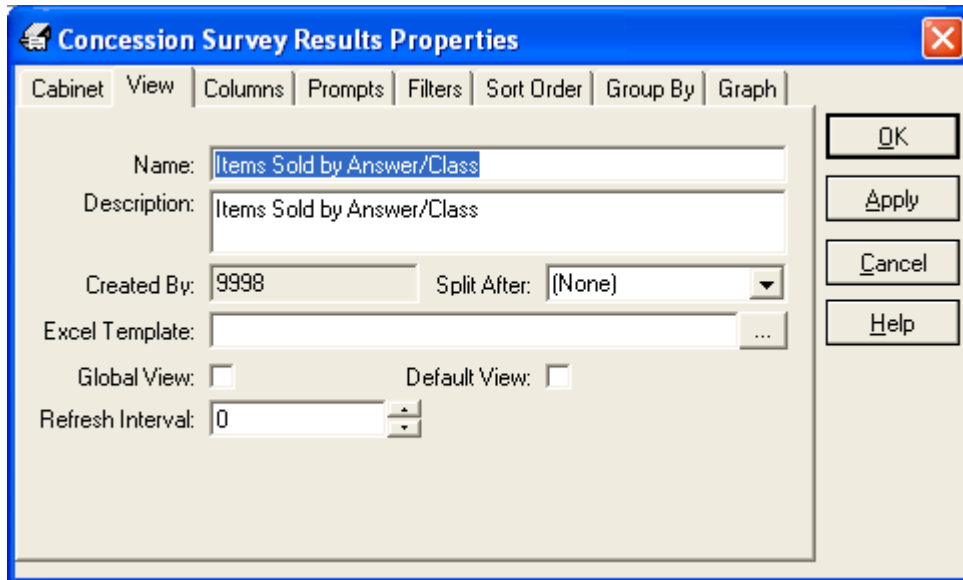
File Edit View Help

Question : **Enter District** Date From: **24/06/2005 6:00:00 a.m.** To: **25/06/2005 6:00:00 a.m.**

	Item Class Description	Answer	Gross Sale Value
▶	Bar Food	Lower Manhattan	\$1.50
	Bar Lines	Brooklyn	\$1.80
	Chips	Brooklyn	\$3.60
	Chips	Upper Town	\$0.90
	Coffees	Brooklyn	\$6.50
	Confectionary	Brooklyn	\$28.60
	Confectionary	Lower Manhattan	\$16.00
	Confectionary	Upper Town	\$3.20
	Ice Creams	Brooklyn	\$12.25
	Ice Creams	Upper Manhattan	\$1.75
	Miscellaneous	Lower Manhattan	\$1.50
	Popcorn	Lower Manhattan	\$5.00
	Postmix	Lower Manhattan	\$20.30
	Softdrinks	Lower Manhattan	\$0.00

To create this Cabinet View, a new view had been created with the following properties.

On the View tab, enter a name and description of the view.

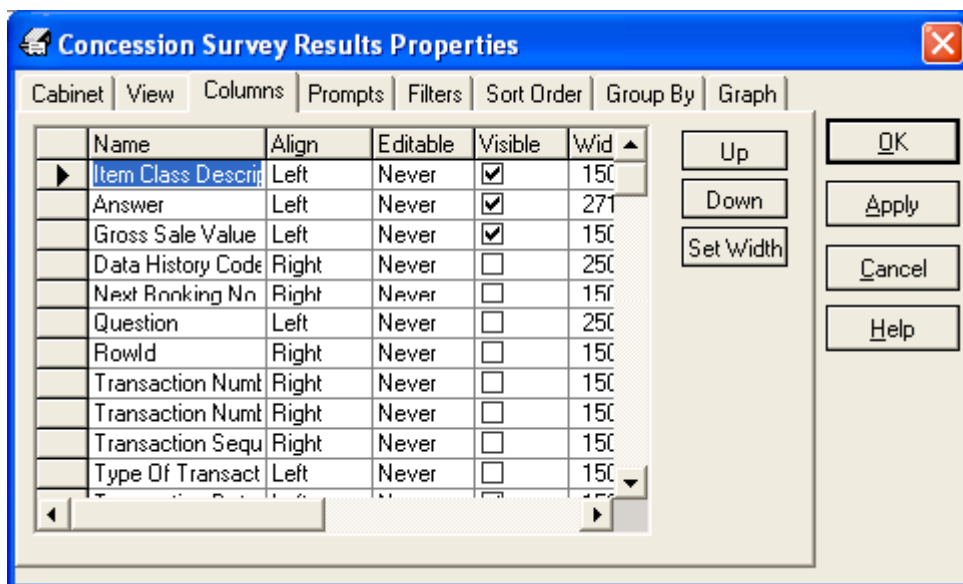


The dialog box is titled "Concession Survey Results Properties" and has a blue title bar with a close button. The "View" tab is selected. The fields are as follows:

Name:	Items Sold by Answer/Class
Description:	Items Sold by Answer/Class
Created By:	9998
Split After:	(None)
Excel Template:	
Global View:	☐
Default View:	☐
Refresh Interval:	0

Buttons on the right: OK, Apply, Cancel, Help.

On the Columns tab, make tick visible any columns that are to be shown. Use the Up and Down buttons to move columns into the correct order.

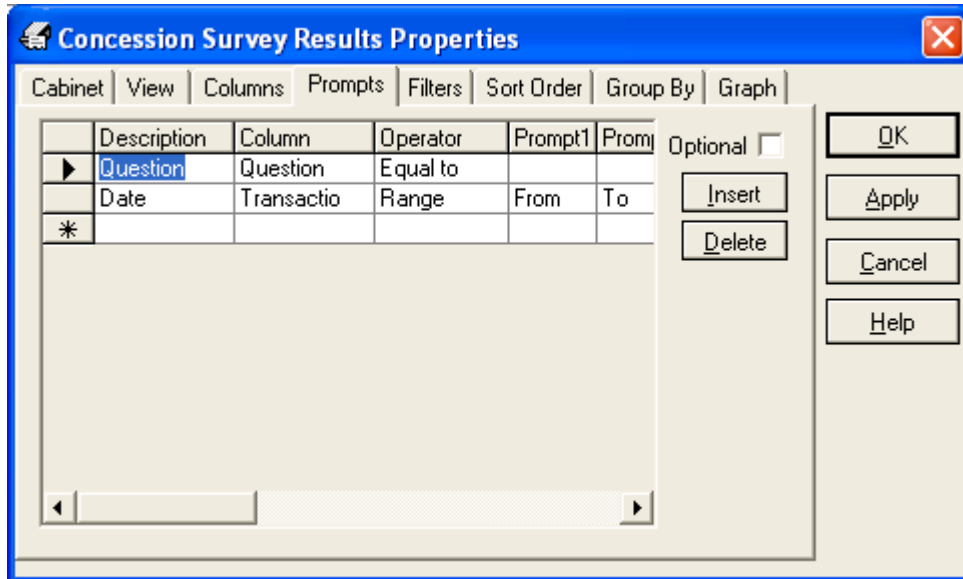


The dialog box is titled "Concession Survey Results Properties" and has a blue title bar with a close button. The "Columns" tab is selected. The table below shows the columns and their properties:

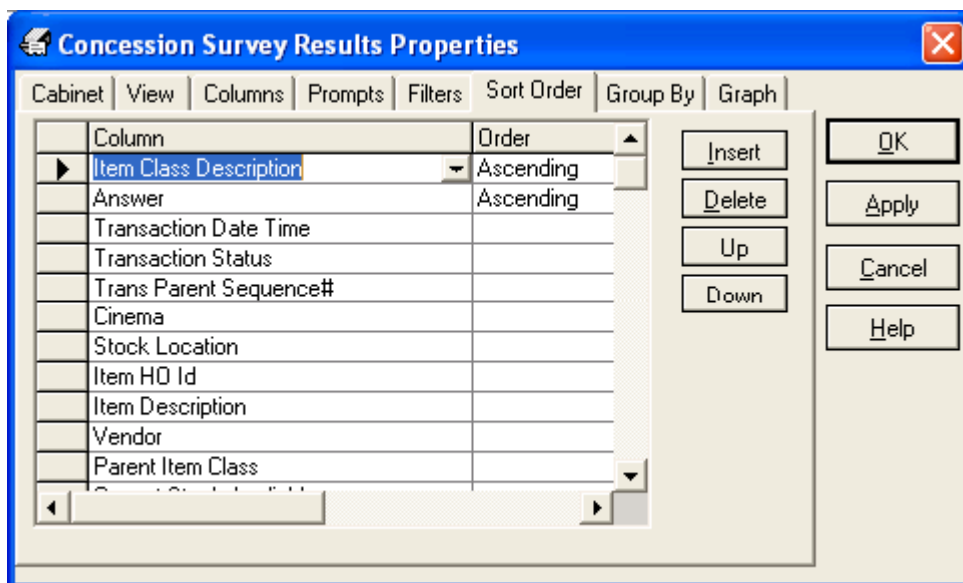
	Name	Align	Editable	Visible	Wid
▶	Item Class Descrip	Left	Never	☒	150
	Answer	Left	Never	☒	271
	Gross Sale Value	Left	Never	☒	150
	Data History Code	Right	Never	☐	250
	Next Ranking No	Right	Never	☐	150
	Question	Left	Never	☐	250
	RowId	Right	Never	☐	150
	Transaction Numt	Right	Never	☐	150
	Transaction Numt	Right	Never	☐	150
	Transaction Sequ	Right	Never	☐	150
	Type Of Transact	Left	Never	☐	150

Buttons on the right: Up, Down, Set Width, OK, Apply, Cancel, Help.

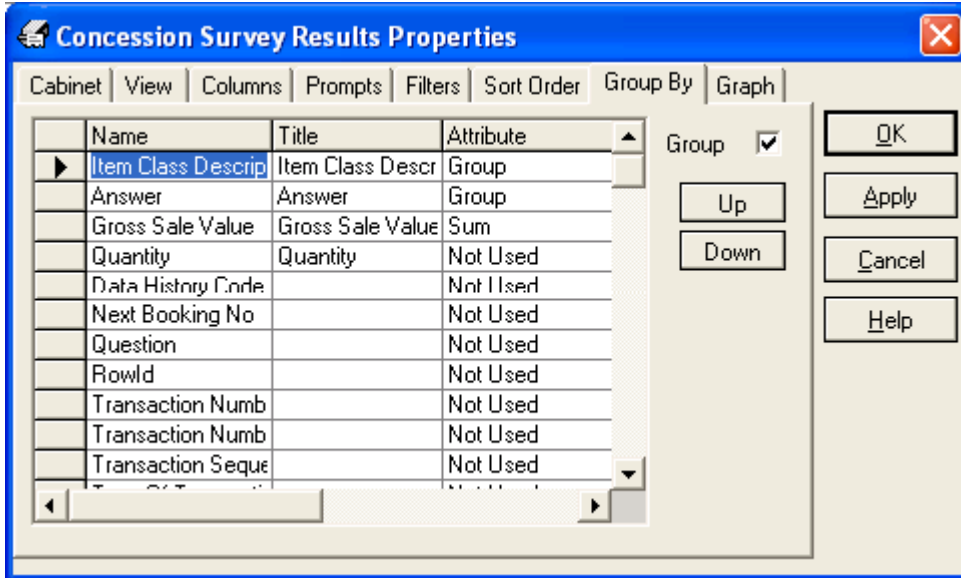
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



The Sort tab is used to define what columns the view will sort on. In this case the Item Class Description in alphabetic order followed by the survey answer.



The Group By tab is used to summarise data based on certain criteria. If you did not use the Group by function, then the view will list every concession sales transaction. In this case the view will group by Item Class and Survey Answer. This is what the Group attribute does. For each of these groupings show the total gross value of revenue. This is what the Sum Attribute does.

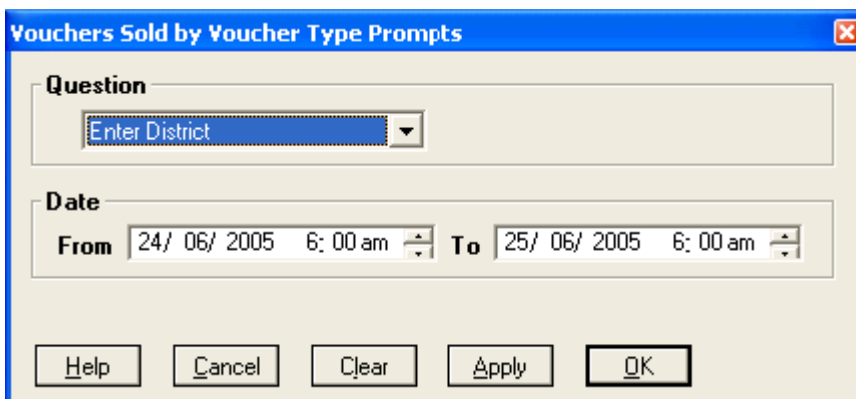


Box Office Sundry Survey Results

The Box Office Sundry Survey Results Cabinet is used to do analysis of all Box Office Sundry Sales transactions for a survey. Box office Sundry items are items that are flagged to appear in the box office reports and not the concessions reports, the main example being voucher sales. The example below shows how a Cabinet view can be created to analysis this information. In this example, the view was designed to total quantity and gross revenue by Item Description (ie Voucher), based on the answer the customer provided.

The Cabinet View also prompted for the question and a date range.

The Prompt screen looks like this for the example:



Once selected, this is what the view will look like:

Box Office Sundry Survey - Vouchers Sold by Voucher Type

File Edit View Help

Question : **Enter District** Date From: **24/06/2005 6:00:00 a.m.** To: **25/06/2005 6:00:00 a.m.**

	Item Description	Answer	Quantity	Gross Sale Value
▶	\$10 Voucher	Brooklyn	8.00	\$80.00
	\$10 Voucher	Lower Manhattan	1.00	\$10.00
	Gold Class Comp Voucher	Lower Manhattan	3.00	\$30.00
	Senior Citizen Gift Voucher	Brooklyn	3.00	\$22.50
	Senior Citizen Gift Voucher	Lower Manhattan	3.00	\$22.50

View: Vouchers Sold by Voucher Record 1 of 5 CAPS NUM INS SCRL

To create this Cabinet View, a new view had been created with the following properties.

On the View tab, enter a name and description of the view.

Box Office Sundry Survey Properties

Cabinet View Columns Prompts Filters Sort Order Group By Graph

Name: Vouchers Sold by Voucher Type

Description: Vouchers Sold by Voucher Type

Created By: 9998 Split After: (None)

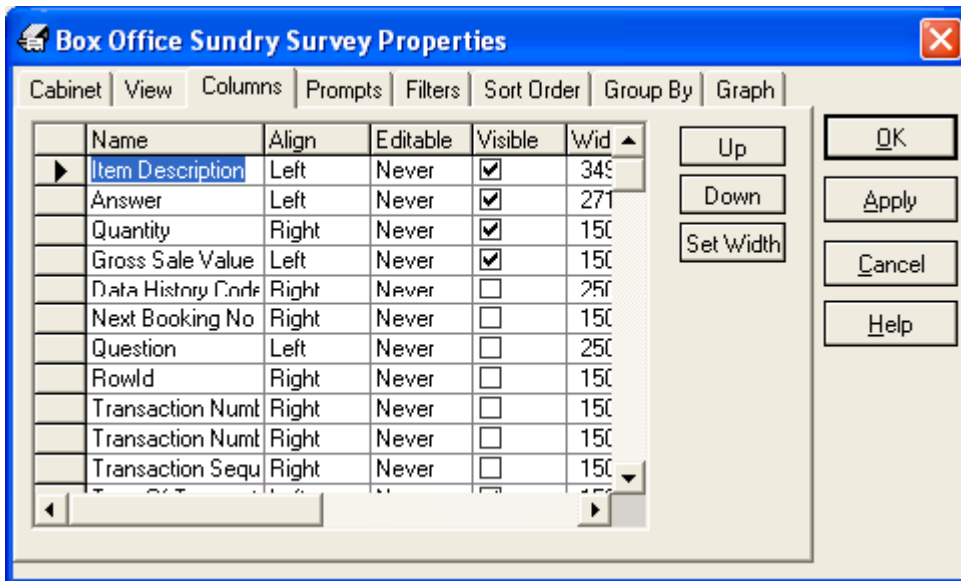
Excel Template: ...

Global View: ☐ Default View: ☐

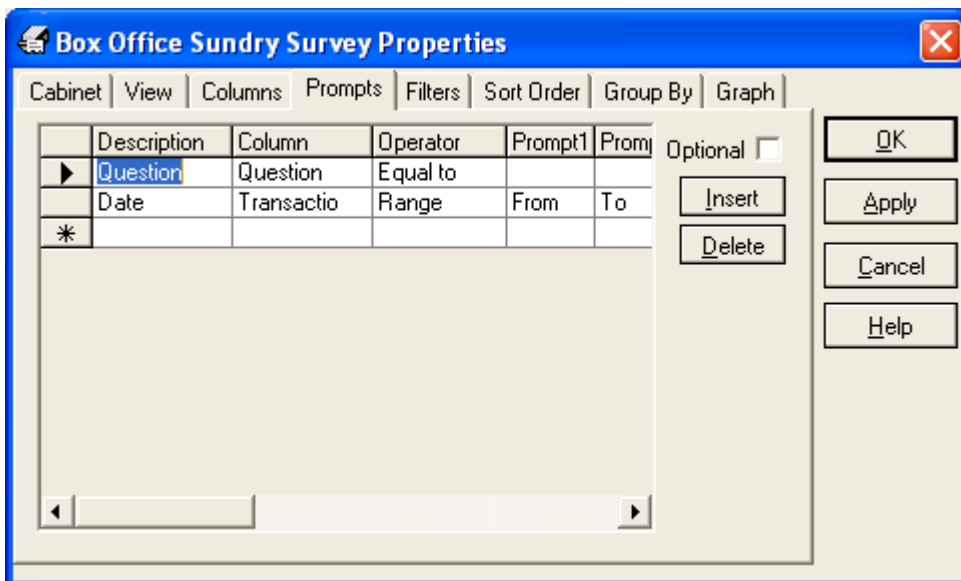
Refresh Interval: 0

OK Apply Cancel Help

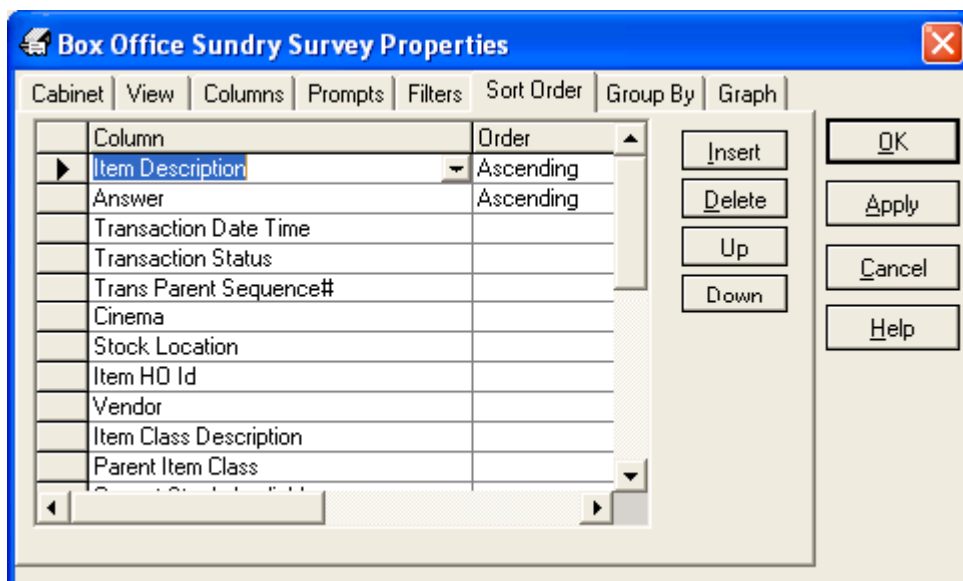
On the Columns tab, make tick visible any columns that are to be shown. Use the Up and Down buttons to move columns into the correct order.



