

Vista Cinema Operations User Guide



Vista Entertainment Solutions Ltd.

Contents

| | |
|--|-----------|
| About Vista | 5 |
| Copyright Notice | 6 |
| Using This Guide | 7 |
| End of Day Procedure and Reconciliation | 9 |
| End of Day Steps for Simple Cash Mode | 10 |
| Till Reconciliation (Example) | 10 |
| Run Cashier Session Reconciliation Report | 12 |
| Business Rules for Reconciliation | 13 |
| End of Day Reporting | 17 |
| Distributor Reporting | 17 |
| End of Day Credit Card Settlement..... | 19 |
| Standard Procedure..... | 19 |
| Advanced Options | 22 |
| Performing a Stocktake | 25 |
| Flexible Mode | 27 |
| Starting a Stocktake..... | 27 |
| Printing Stocktake Sheets and Counting Stock..... | 31 |
| Checking Variance and Printing Final Copies of Stocktake Report..... | 33 |
| Update New Stock Balances..... | 35 |
| Printing Cost of Sales Report | 35 |
| FAQ Questions: Flexible Mode | 36 |
| DayEnd Mode | 41 |
| Starting a Stocktake..... | 42 |
| Printing Stocktake Sheets and Counting Stock..... | 43 |
| Checking Variance and Printing Final Copy of Stocktake Report..... | 45 |
| Update New Stock Balances..... | 47 |
| Printing Cost of Sales Report | 48 |
| FAQ: DayEnd Mode | 49 |
| Balancing the Cinema | 51 |
| Deciding What is Wrong..... | 53 |
| Daily Cashup Screen out of Balance | 57 |
| Posting Report(s) do not Balance | 61 |
| How to Setup Multiple Cinemas | 67 |
| Setup Multiple Cinemas | 68 |
| Setting up Packaged Tickets | 69 |
| What is a Packaged Ticket? | 71 |
| What needs Setting Up | 73 |

Entering Midnight Sessions 81

| | |
|-------------------------|----|
| Midnight Sessions | 82 |
|-------------------------|----|

Setting up Prices and Discounts 85

| | |
|--|----|
| Setting Up Concession Prices and Discounts | 86 |
| Setting Up Concession Price Books and Promotions | 88 |
| Setting Up Ticket Prices & Discounts | 89 |
| Applying Discounts at POS | 90 |

Setting up Weight Based Sweets 91

| | |
|----------------------------------|----|
| Set up the Parent Item | 92 |
| Set up The Component Items | 93 |
| Set up a Recipe | 94 |

Using Vista in a Gold Class Environment 95

| | |
|--------------------------------------|-----|
| Tabs | 96 |
| Capture Delivery Information | 99 |
| Prepare/Pickup | 101 |
| Features and Options | 103 |
| Package Tickets | 104 |
| Cinema (Operator Concept) | 105 |
| Seat Allocation | 106 |
| Module of Note: Plasma Signage | 107 |
| Module of Note: PDA | 108 |

Setting up POS to use Options, Features and Upsells 109

| | |
|--|-----|
| Overview | 110 |
| Back Office Setup for Alternate Sales Types | 115 |
| Back Office Setup for Upsell | 120 |
| Back Office Setup for Suggested Upsell | 121 |
| Back Office Setup for Matched Combos | 122 |
| Selling Options, Features and Upsells from POS | 123 |
| Working with Suggested Upsells and Matched Combos from POS | 128 |

Setting up for Point of Sale Kitchen Functions 133

| | |
|---|-----|
| Set up Kitchen Prepare/Pickup Areas | 134 |
| Example Kitchen Setup | 136 |
| Using Prepare/Pickup at POS | 138 |

Customer Surveys 139

| | |
|--|-----|
| What are Customer Surveys | 141 |
| What will the Point of Sale Operator see | 143 |
| How to setup a Survey | 145 |
| Reporting and other analysis on survey results | 149 |
| Ticket Survey Results | 151 |
| Concession Survey Results | 155 |
| Box Office Sundry Survey Results | 159 |

Sharing a Printer Between Workstations 163

| | |
|------------------------------------|-----|
| Setting Up Shared Printers | 164 |
| Using Shared Printers at POS | 168 |

Setting up Point of Sale Printing 171

| | |
|--|-----|
| Printing Additional Credit Card Receipts | 172 |
| Printing Food Vouchers | 173 |
| Setting Up Receipt Printing for Concession Sales | 174 |

Setting up Vouchers 175

| | |
|---|-----|
| Overview | 176 |
| Voucher Barcode Structure | 176 |
| Voucher System Settings | 177 |
| Ticket Type Vouchers | 179 |
| Set up a Voucher Item | 179 |
| Assign Voucher Item to POS Concession Profile | 184 |
| Set up a Ticket Type to Redeem Voucher | 184 |
| Set up a Price Card to Redeem a Voucher | 186 |
| Payment Vouchers | 188 |
| Set up a Voucher Item | 188 |
| Assign Voucher Item to POS Concession Profile | 193 |
| Set up a Payment Type to Redeem Voucher | 193 |
| Set up a Payment Button for POS | 194 |
| Set up a Payment Voucher | 195 |
| Selling and Redeeming Vouchers | 197 |
| Selling a Voucher at POS | 197 |
| Redeeming a Ticket Type Voucher at POS | 198 |
| Redeeming a Payment Voucher at POS | 199 |

General Ledger Postings from Vista 201

| | |
|--|-----|
| Detailed Transaction Analysis | 202 |
| Revenue (Credits) | 202 |
| Revenue (Debits) | 203 |
| General Ledger Hierarchy | 204 |
| Examples-Ticket and Concession Sales | 205 |
| Examples-Advance and Voucher Sales | 206 |

Using the Staff Clock 209

| | |
|--|-----|
| Setting up and Accessing the Staff Clock | 210 |
|--|-----|

Membership Programs in Vista 213

| | |
|---------------------------------------|-----|
| About Membership Cards | 214 |
| Setting Up Members Ticket Types | 217 |
| Using Membership Cards at POS | 218 |

Special Requirements for Argentina 219

| | |
|-------------------------------------|-----|
| Fiscal Printing for Argentina | 220 |
| Tax Report for Argentina | 223 |

Working with Playthrough Sessions 225

| | |
|--------------------------------------|-----|
| What is a Playthrough Session? | 226 |
| Creating a Playthrough Group | 227 |
| Editing a Playthrough Group | 230 |
| Unlinking a Playthrough Group | 232 |
| Playthrough Groups at POS | 233 |

Using Past Sales Entry **235**

| | |
|---|-----|
| Configuration | 236 |
| Past Sales Entry at Point of Sale | 238 |
| Security..... | 240 |
| Relevant Reports | 241 |

Configuring Transaction Summariser **243**

| | |
|---|-----|
| Configuration | 244 |
| Summariser System Settings | 248 |
| Transaction Summariser Related Reports..... | 249 |

Index **251**

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.

Copyright Notice

Copyright © 1996-2006 Vista Entertainment Solutions Ltd.
All rights reserved.

Vista is a Registered Trademark of Vista Entertainment Solutions Ltd. All rights reserved.

Trade Secret Information of Vista Entertainment Solutions Ltd, 1996-2005. This program is protected by licensed terms applicable to New Zealand and International copyright laws.

The software contains proprietary information of Vista Entertainment Solutions Ltd; it is provided under a license agreement, which must be entered with Vista Entertainment Solutions Ltd, containing restrictions on use and disclosure and is also protected by copyright law. Reverse engineering of the software is prohibited.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Vista Entertainment Solutions Ltd.

Microsoft Word, Microsoft Office, Windows®, Windows95™, Windows98™, Windows NT® and MS-DOS™ are trademarks of the Microsoft Corporation.

Vista Entertainment Solutions Ltd
PO Box 8279, Symonds St,
Auckland, New Zealand.
Ph: +64 9 357 3600
Fax: + 64 9 379 0685
Website: <http://www.vista.co.nz>

Using This Guide

- This guide is for users of Vista BackOffice and Point of Sale, and it contains an explanation of important procedures within Vista.

Related Manuals:

If you are using Vista's Point of Sale or CashDesk, which work with Vista's BackOffice, you may also wish to review:

- BackOffice User Guide, Point of Sale User Guide and CashDesk User Guide.

CHAPTER 1

End of Day Procedure and Reconciliation

This section describes the End of Day procedure when running Vista BackOffice in **Simple Cash Mode**. The End of Day procedure when running in Cash-Up or CashDesk cash mode is described in the BackOffice User Guide and the CashDesk User Guide, in the Daily Cash-Up and End of Day Wizard sections.

Vista Business Day Rules:

To complete reconciliation correctly, it is important to understand a 'Business Day' in Vista. Usually, Vista treats a business day as starting at 06:00AM in the morning and completing the following morning at 06:00AM. The business day for your cinema could be different as the start time for each business day is held as a system setting - 'StartTimeOfDay'. The start time of day setting determines which business day a transaction affects.

End of Day Steps for Simple Cash Mode

When running in **Simple Cash Mode**, complete the following steps.

- Complete manual stock checks.
- Complete Cashing-Up and Reconciliation:
 - POS Operators cash-up and close their sessions.
 - POS Operators fill in Till Reconciliation Slip.
 - Run Cashier Session Reconciliation Reports (for each user).
 - Reconcile Cashier Session Reconciliation report to Till Reconciliation Slip.

If Staff don't reconcile, then run:

- Run Cashier Shift-Summary Report.
- Run User Audit Report-by Time.
- Run User Audit Log.
- Print End Of Day Reports.

Cashing-Up and Reconciliation:

When a cashier has completed their shift, they should take their till to a cash-room and add up all payment types, vouchers, coupons and refund vouchers in their till. The Cinema Manager should provide them with a Till Reconciliation Form, to fill out. They should not be given a cashier shift report, or any indication of how much they need to balance to.

The Cinema Manager will then check that the Till Reconciliation Form balances with the Cashier Session Reconciliation report. If it doesn't balance review the trouble shooting topic.

Print End of Day Reports:

Review the End of Day Reporting section for a full list of reports to run for the Cinema, Distributor and HeadOffice.

Till Reconciliation (Example)

This is an example of a Till Reconciliation Form that the POS operator would complete.

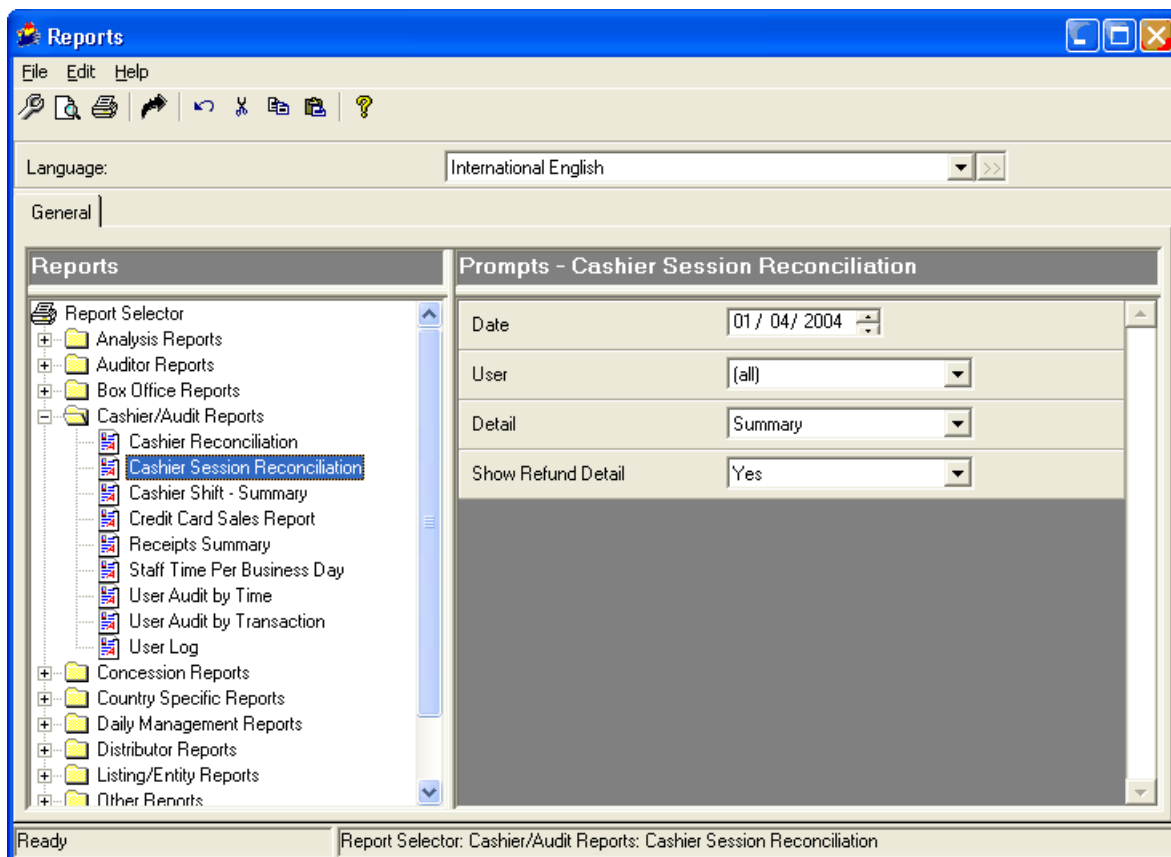
| Payment Type | | Quantity | Value | Total Value Type |
|--------------|-------------|----------|--------|------------------|
| Cash | \$100 Notes | 4 | 400.00 | |
| | \$50 Notes | 2 | 100.00 | |
| | \$20 Notes | 11 | 220.00 | |
| | \$10 Notes | 10 | 100.00 | |
| | \$5 Notes | 12 | 60.00 | |
| | Total Notes | | 880.00 | |
| | \$1 Coins | 5 | 5.00 | |
| | \$2 Coins | 1 | 0.10 | |