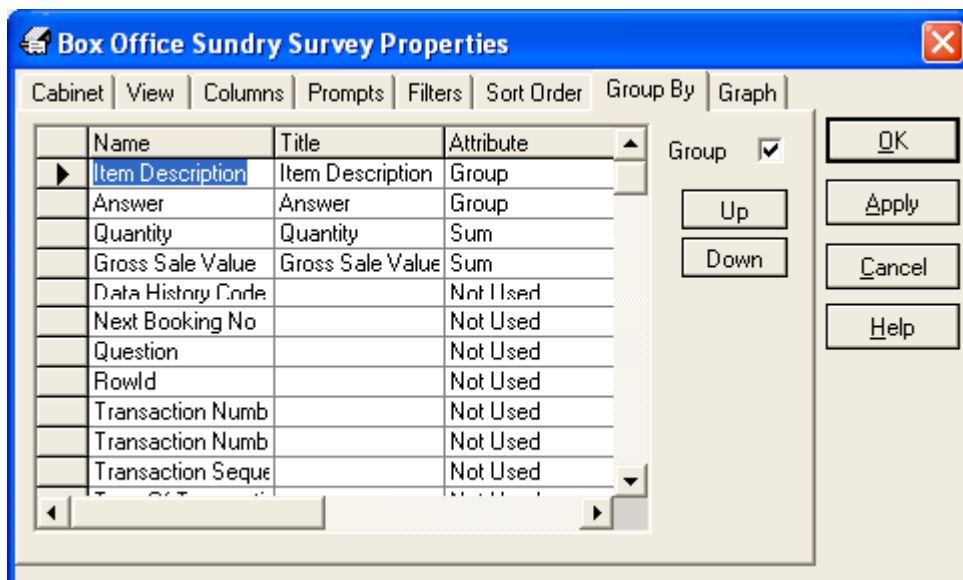
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



The Sort tab is used to define what columns the view will sort on. In this case the Item Description (ie Voucher type) in alphabetic order followed by the survey answer.



The Group By tab is used to summarise data based on certain criteria. If you did not use the Group by function, then the view will list every box office sundry transaction for the date range. In this case the view will group by Item Description (ie Voucher) and Survey Answer. This is what the Group attribute does. For each of these groupings show the quantity and total gross value of revenue. This is what the Sum Attribute does.

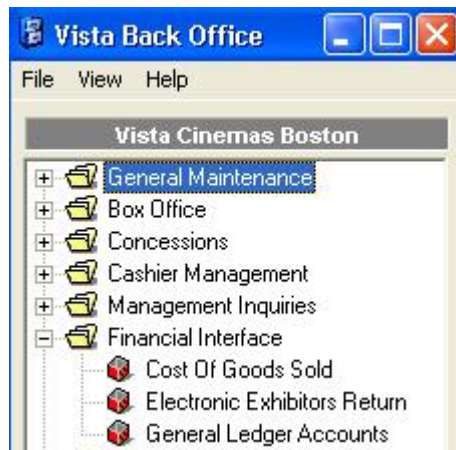


CHAPTER 7

Financial Interface

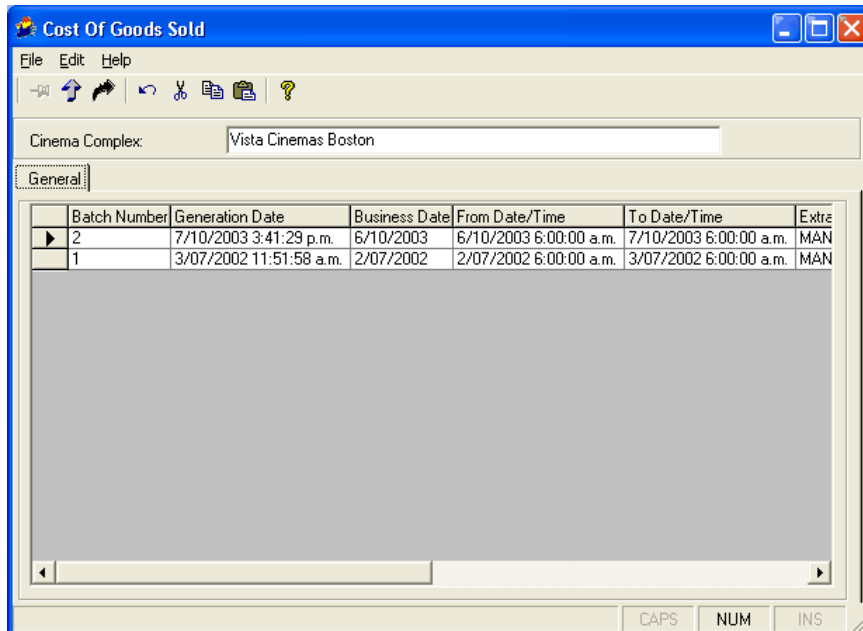
This chapter covers each of the items within the Financial Interface.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



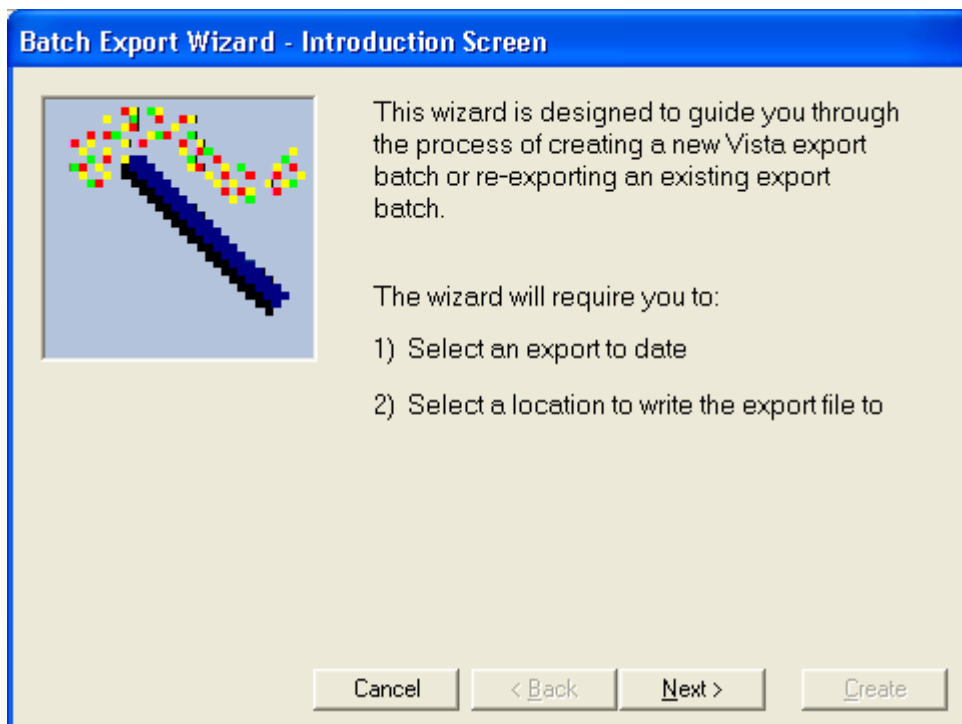
Cost of Goods Sold

To get the 'Cost of Goods Sold' Information the Batch Export wizard will take you through the steps.



Batch Number	Generation Date	Business Date	From Date/Time	To Date/Time	Extra
2	7/10/2003 3:41:29 p.m.	6/10/2003	6/10/2003 6:00:00 a.m.	7/10/2003 6:00:00 a.m.	MAN
1	3/07/2002 11:51:58 a.m.	2/07/2002	2/07/2002 6:00:00 a.m.	3/07/2002 6:00:00 a.m.	MAN

Selecting the  will open this form:



Batch Export Wizard - Introduction Screen

This wizard is designed to guide you through the process of creating a new Vista export batch or re-exporting an existing export batch.

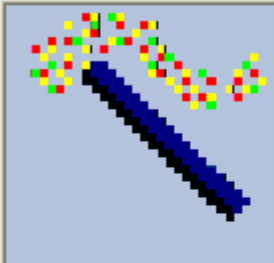
The wizard will require you to:

- 1) Select an export to date
- 2) Select a location to write the export file to

Buttons: Cancel, < Back, Next >, Create

Select the Business day and then select Next:

Batch Export Wizard - Select export to date and time

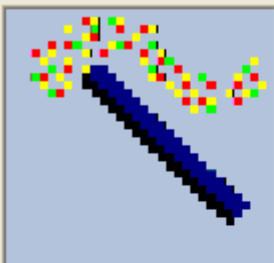


All unprocessed transactions which were generated before the export to date will be included in this new batch.

Please select the export to business date for this new batch:

06/ 10/ 2003 business day

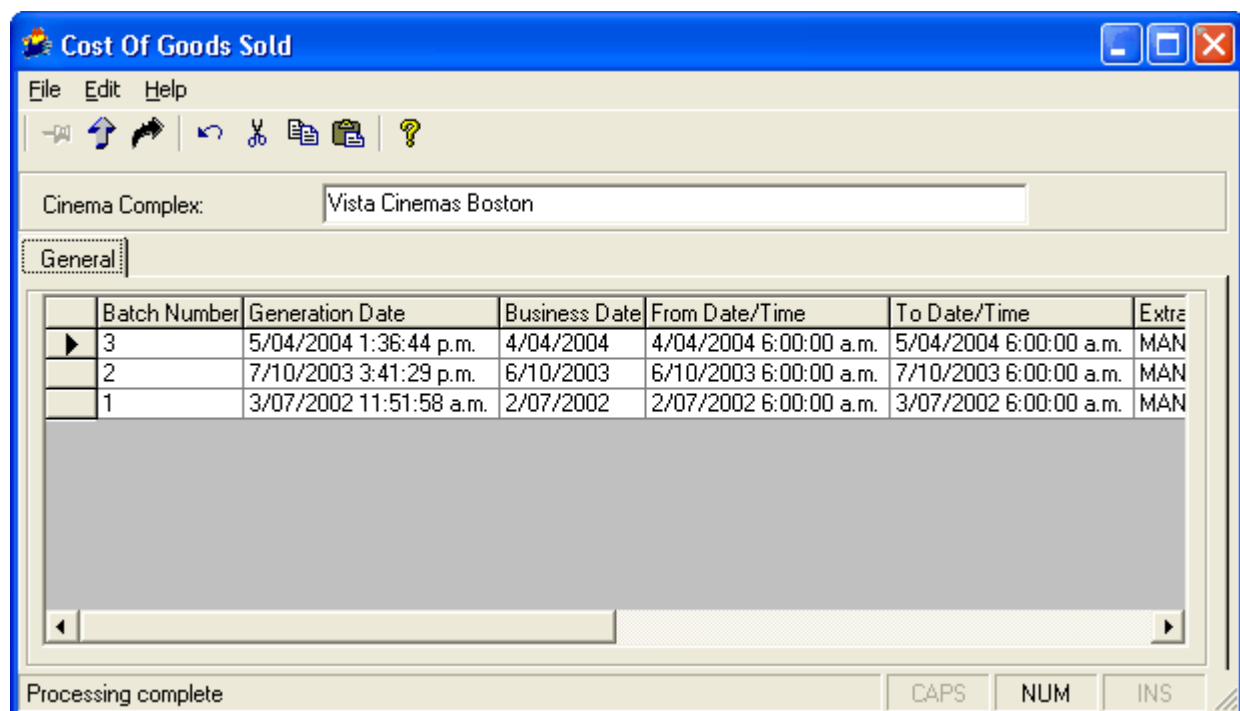
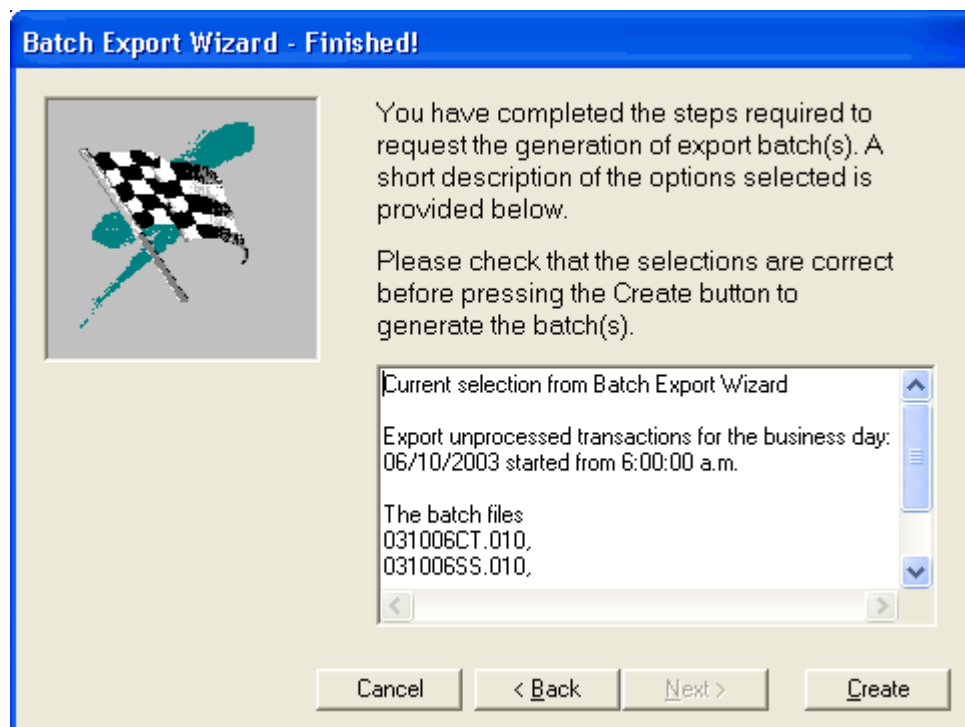
Batch Export Wizard - Select file export location



The generated batch file names will follow the naming convention:
031006CT.010, 031006SS.010, 031006CC.010

Please select the drive and directory location to export the batches to:

Selected location:
C:\Export



Electronic Exhibitors Return

Electronic Exhibitor Return

File Edit Help

Cinema Complex: Vista Cinemas Boston

General

Batch Number	Generation Date	Business Date	From Date/Time	To Date/Time	Extract Type	ExtractDay
--------------	-----------------	---------------	----------------	--------------	--------------	------------

CAPS NUM INS

Batch Export Wizard - Introduction Screen

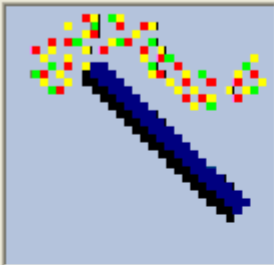
This wizard is designed to guide you through the process of creating a new Vista export batch or re-exporting an existing export batch.

The wizard will require you to:

- 1) Select an export to date
- 2) Select the export options required
- 3) Select a location to write the export file to

Cancel < Back Next > Create

Batch Export Wizard - Select export to date and time



All unprocessed transactions which were generated before the export to date will be included in this new batch.

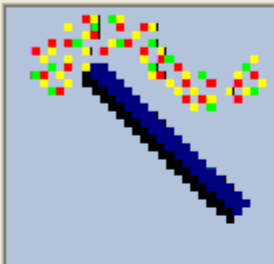
Please select the export to business date for this new batch:

16/ 01/ 2004

☒ Full Day
☐ Partial Day

Cancel < Back Next > Create

Batch Export Wizard - Select file export location



The generated batch file name will follow the naming convention:
ER20040113.010

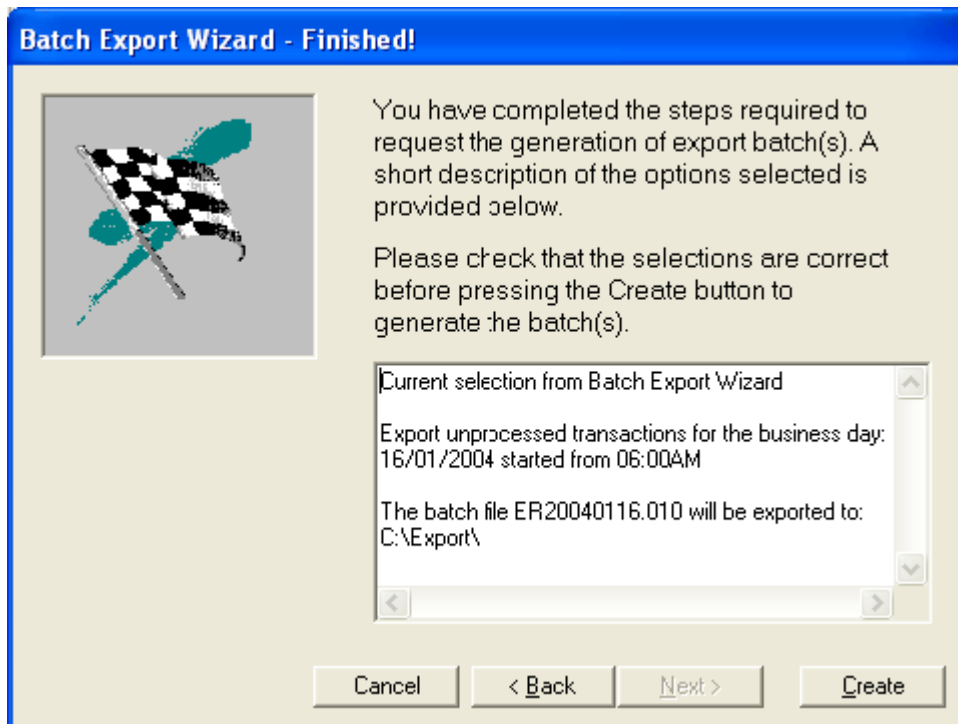
Please select the drive and directory location to export the batch(s) to:

c:

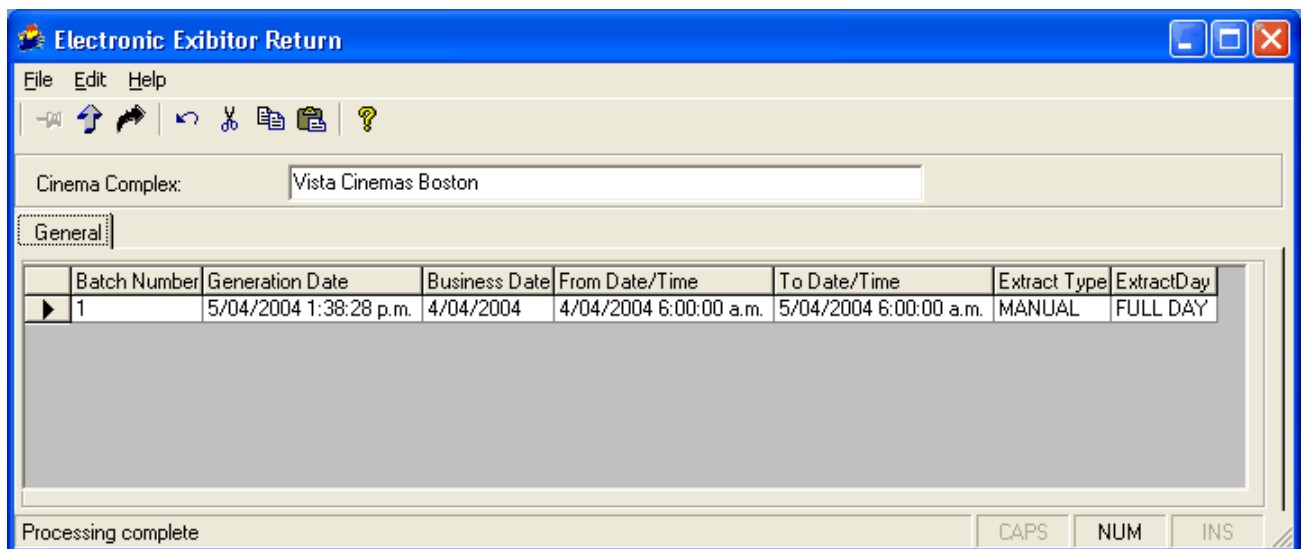
C:\
Export

Selected location:
C:\Export\

Cancel < Back Next > Create



Selecting Create will then display the Return:



General Ledger Accounts

If **General Ledger postings** are required to be created as part of the Day-End process, then these need to be created here (or the Accounts can be downloaded from HeadOffice, if HeadOffice is installed). For more information on GL Accounts see General Ledger Postings from Vista in the Cinema Operations Guide.