| | | | | |
|---------------------------|---------------------------------------|-------|-------------------|---------------|
| | Other Coins | | | |
| | Total Coins | | 6.10 | |
| | TOTAL CASH | | | (A) \$886.10 |
| Credit Cards/Charge Cards | Visa | 1 | 9.00 | |
| | Master Card | | | |
| | AMEX | | | |
| | Diners Card | | | |
| | TOTAL CREDIT CARDS | | | (B) \$ 9.00 |
| Debit Cards | TOTAL DEBIT CARDS | | | (C) \$ 98.00 |
| Cheques | Cheques | | | |
| | Travellers Chqs | | | |
| | TOTAL CHEQUES | | | (D) \$ 0.00 |
| Payment Voucher | \$20 Gift Certificates | 4 | 80.00 | |
| | \$10 Gift Certificates | 2 | 20.00 | |
| | \$50 Movie Money | | | |
| TOTAL PAYMENT VOUCHERS | | | | (E) \$100.00 |
| | TOTAL IN TILL | | A + B + C + D + E | (F) \$1093.10 |
| Ticket Vouchers Redeemed | Adult Book of 10 | 1 | | |
| | Child Book of 10 | | | |
| | Adult Gift Voucher | 1 | | |
| | Child Gift Voucher | 2 | | |
| TOTAL TICKET VOUCHERS | | (G) 4 | | |
| Complimentary Tickets | Staff Complimentary | 1 | | |
| | TOTAL COMPS | (H) 1 | | |
| | | | | |
| Refunds | Ticket Refunds | (I) 3 | 26.50 | |
| Floats/Adjustments | Total in Till | | (F) 1093.10 | |
| | Less Opening Float – Cash | | (J) 500.00 | |
| | Less Opening Float – Payment Vouchers | | (K) 0.00 | |
| | Less Cash Increases | | (L) 100.00 | |
| | Less Payment Voucher Increases | | (M) 0.00 | |
| | Plus Cash Drops | | (N) 200.00 | |

| | | | | |
|--------------------------------------|-------------------------------|--|--------------------------------|---------------|
| | Plus Payment Voucher Drops | | (O) 0.00 | |
| ACTUAL MONEY TAKEN | | | F – J – K – L – M + N + O | (P) \$ 693.10 |
| TOTAL RECEIVED (from Cashier Report) | | | | (Q) \$ 698.10 |
| | Under's / Over's | | P – Q | (R) \$ -5.00 |
| | | | (Overs = +ve, Unders = -ve) | |

Run Cashier Session Reconciliation Report

The Back Office Manager should run a Cashier Session Reconciliation report for each POS Operator that has been cashed-up.



Business Rules for Reconciliation

This topic describes the business rules in reconciling End of Day when operating Vista in SIMPLE Cash Mode.

Rule 1: Debits entries reconcile to Credits entries:

Total Box Office Turnover (A) + Total Concessions Turnover (B) = Total Payments Received (C).

Rule 2: Vista reconciles to Actual Money Taken:

Total Payments Received (C) – Rounding (D) – Unders (E) + Overs (F) = Actual Money Taken (G).

Example: The following is an example for one cashier on duty for the day:

| | | |
|---|---------------------|-----------|
| Total Box Office Turnover | (A) | \$ 624.30 |
| Total Concessions Turnover | (B) | \$ 73.82 |
| = > Total Turnover | (A + B = X) | \$ 698.12 |
| Total Payments Received | (C) | \$ 698.12 |
| = > Debits reconcile Credits | (X - C) | \$ 0.00 |
| | | |
| Rounding | (D) | \$ 0.02 |
| Unders | (E) | \$ 5.00 |
| Overs | (F) | \$ 0.00 |
| = > Result (theoretical payment taken) | (C - D - E + F = Y) | \$ 693.10 |
| Actual Money Taken | (G) | \$ 693.10 |
| = > Vista reconciles Actual Money Taken | (Y - G) | \$ 0.00 |

How to reconcile each of the items ((A) to (Y)) above is explained below.

Total Box Office Turnover (A)

| | |
|--------------|--|
| Report Name: | Daily Box Office |
| Report Menu: | Box Office Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

This report has 3 sections to it.

The first section (titled Box Office Summary) shows how many admits and Box Office revenue can be contributed to the period the report is run for, regardless of day the customer purchased the ticket, or if they redeemed a voucher that had been prepaid.

So if run for today, it shows how many people sat in the cinema TODAY.

The second section (titled Receipts Summary) starts with total Box Office Revenue for the period defined e.g. Today and removed any value associated with a voucher and removes any sales made in advance, adds in any advance sales and any ticket type voucher sales and any other box office sundry revenue for the period. The figure at the bottom of the report shows (called Total Box Office Receipted, in the Gross column) represents the Total Box Office Turnover (A).

The third section shows a breakdown of ticket types sold verses redeemed for the day.

Total Concessions Turnover (B)

| | |
|--------------|--|
| Report Name: | Item Sales |
| Report Menu: | Inventory Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

This report has two sections; the first shows concession sales for the period selected, the second shows discounts and rounding for concessions.

The Grand Total (Value column) represents the Total Concessions Turnover (B).

Total Payments Received (C)

The Total Payments Received can be found in 3 different ways, any of which is correct.

1. Using Receipts Summary Report:

| | |
|--------------|--|
| Report Name: | Receipts Summary Report |
| Report Menu: | Cashier Audit Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

This report provides a breakdown of the payment methods used, as indicated by the staff i.e. they may have received a Cheque, but pressed the Cash button on Point of Sale. Then this payment would be indicated as Cash.

The grand total on this report figure represents the Total Payments Received (C).

2. Using Cashier Shift-Summary Report:

| | |
|--------------|--|
| Report Name: | Cashier Shift - Summary |
| Report Menu: | Cashier/Audit Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

The grand total represents the Total Payments Received (C).

3. Using Cashier Session Reconciliation Report:

| | |
|--------------|--|
| Report Name: | Cashier Session Reconciliation Report: |
| Report Menu: | Cashier/Audit Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

For all reports run for today for every user that used the system, the sum of the 'Total Payment' figure represents the Total Payments Received (C).

Rounding (D)

Rounding may occur in some countries, which do not have adequate notes/coinage to represent any price presented to the customer, e.g. if lowest cash unit is \$0.05 and an items price is \$1.20 and a staff discount of 10% is given, then the price would be \$1.08. A customer paying by cash could only pay \$1.10 or \$1.05. Vista uses Swedish rounding to round to the nearest value that can be represented.

Rounding can be found in 2 different ways, any of which is correct.

Receipts Summary Report

| | |
|--------------|--|
| Report Name: | Receipts Summary Report |
| Report Menu: | Cashier Audit Reports |
| Prompts: | For the Date starting today at e.g. 06:00AM to tomorrow at 06:00AM |

This will be indicated on this report as a Payment Type. This represents the Rounding (D).

Unders (E), Overs (F) and Actual Money Taken (G)

All of the following fields are obtained from the Till Reconciliation form, for all staff, for the day.

Unders (E)

Unders (E) is represented by the sum of the Unders from the Till Reconciliation form.

Overs (F)

Overs (F) are represented by the sum of the Overs from the Till Reconciliation form.

Actual Money Taken (G)

Actual Money Taken (G) is represented by the sum of the Actual Money Taken from the Till Reconciliation form.

Trouble Shooting - What to do if POS Cashier Does Not Balance

There may be a small amount of 'Overs' (too much money) and 'Unders' (too little money). However, if the amounts are excessive, then the following procedure should be run:

- Print the Cashier Shift Summary Report.
- Look particularly for other staff that has used the same Workstation (POS). They may have forgotten to log out and all or some transactions should actually have gone to this cashier. The sum of all Users on the same Workstation, should sum to all cashier how used these tills.
- If this still does not match, check the grand total of the Cashier Shift Summary report verses total for all tills. This should match, accounting for a small amount of Unders/Overs.
- This report will also show the numbers of ticket refunds and value of ticket/concessions refunds. This could highlight a problem with that cashier.
- If you suspect there may have been some pilfering, and then run the User Audit Report-By Time for the user concerned. This report will show every transaction recorded by that user, in time sequence, and can therefore be matched to security cameras. The report also shows every time the cash drawer was manually opened and shows which manager/supervisor approved any options.

End of Day Reporting

Run the following reports for the Cinema:

| | | |
|----|---|--|
| 1. | Run Cashier Shift–Summary Report. | |
| 2. | Run Performance Report. | |
| 3. | Run Daily Box Office Report (3 Reports). | |
| 4. | Run Item Sales Report. | |
| 5. | Run Receipts Summary Report | |
| 6. | Run Ticket Sales by Film Title (at end of week only). | |

Run the following reports for Distributors:

| | | |
|----|---|--|
| 1. | Run Distributor Box Office. | |
| 2. | Run Distributor by Session. | |
| 3. | Run Ticket Sales by Distributor (optional). | |
| 4. | Run Detailed Distributors Report. | |
| 5. | Run Session/Ticket Type by Distributor. | |

Run the following reports for HeadOffice:

| | | |
|----|-------------------------|--|
| 1. | Run Performance Report. | |
|----|-------------------------|--|

Distributor Reporting

Some Cinema's send reports direct to Distributors or they are sent to HeadOffice for compiling first. All Vista's Distributor Reports, perform a page break per Distributor, so it is easy to fax the relevant page(s) to a Distributor.

Also, cinemas may choose to show complimentary tickets redeemed on reports, or not. The system setting 'DistReportsNoComps' determines the default for showing complementaries on Distributor Reports or not.

| | Report | Menu | Who | Shows Comps |
|-------------------------------------|--------------------------------------|---------------------|--------------|-------------|
| <input checked="" type="checkbox"/> | Performance Report | Analysis Reports | Head-office | ✓ |
| <input checked="" type="checkbox"/> | Distributor Box Office | Box Office Reports | Distributors | X |
| <input checked="" type="checkbox"/> | Ticket Sales by Distributor | Box Office Reports | Distributors | Optional |
| <input checked="" type="checkbox"/> | Detailed Distributors Report | Box Office Reports | Distributors | Optional |
| <input checked="" type="checkbox"/> | Distributor by Session | Box Office Reports | Distributors | ✓ |
| <input checked="" type="checkbox"/> | Sessions/ Ticket Type by Distributor | Distributor Reports | Distributors | Optional |

CHAPTER 2

End of Day Credit Card Settlement

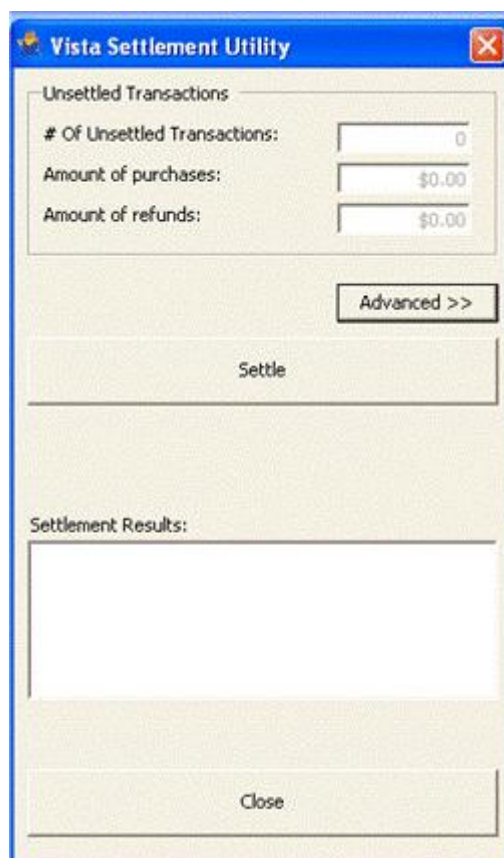
A new settlement program has been provided to replace the old version (from V3R2). It is only used by a small number of credit card gateways. Some of the new features include:

- Details of the total number of transactions settled, and details of transactions which have not been settled.
- The new program will not settle if there is a problem with the previous settlement (configurable).
- The number of transactions per batch can be configured to be small. This is predominantly for sites with networking issues.

This section will look at both the standard procedures involved, as well as the advanced options of this settlement program.

Standard Procedure

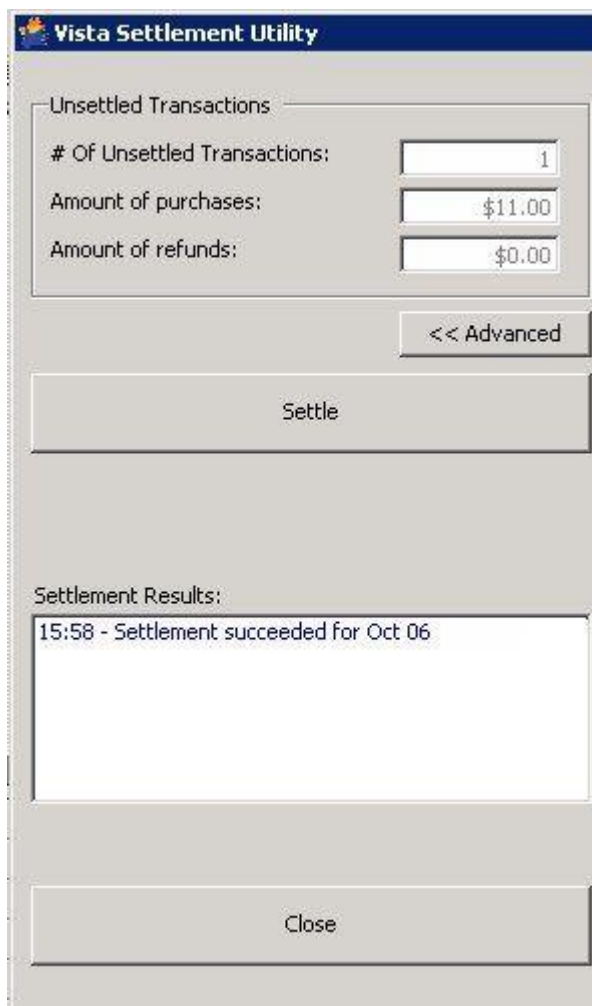
When settling the Vista End of Day, the following screen will now appear. This clearly shows the number of transactions that need to be settled and their value:



The screenshot shows a Windows-style application window titled "Vista Settlement Utility". The window has a blue title bar with a close button (X) in the top right corner. The main content area is divided into several sections. At the top, there is a section labeled "Unsettled Transactions" which contains three input fields: "# Of Unsettled Transactions:" with a value of "0", "Amount of purchases:" with a value of "\$0.00", and "Amount of refunds:" with a value of "\$0.00". Below these fields is a button labeled "Advanced >>". Underneath the "Advanced >>" button is a large, empty rectangular box labeled "Settle". At the bottom of the window, there is a section labeled "Settlement Results:" followed by another large, empty rectangular box. At the very bottom of the window is a button labeled "Close".