General Ledger Account Maintenance

File Edit Help

General Ledger: **Gift Certificates Redeemed**

General Ledger Details

HO Account Code: 270100.18

Short Code: Gift Red.

Description: Gift Certificates Redeemed

Group: Expense

System Account: Redemptions Redeemed

Balancing Account:

Status: Active

CAPS NUM INS

General Ledger Details Tab	
HO Account Code	Account Code that is used at HeadOffice.
Short Code	This is the short description for this account.
Description	The Account Description.
Group	Select either Banking, Expense, Inventory, Revenue or Other to indicate the type of account.
System Account	The "System Account" has 2 functions: Firstly, it identifies the default account for transactions that can obtain an account from more than one place, e.g. for Concessions sales, the GL posting program will look for a Concessions sales account on the Item, if that is not defined, then it will look for an account on the Item Class, and if that is not defined, then it will look for a Concession sales account that is defined as the "system account" (or default account). Secondly, this account is used for internal transactions, e.g. maturing box office sales. The GL posting program will look for the Maturing Box Office sales account that is defined as the "system account". This field can be left blank, if the account you are editing is either not a default account or not required for internal transactions.
Balancing Account	For Future Use.

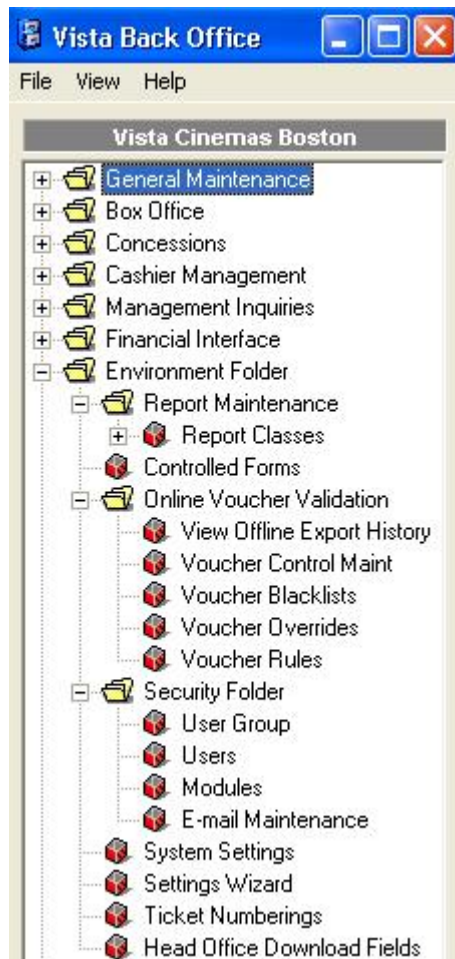
Status	Active, Inactive.
--------	-------------------

CHAPTER 8

Environment Folder

This chapter covers each of the items within the Environment folder.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



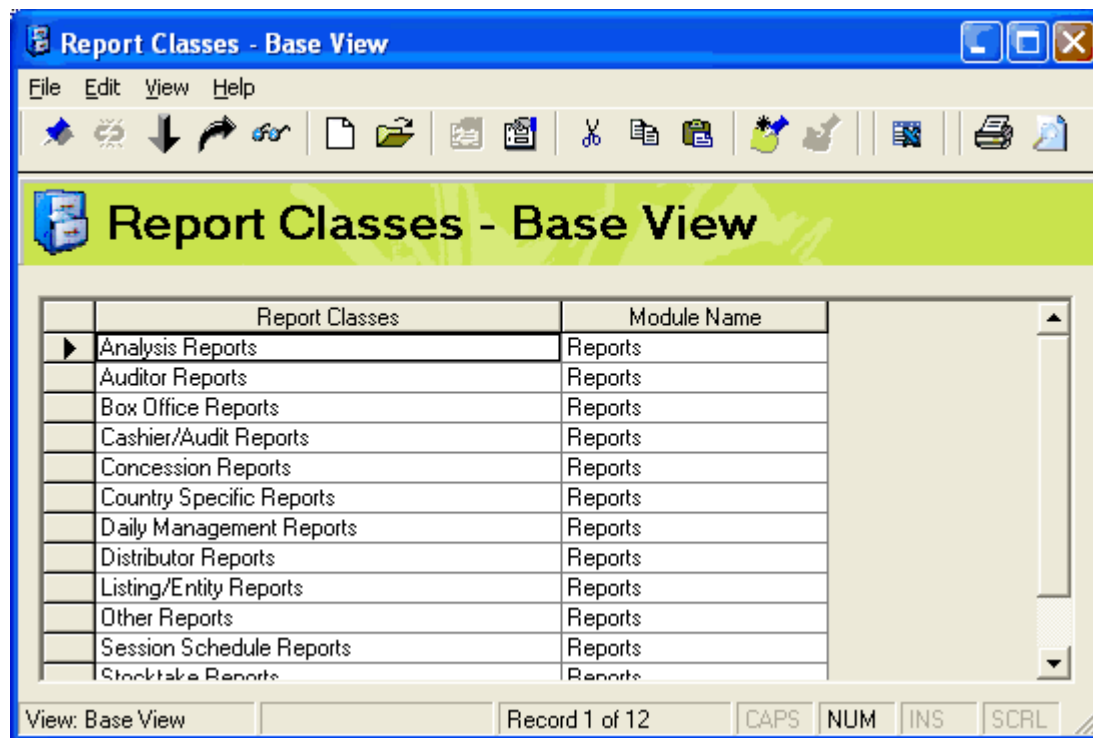
Reports Maintenance

This section contains information on Vista reports. Here you will see how to move reports into different report classes. It also explains how to add new custom written reports to the menu.

To access the Reports you need to first go into the Environment folder there you will see a folder called Report Maintenance which contains two folders called Report Class and Reports.

Report Classes

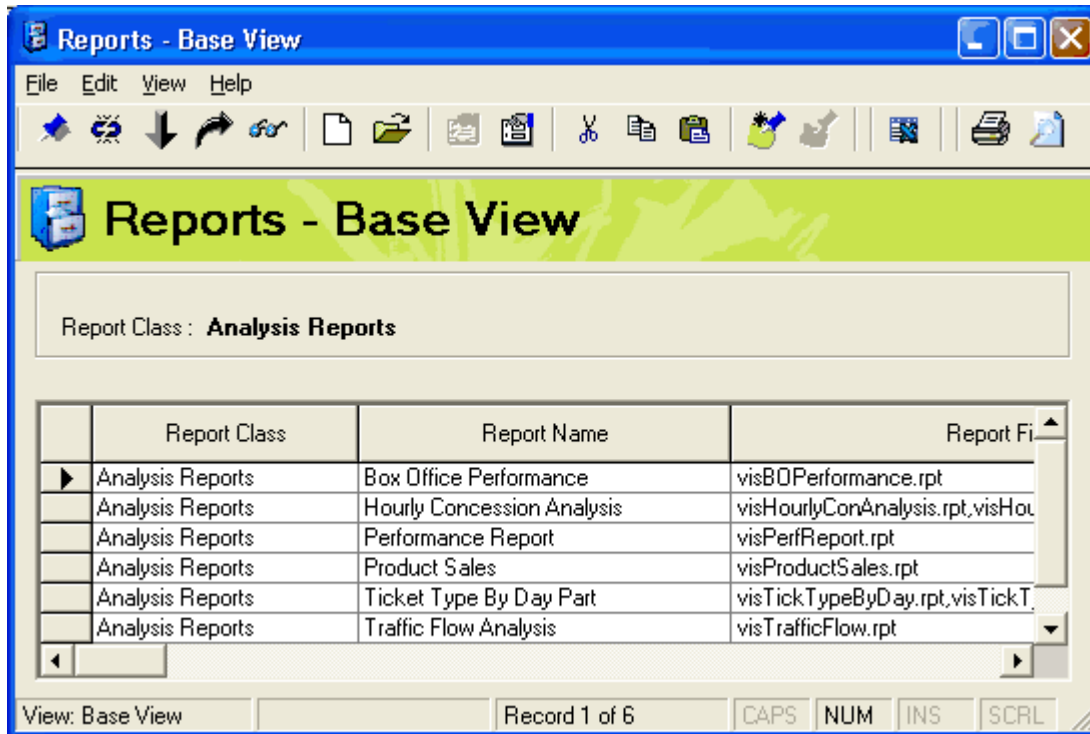
Report Class, Report Prompts and Reports are all connected. All the reports listed are displayed in Report Launcher. To change a name on a folder it is best that you create a new folder and then follow the steps to move the old reports into that folder.



Report Class	
Report Class	The Report Class Name.
Module Name	The module name assigned to this Report Class - this will normally always be 'Reports'.

Reports

Once you drill from a Report Class, you will see all the Reports within this Report Class.



Important: The only time you should edit the report details for a report written by Vista is to change the Report Class the report belongs to, never change anything else, otherwise the report will stop working. All other fields should only be edited for new custom reports written for in-house use.

Report Maintenance	
Report Name	The name of this Report.
Report Class	The Report Class this Report belongs to - select from the drop down list.

Report File	The name of the Crystal Report to run eg abcCustomisedTax.rpt Never change this for existing Vista reports. This should only be maintained for new customized reports that you add to the menu.
Language INI File	The name of the reports language file eg abcCustomisedTax.ini This is manually used for reports written by Vista and not necessary for customized reports. Never change this for existing Vista reports. This should only be maintained for new customized reports that you add to the menu.
Processing Component	Never change this for existing Vista reports. This should only be maintained for new customized reports that you add to the menu.
Pre-processing Stored Proc	Name of stored procedure to call and any parameters to pass to the stored procedure. These will be declared as prompts. eg abcspCustomisedTax DateTime, DateTo, Cinema Never change this for existing Vista reports. This should only be maintained for new customized reports that you add to the menu.
Output Options	Select the output option for each report eg To Screen, To Printer, To Email or To File. Normally this should be set to To Printer and To Screen only. Vista Report Launcher allows reports to be exported to other formats eg to File from the To Screen Option.

Report Prompts

This defines the prompts that appear when the Report runs.

Important: Only edit these for new custom reports written in house, never change existing Vista reports.

Report Prompt Maintenance

File Edit Help

Report Formula Name:

Details

Report Formula Name:

Report Name:

Prompt Type:

Filter Field Name:

Sequence:

Prompt Text:

Lookup SQL:

Formula Query:

☐ All Option ☐ Ignore Blank
☐ Default Date ☐ Date Only
☐ Seperate Time
☐ Use Start Time Of Day

Frequency:
Data Type:
Filter Field:
Operator:
Formula Field:
Range:

CAPS NUM INS

Report Prompts Maintenance	
Report Formula Name	Report Prompt name eg Date, Film, CinemaName. This name is only an identifier. If it is a query eg CinemaName, then this is the name of the field in the Crystal Report that the report expects to be passed.
Report Name	The name of the report this prompt applies too.
Filter Field name	There are 3 options: ▪ Prompt - Indicates this report prompt represent a prompt that the operator can select eg a date range, or select a user from a list or a film from a list ▪ Query - Indicates this report prompt represents a query to run to pass the results to the Crystal Report. The Report Formula Name eg CinemaName, must exist in the report as the field name ▪ Constant - Indicates this report prompt represents a constant value to pass to the Crystal Report. The Report Formula Name eg CinemaName, must exist in the report as the field name
Sequence	Controls the order the prompts are presented on-screen
Prompt Text	20 Characters. This is the text the user sees eg Date Range, Film or Cinema Name
Look up SQL	If specified, the query detailed here will be run during prompt set-up and the results presented in a drop-down list. The user would be required to select an item from the list rather than keying a value. eg Film (this prompt will list active films in alphabetic order): <pre>SELECT Film_strCode, Film_strTitle FROM tblFilm WHERE Film_strStatus = 'A' ORDER BY Film_strTitle</pre> User (this prompt will list all active users): <pre>SELECT User_intUserNo, User_strFirstName + ' ' + User_strLastName FROM tblUser WHERE User_strEnabled <> 'N' order by User_strFirstName</pre> Workstation Groups (this prompt will list all active workstation groups): <pre>SELECT WGroup_strCode, WGroup_strDescription FROM tblWorkstation_Group ORDER BY WGroup_strDescription</pre>
Formula Query	For Query/Constant prompts, this specifies the prompt value. Prompt Names are replaced by prompt data. Prompt names are to be enclosed by { } if they are to be replaced by data Cinema Name (returns the name of the cinema for the report) <pre>SELECT Cinema_strName FROM tblCinema</pre> StartDOW (returns the start day of week for the report, useful for reports which have columns of days of week) <pre>SELECT Configure_strValue FROM tblConfigure WHERE Configure_strName = 'TickStartDayOfWeek'</pre>

Check Box	There are a number of check boxes to allow tailoring of the prompt: All Option This allows the prompt to have an all option. eg if you have a prompt for Film, that allows you to select a film, by selecting this option, the option option in the list box will be 'All'. Ignore Blank This option will not include any Blank (NULL) option in the list box. Default Date If the prompt is for a date, by selecting this option, a date will default into the prompt. For a date range, the end date will be based on the frequency. Date Only If date is only to prompt for date and not time or date/time. Normally a business date would be date only. Separate Time If the time is to be part of the date, along with the date, normally it will be separated. This is normally used when there is a Start and End date/time. Use Start Time Of Day This is normally used for dates that are not business dates ie Start and End Date/Time. The start Time of day is based on the system setting 'StartTimeOfDay' eg normally 06:00AM.
Frequency	Select from drop down list provided what end date to default to: Daily, Weekly, Monthly, Quarterly, Yearly, Hourly A report which will default for a week will be Weekly.
Data Type	Select from drop down list provided: Text, Numeric, Date, Integer eg A Date Range will be Date, the Start Day of Week returns an Integer, the Cinema Name returns Text
Filter Field	Select from drop down list provided: Yes or No
Operator	Select from drop down list provided: Equal, Not Equal, Less then, Greater then, Less or Equal, Greater or Equal, Text Like.
Formula Field	Select from drop down list provided: Yes or No
Range	Select from drop down list provided. If a date prompt is for a start/end date range, it needs to be Yes, else No.

Controlled Forms

This form allows controls to be added to the editing of HeadOffice data on five key BackOffice maintenance forms - **Films, Items, Ticket Type, Payment Types, and Distributor Maintenance**.

Controlled Forms	
Controlled Form	Displays the name of the form selected.
Last HO Code Used	This field is mandatory and is 10 characters long. All 10 characters must be populated. This field can contain alpha's and numeric's (e.g. BN00000001, or A000000001, or 0000000001) but this field must end with a numeric digit. This is to ensure that the sequence can be incremented.
Force HO code to be unique	When checked on, this ensures that the HeadOffice code is unique across the Cinema database. When checked off, duplicate HO codes are allowed across the Cinema database.
Automatically generate HO Code	When checked on, this will automatically generate the HOCode rather than allow the user to enter a value. The 'Last HO Code used' field should be populated with a code which can be incremented (it is a 10 long field which can be set with a mixture of alpha's and numeric's), e.g. 0000000001 to create a numeric sequence, or BN00000001 to create a cinema specific numeric sequence. When checked off, this will allow the user to continue to enter their own HOCode.
HO Code required	When checked on, this will automatically ensure a HO Code is entered on the maintenance form. When checked off, it is optional for the user to enter a HO Code.
Can Cinema edit HO Data	When checked on, this will allow the user to edit data that has previously been downloaded from HeadOffice. When checked off, this will not allow the user to maintain data that has been previously downloaded from HeadOffice.

Online Voucher Validation

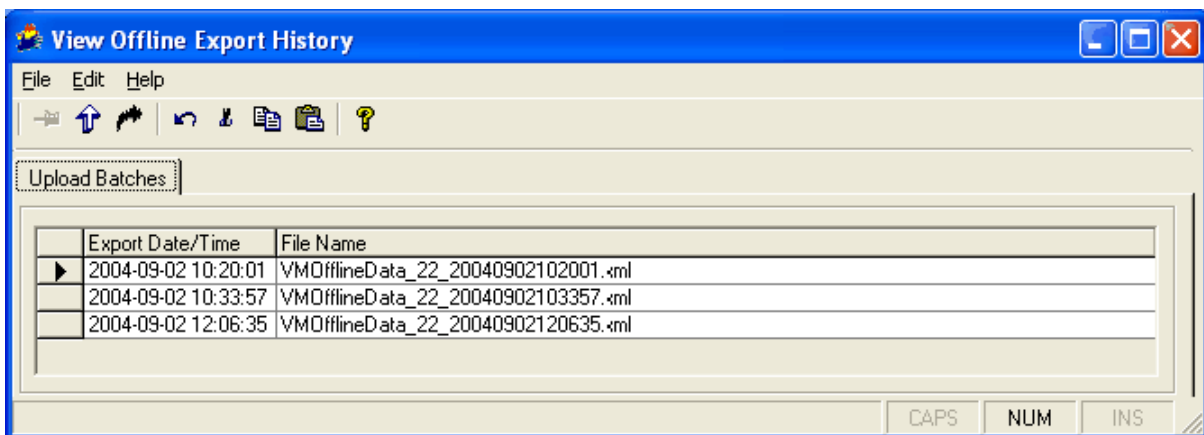
This folder only appears when Vista's **Online Voucher Validation** application has been installed.

View Offline Export History

This menu option will display any 'batches' of voucher transactions (sales and redemptions) that have occurred while the Cinema is off-line to Voucher Management (Head Office).

If the Cinema is operating in 'on-line' mode, then when the link is re-established these batches will automatically be transferred to Voucher Management. If the Cinema is operating in 'off-line' mode then you can manually transfer these batches to Voucher Management, by selecting the option "File/Re-Export Batch".

Note: This menu option is only available if Vista's **Online Voucher Validation** application has been installed.



Voucher Control Maintenance

This form allows creation of Voucher Controls for different type of voucher validation. Currently only one control has been implemented. These controls should only be maintained by the OVV administrator or system administrator.

Note: This menu option is only available if Vista's **Online Voucher Validation** application has been installed.

Voucher Control	
Control Id	This is the Id of the Voucher Control. Currently only one Control Id has been implemented. This code cannot be changed.
Program Id	The name of the OVV program and should not be changed.
Connector Service	The name of the Cinema Server.
HO Server ID	Not currently implemented.
Cinema ID	This is the Location Id for this Cinema as defined in the Voucher Management system.
Mode	Select from the dropdown list: Online - the Cinema is online to Voucher Management for validation purposes (i.e. voucher transactions made from Vista Point of Sale will attempt to connect to the Service URL shown for online validation); Offline - the Cinema is offline to Voucher Management for validation purposes and offline upload processes will later transfer transaction records to Voucher Management; Legacy - the Cinema does not use OVV functionality.

DCOM Link	This should be set on if using OVV.
Logging Level	Select 0-log only errors (this would be the normal setting when running OVV in production); 1-log all communication interactions with HeadOffice; 2-verbose logging of all messages.
Control Settings	Not implemented.
Service Settings:	The following settings can be amended if required:
Service URL	The URL to the HeadOffice Web Service.
Service Time Out (secs)	Number of seconds for connecting to the HeadOffice service before timing out.
Checksum Code	If entered, overrides the checksum values entered against the Ticket Type (Voucher Redemption), Item (Voucher) or Payment Type (Payment Voucher redemption), otherwise set to "SKIP" to not perform checksum validation. This is the recommended setting.

Voucher Blacklist

This form allows Voucher numbers to be maintained and marked as "black-listed". A voucher can be added to the Blacklist (tick the Blacklisted checkbox) or removed (uncheck the Blacklisted checkbox).

Note: This menu option is only available if Vista's **Online Voucher Validation** application has been installed. If the Cinema is operating in "on-line" mode with OVV, the status of this Voucher will be obtained from Voucher Management and made available at the Cinema. If the Cinema is "off-line" then the status of the Voucher will be obtained from the Cinema data.

Voucher Blacklist Maintenance

File Edit Blacklist Help

Voucher: 00504000104

Details

Voucher Type: 00504 Serial: 104

Blacklisted ☒

Added to Blacklist

Date Added: 23/06/2004 2:49:26 p.m.

Reason: Destroyed

Removed from Blacklist

Date Removed:

Reason:

CAPS NUM INS

Voucher Blacklist	
Voucher Type	Select/enter the type of Voucher.
Serial Number	Select/enter the serial number of the Voucher.
Blacklisted	Check this box to indicate that this voucher has been blacklisted and can no longer be presented/redeemed.
Added to Blacklist	If the Blacklist box has been checked, then enter the reason that the voucher has been blacklisted. The Date Added will automatically be populated with today's date.
Removed from Blacklist	If the Blacklist box was checked, and is now un-checked, then enter a reason for removing from the Blacklist. The Date Removed will automatically be populated with today's date.

Voucher Overrides

This form allows user-defined Voucher override codes and reasons why voucher checks can be overridden (e.g. if a voucher is expired, a rule can be created to allow the manager to override this message). This maintenance form will allow users to create their own voucher override reasons, and to maintain system-defined Voucher override reasons.

Note: This menu option is only available if Vista's **Online Voucher Validation** application has been installed.

Voucher Overrides - Base View

File Edit View Help

Voucher Over

Override Code	Name
JHT	Test Overrides
VRB	BlacklistRedeem
VRD	AlreadyRedeemed
VRE	RedeemExpired
VRL	RedeemValidLocati
VRT	RedeemValidTime
VSB	BlacklistSold
VSL	SelfValidLocation
*	

View: Base View

Voucher Override Maintenance

File Edit Help

Code: VRE

Name: RedeemExpired

Description: Expired

Message: Voucher redemption date has expired.

☒ System

Voucher Overrides	
Code	This is the code or identifier for this override. If this is a Vista defined override rule then the code will begin with "V".
Name	Name of the override rule.
Description	Description of the override rule.
Message	Message to display at Point of Sale.
System	If this is a system or Vista defined rule then this box will be checked (this cannot be changed).

Voucher Rules

This form allows user-defined Voucher Rules to be created and system-defined Voucher Rules to be maintained.

Note: This menu option is only available if Vista's Online Voucher Validation application has been installed. If the Cinema is operating in "on-line" mode with OVV, then the voucher validation rules are obtained from Voucher Management and made available at the Cinema. If the Cinema is "off-line" then the Voucher rules will be obtained from the Cinema data.

Voucher Rule Maintenance

File Edit Help

Voucher Rule: **Sell_Expired**

Details

Voucher Rule: **Sell_Expired**

Agent: **spVRule_SellExpired**

Agent Type: **sp**

Description: **Redemption date expired**

Failure Response: **Voucher redemption date has expired**

☒ Enabled ☒ System

Applied To:

☐ Redemptions

☒ Sales

Sequence

Sell_NotPrinted
 Redeem_NotSold
 Redeem_Refunded
 Sell_Refunded
 Redeem_Redeemed
 Sell_AlreadySold
 <CURRENT>
 Redeem_Expired

Parameters

Available:

Activity
 CinemaID
 Mode
 ScanOrManual
 SessionDateTime
 SoldInTrans
 TotalActions
 TotalValue

Selected:

VoucherCode
 SerialNo
 SERIALEND
 DuplicateIn
 LocalDateTime
 CICODES

CAPS NUM INS

Voucher Rules	
Voucher Rule	Name of Rule that the OVV Connector uses.
Agent	Agent name of rule (stored procedure name).
Agent Type	Stored Procedure is the only type currently supported.
Description	Description of this Rule.
Failure Response	Message to display at Point of Sale when this rule is invoked.

Enabled	If checked on then this rule is enabled (active).
System	If this is a system or Vista defined rule then this box will be checked (this cannot be changed).
Applied To	Check Redemptions to invoke this rule when vouchers are being redeemed (presented) and check Sales to invoke this rule when vouchers are being sold.
Sequence	Add this rule to the list of Voucher rules. This determines where in the rules sequence this rule should be invoke.
Parameters	For a user-defined Voucher Rule, determine the parameters required to support this rule (parameters cannot be changed for system-defined rules).

Security

All security is maintained through Vista BackOffice. Vista has three areas where security is important.

- **BackOffice Security and CashDesk** determines access to Vista BackOffice programs and functions. User Permissions are defined by User Groups.
- **Point of Sale Security** determines access to Vista Point of Sale.

System Settings:

The following system settings are used with passwords:

- **SecurityPasswordMinLength** - this determines the minimum length of the password (between 1-30 characters, default is 6 characters).
- **SecurityPasswordMinChars** - this determines the number of alphabetic characters within the password (between 0-30 characters, 0 (zero) means any number of characters is allowed).
- **SecurityPasswordMinNums** - this determines the minimum of numeric characters within the password (between 0-30 characters, 0 (zero) means any number of characters is allowed).
- **SecurityPasswordExpiryDays** - this determines the number of days before a user's password will expire must be between 0-99 days, 0 (zero) means that passwords do not expire).
- **SecurityPasswordWarningDays** - this determines the number of days to warn when the password is about to expire (between 0-99 days, 0 (zero) means that passwords do not expire).
- **SecurityMaxAccessAttempts** - this determines the maximum number of logon attempts allowed before a users password is disabled (between 0-99 attempts, default is 5 attempts).

Generate options for Users PIN:

- **PINNumberGeneration** - this determines how a Users PIN can be created. If set to **Random** then the Generate button on the User Maintenance form must be used to create a PIN Number. If set to **Enter** then the PIN Number can be generated using the Generate button or directly entering the PIN Number.

User Groups

If the existing User Groups in Vista do not meet your requirements then you can create others. Before you do this, you need to know which BackOffice and Point of Sale functions you want to allow your users access to.

Important: The first time V3 is installed, all User Groups will have 'Full Access to Modules' and 'Can fully modify any user within User maintenance' set 'ON'. We recommend that you log on using the system administrator logon and maintain these settings as required for your site.

The following Users will already exist. You may have other User Groups setup, these will not be changed. These security levels are based on digits from 0 through 9, 0 being the highest level of security and 9 the lowest. It is therefore possible to have up to 10 different levels of security.

User Groups & POS Security level (0-9) set by Vista.	
Sysadmin (Not accessible)	0
Auditor	1
Manager	2
Duty Manager	4

Supervisor	5
POS User	9

General Tab

This tab controls the user permissions for the selected User Group. You can assign full access to a user group, or specific access by module. When changing user permission don't forget to press 'Apply' then save.

User Group Maintenance

File Edit Help

User Group: **Manager**

General | Assigned User Groups

Description: **Manager** ☐ Full access to modules POS Security: **2**

Module Rights

Modules:

Module Description	Cabinet	Form
Actor/Director		
Actors and Directors		
Area Categories		
Area Category		
Booking Fee		
Booking Fees		
Bookings		
Box Office Sundries		
Box Office Sundry Survey	RGP	
Card Definition		REI
Card Definitions	RGP	
Cinema		

Select All Modules

User Permissions

Cabinet Editing: **(None)**

Cabinet Views: **(None)**

Maintenance Form: ☒ Read (R) ☒ Create (I) ☒ Edit (E) ☐ Delete (D)

Select modules and user permissions then press apply **Apply**

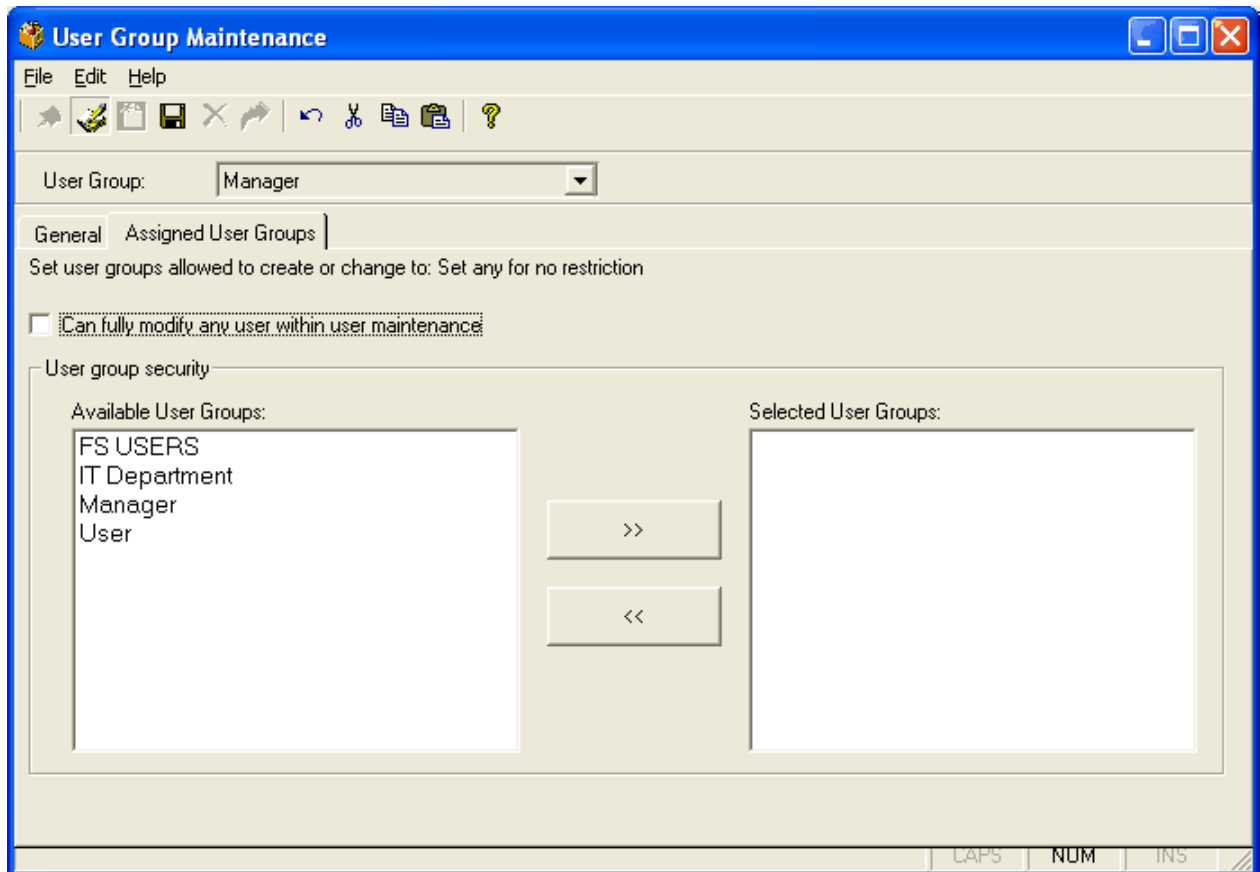
NUM INS

User Groups - General Tab	
User Group Code	Upon creation a 4 digit code will need to be entered. This can be alpha or numeric and cannot be changed once created.
Description	Description of user group.
Full access to modules	This field has been added as a simple way to allow User Groups to see and use all menu options regardless of security setup. This field can only be maintained by the (new) SysAdmin user. Checked on: If this field is checked on, then the users within this User Group can use all menu options. Checked off: If this field is checked off, then user permissions as assigned per module apply to all users within this User Group. For Vista sites where simple security setup is required, then many or all user groups can have this option checked on. For Vista sites where a more complex security setup is required, then you may wish to limit this option only to the SysAdmin user.

POS Security	Select between 0-99. Highest security = 0 and lowest (no) security = 99.
Cabinet Editing	None: the user cannot open this cabinet. Read (R): gives the user rights to access menu option and view data. Create/Edit/Delete (W): gives the user rights to change data within the cabinet grid, if the fields are set to "editable". There are no cabinets in BackOffice which allow editing of data within the grid, with the exception of Staff Times.
Cabinet Views	Global cabinet views are views that can be created for all users to use. Private cabinet views are views that can only be used by the user that created them. None: the user cannot create views. This permission would normally only be assigned if the Cabinet Editing permission is also None. Global (G): gives the user rights to: ▪ view Base cabinet views ▪ view & create Global cabinet views (G) ▪ view & create Private cabinet views (P) Private (P): gives the user rights to: ▪ view Base cabinet views ▪ view & create Private cabinet views (P) Note: Users no longer have administrator (A) rights to change Base views as Vista will now maintain and release new Base views as required.
Maintenance Forms	None: Un-checking all options means that the user cannot access this form. Read (R): gives the user rights to view data. Insert (I): gives the user rights to create or insert data. Edit (E): gives the user rights to edit existing data. Delete (D): gives the user rights to delete data. The user permissions can be applied individually as required.
Apply Button	Once modules have been selected press the apply button then save.
Select All modules	Select All modules is used when most module access is required. Once selected press the apply button then save. Note: Please remember to check if access is to be given to 'User Groups' and 'System Settings'. Vista suggests that these two areas should only be given to User Group 'Sysadmin'.

Assigned User Groups Tab

This tab controls access to User Groups that the selected User Group can add or change users within.



Assigned User Groups	
Can fully modify any user within user maintenance	This field determines if users within this User Group have full rights to maintain users, including reassigning users to different User Groups. This setting can only be maintained by the (new) SysAdmin user. Checked on: If this field is checked on, then the users within this User Group can fully maintain users. Checked off: If this field is checked off, then users within this User Group can only maintain users within the user groups as shown on the selected user groups panel. This enables User Group Security. See below:
User Group Security	
Available User Groups	All available User Groups will be displayed here.
Selected User Groups	Select the required user group by using the arrows. Users belonging to the User Group being maintained will only be allowed to create or change users (in User Maintenance) for the User Groups shown here.

Report Group Rights Tab

This tab allows the user to specify rights for a user group to various report groups. For example, the user can specify that Managers have access to all report groups, but supervisors have access only to reports in the 'End of Day' group.

The screenshot shows the 'User Group Maintenance' application window. The title bar is blue with the text 'User Group Maintenance'. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. A toolbar contains various icons for file operations. Below the toolbar is a dropdown menu for 'User Group Code' with 'Manager' selected. The main area has three tabs: 'General', 'Assigned User Groups', and 'Report Group Rights', with the last one being active. Below the tabs, there is a text label 'Set report groups allowed to view: Set any for no restriction'. Below that is a checkbox labeled 'Can view all report groups:'. The 'Report Group Rights' section contains two list boxes. The left list box is titled 'Available Report Groups:' and contains a list of report types: Auditor Reports, Box Office Reports, Cashier/Audit Reports, Concession Reports, Country Specific Reports, Distributor Reports, Listing/Entity Reports, Other Reports, Session Schedule Reports, and Stocktake Reports. The right list box is titled 'Selected Report Groups:' and contains 'Analysis Reports' and 'Daily Management Reports'. Between the two list boxes are two buttons: '>>' and '<<'. At the bottom of the window, there is a status bar with labels 'CAPS', 'NUM', and 'INS'.

Report Group Rights Tab:

Can View all Report Groups	Check this Box to make all Report Groups Available for Viewing
Available Report Groups	These are the reports that can be made available for viewing. The buttons to the right can be used to select/deselect rights.
Selected Report Groups:	These are the reports that have been selected for viewing. The buttons to the right can be used to select/deselect rights.

Users

Use this form to create a User for each person that needs to access either BackOffice, Point of Sale or CashDesk. Each user must have at least the User Id and PIN number defined. Each user can optionally also have a User Name and Password defined.

You will be only able to create a new user if your **User Group** is defined to allow this.

The screenshot shows the 'User Maintenance' application window. The title bar says 'User Maintenance'. The menu bar has 'File', 'Edit', and 'Help'. The toolbar contains icons for file operations and help. The 'User:' dropdown menu is set to 'Sarah Smith'. Below this, there are two tabs: 'General' (selected) and 'Staff'. The 'General' tab contains several input fields: 'First Name' (Sarah), 'Initial' (empty), 'Last Name' (Smith), 'User Group' (User), 'User Language' (International English), 'Selling Order' (Session by Screen), 'User Name' (sarah01), 'Password' (masked with xxxxxxx), 'Confirm' (empty), 'Workstation' (empty), and 'PIN Number' (with a 'Generate...' button). On the right side of the 'General' tab, there are four checkboxes: 'User Enabled' (checked), 'Fast Cash' (unchecked), 'Fund Manager' (unchecked), and 'User Logged On' (unchecked). At the bottom of the window, there are some partially visible labels: 'CAPS', 'NUM', and 'INS'.

Users - General Tab:	
User No	A 4 digit number - this must be unique. System setting (UserNoAutoGenerated) set to yes allows this number to be automatically generated.
First Name	Mandatory Field – First Name of User.
Initial	Optional field.
Last Name	Mandatory Field – Last Name of User.
User Group	This is the Group that this user belongs to. Security permissions are set at this level. If adding a new user, then this dropdown will contain only the User Groups that you are allowed to add users to.
User Language	Language that the user will use in POS.
Selling Order	Default selling order for this user in POS - Session by screen, by Time or by Film.

User Name/ Password	If you wish to assign user names and passwords to your BackOffice and CashDesk users, then enter a User name and password now. If you wish to change a password, then enter just the password. In order for the alphanumeric keyboard to be available at Point of Sale, a system setting (POSLogonForm) must be set to alpha numeric.
Confirm Password	This field will only become enabled when you have entered a password. You must enter the password again to confirm the addition/change of this password.
PIN Number	If this field appears then you may enter a PIN number here (dependant on system setting), or you may select the GENERATE button to automatically generate a PIN Number.
Workstation	If the User is Logged on tells you what workstation they are working on, this can not be changed.
User Enabled	Is user currently allowed to log on.
Fast Cash	This is used in POS.
Fund Manager	If checked on, then this user can log onto CashDesk.
User Logged on	Will let you know if a User is logged on and gives you rights to logged them off.

Staff

The screenshot shows the 'User Maintenance' application window. The title bar is blue with the text 'User Maintenance' and standard window controls. Below the title bar is a menu bar with 'File', 'Edit', and 'Help'. A toolbar contains icons for file operations and a help icon. The main area has a 'User:' label and a dropdown menu showing 'Sarah Smith'. Below this are two tabs: 'General' and 'Staff', with 'Staff' being the active tab. The 'Staff' tab contains several fields: 'HO/PayRoll Code:', 'Roster Code:', 'Default Cost Rate:' (with a value of 0), 'Work Area:' (with a dropdown showing 'Box Office'), 'Cinema:' (with a dropdown showing 'Entertainment Golden Village'), and 'Security Id:'. At the bottom of the window, there are three buttons labeled 'CAPS', 'NUM', and 'INS'.