To settle, simply press the button labelled 'SETTLE'.

In the Settlement Results area, it will show each day that is being settled (normally just one day). For instance:



The screenshot shows a software window titled "Vista Settlement Utility". It contains a section for "Unsettled Transactions" with three input fields: "# Of Unsettled Transactions:" (value: 1), "Amount of purchases:" (value: \$11.00), and "Amount of refunds:" (value: \$0.00). Below these fields is a button labeled "<< Advanced". A large "Settle" button is positioned below the "Advanced" button. Underneath the "Settle" button is the "Settlement Results:" section, which displays a text box containing the message "15:58 - Settlement succeeded for Oct 06". At the bottom of the window is a "Close" button.

| Unsettled Transactions | |
|------------------------------|---------|
| # Of Unsettled Transactions: | 1 |
| Amount of purchases: | \$11.00 |
| Amount of refunds: | \$0.00 |

<< Advanced

Settle

Settlement Results:

15:58 - Settlement succeeded for Oct 06

Close

If settlement has not been run for a number of days, there will be a several days to settle. In this situation, each day will be shown as it settles.

Once settlement occurs for a day (i.e. today), the operator should press the 'CLOSE' button (located at the bottom) and continue with the Vista End of Day process.

If an Error Occurs During Settlement:

If settlement fails, an error message will clearly appear in the settlement results window (in red).

Please contact your support team and advise of this error. If nothing is done about this error, the operator will find that they cannot settle again the next day, and that the error will be displayed again, until the problem is resolved.

To exit the settlement program, the operator must press the 'CLOSE' button.

Advanced Options

NOTE: Only available with a 3.01 (or above) Cinema Installation.

The new Vital Settlement Program offers more control, and easier management and enquiry of past settlements.

This is the application running in simple mode. (The Default at startup).



The screenshot shows the 'Vista Settlement Utility' window. It has a blue title bar with the text 'Vista Settlement Utility' and a close button. The main area is divided into sections. The top section is titled 'Unsettled Transactions' and contains three input fields: '# Of Unsettled Transactions:' with a value of '0', 'Amount of purchases:' with a value of '\$0.00', and 'Amount of refunds:' with a value of '\$0.00'. Below these fields is a button labeled 'Advanced >>'. The next section is a large button labeled 'Settle'. Below that is a section titled 'Settlement Results:' which contains a large empty rectangular box. At the bottom of the window is a button labeled 'Close'.

As you can see it offers information about the number of transactions that are unsettled, and areas where settlement results will be displayed.

Here is the program in an advanced mode:

The screenshot shows the 'Vista Settlement Utility' window with the 'visVITALConnector' tab selected. The window is divided into several sections:

- Unsettled Transactions:** Contains three input fields: '# Of Unsettled Transactions:' (value: 0), 'Amount of purchases:' (value: \$0.00), and 'Amount of refunds:' (value: \$0.00).
- Settlement Mode:** Contains three radio buttons: 'Full Settlement by Day' (selected), 'Full Settlement by Multiple Partial', and 'Partial Settlement'. A 'Set As Default' button is located to the right.
- Last Settlement:** Contains a section titled 'Last Settlement Failed' with four input fields: 'Transaction Total' (value: \$0.00), '# Of Settled Transactions:' (value: 0), 'Batch Number of Settlement:' (value: 0), and 'Settlement Date:' (empty).
- Buttons:** A 'Settle' button is located below the 'Unsettled Transactions' section. A 'Close' button is located at the bottom left. A 'View Settlement History' button is located at the bottom right.
- Navigation:** A '<< Advanced' button is located between the 'Unsettled Transactions' and 'Settlement Mode' sections.
- Settlement Results:** A large empty rectangular area is located below the 'Settle' button, intended for displaying settlement results.

In addition to the simple information, there is information on the last settlement and the status of that settlement. There is also the option to view the settlement history for previous days as well.

The options set, or decide how the transactions will be settled. Full Settlement by Date – This will settle all the transactions that occur on a particular business date. It will process one business date at a time, until all business days have been processed (e.g. If you had not run the settlement for the last 4 business days, this will process each day individually until all four have been processed). It will result in four separate batches being sent for settlement).

Full Settlement by Partial – This mode will process a configurable number of transactions as one batch (default is 200 transactions). In processing it will keep each day separate as the Full Settlement by Date does, but as an added feature it will divide the transactions to be settled into smaller batches of 200 (e.g. 1 business day to process with 512 transactions, this will result in 3 settlement batches created. The first two will be for 200 transactions and the third is for 112 transactions).

Partial Settlement – This settlement will process the first 200 (or configured number of transactions) as one batch and stop. This is the most manual way of processing the transactions as after each 200 transaction batch is settled. The settle button will need to be clicked again for the next 200 transactions to be processed.

CHAPTER 3

Performing a Stocktake

The stocktake process within Vista is very flexible and can be tailored to accommodate many different Cinema needs. Key aspects to the stocktake process and each of the stocktake steps are outlined below:

Stocktake Modes:

There are **two modes** of stocktake **processing** within Vista. (System setting is 'StocktakeMode'):

- 1 Flexible Mode:** This mode allows the creation and finalisation of stocktakes to be controlled from the 'Stocktake Entry' form. The Set Stocktake DateTime wizard allows users to select which items appear in a stocktake and on what date the stocktake freeze will occur. It also allows the user to finalise the stocktake when they have completed the stock counts and entered them into the system.
- 2 DayEnd Mode:** This mode means that the finalisation of the open stocktake and creation of a new stocktake is automatically performed during the Day End process. The Stocktake Entry form is only used to enter and save stocktake counts and cannot be used for creating new stocktakes or finalising stocktakes. The Day End process includes all items for all stock locations where the item is marked as 'stocktakeable' (a flag in Item Maintenance) and the item is not a 'Made at Sale Time' Item. It automatically sets the freeze date of the stocktake to be the closing of the next business day.

Stocktake Styles:

There are **two styles** of stocktake **entry** within Vista (system setting is 'StocktakeStyle'):

- 1 Units of Measure:** This style calculates the expected balances by calculating all stock movements since the last stocktake. The stocktake entry form displays the current on-hand balance and the current stocktake variance. The user can enter up to four quantities in different units of measure on the form (e.g. enter 1 Box and 5 Each). Quantities can also be entered against each stocktake location.
- 2 Item Movements:** This style calculates the stock movements between a specified opening and closing date. The Stocktake Entry form displays the opening balance at the specified opening date and the expected closing balance at the closing date. It also outlines the movements in between. Quantities can only be entered for a single unit of measure (user selectable), and all stocktake variances are calculated and displayed.

Stocktake Groups:

Stocktake groups are designed so that items that are commonly counted at the same time can be put into stocktake groups. Each stocktake group has a stocktake frequency, e.g. a “Key Items-Daily” group may contain key items to be counted daily or a “Slow moving items-weekly” group may contain items that can be counted weekly.

An item can only be in one stocktake group, and at least one stocktake group must be defined.

Stocktake Frequency:

The frequency of stocktaking is user-defined, and can be set for hourly, daily, weekly, 2-weekly, 4-weekly, 5-weekly, monthly, quarterly, half yearly, yearly, period. Update the system setting ‘StocktakeDefaultFrequency’ with a value that represents the most frequent stocktake period of the cinema, e.g. Weekly.

Flexible Mode

Checklist for Stocktake in Flexible Mode:

| | |
|-----|--|
| 1. | Complete selling for that day. Complete all Stock Transactions for that day. This includes all Stock Adjustments, Stock Receipts and Items Made. |
| 2. | Create stocktake for required date and time and if using stocktake style "Item Movements" then also select stocktake Group. |
| 3. | Select the items to include in the stocktake. |
| 4. | Select a closing date and time for the stocktake |
| 5. | Print off stocktake sheets and enter actual stock counts into stocktake Entry form. |
| 6. | Print off stocktake Variance and Stock Valuation reports, if desired. |
| 7. | For significant variations, check transactions, check unit of measure conversions, and recount stock. Enter any missing receipts, items made, adjustments, wastage, transfers. |
| 8. | Print off final copy of Stock Variance and Stock Valuation reports. |
| 9. | Update stocktake. |
| 10. | Print off Summary Cost of Sales and Detailed Cost of Sales reports. |

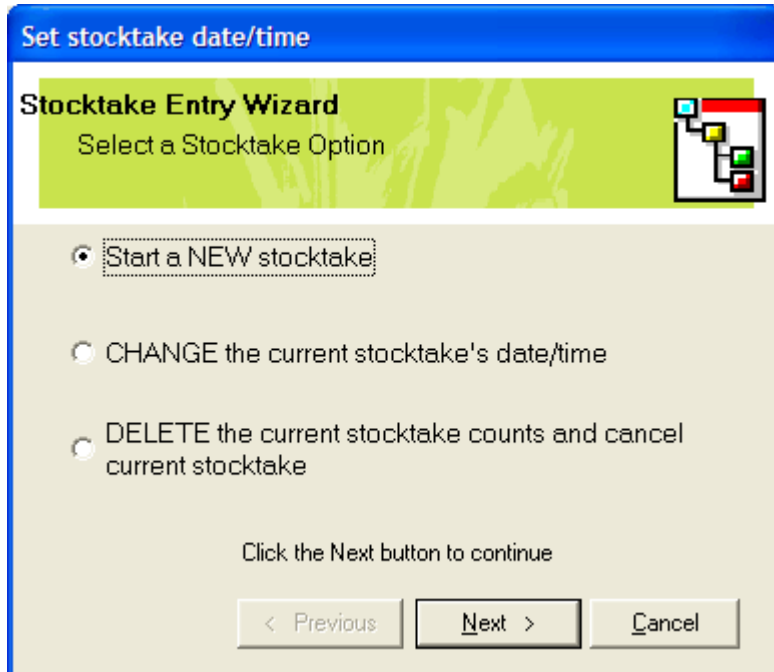
Starting a Stocktake

STEP 1: Complete Selling and Stock Transactions:

- Ensure that all stock transactions (receipts, adjustments, transfers (in and out), wastage and made in advance items (e.g. rolled ice creams) and all sales transactions have been entered and completed for the stocktake period. This step is important to ensure that the stock count and stocktake processing is correct.

STEP 2: Create Stocktake:

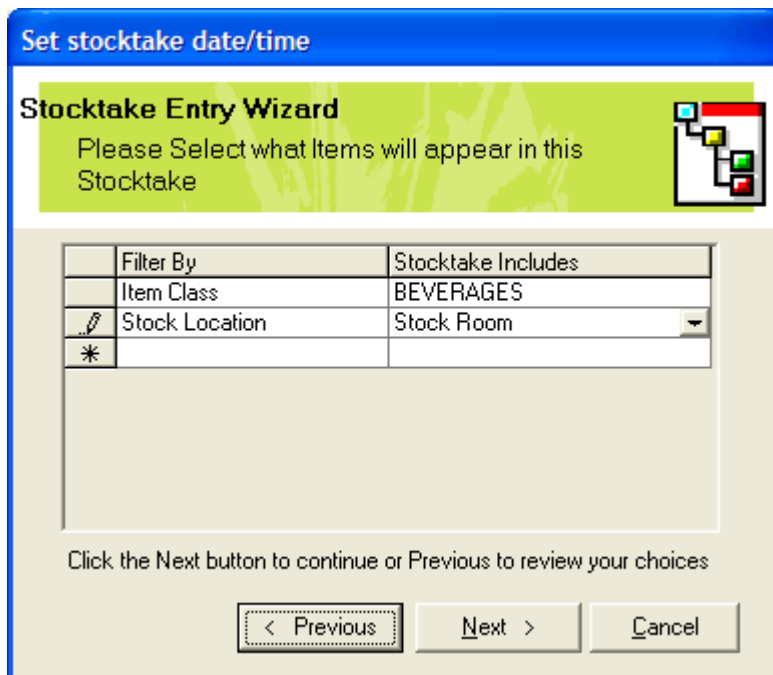
- Click on the 'Start Stocktake' icon (clock symbol) on the toolbar of the Stocktake Entry form, or in the File Menu, click 'Start a NEW Stocktake', and click Next.

**STEP 3: Select Items to Include in Stocktake:**

Now select the items to include in the stocktake that you are creating. Items can be filtered by All Items, Stock Location, Stocktake Group, Frequency, Item Class, Vendors, and Concession Item. There are three system settings that will repopulate this grid.

- 1 'StocktakeDefaultFilter' - this determines the default filter and should be set to a filter that will most commonly be used (default filter options are: .
- 2 'StocktakeDefaultFilter2' - is optional and allows you to further refine the stocktake filters.
- 3 'StocktakeDefaultFilter3' - is optional and allows you to further refine the stocktake filters.

For example, the selection below will only include items from the Beverages Item Class that are in the Stock Room.