Staff Tab:	
Ho/Payroll Code	Code entered here for HeadOffice User.
Roster Code	Code for Roster.
Default Cost Rate	Cost rate set here.
Work Area	Select the default work area.
Cinema Operator	Cinema operator the User works for.
Security Id	The identity information read from the security device for employee validation must be recorded here.

Security ID

POS now supports the use of magnetic stripe card or barcode readers instead of keypad or keyboard entry for terminal logon and security override.

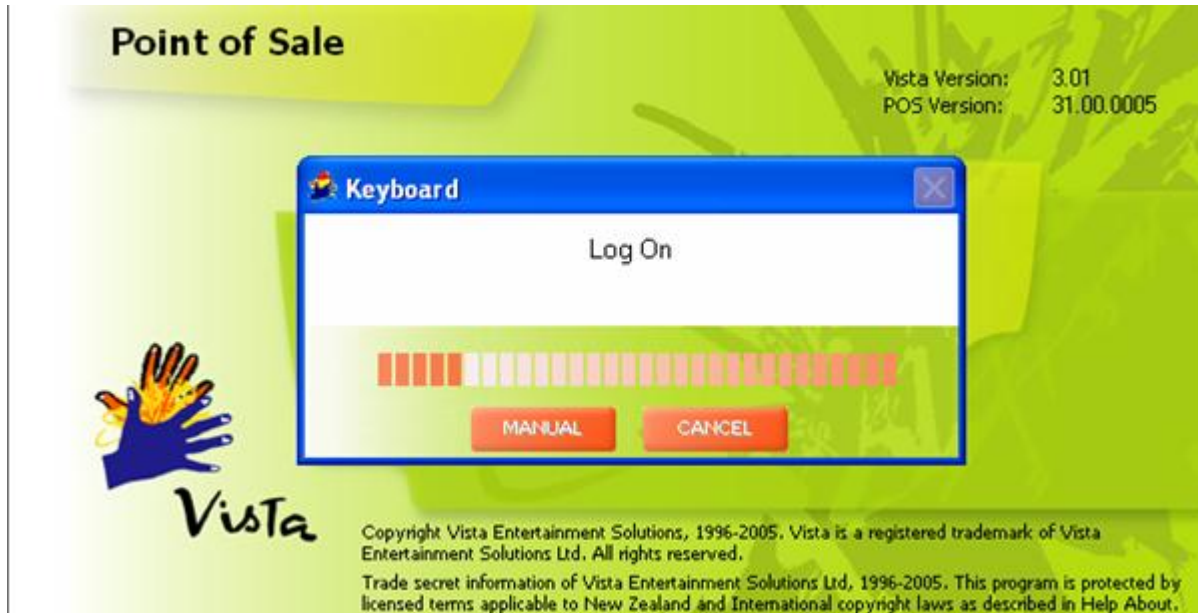
In order to implement this configuration is required at three points:

- From the Workstation Maintenance/Hardware 2 tab the appropriate security reader must be selected. For this release the options are:
 - No Security Reader
 - Magnetic Stripe Reader
 - Barcode Reader
- New devices will be added in future releases. In order for the security reader function to operate correctly the selected reader must also be correctly configured in the appropriate panel on the Hardware 2 tab.

At the User/Staff tab the alphanumeric identifier encoded on the security device must be entered into the Security ID field for each staff member who will use this type of authentication.

- Two groups of System Settings enable the security reader and control the mode of operation:
 - For POS operators:
 - **LogonUseReader** – this setting controls whether POS will use a card or barcode reader etc. when a user logs onto a POS terminal. Unless this is set to Yes standard manual user/password entry will be required, regardless of workstation and user configuration.
 - **LogonAllowManualEntry** – this setting controls whether POS will allow manual entry for a POS User logon when the **LogonUseReader** system setting is on. When manual entry is permitted the logon progress box has a Manual button which can be pushed to allow standard manual authorization. If this setting is **No** the operator cannot sign onto the terminal without their magnetic stripe or barcode identification.

The logon progress box is illustrated below, showing the Manual button:



- **LogonRequirePIN/Password** – this setting controls whether POS requires PIN or password entry after user validation at POS logon. The system default is Yes, but if the setting is No the logon will proceed to completion as soon as the User ID is validated. Note that this setting also controls the manual logon validation process.

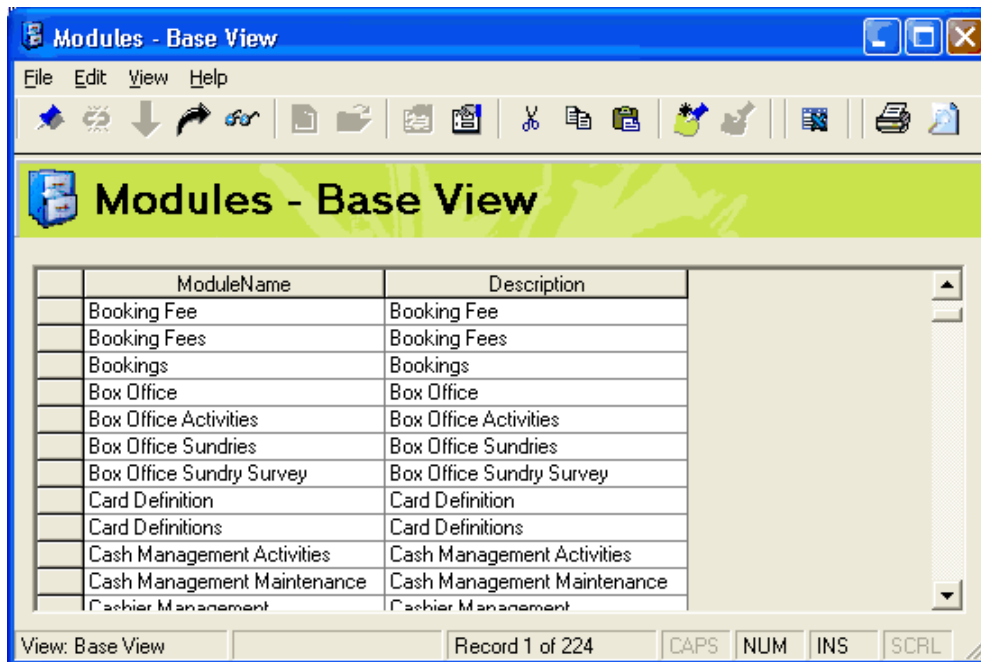
For Management Staff (authorised for Refunds etc).

- **SecurityUseReader** – this setting controls whether supervisors will use a card or barcode reader etc. when accessing a POS terminal to authorise a refund for example. Unless this is set to Yes standard manual user/password entry will be required, regardless of workstation and user configuration for the supervisor.
- **SecurityAllowManualEntry** – this setting controls whether POS will allow manual entry for a supervisor logon when the **SecurityUseReader** system setting is on. When manual entry is permitted the logon progress box has a Manual button which can be pushed to allow standard manual authorization. If this setting is No the supervisor cannot access the terminal without magnetic stripe or barcode identification.

SecurityRequirePIN/Password – this setting controls whether POS requires PIN or password entry after supervisor validation. The system default is Yes, but if the setting is No the logon will proceed to completion as soon as the User ID is validated. Note that this setting also controls the manual logon validation process for supervisors.

Modules

This cabinet contains all the BackOffice folders and subfolders - this information cannot be changed. Every menu option e.g Box Office, Film/Session appears in this cabinet. The content of this cabinet can not be changed and is a view only cabinet.



Modules Cabinet	
Module Name	Name of Module.
Description	Description of Module.

E-mail Maintenance

An **E-mail Cabinet and Custom Maintenance Form** is available from Vista Back Office (Environment Folder/Security folder).

A standard cabinet view presents the existing entries in the table of e-mail entities (both individual and distribution lists).

The cabinet operates over the new tblEmailEntity and tblEmailGroupMembers tables. The grid column headings are:

E-mail Maintenance	
Name	The e-mail recipient or distribution list name.
E-mail Address	This will normally be empty when the row is for Distribution List.
Distribution List	This will be Y for rows which are Distribution lists, otherwise N.

Using the custom form to maintain e-mail addresses and distribution lists:

- When the operator clicks the 'New' (📄) icon on the toolbar from the Cabinet grid the form above appears in edit mode (box backgrounds are white) on the General tab.
- Name and E-mail Address can be entered from the keyboard. No dropdown selection is possible in the Name or E-mail Address fields. Standard cut and paste is supported but access to a mail client address book is not supported.
- The default Status value is Active. The list box also contains Inactive and To Be Deleted.
- The operator determines whether this is an e-mail recipient or a distribution list using the radio buttons in the Type panel.

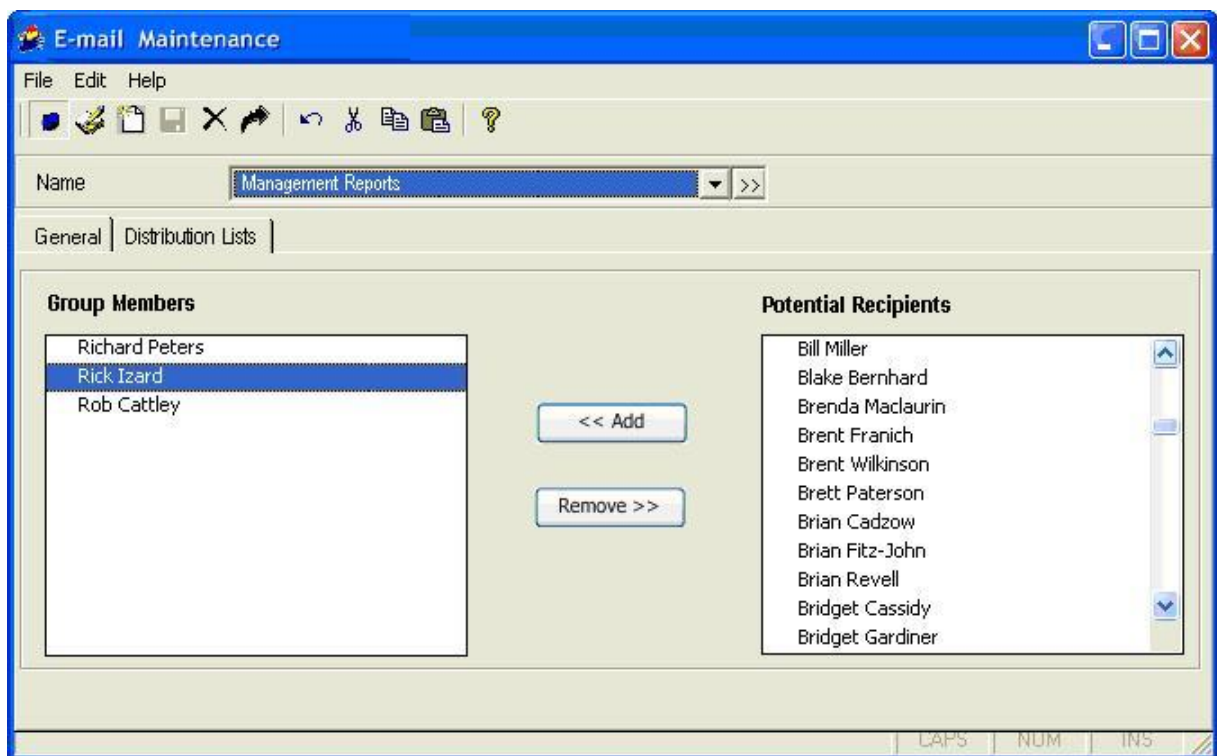
- NB: The E-mail Address is not required for distribution lists – if one is entered it will NOT be used.
- The entry is saved by clicking the Save (💾) icon.

Editing existing e-mail addresses:

- Operator drills down on a selected record from the Cabinets grid to bring up the custom form, or highlights a record from the Name dropdown list on the custom form, with the General tab displaying.
- General tab fields are populated with grey background for the selected record. When operator clicks the 'Edit' (✎) icon on the toolbar the field backgrounds become white and are editable. The Name field is populated with the existing Name entries, with the E-mail Address field displaying the matching address. Any of on-screen fields can be modified. Standard cut and paste is supported but access to a mail client address book is not supported.
- NB The Name, Status and Notes for a Distribution List can be modified from the General tab. The contents of the Distribution List can only be modified from the Distribution List Tab.
- The entry is saved by clicking the Save (💾) icon.

Maintaining distribution lists:

- An authorised operator must first create a set of e-mail addresses and distribution lists from the General tab. These can then be used to populate distribution lists using the Distribution Lists tab as illustrated:



Creating new distribution lists:

- This can only occur within the General Tab. The 'New' (📄) icon on the toolbar is greyed when this Tab is open.

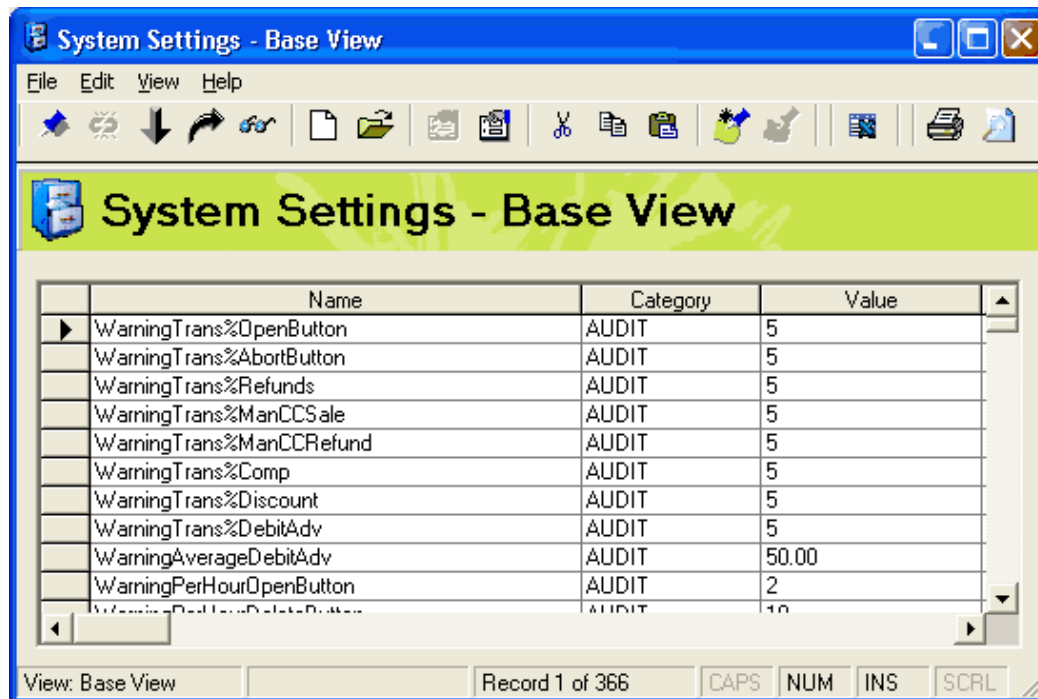
Populating and maintaining distribution lists:

- The Distribution Lists tab opens showing the list members in the left hand box. The right hand box is empty and both backgrounds are grey. The Add and Remove buttons are greyed.

- When the operator clicks the 'Edit' () icon on the toolbar the Potential Recipients box populates with the records from the tblEmailEntity table.
- Remove – Only active when a row in the Members box is selected (as Rick Izard above). Clicking the button shifts the entry from the Members box to the Potential box.
- Add – Only active when a row in the Potential box is selected. Clicking the button shifts the entry from the Potential box to the Members box. The results of the session are not committed to disk until the operator clicks the Save () icon from the Distribution Lists tab.

System Settings

Systems settings are used to configure different areas in BackOffice and POS. This controls certain areas and will change the way certain buttons and cabinets act. A list of system settings available can be downloaded into an excel sheet from the base view cabinet below.



Ticket Numberings

Why Use Ticket Numbering:

The Tax Department in certain countries require a unique ticket number to be printed on every ticket. This ticket number will be based on criteria laid out by that tax department. Vista calls this the ticket numbering style. Here are some examples:

- Unique ticket number starting at 1, for each film i.e. Style will be |FILM|
- Unique ticket number starting at 1, for each film and Ticket Type. So, for a film e.g. Casablanca, if there are 1000 adult ticket sales and 250 children, then the last ticket number will be 1000 for the last Adult Casablanca ticket and 250 for the last Child Casablanca ticket i.e. Style will be |FILM|TICKETTYPE|
- Unique ticket number starting at 1, for each ticket printed from a workstation i.e. Style will be |WORKSTATION|

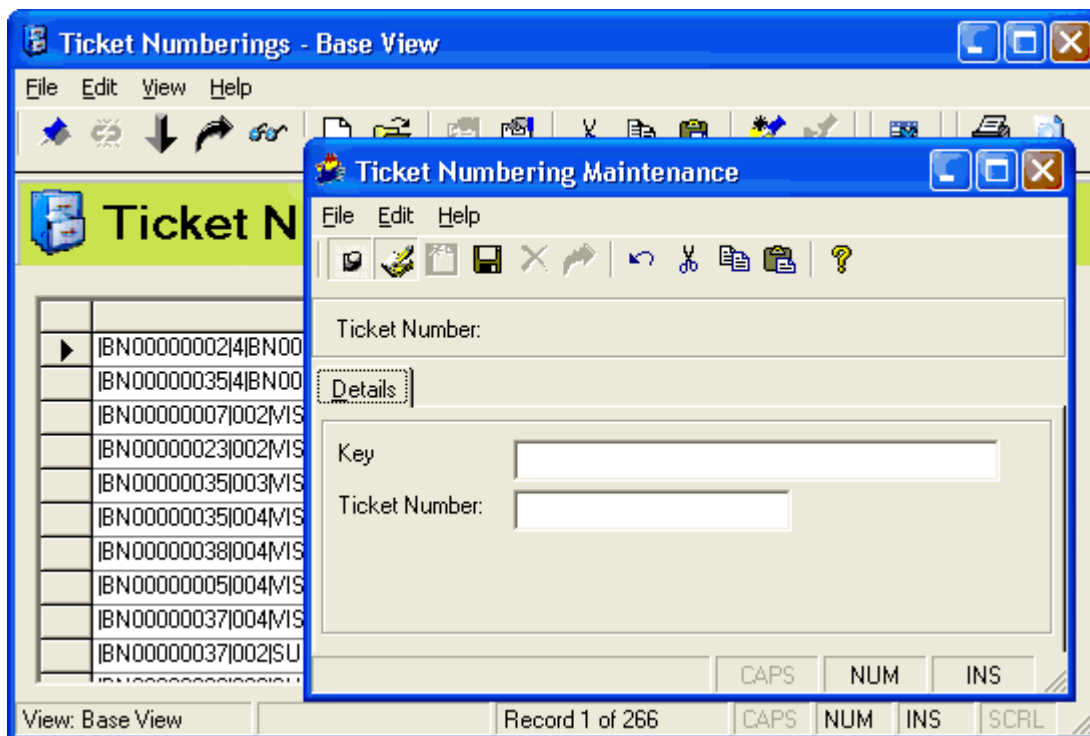
Vista has the ability to configure ticket numbers, based on certain predetermined Styles that Vista have defined. It is possible a tax department want a style that is not defined by Vista. If this is the case, then a modification may need to be made to the system (please talk to your Vista Distributor).