Set stocktake date/time

Stocktake Entry Wizard

Please Select what Items will appear in this Stocktake

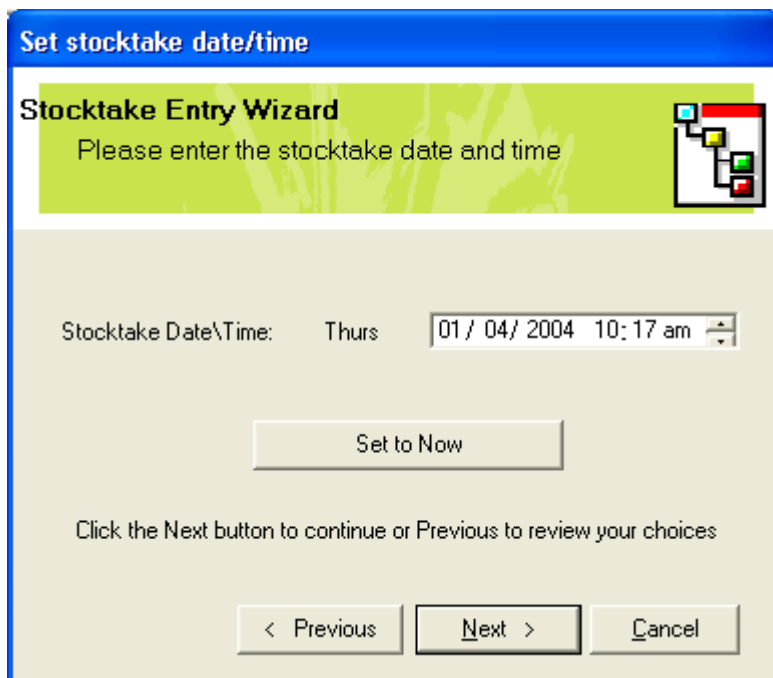
| Filter By | Stocktake Includes |
|----------------|--------------------|
| Item Class | BEVERAGES |
| Stock Location | Stock Room |
| * | |

Click the Next button to continue or Previous to review your choices

< Previous Next > Cancel

STEP 4: Closing Stocktake Date/Time:

Now enter a Closing Date and Time to enable Vista to calculate the closing balance, from the last time stocktake was run, and including all stock transactions within that time period. Note that the closing stocktake date and time also will be the start date and time of the next stocktake period.



Set stocktake date/time

Stocktake Entry Wizard

Please enter the stocktake date and time

Stocktake Date\Time: Thurs 01 / 04 / 2004 10:17 am

Set to Now

Click the Next button to continue or Previous to review your choices

< Previous Next > Cancel

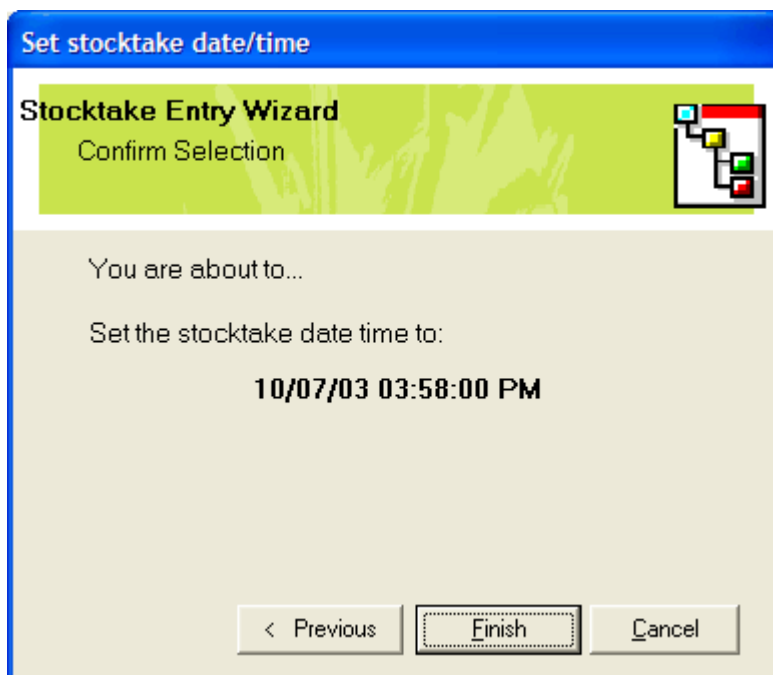
When you set the Stocktake Closing Date and Time, Vista takes the opening balance from the last stocktake, adds/subtracts all stock movements (e.g. plus receipts and less sales) within that time period, and calculates the closing balance, which represents how much stock Vista believes is in your cinema.

The following system settings are important:

- **"StockCountAllowForwardDate"** controls whether you are able to enter a Closing Date greater than today's date. If the system setting is set to "No" then the Closing Date entered must be less than or equal to Today's date.
- **"EnableStocktakeEntryNowButton"** controls whether you can select the "set to NOW" button shown on the form. This button will automatically set the stocktake Closing Date and Time to the Date and Time now.
- **"AlterStockTransDate"** controls whether you can change the Closing Date (Yes) or be forced to use the system selected date (No).
- **'StockCountUseDefaultDate'**, determines whether the Stocktake Closing Date Defaults to the next Business Start Time of Day (Y) or defaults to the current date and time (N).

See the ***Configuring Stocktake Wizard Closing Dates*** (on page 39) of this document for an depth description of the options.

After entering the dates you will be prompted with a confirmation screen to confirm your selection.



Printing Stocktake Sheets and Counting Stock

STEP 5: Print Stocktake Sheets:

- Stocktake Sheets are useful to help record the items counted. To print the Stocktake Sheets, select this report from the Stocktake Entry form. These reports can also be run from the Report Launcher.

The screenshot shows the 'Stocktake Entry' software window. The 'General' tab is selected, displaying the following fields:

- Stocktake Date\Time: Mar 15 2004 2:49PM
- Stocktake Mode: DayEnd
- Report Menu: Select Report: Stocktake Sheets
- Stock Location: Coffee
- Item Class: (All)
- Stocktake Group: Daily

Below these fields is a table with the following data:

| 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 | Variance Qua |
|--------|------------------------|-----|---------------------|-----------------|----------------|-----------|------------------|--------------|------------|--------------------|----------------------------|-----------------------|--------------|
| 169 | SOUR SKITTLES | EA | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17649 | KIT KAT | EA | 3/15/2004 2:48:58 P | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 | 60 | 0 |
| 193 | SOUR WATER MELON | EA | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 198 | BULK CANDY | OUN | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 205 | Ebay Game Card Imagine | CAS | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

- Using the Stocktake Sheets count the selected items and write the total quantity counted for each unit of measure. Ensure that the quantity counted is for the stock location (and stocktake location if using stocktake type 'Unit of Measures') and the unit of measure(s) as shown on the form (e.g. Box, Each etc).

STEP 6: Enter Stock Count:

For both stocktake styles, enter the stocktake count for each item.

Note the following system settings may affect the entry of stock counts:

- If the system setting “**StocktakeSaveOnEntry**” is set to **Yes**, then stocktake count quantity is saved as they are entered onto the stocktake form, and all stocktake counts default to zero. If this setting is set to **No**, then all counts default to blank. If you are in “Show Units of Measure” mode, all stockcount locations that have not had a count entered will be bold. If you are in “Show Item Movement” mode, then all items that have not had counts entered will be red. You must enter a count and then you must press the Save button for the entries to be saved. Only items that have had counts entered will be updated when the overall stocktake is updated.
- If the system setting “**StocktakeAutoFillClose**” is set to **AutoFill**, then the stocktake entry form will automatically display the closing balance (using Unit1 unit of measure) into the actual count quantity column on the form. If this is set to **Button**, then the user must first press the AutoFill button in order to populate the actual count column with the calculated closing quantity. If this setting is set to **No**, then the form is not able to be auto-populated with the calculated closing balance. The AutoFill and Button settings are designed to enable the user to only enter the count exceptions, i.e. where the calculated closing balance did not agree with the actual count quantity. The stock location may also determine if the calculated closing balance is able to be automatically defaulted into the actual count quantity. A check box on the stock location, “Allow Stocktake count to default to the closing balance”, is set to **No**, then even if the system setting is AutoFill or Button, the calculated closing balance will not automatically populate into the actual count quantity.
- The system setting “**StocktakeSelectUOM**” can allow multiple unit of measures to be used for entry of stocktake count quantities, within the stocktake entry style “Item Movements”. If this setting is set to **Yes**, then the user can select the unit of measure they wish to enter the stocktake count quantity in against. If this is set to **No**, then the user must enter the stocktake count quantity in stocking unit of measure only.

The system setting “**StocktakeDatelsUpdateDate**” is set to **Yes**, this can allow the user to recalculate the Stock Movements at any point during the Stocktake, by clicking on the Recalculate Stock Movements button. If this button is clicked, then the stock movements are recalculated with the closing date of the stocktake changed to the current date and time. This setting also means that when the Stocktake is updated, by clicking on the Update Stocktake button, then Stock Movements are again recalculated and the Stocktake Close date is set to the current date and time. If any new Stock Movements were detected, then the user is warned of these movements, and has the option to review the stocktake counts again. This feature is useful if stock receipts or adjustments were not entered prior to the stocktake starting. These can be entered, and by selected the recalculate stock movements button, then these adjustments will be included.

Checking Variance and Printing Final Copies of Stocktake Report

STEP 7: Check Stocktake Variance:

When you have completed stocktake entry, print off the Stocktake Variance report and check for any large stock variances. The easiest way to print the Stocktake Variance report, is to select the 'Report Menu' from within the Stocktake Entry form. You can also print the Stocktake Variance report from the Report Launcher.

This report shows opening balance, stock movements, calculated closing balance, actual count quantity and cost, and quantity variance and cost variance.

If there are significant variances for any items, ensure that:

- All receipts were entered for that item.
- All adjustments were made for that item.
- All transfers were made for that item.

- All wastage was entered for that item.
- All items made where entered for that item.
- The master record holds correct unit of measure conversion factors.

If all of these checks have been completed and you still have a variance, then recount the item.

If you discover that some receipts, adjustments etc were not all entered prior to setting the stocktake closing date and time, and then these can be entered now by either:

- Entering the Receipts or Adjustments and then using the 'Recalculate Stock Movements' button, or

By using the Before Stocktake flag option available on Stock Receipts and Stock Adjustments programs. After entering these receipts and adjustments, go into the Stocktake Entry Wizard and take the second option, 'CHANGE the current Stocktake's Date/Time". Do not change either of the dates, and click next. This will force a recalculation of the Stock Movements over this period, which will include the receipts and adjustments, if the dates entered for their transactions were in this time period. Alternatively, click on the Refresh button in Stocktake Entry to refresh the closing balance.

STEP 8: Print Final copies of Stocktake Report

When you are satisfied that stocktake entry is complete and correct and that stock variances for every item are acceptable, print off the following two reports as a final copy and file them appropriately:

- Stock Variance report
- Stock Valuation report

Important: You must run these reports BEFORE running the Update Stocktake (Flexible mode) or Close of Day (DayEnd mode) as after the stocktake has been updated, then these reports cannot be rerun.

Update New Stock Balances

STEP 9: Update Stock Count Balance:

You must complete this step to update the actual stock count balance as the Vista closing balance and to post any variance transactions. This step must be completed before any transactions for the new period (i.e. after the stocktake date and time) have commenced. If transactions have already commenced and the Update Stocktake step has not yet been completed, then upon clicking the Update Stocktake button, the program will detect that transactions have occurred since the movements were last calculated.

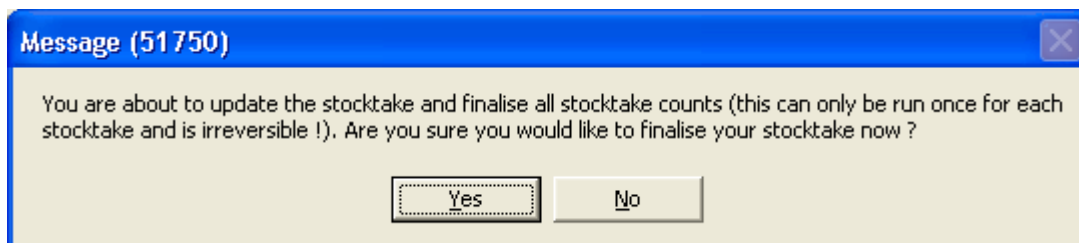
If the stocktake update procedure determines that stock transactions have occurred between the starting of a stocktake and now, then a warning message will display, asking the user to confirm proceeding with the updated procedure, or to return to stocktake entry and identify stock transaction differences, or to recalculate stock balances including these new transactions.

The Update can only occur after the closing date and time. If you have entered the closing date time in the future, you will have to wait until that time before the stocktake can be updated.

You should only complete this step if:

- All stocktake count figures have been entered.
- You are satisfied that the values entered are correct.
- The required reports have been run.

When you have run the Update procedure the following dialog will be display:



If the system setting 'StocktakeCloseDatelsUpdateDate' is set to Yes, this will automatically reset the closing date and time of current stocktake to Now, recalculate the closing balance including the transactions within this revised stocktake period. If transactions are detected, the system will prompt the user to check the counts or to continue and update the stock data.

Printing Cost of Sales Report

STEP 10: Print Reports

There are two reports which show the opening and closing stock values, and a cost of sales percentage (at cost price, not including tax).

- The **Cost of Sales Summary** report shows by Item Class grouping.
- The **Cost of Sales Detailed** shows for all items and includes quantities.

You can select to run the Cost of Sales reports by selecting the report from the Inventory reports folder within Report Launcher. Ensure that the date range entered is the same as the date range for this stocktake period.

FAQ Questions: Flexible Mode

How do I set the Stocktake Mode that I would like to use?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeMode" and select from DayEnd or Flexible.

How do I set the Stocktake Style that I would like to use?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeStyle" and select from "Show Item Movement" or "ShowUnit of Measure."

How do I set the frequency of Stocktakes?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeDefaultFrequency" and select from the following one which best suits your cinema needs: hourly, daily, weekly, 2-weekly, 4-weekly, 5-weekly, monthly, quarterly or half yearly, period.

Can it be set so that Stocktake count quantities are saved automatically as I enter them?

Yes, this is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeSaveOnEntry," and set it to "Yes." Once a stocktake entry has been entered, it will default to zero. If this setting is set to "No" you must save entries manually in order for items to be updated. If set to Yes, only items for which a count is entered will be updated during the Close of Day process.

How can the Vista system calculate Stocktake entries for me?

Vista can populate the Stocktake Entry form with the calculated closing balance figures. This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting, "StocktakeAutoFillClose" and set to "Autofill." This function has been designed so that the person performing the Stocktake can isolate stock exceptions and rectify them.

Why is Vista not calculating my closing balance even though I set the system setting above to "Autofill?"

If the checkbox in "Stock Location" - "Allow Stocktake count to default to closing balance," has not been set to yes, Vista is unable to calculate closing balances. Ensure that it is set to "Yes."

How can I ensure that my Stocktake is current when transactions have occurred between when I started and now?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeCloseDatelsUpdateDate." Setting this to "Y" means that the closing date and time will automatically be reset to current date and time period. Just press the "Recalculate Stock Movements button" and any new stock receipts, stock adjustments or items made will be detected and you will be prompted to check these.

Can I use multiple units of Measurement when entering a Stock count?

Provided that you are running in the Item Movements Style of Stocktake, this is dependant on the system setting "StocktakeSelectUOM" which can be found in BackOffice/Environment Folder/System Setting. Setting it to "Yes" means you can select the unit of measure you wish to enter the Stocktake count quantity in against. If this is set to No, the user must enter the Stocktake count quantity in stocking unit of measure only.

Can I set it so that my Goods Receipt Report prints automatically after I enter stock receipts?

Yes, this is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StkReceipts_PrintGoodRecp." Select from the three options - Setting it to "Print" will automatically print the stock receipts, "Preview" will automatically preview the report and "No" will not print or preview the report at all.

How do I determine the filters I want to use to define a Stocktake ?

Filters can be set which will determine the criteria by which you can select items for Stocktake. Three filters are available to be set however the second and third are optional. In BackOffice/Environment Folder/System Setting, locate the system setting: "StocktakeDefaultFilter" and select from the following: "All Items, Stock Location, Stocktake Group, Frequency, Item Class, Vendors, Concession Items."

The system settings "StocktakeDefaultFilter2" and "StocktakeDefaultFilter3" can be selected to refine Stocktake filters.

How do I perform a Stocktake that is greater than today's date?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StockCountAllowForwardDate" and set it to "Y."

How can I make my Stocktake begin at the current time and date?

In order to do this, a button - "Set to Now" must be enabled. Pressing this button will set the Stocktake to the system's time and date. This is dependant on a system setting that can be found in the BackOffice/Environment Folder/System Setting. Locate the system setting "EnableStocktakeEntryNowButton" and set it to "Y."

How am I able to control the closing date of the Stocktake?

Two alternatives exist. You can select the closing date or set it so that the Stocktake uses the system date. This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Or, locate the system setting "AlterStockTransDate" and select "Y" if you wish to control the closing date. Setting this to "Y" will also allow you to enter stock transactions prior to the last stocktake date.

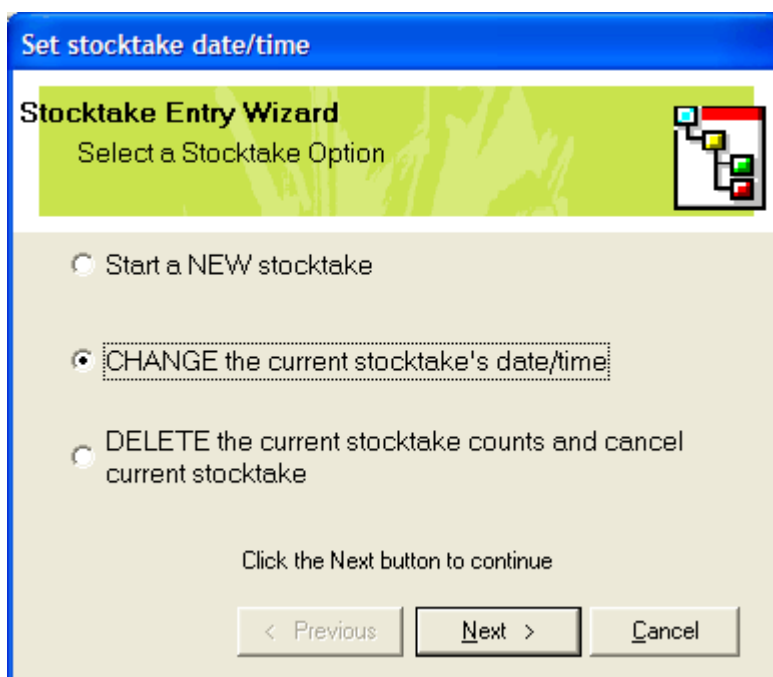
How can I set the Stocktake closing date to default to the next business start time of day?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StockCountUsesDefaultDate" and set it to "Y" if you would like to set the closing date to the next business start time of day. "N" will set the closing date to the current time and date.

How to Change an Existing Stocktake

If a new Stocktake has started, and you become aware that transactions have occurred between the start of the Stocktake and now, and the System setting "StocktakeCloseDateIsUpdateDate" is set to No, then you will need to change the Stocktake finish date, in order for Stocktake to automatically recalculate the closing balance.

You can do this by selecting the 'Set Stocktake Date/Time' option from the Stocktake menu. The Stocktake Entry Wizard will display (see below). Select "CHANGE the current Stocktake's Date\Time." You will now be able to alter the closing date of the Stocktake to either include or exclude transactions you have made.



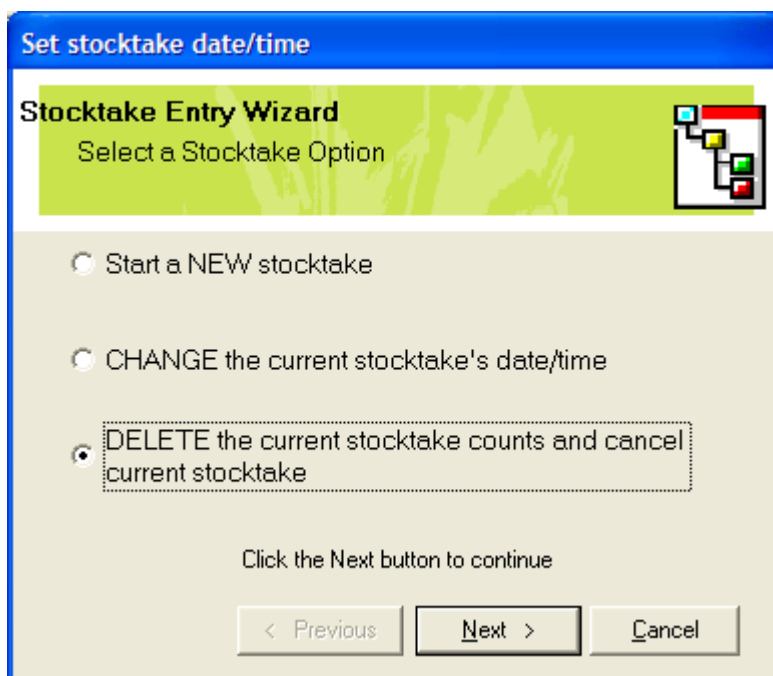
If the setting is set to Yes, then you can select the Recalculate Stock Movements button on the Stocktake entry form. The Recalculate Stock Movements button will automatically reset the closing date and time of current Stocktake to "Now," recalculate closing balance including the transactions within this revised Stocktake period.

Once the Stocktake close date and time have been changed and the system has recalculated the closing balance, then proceed with the Stocktake count and entry as described in the "Start a New Stocktake" section.

How to Delete or Reset a Stock-take

If you have requested a Stocktake to be created and if the Stocktake date and time were entered incorrectly, or if stock transactions or selling transactions had not been completed before the Stocktake was created, then you can delete the Stocktake and re-start the process.

Do this by clicking on the 'Set Stocktake Date/Time' in the menu or by selecting the Clock button. Select 'DELETE the current Stocktake' option to delete the currently selected Stocktake.



Now proceed with the Stocktake steps as described in the **Starting a Stocktake** (on page 27) section.

Configuring Stocktake Wizard Closing Dates

There are a number of example setup options listed below. Use a configuration that best suits your needs:

Option One:

Closing Date automatically defaults to the start of the next business day and users cannot change this. Settings:

- EnableStocktakeEntryNowButton=N
- StockCountUseDefaultDate=Y

- StockCountAllowForwardDate=Y
- AlterStockTransDate=N

Option Two:

Closing Date automatically defaults to the current date and users cannot enter a closing date later than the current date. Settings:

- EnableStocktakeEntryNowButton=Y
- StockCountUseDefaultDate=N
- StockCountAllowForwardDate=N
- AlterStockTransDate=Y

Option Three:

Users can enter any date they want, but the default closing date is the current date and time. Settings.

- EnableStocktakeEntryNowButton=Y
- StockCountUseDefaultDate=N
- StockCountAllowForwardDate=Y
- AlterStockTransDate=Y

DayEnd Mode

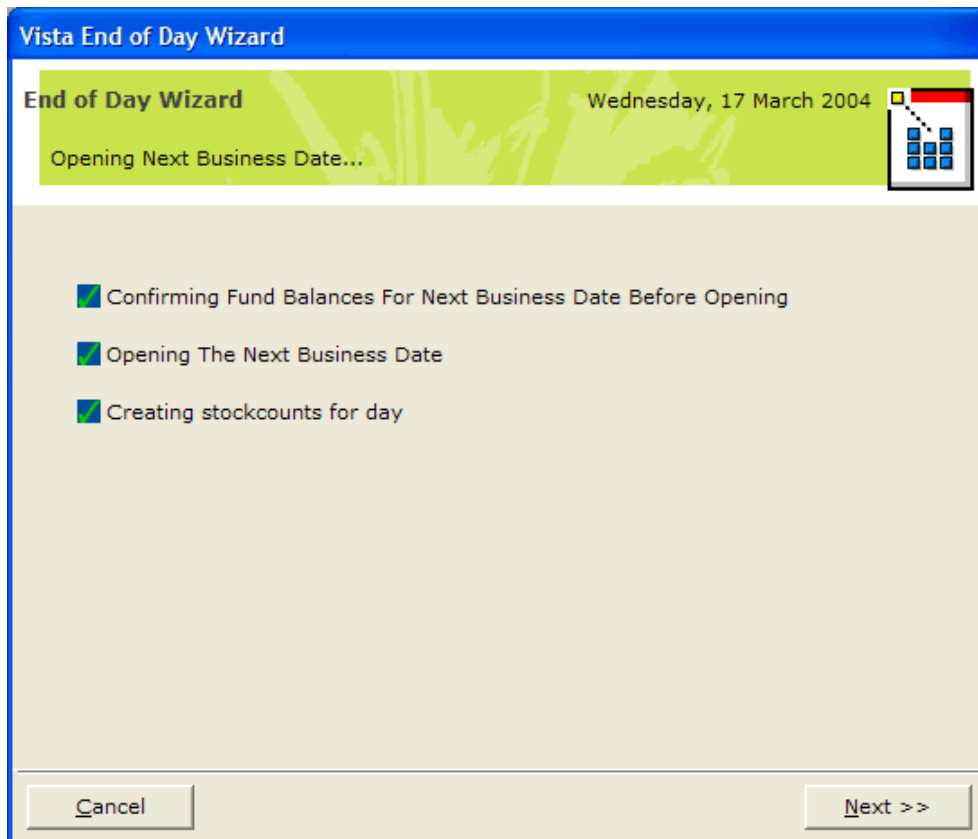
Checklist for Stocktake in DayEnd Mode:

| | |
|----|--|
| 1. | Open the Next Business Day to Create New Stocktake Counts. Stocktake Entry will detect if a Stocktake has not been created and will prompt you to create a new Stocktake. |
| 2. | Complete selling for that day. Complete all Stock Transactions for that day. This includes all Stock Adjustments, Stock Receipts and Items Made. |
| 3. | Print off Stocktake Sheets. |
| 4. | Physical count of stock (storerooms, counter etc) and enter stock count into Stocktake Entry Form. |
| 5. | Check Stocktake Variance. |
| 6. | For significant variations, check transactions, check unit of measure conversions, and recount stock. Enter any missing receipts, items made, adjustments, wastage, transfers. Print off final copy of Stock Variance and Stock Valuation reports. |
| 7. | Use the End Of Day Wizard to Close the Current Business Day. This will finalise all Stocktake Counts that were entered. |
| 8. | Print off Summary Cost of Sales and Detailed Cost of Sales reports. |

Starting a Stocktake

STEP 1: Opening the Next Business Day:

- The End of Day Wizard will automatically create a new Stocktake during the Open Day Procedure. A stocktake will be created for all items. If you set the system setting "StocktakeSaveOnEntry" to Yes, then only items for which a count is entered will be updated during the Close of Day process.



STEP 2: Complete Sales and Stock Transactions for the Day:

- Operate the cinema as per normal during the day. At the end of the day when all sales have been completed and all stock transaction have taken place, print off the Stock Sheets and begin to count your stock.

Printing Stocktake Sheets and Counting Stock

STEP 3: Print Stocktake Sheets

- Stocktake Sheets are useful to help record the items counted. To print the Stocktake Sheets, select this report from the Stocktake Entry form. These reports can also be run from the Report Launcher.

The screenshot shows the 'Stocktake Entry' software window. The title bar is blue with the text 'Stocktake Entry'. Below it is a menu bar with 'File', 'Edit', 'Options', 'View', and 'Help'. A toolbar with various icons is located below the menu bar. The main window is divided into several sections. At the top, there are fields for 'Stocktake Date\Time:' (Mar 15 2004 2:49PM) and 'Stocktake Mode:' (DayEnd). To the right of these fields is a 'Report Menu' box with a search icon and a 'Select Report:' dropdown menu showing 'Stocktake Sheets'. Below these fields is a 'General' tab. Under the 'General' tab, there are dropdown menus for 'Stock Location:' (Coffee), 'Item Class:' ((All)), and 'Stocktake Group:' (Daily). Below these dropdowns is a table with 14 columns: 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, and Variance Qua. The table contains five rows of data:

| 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 | Variance Qua |
|--------|------------------------|-----|---------------------|-----------------|----------------|-----------|------------------|--------------|------------|--------------------|----------------------------|-----------------------|--------------|
| 169 | SOUR SKITTLES | EA | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17649 | KIT KAT | EA | 3/15/2004 2:48:58 P | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 | 60 | 0 |
| 193 | SOUR WATER MELON | EA | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 198 | BULK CANDY | OUN | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 205 | Ebay Game Card Imagine | CAS | 3/15/2004 2:48:58 P | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

- Using the Stocktake Sheets count the selected items and write the total quantity counted for each unit of measure. Ensure that the quantity counted is for the stock location (and stocktake location if using stocktake type 'Unit of Measures') and the unit of measure(s) as shown on the form (e.g. Box, Each etc).