Ticket Numbers are not the same as the Vista Transaction Number. Vista writes a Transaction Number on every ticket. This is a number that starts at 1 and always increases (there can be gaps in the numbering, depending on, e.g. a transaction aborted at last minute). The transaction number is used for refunds.

Reporting Ticket Numbering:

Ticket numbering is generally of no use to a tax department, unless a report is written to support the ticket numbers (especially as ticket number styles are so flexible). If this is the case, then a modification may need to be made to the system (please talk to your Vista Distributor).

Note: This only applies if you are using the Ticket Number Method called Configurable.



- The key represents the code that makes up each part of the Style.

From the first line the Key is: |BN00000002|0001|

BN00000002 is the Film Code, in the example represents the film Casablanca

0001 is the Ticket Type Code, in the example represents Adult
- This means that for Adult Tickets for Casablanca, the last ticket number used was 5.

From the second line the Key is: |BN00000002|0003|

BN00000002 is the Film Code, in the example represents the film Casablanca

0003 is the Ticket Type Code, in the example represents Child
- This means that for Child Tickets for Casablanca, the last ticket number used was 2.

From the third line the Key is: |BN00000005|0001|

BN00000005 is the Film Code, in the example represents the film Batman

0001 is the Ticket Type Code, in the example represents Adult

- This means that for Adult Tickets for Batman, the last ticket number used was 3.

If for some reason, there is a problem with ticket numbers and you need to reset a particular ticket number, if you would out the Ticket Number Key that was incorrect, based on the Style, you can edit the last ticket number used.

E.g. for |BN0000021|0001| you may need to change it to 9 after a printer jammed, that the system did not recover properly for.

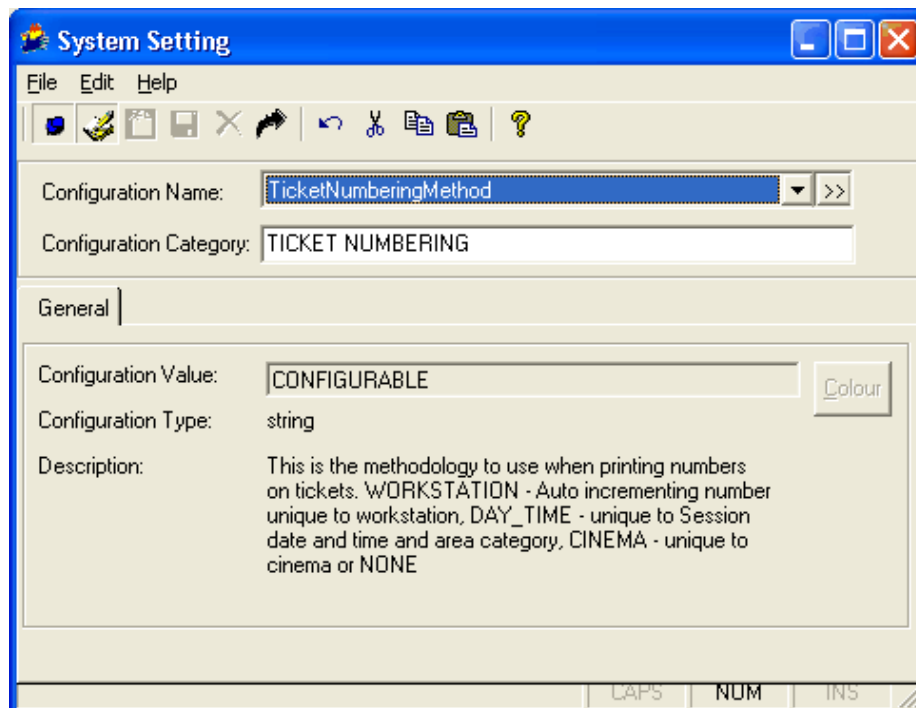
Configuring Ticket Numbering

Select Ticket Numbering Method:

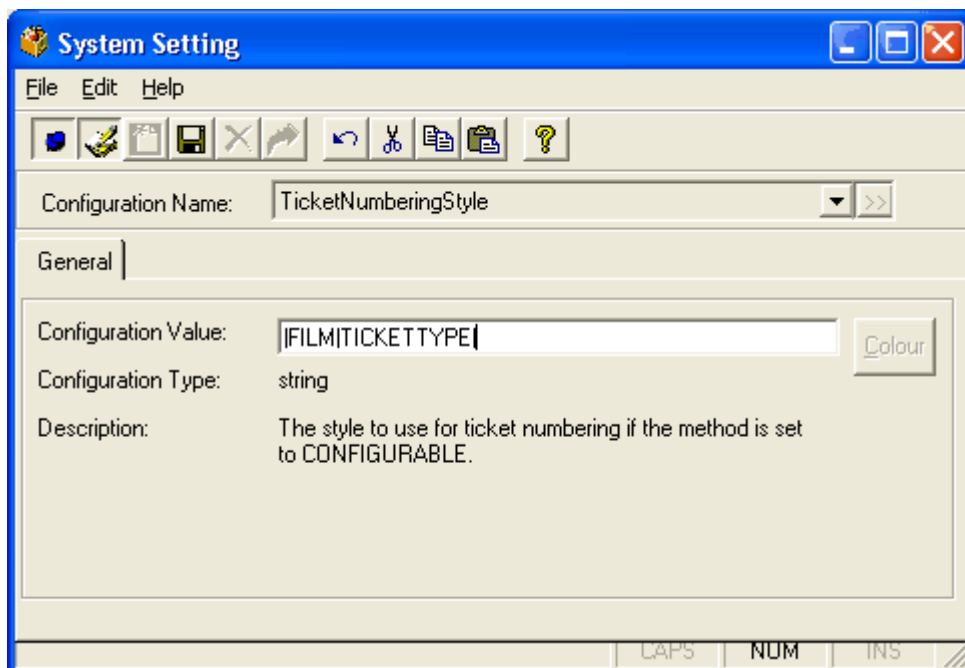
There are 5 ticket-numbering methods:

- **None** - This turns Ticket Numbering off.
- **Configurable** - Configurable is the best option to use and supersedes the other 3 methods (shown next) which were designed before Vista created the Configurable option. The Configurable Method provides additional trace information, which can be useful when tracking a problem within ticket numbering.
- **Workstation**
- **Cinema**
- **Day_Time**

If you want to print ticket numbers, and if you are not already using Workstation, Cinema or Day_Time, then select Configurable. The Ticket Numbering Method is set by the system setting 'TicketNumberingMethod'.



Defining the style to use to make ticket numbering reset to 1. This only applies if you are using the Ticket Number Method called Configurable. The system setting called 'TicketNumberingStyle' represents the style needed. For example |FILM|TICKETTYPE| means the ticket numbering starts at the beginning again e.g. 1, if the ticket type changes for a film or the film changes. The | is used to divide up the different elements of the style.



The style can be made up of a number of elements. Possible elements are:

AREACATEGORY	The area category used to define different areas for pricing e.g. Standard and Premium.
CINEMA	Cinema complex.
CINEMAOPER	Cinema.
DISTRIBUTOR	Distributor.
FILM	Film.
PRICEGROUP	Price card e.g. Weekend Pricing verses weekday pricing.
SALESTAX	Sales Tax.
SCREEN	Cinema Screen.
SCREENAREA	Cinema Screen Area e.g. Stalls or Mezzanine.
SESSION	Movie Session.
TICKETCLASS	Ticket Class, being a grouping for ticket types.
TICKETTYPE	Ticket Type e.g. Adult, Child.
TIMEZONE	Time Zone e.g. Morning, afternoon, evening.
WORKSTATION	Workstation sold from.
DAY	Day or week e.g. Monday.
REALSALEDATE	Date of transaction (midnight to midnight).
REALSESSIONDATE	Date of Session (midnight to midnight).
WORKINGSALEDATE	Date of transaction (Business date).
WORKINGSESSIONDATE	Date of Session (Business date).

Should Ticket Numbers be printed on Refund tickets?

The system setting '**TicketNumberingCredits**' defines if a new ticket number is to be printed on a refund portion of a ticket. Normally it would not be unless the style is by 'Workstation', as in this case the ticket numbers issued by Vista must match pre-printed ticket numbers on the roll of ticket stock. When a refund portion is printed, a new number must be allocated.

Setting Up Ticket Numbering

Ticket Number Range - Configurable:

This only applies if you are using the Ticket Number Method called Configurable. There are 3 parameters that can be defined:

- Min – (i.e. Minimum) The first ticket number to use eg |Min=00000001|
- Max – (i.e. Maximum) The last ticket number to use eg Max=99999999|
- DayStart – What day of the week is the first when using a Style Element with Day in it e.g. |DayStart=Monday|
- This would give, e.g. |Min=00000001|Max=99999999|
- This is the most common - E.g. |Min=A001Max=C999|DayStart=Monday|

The system setting called '**TicketNumberingStyleParameters**' can be use to set the minimum number and maximum number based on the Ticket Numbering style. The value will probably be something like this: |Min=00000001|Max=99999999|. Once the Maximum is hit for the style, then the ticket numbering is reset to the beginning again.

Ticket Number Range - Not Configurable:

This only applies if you are NOT using the Ticket Number Method called Configurable, e.g. you are using one of the following methods: Workstation, Cinema, Day_Time. The setting '**TicketNumberingMaxNumber**' defines the last ticket number to use, before starting back at 1.

Pre-printed Ticket Numbers on Stock - Method is Workstation:

This only applies if you are using the Ticket Number Method called Workstation. If the ticket stock has ticket numbers already pre-printed on them and the Vista Software must print the same ticket number on the ticket, to match the pre-printed one, the system setting '**TicketNumberingPreprinted**' must be set to 'Y' for Yes, else 'N' for No. When this option is set to 'Y', when each Point of Sale is started, it will prompt for the next pre-printed ticket number that appears on the ticket stock.

Adding Ticket Numbering to the Ticket Template

Ticket Template:

Ticket template, that defined the layout of your tickets, should only be changed by your cinema support staff (else your Vista Distributor if they are unsure). The Ticket Template will need to be changed to add a new field called 'TICKETNUMBER'. This contains the ticket number assigned to this transaction.

Important: You must leave the Vista Transaction number on each ticket (it will be the field called TRANSACTIONNUMBER or TRANSACTIONIDENTIFIER), as this is needed for tracking problems and refunding.

- Edit the ticket template called Ticket.txt on the fileserver in D:\Vista\VistaPOS\PrintTemplatesof printer}\
- The line will look something like this; you will need to position it properly by changing 70,460 and the font and font scale.
- {PosnRC}70,460{EC}{Font}2{EC}{FontScaleHW}2,2{EC}<TicketNumber>;
- Removing Leading Zeros when Printing.
- If you do not want the ticket number to print like e.g. 00000001, to remove the leading zeros you need to define within the Formats section of the ticket template to suppress ticket numbering. e.g.
- [Formats]
- {TicketNumber} = #####0

If Ticket Numbering has Already Been On:

- If the System Setting 'TicketNumberingMethod' was not set to 'NONE', and this cinema has already processed sales, then this cinemas database needs to be cleared of all the old ticket number records, else they will influence the new ticket numbering style. This will need to be carried out by your Vista Distributor.

A Few Important Points to Remember:

- System Settings only take affect when Point of Sale is restarted.
- The template only takes place if Point of Sale is restarted, or the Test Print button is pressed on Point of Sale.
- Ticket numbering only works, if you have defined a ticket printer to use. If you are testing on a computer without a ticket printer that is printing tickets, then the ticket transaction will not be issued a ticket number.

Head Office Download Fields

This form has been created to allow control over the way downloaded data (from HeadOffice) is received at Cinema. This form allows the user to **exclude** particular fields from the import into Cinema, e.g. the supplier number may be different at each cinema for concession items and therefore can be set up to be excluded when importing data from HeadOffice.

Important: Changing these settings can lead to failure of the HeadOffice downloads.

A report "HO Download Report" identifies any records downloaded from HeadOffice where the data has not been updated at the Cinema, due to the settings within the "Head Office Download Fields" menu option. Run this report to identify which records need to be manually updated at Cinema after a HO download.

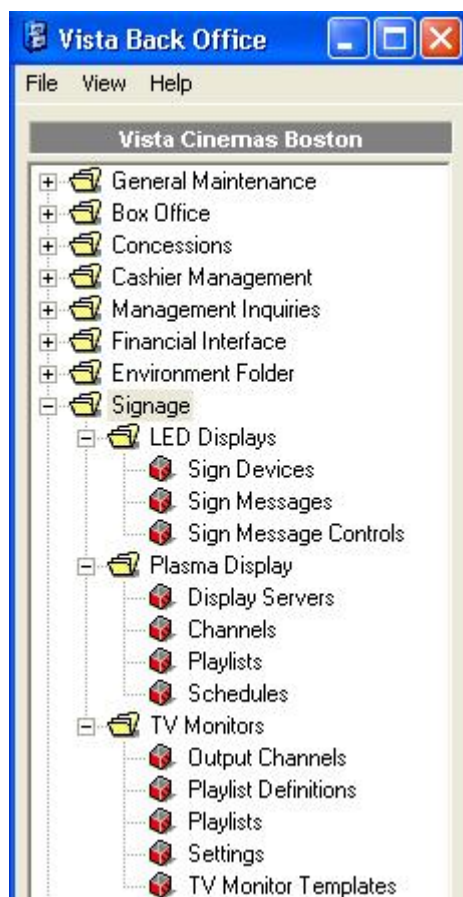
HeadOffice Download Fields:	
Table Name	The list of Tables is maintained by Vista and cannot be maintained by users.
Field Name	This list of FieldNames is maintained by Vista and cannot be maintained by users.
Reference Type	This field can be set to DEFAULT or DONTUPDATE: DEFAULT - the selected table/field will be updated during a download from HeadOffice. DONTUPDATE - existing records will not have the selected Table/Field overwritten during a download from HeadOffice. For new downloaded records this field value will be inserted, This can be used when the field is different between Cinema's and must be maintained at each Cinema, e.g. if Item retail prices vary from Cinema to Cinema then a "Don't Update" record can be created for table tblItem, field Item_curRetailCost, which means that after an Item is received at the cinema, its price can be modified. If the item is received again in a subsequent download, its price will remain at what it was set to at the cinema.
Default Value	If you create a DEFAULT entry for a particular field (see above), then if no data is received for that field during a download, it will default to the value specified in this field.

CHAPTER 9

Signage

This chapter covers each of the items required to be set up for Vista Display.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



LED Displays/Sign Devices

Vista Display can run in one of two modes:

- Create a text file for importing into third party signage software
- Controls certain brands of signage directly (LED Textlights)

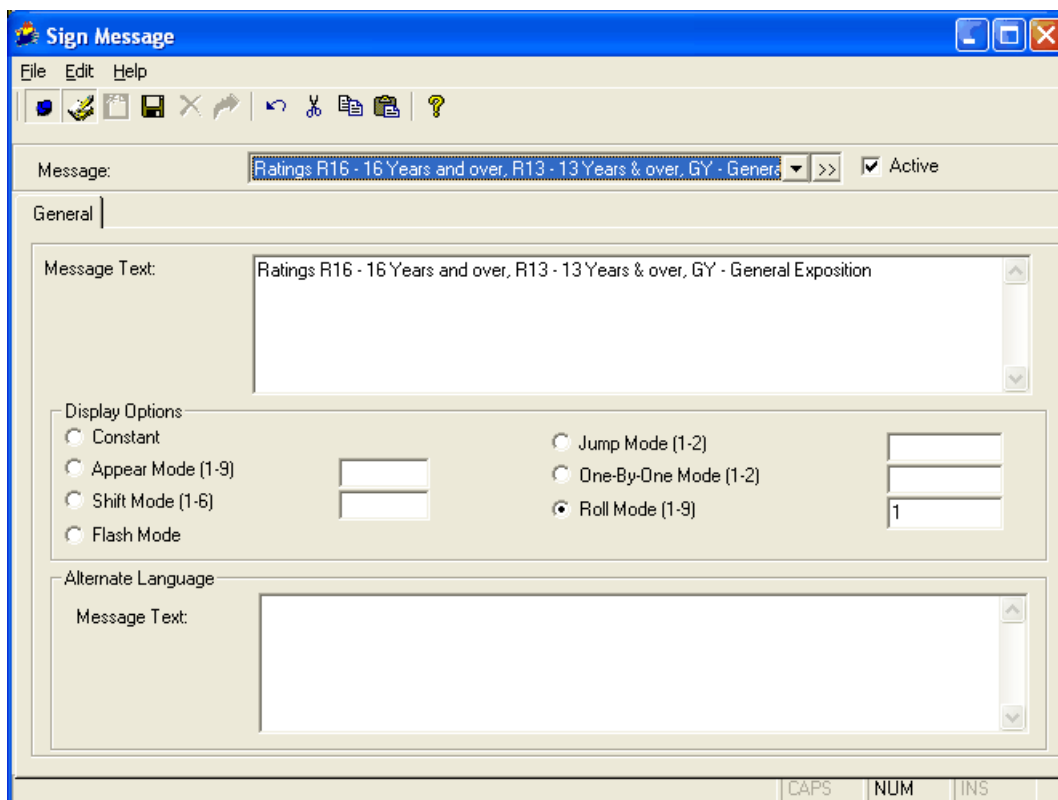
When Vista Display controls the LED Textlights directly, you must define the characteristics of each LED Textlight sign using this maintenance program.

Sign Devices	
Address	Unique address of each LED Textlight.
Display Type	Select the type of sign this represents - Session Sign (sign will show session schedule information), Door Signs (shows what film will be at each door sign), Message Sign (sign used to show promotional messages).
Bank Number	Combo box used to select what Sign Grouping this sign belongs to, e.g. Session Signage 1 and Session Signage 2 could represent two groups of signage that shows Session information.
No. of Characters	Number of characters on the sign.
Active	Indicates if the sign is active or not.
Effect Code	Each brand of LED Display can support certain functions e.g. character flashing or scrolling. The effect codes will be defined in the manual of the Third Party Signage.
Effect Parameter	The Effect Code will have a parameter, e.g. to define a scroll speed. The effect parameter will be defined in the manual of the Third Party Signage.

Row/Column	Row/Column on the signage board, where this LED sign appears (only relevant for Session and Promotional signs).
Sequence	Each sign that shows session or door information must have a unique sequence number. The first film with session times, will be shown on the session sign that has the lowest sequence number. The same with the first promotional message will appear on the promotional sign with the lowest sequence number.
Cinema Screen	Which cinema screen this sign is outside for door signs.
Message	Select from the combo box the message to appear on a promotion message sign.

Sign Messages

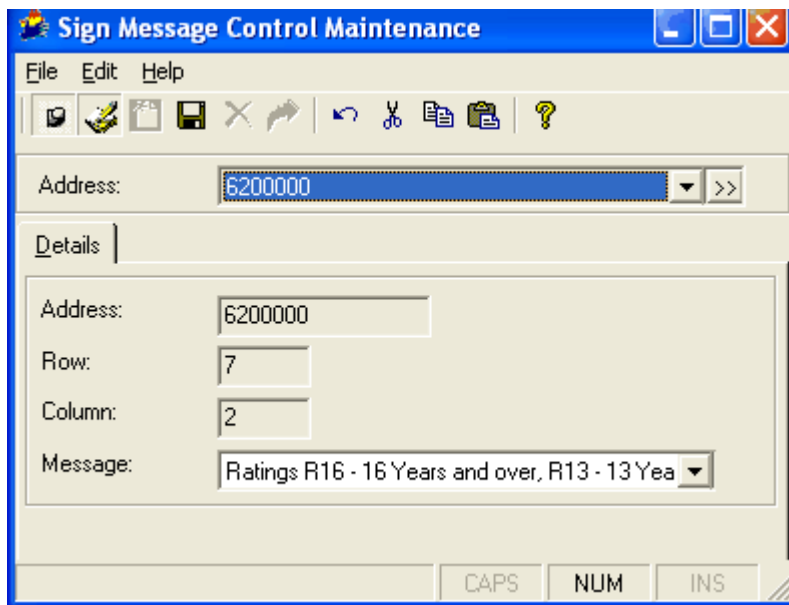
Promotional Messages can be displayed on some brands of LED Textlights. **Messages** can include details of ticket pricing, censor ratings and upcoming movies.