For both stocktake styles, enter the stocktake count for each item.

Note the following system settings may affect the entry of stock counts:

- If the system setting “**StocktakeSaveOnEntry**” is set to **Yes**, then stocktake count quantity is saved as they are entered onto the stocktake form, and all stocktake counts default to zero. If this setting is set to **No**, then all counts default to blank. If you are in “Show Units of Measure” mode, all stockcount locations that have not had a count entered will be bold. If you are in “Show Item Movement” mode, then all items that have not had counts entered will be red. You must enter a count and then you must press the Save button for the entries to be saved. Only items that have had counts entered will be updated when the overall stocktake is updated.
- If the system setting “**StocktakeAutoFillClose**” is set to **AutoFill**, then the stocktake entry form will automatically display the closing balance (using Unit1 unit of measure) into the actual count quantity column on the form. If this is set to **Button**, then the user must first press the AutoFill button in order to populate the actual count column with the calculated closing quantity. If this setting is set to **No**, then the form is not able to be auto-populated with the calculated closing balance. The AutoFill and Button settings are designed to enable the user to only enter the count exceptions, i.e. where the calculated closing balance did not agree with the actual count quantity. The stock location may also determine if the calculated closing balance is able to be automatically defaulted into the actual count quantity. A check box on the stock location, “Allow Stocktake count to default to the closing balance”, is set to **No**, then even if the system setting is AutoFill or Button, the calculated closing balance will not automatically populate into the actual count quantity.
- The system setting “**StocktakeSelectUOM**” can allow multiple unit of measures to be used for entry of stocktake count quantities, within the stocktake entry style “Item Movements”. If this setting is set to **Yes**, then the user can select the unit of measure they wish to enter the stocktake count quantity in against. If this is set to **No**, then the user must enter the stocktake count quantity in stocking unit of measure only.

The system setting “**StocktakeDatelsUpdateDate**” is set to **Yes**, this can allow the user to recalculate the Stock Movements at any point during the Stocktake, by clicking on the Recalculate Stock Movements button. If this button is clicked, then the stock movements are recalculated with the closing date of the stocktake changed to the current date and time. This setting also means that when the Stocktake is updated, by clicking on the Update Stocktake button, then Stock Movements are again recalculated and the Stocktake Close date is set to the current date and time. If any new Stock Movements were detected, then the user is warned of these movements, and has the option to review the stocktake counts again. This feature is useful if stock receipts or adjustments were not entered prior to the stocktake starting. These can be entered, and by selected the recalculate stock movements button, then these adjustments will be included.

Checking Variance and Printing Final Copy of Stocktake Report

STEP 5: Check Stocktake Variance

When you have completed stocktake entry, print off the Stocktake Variance report and check for any large stock variances. The easiest way to print the Stocktake Variance report, is to select the 'Report Menu' from within the Stocktake Entry form. You can also print the Stocktake Variance report from the Report Launcher.

This report shows opening balance, stock movements, calculated closing balance, actual count quantity and cost, and quantity variance and cost variance.

If there are significant variances for any items, ensure that:

- All receipts were entered for that item.
- All adjustments were made for that item.
- All transfers were made for that item.

- All wastage was entered for that item.
- All items made where entered for that item.
- The master record holds correct unit of measure conversion factors.

If all of these checks have been completed and you still have a variance, then recount the item.

If you discover that some receipts, adjustments etc were not all entered prior to setting the stocktake closing date and time, and then these can be entered now by either:

- Entering the Receipts or Adjustments and then using the 'Recalculate Stock Movements' button, or

By using the Before Stocktake flag option available on Stock Receipts and Stock Adjustments programs. After entering these receipts and adjustments, go into the Stocktake Entry Wizard and take the second option, 'CHANGE the current Stocktake's Date/Time". Do not change either of the dates, and click next. This will force a recalculation of the Stock Movements over this period, which will include the receipts and adjustments, if the dates entered for their transactions were in this time period. Alternatively, click on the Refresh button in Stocktake Entry to refresh the closing balance.

STEP 6: Print Final copies of Stocktake Report

When you are satisfied that stocktake entry is complete and correct and that stock variances for every item are acceptable, print off the following two reports as a final copy and file them appropriately:

- Stock Variance report
- Stock Valuation report

Important: You must run these reports BEFORE running the Update Stocktake (Flexible mode) or Close of Day (DayEnd mode) as after the stocktake has been updated, then these reports cannot be rerun.

Update New Stock Balances

STEP 7: Update the New Stock Balances:

You must complete this step to update the actual stock count balance as the Vista closing balance and to post any variance transactions. This step must be completed before any transactions for the new period (i.e. after the stocktake date and time) have commenced.

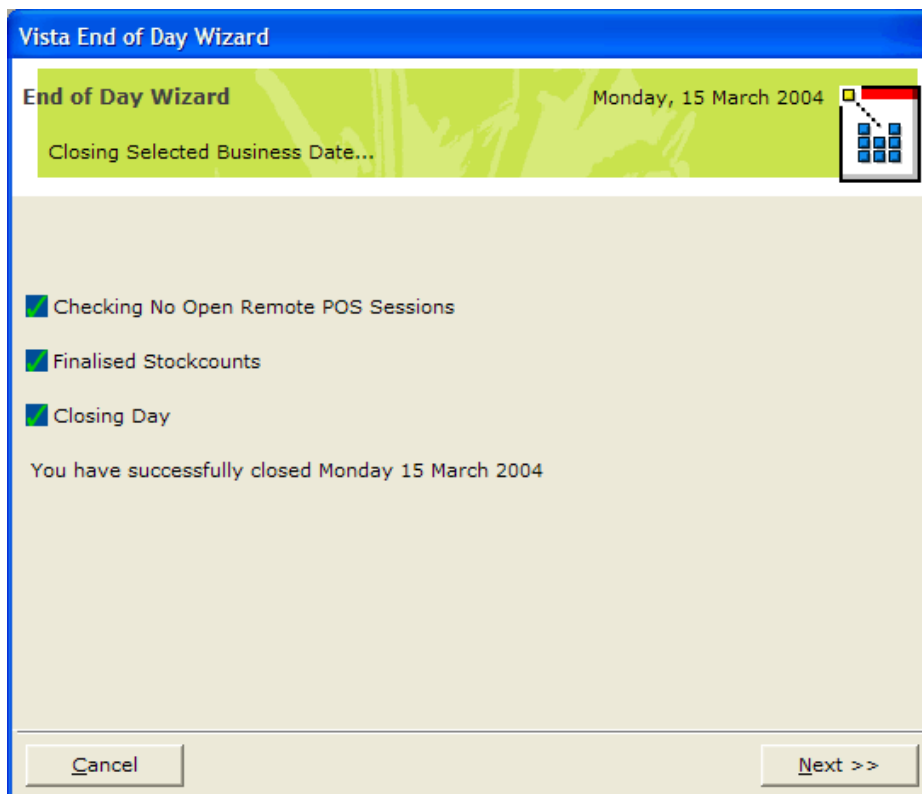
This step is automated using the End of Day Wizard and is part of the Close Day process. Prior to running the End of Day Wizard, ensure that all POS operators have logged out. Also click the refresh Stock Movements Button on the Stocktake Entry form and run a final Stock Variance Report to ensure that no unexpected transactions have occurred. Make sure all changes to Stock Counts have been saved in the Stocktake Entry Program and that the program has been closed.

The finalise Stock Counts process in the end of day wizard recalculates all movements for the day and then writes the stocktake transaction at the date and time the "Close Day" button was pressed.

You should only complete this step if:

- All stocktake count figures have been entered.
- You are satisfied that the values entered are correct.
- The required reports have been run.

If the Close Day Process is successful then a green tick will appear beside the 'Finalised Stocktake' Option (as shown below):



Printing Cost of Sales Report

STEP 8: Print Reports:

There are two reports which show the opening and closing stock values, and a cost of sales percentage (at cost price, not including tax).

- The **Cost of Sales Summary** report shows by Item Class grouping.
- The **Cost of Sales Detailed** shows for all items and includes quantities.

You can select to run the Cost of Sales reports by selecting the report from the Inventory reports folder within Report Launcher. Ensure that the date range entered is the same as the date range for this stocktake period.

FAQ: DayEnd Mode

How do I set the Stocktake Mode that I would like to use?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeMode" and select from DayEnd or Flexible.

How do I set the Stocktake Style that I would like to use?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeStyle" and select from "Show Item Movement" or "ShowUnit of Measure."

How do I set the frequency of Stocktakes?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeDefaultFrequency" and select from the following one which best suits your cinema needs: hourly, daily, weekly, 2-weekly, 4-weekly, 5-weekly, monthly, quarterly or half yearly, period.

Can it be set so that Stocktake count quantities are saved automatically as I enter them?

Yes, this is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeSaveOnEntry," and set it to "Yes." Once a stocktake entry has been entered, it will default to zero. If this setting is set to "No" you must save entries manually in order for items to be updated. If set to Yes, only items for which a count is entered will be updated during the Close of Day process.

How can the Vista system calculate Stocktake entries for me?

Vista can populate the Stocktake Entry form with the calculated closing balance figures. This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting, "StocktakeAutoFillClose" and set to "Autofill." This function has been designed so that the person performing the Stocktake can isolate stock exceptions and rectify them.

Why is Vista not calculating my closing balance even though I set the system setting above to "Autofill?"

If the checkbox in "Stock Location" - "Allow Stocktake count to default to closing balance," has not been set to yes, Vista is unable to calculate closing balances. Ensure that it is set to "Yes."

How can I ensure that my Stocktake is current when transactions have occurred between when I started and now?

This is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StocktakeCloseDatelsUpdateDate." Setting this to "Y" means that the closing date and time will automatically be reset to current date and time period. Just press the "Recalculate Stock Movements button" and any new stock receipts, stock adjustments or items made will be detected and you will be prompted to check these.

Can I use multiple units of Measurement when entering a Stock count?

Provided that you are running in the Item Movements Style of Stocktake, this is dependant on the system setting "StocktakeSelectUOM" which can be found in BackOffice/Environment Folder/System Setting. Setting it to "Yes" means you can select the unit of measure you wish to enter the Stocktake count quantity in against. If this is set to No, the user must enter the Stocktake count quantity in stocking unit of measure only.

Can I set it so that my Goods Receipt Report prints automatically after I enter stock receipts?

Yes, this is dependant on a system setting that can be found in BackOffice/Environment Folder/System Setting. Locate the system setting "StkReceipts_PrintGoodRecp." Select from the three options - Setting it to "Print" will automatically print the stock receipts, "Preview" will automatically preview the report and "No" will not print or preview the report at all.

CHAPTER 4

Balancing the Cinema

This document is intended to be a brief guide regarding how to go about diagnosing a problem when "something seems to be out of balance." There are three relevant sections:

- Deciding what is Wrong
- Daily Cashup Screen out of Balance
- Posting Report(s) do not Balance

CHAPTER 5

Deciding What is Wrong

There are three reasons why there may be a problem:

- The daily cashup screen (as below) shows a cinema balance which is non-zero:

| Tasks | | | |
|-----------------|--|--|--|
| Select Date | | | |
| Add Misc Txn | | | |
| Close Day | | | |
| Comment | | | |
| Posting Journal | | | |
| Refresh Data | | | |
| Change View | | | |
| Print Preview | | | |
| Help | | | |

| | | | |
|---|---------|-----------------------|---------------------|
| Revenue | | | |
| Box office | | | |
| Admits | 4797.90 | | |
| less Redemptions | 0.00 | | |
| less Maturing Sales | -44.60 | | |
| plus Advance Sales | 383.00 | | |
| plus Advance Comps and Redemptions | 0.00 | | |
| Box office Receipts | | 5136.30 | |
| Box office Sundry | | 37.00 | |
| Concessions | | 2219.22 | |
| Total Sales | | <u>7392.52</u> | |
| Sales Reconciliation | | | |
| BOXBAR | 804.40 | | |
| BOXCON | 6309.72 | | |
| WEB SALES | 278.40 | | |
| Total Sales | | <u>7392.52</u> | |
| Miscellaneous | | | |
| plus Misc Revenue | 12.55 | | |
| Total Miscellaneous | | 12.55 | |
| Revenue | | <u>7405.07</u> | |
| Reconciliation | | | |
| Non Bankable | | | |
| Non Bankable Total | | <u>0.00</u> | |
| Bankable | | | |
| Card Payments | 1493.42 | | |
| Cash | 5913.62 | | |
| Voucher | 90.20 | | |
| Bankable Total | | 7497.24 | |
| Deposits and Payments | | <u>7497.24</u> | |
| Overs / Shorts | | | |
| Cash | 105.47 | | |
| Cheques | -2.55 | | |
| Voucher | 1.80 | | |
| Overs / Shorts Total | | 104.72 | |
| Cinema Balance for Wednesday 02 February 2005 | | | <u>12.55</u> |

Or,

- One of the Posting reports does not balance.

This could be the posting report available from the Daily Cashup screen (Posting Journal button):

Posting Journal My Cinema

Journal Date From: 02/02/2005 To: 02/02/2005

My Cinema
Credits

| Gross | GL Code | Level 1 | Level 2 | Level 3 | Level 4 |
|--------------------------|---------|-----------|---------|---------|---------|
| Revenue | | | | | |
| <i>Box Office</i> | | | | | |
| 4,082.44 | 1 | BoxOffice | | | |
| <i>Concessions</i> | | | | | |
| 222.39 | 2 | BOXBAR | | | |
| 1,666.02 | 2 | BOXCON | | | |
| <i>Advanced Bookings</i> | | | | | |
| 383.00 | 9 | | | | |

Note that these reports both show the contents of the Daily Posting journal table, but the posting report shows the figures "Tax exclusive", e.g. tax is posted separately, and the Cash and Distribution report shows figures "tax inclusive", so the numbers such as Box Office and Concessions include tax and there is no separate tax line.

Or

- The report shows a line which says '* GL account not defined':

| GL Account | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Total |
|------------------------------------|---------------|---------------|---------------|--------------|---------------|-----------------|-------------|-----------------|
| My Cinema | | | | | | | | |
| * No GL Account Defined | 16.06 | 90.34 | 4.96 | 0.00 | 1.25 | 14.35 | 0.00 | 126.95 |
| 1 Box Office | 8,333.50 | 14,387.50 | 9,442.40 | 3,106.50 | 2,933.30 | 4,797.50 | 0.00 | 43,003.30 |
| 2 Concessions | 2,902.25 | 5,191.00 | 3,668.68 | 1,110.50 | 996.29 | 2,219.22 | 0.00 | 16,087.94 |
| 3 Booking Fees | 101.00 | 109.00 | 56.00 | 6.50 | 10.00 | 22.00 | 0.00 | 304.50 |
| 4 Gift Vouchers | -11,491.25 | -18,982.62 | -12,903.94 | -4,285.26 | -3,965.23 | 15.00 | 0.00 | -51,613.31 |
| 5 Matinee Sales | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 338.40 | 0.00 | 338.40 |
| 6 Overs/Shorts - Cash | -219.05 | -104.68 | 0.01 | -25.54 | -3.41 | 105.47 | 0.00 | -247.20 |
| 7 Overs/Shorts - Cheque | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -2.55 | 0.00 | -2.55 |
| 9 Advance Sales | 695.10 | 228.20 | 51.40 | 137.30 | 138.10 | 0.00 | 0.00 | 1,250.10 |
| 10 Gift Vouchers | 20.00 | 35.00 | 0.00 | 15.00 | 0.00 | 0.00 | 0.00 | 70.00 |
| 11 Bank Account Card | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -1,493.42 | 0.00 | -1,493.42 |
| 13 Hospitality | -15.00 | -90.34 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -105.34 |
| 14 Bank Account Mobile Money | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -3.40 | 0.00 | -3.40 |
| 15 Bank Account Voucher | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -85.00 | 0.00 | -85.00 |
| Total to Account For: | 342.60 | 863.80 | 319.50 | 67.40 | 110.30 | 5,927.97 | 0.00 | 7,631.57 |
| Final Total to Account For: | 342.60 | 863.80 | 319.50 | 67.40 | 110.30 | 5,927.97 | 0.00 | 7,631.57 |
| Calculated Deposit: | 342.60 | 863.80 | 319.50 | 67.40 | 110.30 | 5,926.17 | 0.00 | 7,629.77 |
| Final Total Deposits: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Difference: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -1.80 | 0.00 | -1.80 |

Daily Cashup Screen out of Balance

To understand this it is necessary to understand what is being shown on the Daily Cashup screen.

Tasks

Select Date

Add Misc Txn

Close Day

Comment

Posting Journal

Refresh Data

Change View

Print Preview

Help

| | | |
|---|---------------------|----------------|
| Revenue | | |
| Box office | Sales | |
| Admits | | 4797.90 |
| less Redemptions | | 0.00 |
| less Maturing Sales | | -44.60 |
| plus Advance Sales | | 383.00 |
| plus Advance Comps and Redemptions | | 0.00 |
| Box office Receipts | | 5136.30 |
| Box office Sundry | | 37.00 |
| Concessions | | 2219.22 |
| Total Sales | | 7392.52 |
| Sales Reconciliation | | |
| BOXBAR | Takings | 804.40 |
| BOXCON | | 6309.72 |
| WEB SALES | | 278.40 |
| Total Sales | | 7392.52 |
| Miscellaneous | Other | |
| plus Misc Revenue | | 12.55 |
| Total Miscellaneous | | 12.55 |
| Revenue | | 7405.07 |
| Reconciliation | Non-bankable | |
| Non Bankable | | |
| Non Bankable Total | | 0.00 |
| Bankable | Bankable | |
| Card Payments | | 1493.42 |
| Cash | | 5913.62 |
| Voucher | | 90.20 |
| Bankable Total | | 7497.24 |
| Deposits and Payments | | 7497.24 |
| Overs / Shorts | | |
| Cash | | 105.47 |
| Cheques | | -2.55 |
| Voucher | | 1.80 |
| Overs / Shorts Total | | 104.72 |
| Cinema Balance for Wednesday 02 February 2005 | | 12.55 |

The Top Half – Revenue:

This is made up of three portions:

- Sales – This is an analysis of tblTrans_Ticket and tblTrans_Inventory and gives the total pad sales for the day.

The sales figures should always match exactly to the Daily Box Office report and the Concessions Sales report for the business day.

- Takings (Sales Reconciliation) – This summarises records in tblTrans_Cash for the same business day. It records what payments were received for the sales.

Sales and Takings should always match exactly – if they do not then there is a problem.

Likely Causes of this problem:

- Workstation record not fully set up. This is the most likely cause of this problem, and happens when a new remote device is added such as an ATM or web sales is connected to the site. What will happen is a new workstation record is added with no workstation group, and will not be included in the Takings section. Remember to check both active and inactive workstations.
- Other error. If the problem is not workstation record setup then contact Vista support for more in depth technical analysis.
- Other – This summarises miscellaneous transactions that have been entered either in the cashdesk (in Fund Management mode), or from the Daily Cashup screen (in Cashup mode). These miscellaneous transactions usually represent money coming in or going out which fall outside the normal “sales/banking” cycle.

The Bottom Half – Banking:

This is made up of three portions, all of which are an analysis of tblPOSS_PaymentGroup which record what was collected at the point of sale and counted in cashdesk when the POS session was cashed up.

- Non-Bankable – these are items where the payment group is flagged as non-bankable (“Can be Banked”). This will include items such as ticket redemption vouchers (gift passes) and similar items whereby even though we may count them, they do not effect the banking figures. Normally these will equate to the redemptions redeemed today.
- Bankable figures should include all balances which are “cash equivalent” and therefore banking. This will include such things as cash, cheques, credit card, EFTPOS, Stored Value, etc. These are summarized up by Payment group. These figures should be balanced against the payment group figures on the Daily Operations report, and the total figure on the Cashier Reconciliation report.
- The third portion is the cashier overs/unders, which can also be seen on the Cashier Reconciliation report and also the Cashier Session Reconciliation report.

To see banking, overs and unders, etc, in more detail press the “change view” button on the Daily Cashup screen and this splits all the revenue and expense into workstation groups, operators and individual POS sessions. This can be a quick way to see where large variances have occurred.

The total banking figure is: Banking = Bankable – sum(overs/shorts).

What does the Cinema Balance represent?

If the Cinema Balance = 0, then Total Revenue = Total Banking

This shows that everything that came in from the POS was counted and sent to banking. That the balance of the safe has stayed the same from one day to the next.

Daily Cashup Screen Out of Balance ?

There are four possibilities:

- Sales <> Takings (as mentioned above).
- Total Revenue <> Banking – out by Miscellaneous amount.

This is the example shown above. In this case the amount the daily cashup screen is out by the same as the “Miscellaneous” amount. This is valid as it represents money coming in or out that was not banked. Other examples of this might be a Change delivery from the bank where the safe is topped up in the weekend.

- Total Revenue <> Banking. In this case the Takings <> Banking

This shows that the POS Session Payment group balances (which is what we use to cashup) are out of balance with tblTrans_Cash. This indicates an error in setup, where a redemption voucher or item has been attached to a payment group that is flagged as banking, therefore when selling an item it is reversing out the update from Banking.

Example:

Set up an item named “Phone Card” to be counted at the POS. By mistake this item was set up with Payment Group Cash.

When I sell the item I subtract from Phone Cards \$5 to say that I have sold the item and my count has decreased, and since I paid with cash I increase Cash \$5.

But because the Item was attached to payment group Cash, the two transactions reverse each other out. The balance of Cash is zero, whereas tblTrans_Cash = \$5. Similar problems can occur with redemption vouchers.

- Total Revenue <> Banking. In this case the Overs and Unders is overstated.

We can tell this quickly by looking at the overs/unders payment group detail and seeing if there are any payment groups that are non-bankable. This is caused by setting up the payment group as "Track Value", and then counting overs and shorts at cashup time.

When counting overs/shorts of ticket redemption vouchers set them up as "Track Quantity" only, OR be aware that this will show a variance on the daily cashup screen.

(Vista may enhance this at some point to make it easier to handle).

Even though counting overs/unders for non-bankable items will show a variance on the daily cashup screen, it will NOT cause a variance in the GL posting, because the system will assign an overs/unders posting regardless – as long as the payment group has a default payment type.

Posting Report(s) do not Balance

In this example (Wednesday 2/2/05) it is evident that the total for the day is out of balance – e.g. total Credit <> total Debits.

| GL Account | m | 50% | 50% | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Total |
|------------------------|-----------|-----------|-----------|-----------|-----------|-----------|------|------|-----------|-----|-------|
| My Name | | | | | | | | | | | |
| 1. NoGL Account Debit | 12.00 | 90.51 | 4.25 | 0.00 | 1.25 | 14.25 | 0.00 | 0.00 | 126.35 | | |
| 2. Cash Sale | 8,537.97 | 14,707.90 | 9,447.40 | 3,000.00 | 2,935.57 | 1,700.00 | 0.00 | 0.00 | 3,200.00 | | |
| 3. Cash Sale | 2,000.00 | 5,000.00 | 6,000.00 | 1,000.00 | 2,000.00 | 2,200.00 | 0.00 | 0.00 | 10,000.00 | | |
| 4. Cash Sale | 1,000.00 | 1,000.00 | 1,000.00 | 1,000.00 | 1,000.00 | 1,000.00 | 0.00 | 0.00 | 6,000.00 | | |
| 5. Cash Sale | -1,000.00 | -1,000.00 | -1,000.00 | -1,000.00 | -1,000.00 | -1,000.00 | 0.00 | 0.00 | -6,000.00 | | |
| 6. Cash Sale | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | 4.00 | | |
| 7. Cash Sale - Cash | -210.00 | -400.00 | 1.00 | -25.00 | -5.00 | 0.00 | 0.00 | 0.00 | -640.00 | | |
| 8. Cash Sale - Credit | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | -2.00 | 0.00 | 0.00 | 0.00 | | |
| 9. Cash Sale | 600.00 | 200.00 | 60.00 | 30.00 | 20.00 | 1.00 | 1.00 | 0.00 | 1,000.00 | | |
| 10. Cash Sale | 1.00 | 0.00 | 1.00 | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 | 5.00 | | |
| 11. Cash Sale | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | -1,000.00 | 0.00 | 0.00 | -1,000.00 | | |
| 12. Cash Sale | -1.00 | -400.00 | 1.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | -400.00 | | |
| 13. Cash Sale | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | 4.00 | | |
| 14. Cash Sale | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | 4.00 | | |
| 15. Cash Sale | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | 4.00 | | |
| Total for Account Port | 3,200.00 | 7,000.00 | 3,100.00 | 7.00 | 10.00 | 5,000.00 | 1.00 | 0.00 | 7,000.00 | | |
| Total for Account Port | 3,200.00 | 7,000.00 | 3,100.00 | 7.00 | 10.00 | 5,000.00 | 1.00 | 0.00 | 7,000.00 | | |
| Calculated Deposits | 3,200.00 | 7,000.00 | 3,100.00 | 7.00 | 10.00 | 5,000.00 | 1.00 | 0.00 | 7,000.00 | | |
| Final Total Deposits | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | |
| Difference | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | -1.00 | 0.00 | 0.00 | -1.00 | | |

The GL postings are calculated in much the same way as the entries on the daily cashup screen and follow much the same logic. If the Daily Cashup screen balances, then the reason that this does not is because something is different.

So the idea is to validate the entries that are shown. Every cinema will be different due to different setups but there are some general guidelines.

| Report Values | Balances to: |
|---------------------|--|
| Box Office Revenue | Box Office Admits on daily Cashup screen Daily Box Office report |
| Concessions Revenue | Concessions Sales on daily Cashup screen Concessions Sales report |

| Report Values | Balances to: |
|---|---|
| Other Revenue This might be things like booking fees, voucher sales, games money. | On daily Cashup screen, these will show Booking fees and Voucher sales will probably show as Box Office Sundry Games Money and other Cashdesk transactions will show under Miscellaneous. |
| Redemptions Redeemed (Gift Certificates). There could be several entries in the GL reports depending on setup. May have to add up the lines to balance to the daily cashup screen. | On the Daily cashup screen these should be listed in the Redemptions section at the top and also the Non-bankable section (items which do NOT have the "Can be banked" flag checked). Should also be able to see these on the Daily Box Office Report. |
| Advanced / Maturing sales. As above these may be one or more lines in the posting report. | On the Daily cashup screen these should be listed in the Advanced/Maturing lines at the top. Should also be able to see these on the Daily Box Office Report If there is only one line in the GL, subtract Advanced from Maturing to get what is shown in the GL. |

By comparing the lines in one of the posting reports to the other listings (reports and Daily Cashup screen) it is possible to determine what information is missing. There are two most likely scenarios:

- There is some information missing, or
- There is a line which says GL account not defined.

Common ways that this can occur:

- Booking Fees – If the booking fee item does not have its own sales account then it will not be reported.
- If unders/overs are measured for a payment group it will not calculate a balancing account posting UNLESS the payment group has a default payment type.
- If the problem is that the GL account is not defined then it is necessary to print the Posting Journal from the Daily Cashup screen.

Understanding the Posting Journal:

This report shows a number of bits of information that can help track down where the problem is.

Posting Journal My Cinema

Journal Date From: 02/02/2005 To: 02/02/2005

My Cinema
Credits

| Gross | GL Code | Level 1 | Level 2 | Level 3 | Level 4 |
|-------|---------|---------|---------|---------|---------|
|-------|---------|---------|---------|---------|---------|

Revenue

Box Office

| | | | | | |
|----------|---|-----------|--|--|--|
| 4,082.44 | 1 | BoxOffice | | | |
|----------|---|-----------|--|--|--|

Concessions

| | | | | | |
|----------|---|--------|--|--|--|
| 222.39 | 2 | BOXBAR | | | |
| 1,666.02 | 2 | BOXCON | | | |

Advanced Bookings

| | | | | | |
|--------|---|--|--|--|--|
| 383.00 | 9 | | | | |
|--------|---|--|--|--|--|

Other Sales

E.g. Group Heading (in picture above these are Box Office, Concessions and Advanced Bookings), as well as comment data in the level 1, level 2 boxes.