Sign Messages:	
Message Code	Each promotional message requires a unique message code.
Active	Indicate if promotional message is active or not.
Message Text	Message text in main language.
Display Options	These are the Effect code and Effect Parameters of how the message will display on the LED Textlight. Check the manual of the 3rd Party Signage to find the valid effect codes and parameters.
Alternative Language	Message text in alternative language.

Sign Message Control

The Sign Message Control option allows you to control what LED Textlights that have been configured to show Promotional Messages.



Sign Message Control:	
Address	Unique address of each LED Textlight.
Row/Column	Row/Column on the signage board, where this LED sign appears.
Message	Select the promotional message that will appear on this sign. Select the blank message if you do not want to display anything on this sign.

TV Monitors

The TV Monitor software runs on its own computer, called the Graphics Server.

This computer will have one or more graphics cards (e.g. VGA cards) installed, depending on the number of TV monitors, that need to be controlled with their own unique output. Vista calls each of these graphics cards Channels.

Depending on the number of unique outputs required, there will be a number of graphics cards installed. For instance, A cinema may have four TV's above the Box Office to show the movie schedule, however two of the TV's show the same information as the other two TV's (so two VGA cards, i.e. 2 channels required). There might be a TV outside each cinema screen door, so this would be 6 more VGA cards, i.e. 6 channels required. This is a total of 8 graphics cards, therefore 8 channels need defining.

Output Channels

Output Channel Maintenance

File Edit Help

Graphics Server Computer Name: BNGRAPHIC01

General

Channel Number: 1

Channel Type: Session

Playlist: This playlist has to be used for ses

Workstation: (TV Monitor located with this workstation)

Cinema Screen: (TV Monitor located outside this screen)

Session Group: 1 (Used to divide session information among channels)

Status: ☒ Active ☐ Inactive

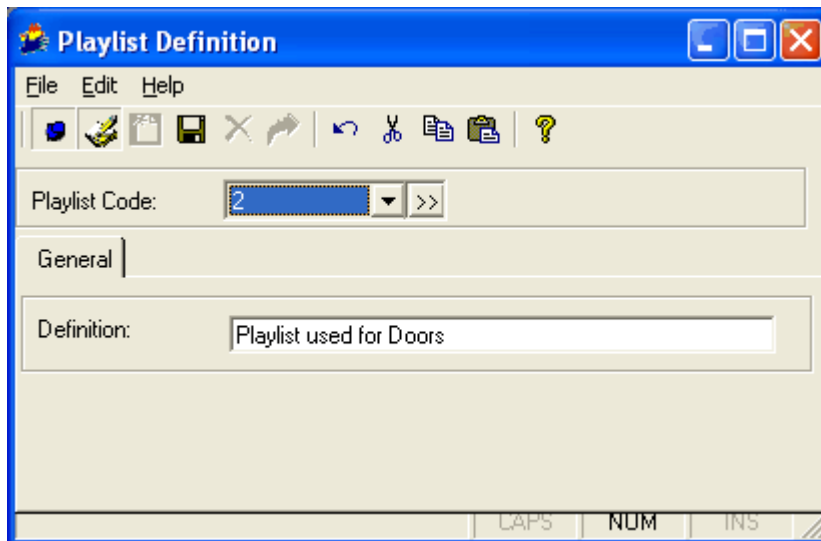
Output Channels:

Graphic Server Computer Name	Name of the computer that runs the TV Monitor software. The TV Monitor software could run on more than one graphic server, depending on how many channels are required.
Channel Numbers	The channel number is the graphics card number (VGA card). A channel is the unique output for one or more TV's.

Channel Type	Select from the combo box if this Channel will show Session information or Door information or Other, e.g. Advertisements.
Playlist	Select the Playlist that this channel runs. The play list represents the different types of output that can be shown, e.g. Session information, Adverts etc, and the order they appear and for how long.
Workstation	If a Channel is defined as being a channel type Session and there a TV above each selling workstation, then you can indicate the relationship here of what channel belongs to what workstation.
Cinema Screen	If a Channel is defined as being a channel type Door, then you need to define what Cinema Screen this output channel belongs to.
Session Group	This field is used if the channel is to show movie sessions. If there was four channels and two belong to group 1 and two belong to group 2 and the session template defined can show up to four films at a time, then the times for the first four films and their show times will show on the two channels that belong to group 1 and the next four films on the two channels that show group 2. Once all film/times have been shown (ie eight films, then group 1 gets films 9 to 12 etc.
Status	Set Status - Active or Inactive. Inactive means the Channel is turned off.

Playlist Definitions

A Playlist defines what will appear on each Channel. This program allows you to define a description for each playlist.



Playlist Definitions:	
Playlist Code	Each playlist requires a unique code to identify it.
Definition	Provide a description for each playlist, e.g. Session Information, or Door Information or Promotional Information.

Playlists

A playlist can be assigned to each Output Monitor and each Output Monitor might in turn be assigned to 1 or more TV Monitors. A playlist is a list of what templates to play on a particular Output Channel and for how long.

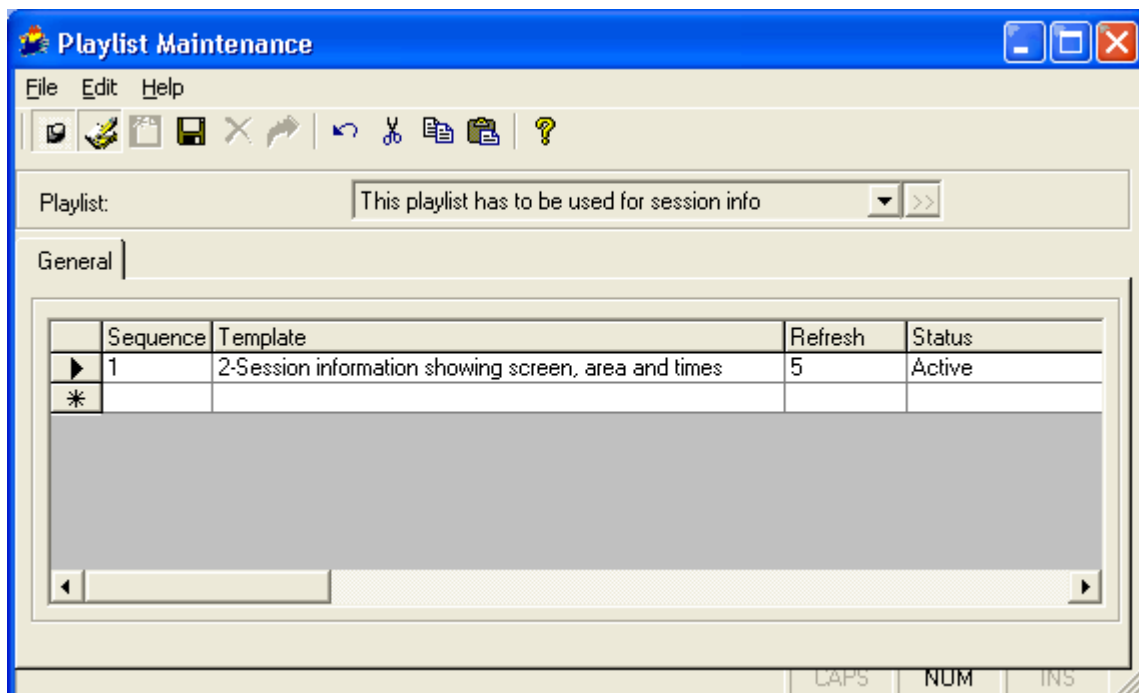
For example, Output Channel 1 might be in the Box Office area of the Cinema. It may be told to have 4 things in its playlist, e.g:

Template 1 - Display Session Information	This is a type 'S' template and uses SessionInfo1.html. Its refresh time is 5 seconds.
Template 2 - Display Promotional Welcome message	This is a type 'P' template and uses Advert.html. Its refresh time is for 3 seconds. The graphic it uses is called C:\Vista\Images\welcome.jpg.
Template 3 - Display Seat Plans	This is a type 'A' template and uses SeatAlloc1.html. Its refresh time is 4 seconds.
Template 4 - Display Promotional Advert	This is a type 'P' template and uses Advert.html. Its refresh time is for 6 seconds. The graphic it uses is called C:\Vista\Images\CokeAd.jpg.

When the TV Monitor program is run, it will first show Template 1, which shows the Session Information by Films on Output Channel 1. Depending on what other Output Channels are also showing Template 1, it will either show all films and their times or just some of the films. The other films and their times may appear on other Output Channels. Each lot of films and times will show for 5 seconds, and then show the next lot of times for the same films or show other films and times depending on how much it has to show.

After this, it will show a graphic called Welcome.jpg for 3 seconds. Then Template 2 will be displayed with session information with seat plans, and each seat plan will show for 4 seconds.

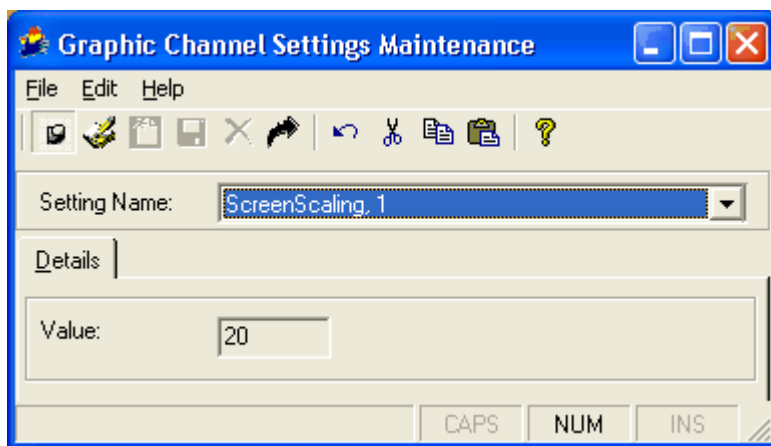
Finally another graphic will display for 6 seconds, showing a coke advert. Then, the play list will go back to the beginning and start again.



Playlist	
Playlist	Select the Playlist description from the dropdown list.
Sequence	This defines the sequence that each item in the play list is played in (e.g. 1,2, 3...).
Template	Select the Template from the dropdown list.
Refresh	Set the Refresh time in seconds, which indicates how long before this template is refresh with information.
Status	Indicate if this item in the playlist is active or inactive.

Settings

The Signage Settings option is currently only type 'A' templates, i.e. Templates used to show seat plans on the output channels. This template uses a special setting called 'ScreenScaling', and it requires a parameter that is the cinema screen number, e.g. 1 is cinema screen 1, 8 is cinema screen 8. The value represents the scaling factor (as a %) to show the seat plan on the screen. If the seat plan for e.g. cinema screen 8 is too small, then increase the value from say 20 to 40%.



Graphic Channel Settings:	
Setting Name	Special setting variables used by some templates. Currently only the Seat Plan template (type 'A') has a setting called 'ScreenScaling'.
Parameter	Certain parameters are required for each setting, e.g. the parameter for the setting called 'ScreenScaling' represents the cinema screen number.
Value	This is where a special value can be associated with seat setting e.g. for the setting 'ScreenScaling', this represents the percentage to scale the seat plan for each cinema screen (which is defined as a parameter). E.g 20 means 20% scaling.

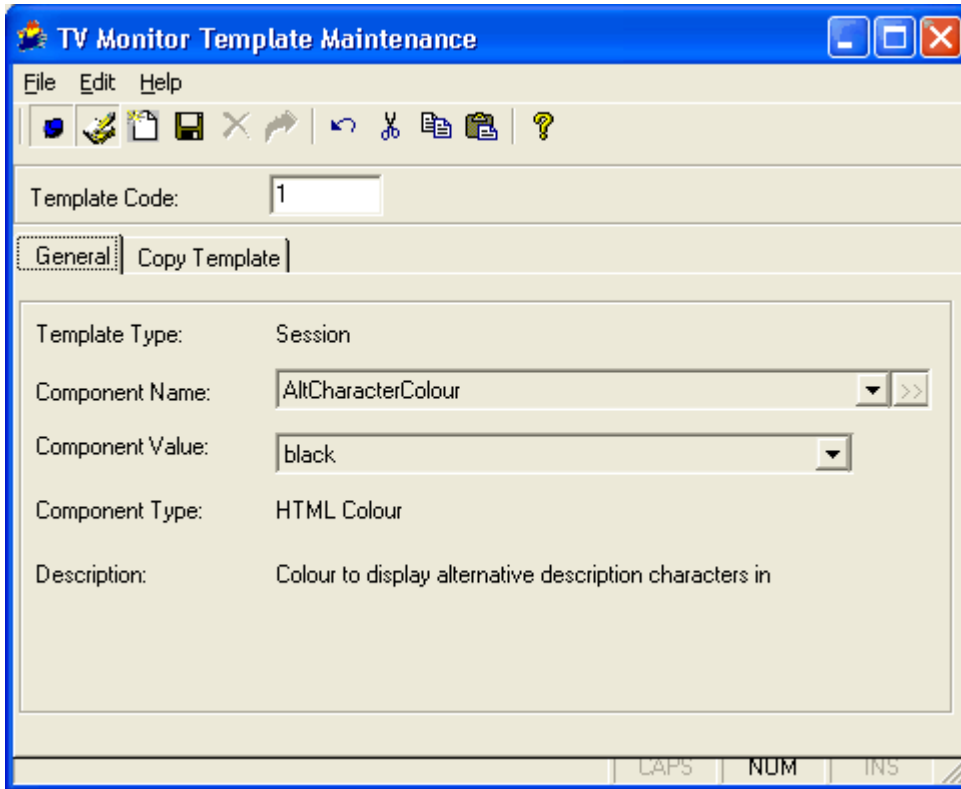
TV Monitor Templates

There are currently four types of templates available:

- S - Display Session Information.
- D - Display Door Sign Information.
- A - Display Seat Allocation Information.

- P - Display Promotional Advertising Images.

Vista provides default templates (which are written in HTML). Within the template the following components will be defined so cinema managers can quickly alter characteristics, e.g. alter colours of characters, background colours, font types to use etc.



TV Monitor Templates:

Template Code	Select the Template code from the dropdown list.
Component Name	The components are codes defined by Vista that need to be added to the template, so a cinema manager can easily tailor the characteristics.
Component Value	Select what value (characteristic) you would like the component to take on, e.g. a colour.
Component Type	This defines what type of component this is, e.g. a colour or HTML colour, a string (that allows text), integer (for numbers).
Description	This is a description that defines the function of this component.

Copy Template Tab:

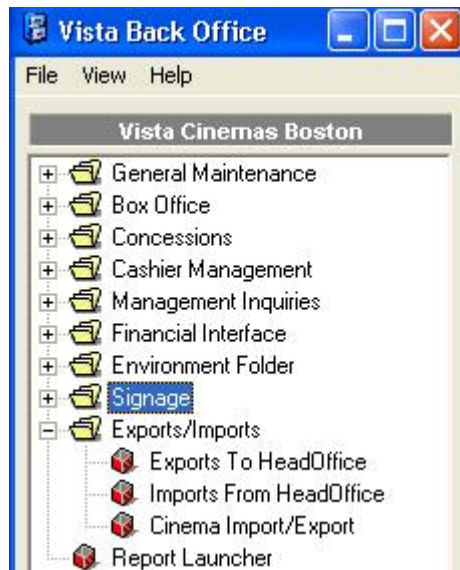
If you create your own templates, you need to copy an existing HTML template, give it an appropriate name and tailor it to suit. Use the Copy Template Tab to copy an existing template. Then the template characteristics should be copied as well, so they can be tailored by the Cinema manager.

CHAPTER 10

Exports/Imports

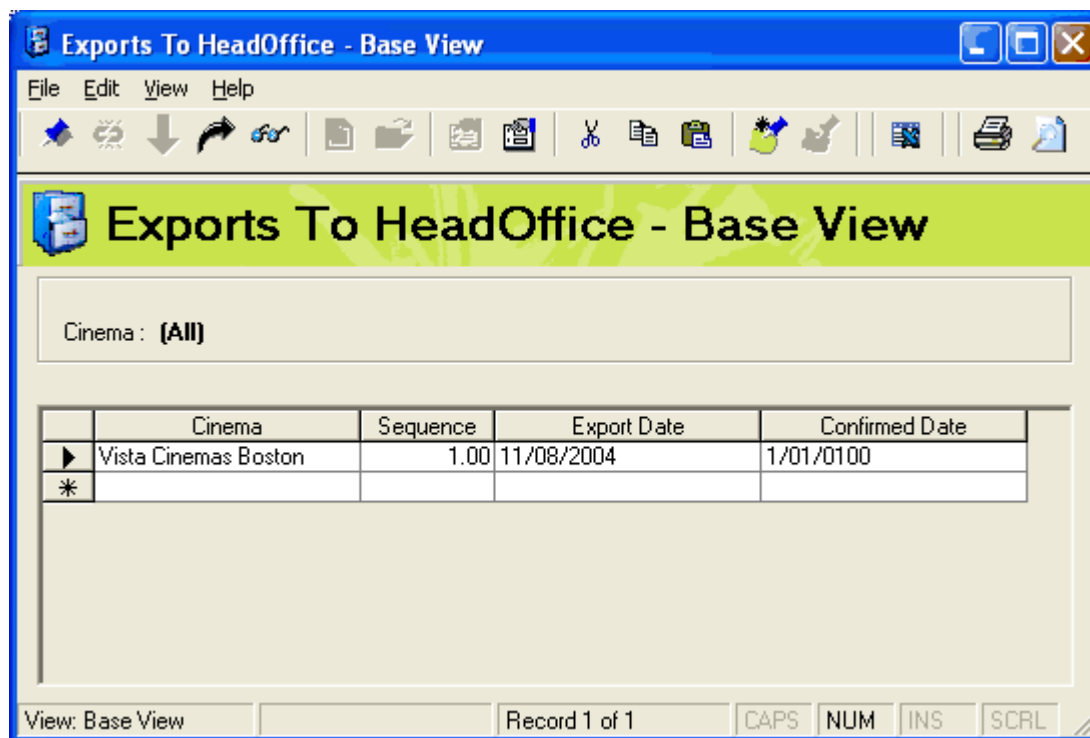
If HeadOffice is installed at your site, then these options will be available.

See **About Cabinets** (on page 12) for more information on the use of Cabinets.



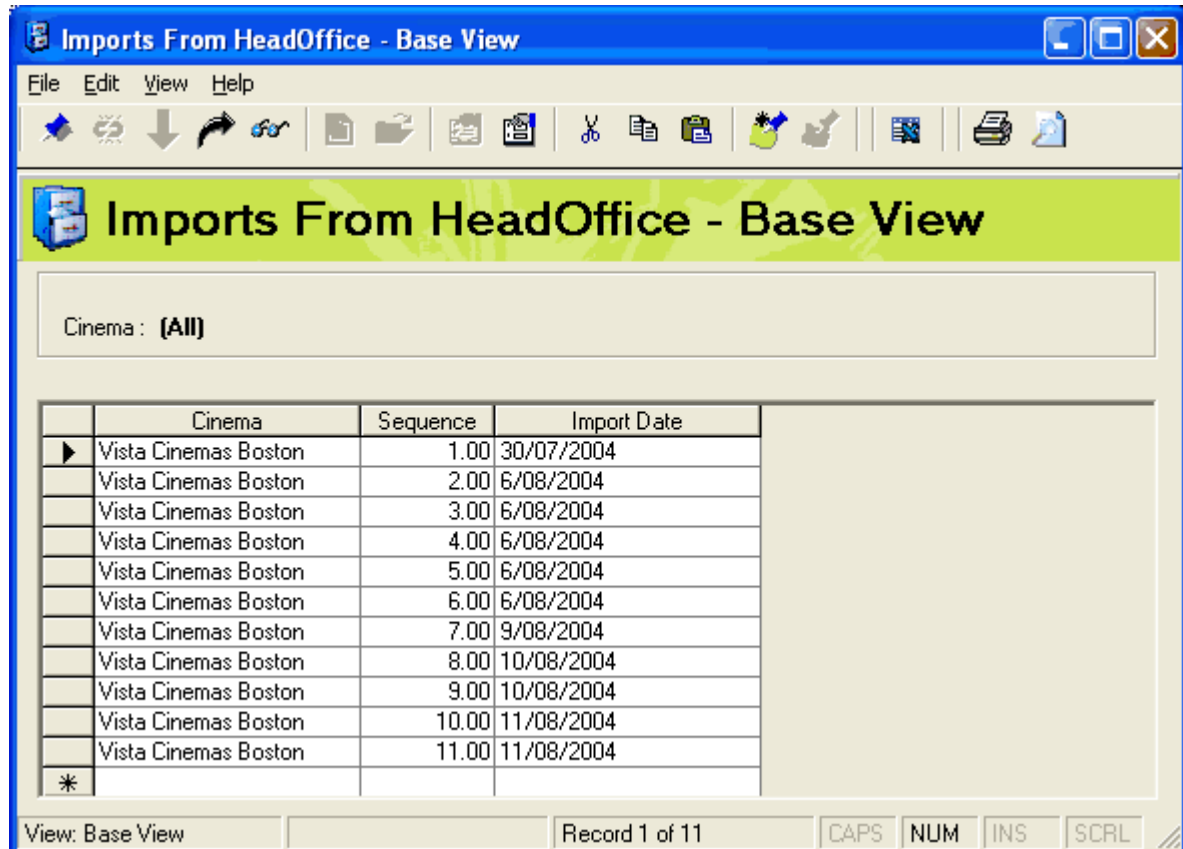
Exports to HeadOffice

Cinemas that export sales and banking information to a Vista HeadOffice system can use this inquiry-only cabinet to view information about batches that were exported using the manual upload wizard, or the scheduled daily upload.



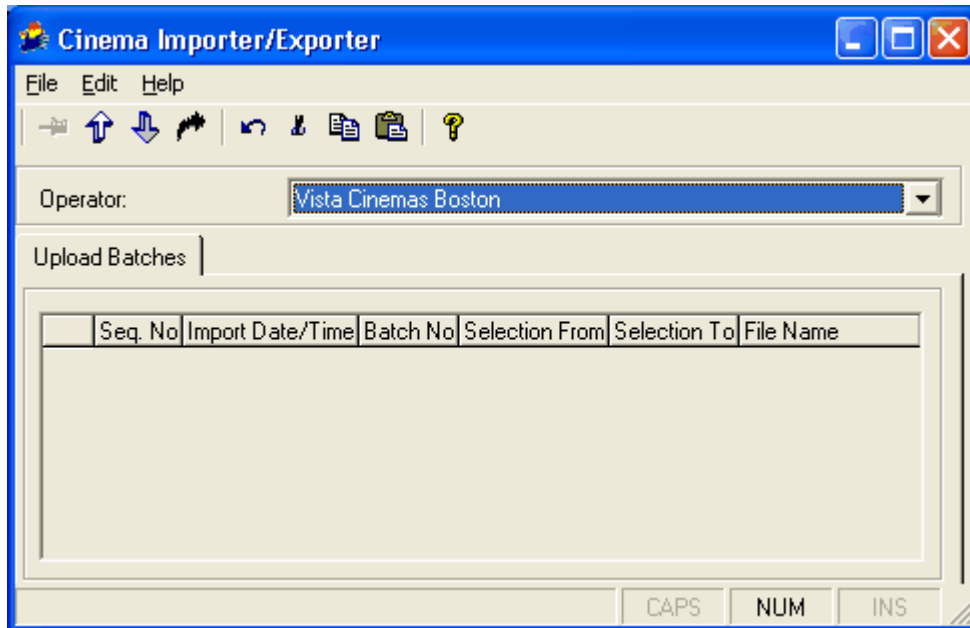
Imports from HeadOffice

Cinemas that import data from a Vista HeadOffice system can use this inquiry-only cabinet to view information about batches that were imported, using the manual upload wizard, or the scheduled daily upload.



Cinema Import/Export

If the Cinema is transferring data to HeadOffice manually (rather than using the automated scheduled task to complete this step), then use this form to complete the import (from HeadOffice) and export (to HeadOffice). Select a Cinema from the dropdown list, and select the option to import or to export.



Downloads:

A report **"HO Download Report"** identifies any records downloaded from HeadOffice where the data has not been updated at the Cinema, due to the settings within the "Head Office Download Fields" menu option. Run this report to identify which records need to be manually updated at Cinema after a HO download.

Uploads:

The system setting **"HeadOfficeUploadMode"** controls when data can be extracted or uploaded to HeadOffice. Settings that are available are:

- **DaysPriorCurrent** - this option will export data for the **previous** business day (this is the recommended setting).
- **CurrentDayPlusPrior** - this option will export data for the **current** business day.

Which option should you choose (assume the Cinema's business day starts at 06:00am)?:

- If a Cinema performs its HeadOffice upload at say 06:10 (i.e. after the end of the business day), then choose "DaysPriorCurrent" (which is equivalent to saying 'yesterdays data'). This is the recommended setting.
- If a Cinema performs its HeadOffice upload at say 05:00 (i.e. 1 hour before the end of the business day), then choose "CurrentDayPlusPrior" (equivalent to saying 'today's data').
- If a Cinema does a complete upload to HeadOffice hourly throughout the day, then choose "CurrentDayPlusPrior".

Note: The system setting "DaystoProcess" affects the above behaviour. If you choose either "CurrentDayPlusPrior " or "DaysPriorCurrent" then you should set "DaystoProcess" equal to 1.

Cinema Path Names and System Settings:

- **Cinema Maintenance - "Cinema To HO Path"** - this is the path in which to place sales data files uploaded from the Cinema to HeadOffice. It must be a folder accessible to the BackOffice computers (including the server) that may need to perform an upload.
- **Cinema Maintenance - "Cinema From HO Path"** - this is the path in which to look for download files received from HeadOffice. It must be a folder accessible to the BackOffice computers (including the server) that may need to perform a download.
- **System Setting - "TransferURLToHOHold"** - this holds the URL to put archived copies of all files **exported** to HeadOffice.
- **System Setting - "TransferURLFromHOHold"** - this holds the URL to put archived copies of all files **imported** from HeadOffice.

Note: See the HeadOffice User Guide for more information on setting up the Cinema for Uploads and Downloads.

CHAPTER 11

Report Launcher

The Report Launcher is the primary location for the production of Vista Reports.

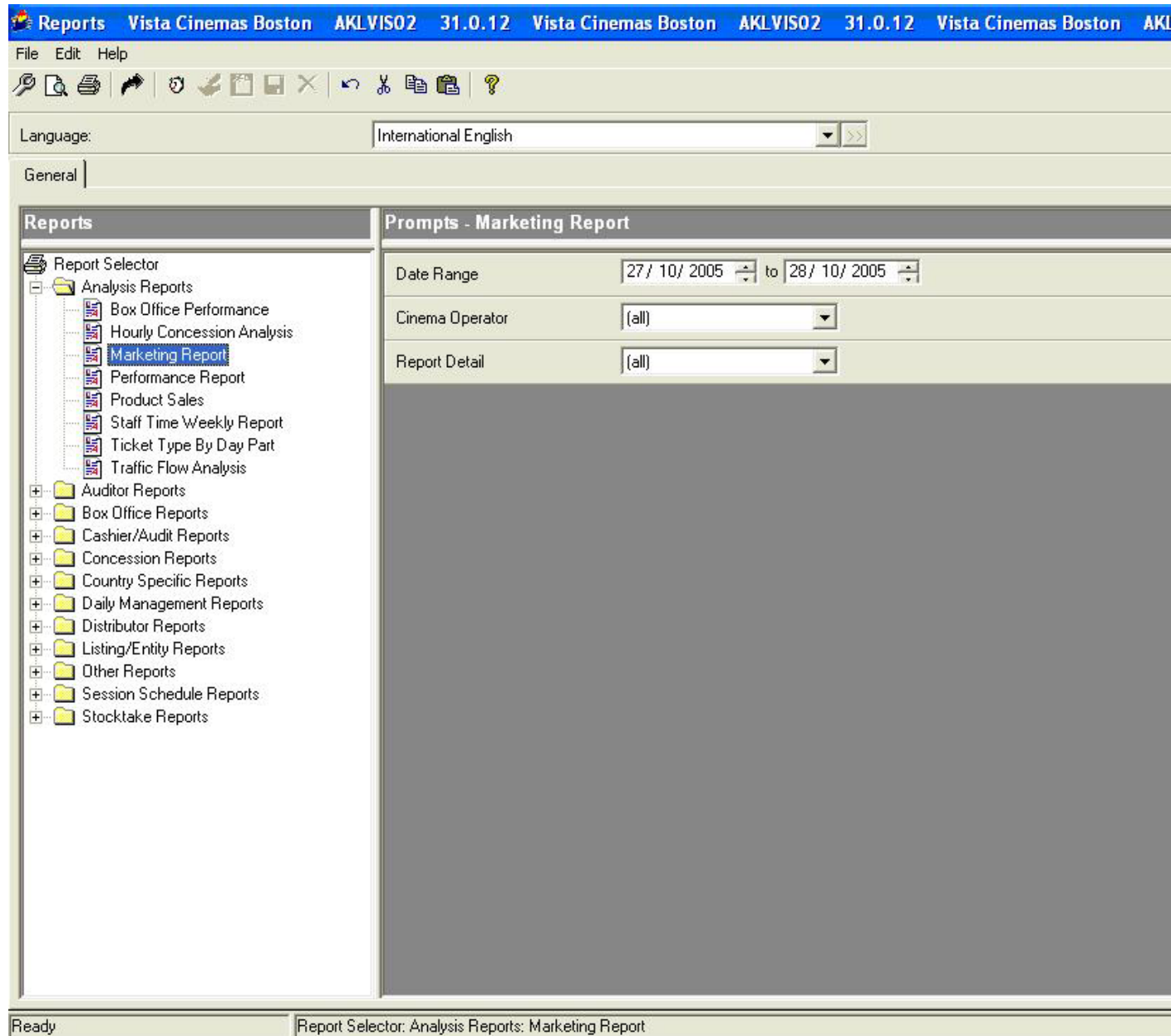
Report Launcher provides functionality to select a report from a list, and then set the appropriate filters and date ranges etc. for this report and print it directly or export it to a variety of different output formats eg PDF, Excel spreadsheet etc.

It also provides the functionality to prepare a selected report for automated regular production by the Vista Scheduler. A single report can have more than one **Schedule Format**.

Report Launcher opens with a display of all the report folders that the operator is authorised for (Report Group Rights are controlled from User Group maintenance). Open a folder and select the required report to run the report or create and maintain schedule formats.

Report Production

This is the Report Launcher in Report Production mode. In this example the Marketing Report has been selected and the prompts relevant for this report are displayed for selection and setting.



The report prompts vary according to the nature of the report but most include a date range. The language that the report will be produced in can be selected from a dropdown list.

The selected report can be previewed, printed or exported to a file, when the prompts are set.



To Print: Simply click the Printer button – this will automatically print the report on the workstation's default printer.

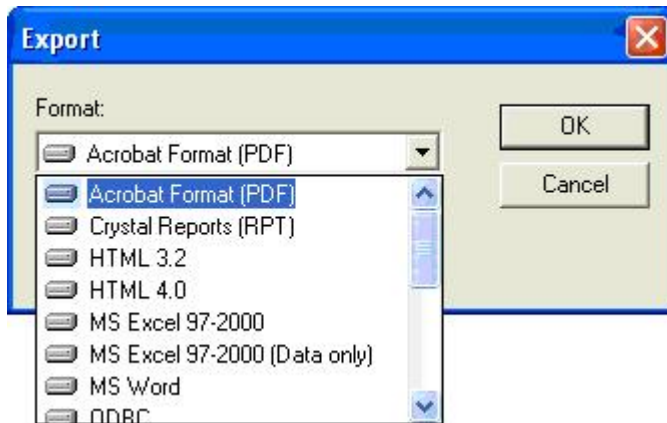


To Preview: Click the Preview button – this will display the report on the workstation screen.

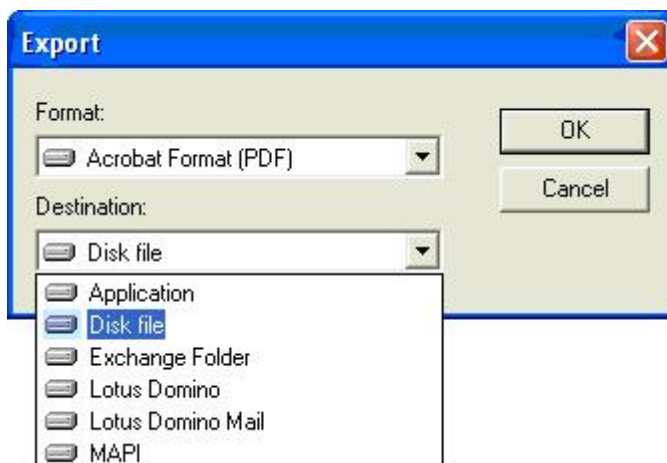
From the preview window, the operator has the option to output the report as a disk file in a selected format. This process is now described:



To Export: Click the Export button on the Preview screen toolbar and select the desired format from the dialog box as shown below:



Next the destination can be selected:



The final export destination is controlled by the particular format and destination selections. For instance, selecting Application as the Destination starts the application matching the selected format and loads the report, allowing the operator to save it from within this application. Selecting Disk file as the Destination brings up a standard Windows dialog box giving the operator control of the output name and storage location.

Schedule Format Production

To enter Schedule format mode click the Formats icon  on the main Report Launcher toolbar. Note that this icon is not activated until a particular report has been selected.

Initially schedule formats for the selected report are displayed in read-only mode. Selection can be made from the Schedules for this Report dropdown list if there are multiple schedule formats for a particular report.



New Schedule Format: click the New Button on the main Report Launcher toolbar to create a new schedule format.



Edit Schedule Format: click the Edit Button on the main Report Launcher toolbar to edit an existing schedule format.



Save Schedule Format: click the Save Button on the main Report Launcher toolbar to save a new or edited schedule format.

The example below shows the Schedule Format display for the Concession Sales Report. Here a previously created Schedule format is opened for editing:

Reports Vista Cinemas Boston AKLVIS02 31.0.12 Vista Cinemas Boston AKLVIS02 31.0.12 Vista C

File Edit Help

General

Reports

Report Selector

- Analysis Reports
- Auditor Reports
- Box Office Reports
- Cashier/Audit Reports
- Concession Reports
 - Concession Sales
 - Concession Sales by Film
 - Cost of Sales - Detail
 - Cost of Sales - Summary
 - Goods Receipt Note
 - Historical - Stock Variance
 - Ice Creams Made
 - Preparation Statistics
 - Stock Adjustments
 - Stock Location Status
 - Stock Receipts
 - Stock Transfers
 - Stock Wastage
- Country Specific Reports
- Daily Management Reports
- Distributor Reports
- Listing/Entity Reports
- Other Reports
- Session Schedule Reports
- Stocktake Reports

Prompts - Concession Sales

Schedules for this Report: Concession Sales Report for Directors

Schedule Name: Concession Sales Report for Directors

Schedule Description: Concession Sales

Language: International English

Date Range: 31 Day(s) Before to 1 Day(s) After

User: (all)

Location: (All Summarised)

ItemClass: Popcorn

Split Cinema: Yes

Schedule Type: TIME

Output To: EMAIL

Number Of Copies: 1

Output Format: PDF

Email Addresses:

- ☐ Allen Jowitt
- ☒ EGV Board
- ☐ Grant Smith
- ☐ John Hanson
- ☐ Murray Holdaway
- ☐ Sylvia Choi

Ready Report Selector: Concession Reports: Concession Sales

Schedules for this Report	Multiple schedule formats can be created for a single report – this drop down list allows selection from the existing schedule formats for this report.
Schedule Name	The schedule name is used in the file name construction (and the e-mail header) for delivering the report.
Schedule Description	By default this is the name of the parent report.
Language	This is the language used when the report is created.

The standard prompts associated with this report are now presented. These are illustrated here for comparison:

Prompts - Concession Sales	
Date Range	27 / 10 / 2005 6:00 am to 28 / 10 / 2005 6:00 am
User	(all)
Location	(all)
ItemClass	(all)
Split Cinema	Yes

Date Range	This set of prompts equates to the 'Date Range' prompts in Report Production mode as shown above. For schedule formats the prompts are designed to operate for regular production rather than a one-off date range so the prompt structure differs from that used for simple report generation.
------------	---

The rest of the prompts for this report follow in identical format to Report Production mode. The last set of prompts is specific to Schedule Format creation.

Schedule Type	Scheduled reports can be generated when certain events occur (eg Day End) or according to the date and time. This dropdown selection includes existing Events set up in the Vista Scheduler or TIME (at a certain time interval).
Output To	Event scheduled reports can only be previewed or printed but TIME based reports can be printed (PRINT), written to disk (FILE) or e-mailed (EMAIL).
Number Of Copies	If the Output type is PRINT the number of copies to be printed can be preset here.
Output Format	If the Output type is FILE or EMAIL the report can be created in various formats. The options are PDF, HTML, XML, CSV, RPT and TXT. CSV is the best suited for import into Microsoft Excel. RPT is the standard Crystal Reports format.
E-mail Addresses	If the Output type is EMAIL the distribution list can be created here. The report will be delivered as an attachment to an auto-generated e-mail.

If the Output To field value is set to FILE the report will be written to disk as a file named according to the Schedule Name and the report generation date and time. The storage location is controlled by the system setting ReportOutPath which should be set to the preferred drive and directory name. This location is also used as a temporary location when reports are delivered by e-mail.

The list of available e-mail addresses is constructed from the Email Maintenance cabinet located in the Back Office Environment/Security Folder. Reports can only be e-mailed to addresses on this list and care should be taken to ensure the appropriate level of security is configured for the Email maintenance cabinet.

The e-mail delivery relies on the presence of a standard SMTP Server. The system setting SMTPServer must contain the IP address of an operational SMTP Server before e-mail delivery will function correctly. Similarly the system setting SMTPSender must contain a valid and suitable e-mail address. This e-mail address will appear as the sender of all auto-generated e-mails from Vista.

Schedule Format Activation

Completed schedule formats are available for activation in the Vista Scheduler, where the time and date criteria for their generation can also be set up. To locate new schedule formats the operator must start the Vista Scheduler and open the appropriate Reports view from the console (each Event folder and the Scheduled Task folder has a separate Reports folder).

Right clicking in the main Task panel shows an Add/Remove Job option and selecting this will open a form allowing the selection of available jobs. Once established as a Job in the Scheduler it can be enabled and generation times set up. See the Vista Scheduler User Guide for more detail on this.

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