Use the table below to investigate why the calculated data may not be correct.

The group headings and where the data comes from is as follows:

Revenue:

| Header | Source | Level 1/2 Comment |
|---------------------|---|--|
| Box Office | Ticket Transactions for sessions in current business day | Constant "Box Office" |
| Concessions | Inventory sales for current business day | Workstation Group Description |
| Advance Sales | Ticket Transactions made today for session in the future | |
| Other Sales | Box Office sundry items | Workstation Group Description |
| POS Overs | POS Session payment group difference for current business day for payment groups where cashed up and balance counted > calculated (Cashier Reconciliation report) | Workstation Group Description / Payment Group name |
| POS Rounding | Rounding entries > 0 (where currency may round paid amounts) for cash transactions (receipts report). | Workstation Group Description |
| Other Revenue | Revenue Fund transactions (miscellaneous transactions) for current business day | Transaction Type |
| Cinema Fund Banked | (based on system setting) Cash deposits from POS sessions for current business day where an amount issued as a float adjustment ended up being banked. | Constant "Cinema Fund Banked" |
| Tax Payable level x | Sum of Tax amounts from revenue postings above. | Tax code description / Tax level name |

Expenses:

| Header | Source | Level 1/2 Comment |
|----------------------|---|-------------------|
| Redemptions redeemed | Ticket Transactions for sessions in current business day – voucher redemptions only | |

| | | |
|---------------------|---|--|
| Maturing Sales | Ticket Transactions made prior to today for today's sessions | |
| POS Unders | POS Session payment group difference for current business day for payment groups where cashed up and balance counted < calculated (Cashier Reconciliation report) | Workstation Group Description / Payment Group name |
| POS Rounding | Rounding entries < 0 (where currency may round paid amounts) for cash transactions (receipts report). | Workstation Group |
| Other Expenses | Expense Fund transactions (miscellaneous transactions) for current business day | Transaction type |
| Tax Payable level x | Sum of Tax amounts from expense postings above. | Tax code description / Tax level name |

Banking:

| Header | Source | Level 1/2 Comment |
|--------------------|---|-------------------------------------|
| Sales Banking | Cash Transactions (including all payment types) for sessions in current business day. | Payment type description |
| Rounding | Cash transactions for rounding summed up for business day | Payment type description |
| POS Overs/Unders | Summed Overs/unders from Payment group entries | Payment type description (if avail) |
| Misc Transactions | Summary by payment type of miscellaneous fund transactions. | Payment type description |
| Cinema Fund Banked | Cash entry for cinema fund banked | Payment type description |

The accounts used for the transactions above are determined from the type of source transaction, e.g. concessions sales may be from items, item classes or a system account. Refer to the Vista Operations Guide – Chapter 5, General Ledger Postings from Vista for a full discussion of how GL accounts are determined.

CHAPTER 6

How to Setup Multiple Cinemas

This section describes:

- How to Setup Multiple Cinemas

Setup Multiple Cinemas

Vista can be setup to cater for more than one cinema within a cinema complex. For example, when there are two or more cinemas residing within the same building (i.e. a Cinema Complex). For example, "Vista Cinemas Miami" (a Cinema Complex) may contain 3 Cinemas:

- Cinema 1 - Vista Cinemas Miami (e.g. 8 screens).
- Cinema 2 - Gold Class (e.g. 2 screens).
- Cinema 3 - Arthouse Cinemas (e.g. 1 screen).

There are a number of items within BackOffice that can be setup specifically for a Cinema, or made available to a number of Cinemas. Each of these items should be reviewed when setting up multiple Cinema's in Vista:

| Menu Option: | Comment: |
|-------------------------------|--|
| Screen Maintenance | The Cinema field (on the first Tab) must be selected for the screen. "Suppress Number on Ticket" field may be ticked if you do not want the screen number to appear on the ticket. |
| Workstation Group Maintenance | The Cinema field (on the first Tab), must be selected for the Workstation Group, except if the Workstation Group is web-based (such as IVR, Internet Ticketing and Kiosks). |
| Stock Location Maintenance | At least one stock location per Cinema must be setup. Multiple stock locations per cinema may be set up if desired for better stock tracking. |
| Item Maintenance | The "Item belongs to Cinema" field (on the first Tab) may be left blank - this item is available to any cinema, or a cinema may be entered, in which case sales made to this item will always be recorded against this cinema, regardless of which workstation group or session the sale was against. A typical example of this would be to set for voucher items (e.g. Gold Class Adult Gift Vouchers) as the sale would normally be recorded against the Gold Class cinema rather than the Workstation Group that sold this voucher. |
| Session Maintenance | The Cinema field may be left blank (Session applies to all Cinemas) or enter against a specific cinema. |
| User Maintenance | Each staff member must belong to a Cinema. This is the cinema that they typically work for. |

CHAPTER 7

Setting up Packaged Tickets

This section describes:

- What is a Package Ticket?
- What needs setting up

CHAPTER 8

What is a Packaged Ticket?

Packaged tickets are a concept in Vista used to define where a ticket type can be made up of:

- At least one Ticket Type
- Optionally there can be one or more Concession Items in the package
- Optionally there can be one or more Box Office Sundry Items in the package

Some examples are:

- 1 Family ticket could be made up of 2 Adult ticket types and 2 Children ticket types. When 1 Family Ticket is sold, automatically what gets sold is 2 x Adult and 2 x Child tickets i.e. 4 tickets are printed. Box Office reports will show the 4 tickets and not the family ticket
- 2 Promotion deal e.g. Harry Potter Adult Wizards Combo. This would be made up of an Adult ticket type and 1 Wizards Combo concession item. The Concession Item defined as Wizards Combo will be defined as a recipe made up of 1 medium soda and 1 medium popcorn. Box Office reports will show an Adult ticket being sold and concession sales reports will show a Wizards Combo
- 3 E-Ticket Adult maybe made up of 1 Adult ticket type and 1 Box Office sundry item called Technology Fee. Box Office reports will show an Adult ticket being sold and a Box Office Sundry Item separately called Technology Fee
- 4 E-Ticket Harry Potter Family Wizard Combo could be made up of all the above

Any of these can be ticket type redemption ticket types i.e. where the customer redeems a voucher which can represent any of these scenarios.

When defining the ticket package, you have total control over what pricing is applied to each of the components within the package e.g. if an Adult ticket is normally \$10 and a Wizard Combo normally \$5 on their own, the package Harry Potter Adult Wizards Combo could be worth \$14 and the Components are Adult \$8 and Wizard Combo \$6

CHAPTER 9

What needs Setting Up

Concession Item Maintenance

Create any Concession Items or Box Office Sundry Items required using Item Maintenance.

If you want a voucher to be printed whenever this item is sold, make sure you tick the option called 'Print on Food Voucher'

The screenshot shows the 'Item Maintenance' window with the 'General' tab selected. The 'Item' field is set to 'Wizards Cornho'. The 'Description' field contains 'Wizards Cornho'. The 'Short Desc' field contains 'Wizards Cornho'. The 'Item Type' is set to 'Patron Sales'. The 'Master Item Code' field is empty. The 'Item Class' is set to 'Concess'. The 'Item belongs to Cinema' field is empty. The 'Discount Code' field is empty. The 'Tax Code' is set to 'Sales Tax - Concessions'. The 'Tax Category' field is empty. The 'Vendor' is set to 'Boxstar Cinemas Ltd'. The 'Vendor Item Code' field is empty. The 'Status' is set to 'Active'. The 'Allow Group Discounts' checkbox is unchecked. The 'Print on Food Voucher' checkbox is checked. The 'Restrict to Loyalty' checkbox is unchecked. The 'Item Monitored at POI as Payment Group' field is empty. The window has a menu bar with 'File', 'Edit', and 'Help'. The bottom right corner has buttons for 'CAPS', 'NUM', and 'INS'.

| Field | Value |
|--|-------------------------------------|
| Item | Wizards Cornho |
| Description | Wizards Cornho |
| Short Desc | Wizards Cornho |
| Item Type | Patron Sales |
| Master Item Code | |
| Item Class | Concess |
| Item belongs to Cinema | |
| Discount Code | |
| Tax Code | Sales Tax - Concessions |
| Tax Category | |
| Vendor | Boxstar Cinemas Ltd |
| Vendor Item Code | |
| Status | Active |
| Allow Group Discounts | <input type="checkbox"/> |
| Print on Food Voucher | <input checked="" type="checkbox"/> |
| Restrict to Loyalty | <input type="checkbox"/> |
| Item Monitored at POI as Payment Group | |

If the item is a Box Office Sundry Item e.g. Technology Fee or Administration Fee, make sure you tick the option 'Box Office Sundry Item' as well as defining a Position in Box Office Reports. This is a number and represents the order different Box Office Sundry Items appear in on the Daily Box Office report.

The screenshot shows the 'Item Maintenance' window with the 'Item' field set to 'Technology Fee'. The 'Box Office Reports' section is active, showing the 'Box Office Sundry Item' checkbox checked and the 'Position In Box Office Reports' field set to '1'. The 'Kiosks And Remote Sales Devices' section is also visible with three unchecked options: 'Available To The Public, Kiosks And Remote Sales Devices', 'Rental Fee Item', and 'Surcharge'.

Item Maintenance

File Edit Help

Item: Technology Fee

Barcode Alternate Item Prepare Area Mapping Pickup Area Mapping
General Clock Details Box Office Voucher Items Alternate Language Account Codes

Box Office Reports

☒ Box Office Sundry Item

1 Position In Box Office Reports

Kiosks And Remote Sales Devices

☐ Available To The Public, Kiosks And Remote Sales Devices

☐ Rental Fee Item

☐ Surcharge

CAPS \UM INS

Ticket Type Maintenance

Create any Ticket Types required using Ticket Type Maintenance that make up the package ticket. Do not do the packaged ticket yet, just the ticket types what go into the package e.g. Adult.

If you are specifically interested in know that a package was sold in reports e.g. Harry Potter Adult Wizard Combo, then the ticket types that make up the package would need special names e.g. a ticket type called Harry Potter Adult rather than just Adult.

Finally, create the package ticket itself.

You must tick the option 'Package'. This will make anew tab appear called Package.

You also must define if the 'No. of Tickets' that make up the package.

Tick the field 'Redemption/Voucher' if the package ticket is to be a Ticket Type Voucher, i.e. the customer will redeem a voucher representing the package when going to the movies as they have prepaid for the package ticket.

The Price represents the default price; the real price will be defined on the price card. It must add up to the total of all pricing of the parts of the package.

Here is what the E-Ticket Harry Potter Family Wizard Combo may look like.

The screenshot shows the 'Ticket Type' window with the 'Package' tab selected. The configuration is as follows:

- Description:** E-Ticket: HP Family Wizard
- Short Name:** HP Fam W
- Ticket Code:** (empty)
- Ticket Class:** Normal
- Area Category:** Standard
- On Card:** (empty)
- System Group:** (empty)
- Options:**
 - ☐ Chic
 - ☐ Complimentary
 - ☐ Redemption/Voucher
 - ☒ Package
- Status:**
 - ☒ Active
 - ☐ Inactive
 - ☐ To be deleted
- ☐ Restrict to Loyalty

Default when adding new Price Cards:

- Sequence:** 00
- Price:** 10
- No. of Tickets:** 4
- Rules Tax:** Sales Tax Box Office * 0%
- ☒ Available To The Public, Kiosk And Fenale Sales Devices

On the package tab add in at least one ticket type into the Package Tickets area that makes up the package ticket. These are the ticket types that will be printed and reported on, on all Box Office Reports. Define the quantity and default amount that each ticket type represents. Define what tax rate scheme will be charged for each ticket type.

Optionally add any Concession items or Box Office Sundry items into the Packaged Items area that make up this packaged ticket and the quantity and default amount that each the item represents with the package. Define what tax rate scheme will be charged for each concession item/box office sundry item.

Ticket Type

File Edit Help

Ticket Type:

General | Other | Vouchers | Accounts | **Package**

Package Tickets:

| Ticket Type | Qty In Package | Price Each | Sales Tax |
|----------------|----------------|------------|----------------------|
| Adult Standard | 2 | \$10.00 | Sales Tax Box Office |
| Child Standard | 2 | \$6.00 | Sales Tax Box Office |
| * | | | |

Package Items:

| Item Type | Qty In Package | Price Each | Sales Tax |
|----------------|----------------|------------|-------------------------|
| Wizard's Combo | 1 | \$5.00 | Sales Tax - Concessions |
| Technology Fee | 1 | \$2.00 | 20% Tax |
| * | | | |

STATUS | NUM | INS

Price Card Maintenance

All ticket types that make up the package must be active ticket types within the price card. This means an Adult Ticket type must exist and be valid for the School Holidays Price Card if an E-Ticket Adult Package is to be valid for that price card.

Then add the package ticket to the price card. Make sure you set the pricing correctly for the parent ticket type and components of the package.

The screenshot shows the 'Price Card Ticket 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 'Price Card' dropdown is set to 'Full Price'. The 'General' tab is active, showing 'Price Card Ticket Details' and 'Ticket Type Definition' sections.

Price Card Ticket Details

| | | |
|-----------------|---------------------------|---|
| Ticket Type: | E-Ticket HP Family Wizard | <input checked="" type="checkbox"/> Available To The Public, Kiosks And Remote Sales Devices |
| Sequence: | 33 | Status <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> To be deleted |
| Price: | 40.00 (incl. tax) | |
| No. of Tickets: | 4 | |
| Sales Tax: | Sales Tax Bx Office 10% | |

Ticket Type Definition

| | | | |
|----------------|----------|---|--|
| Short Name: | HP Fam W | Status <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> To be deleted | <input type="checkbox"/> Child <input type="checkbox"/> Redemption <input type="checkbox"/> Complimentary <input checked="" type="checkbox"/> Package |
| Ticket Code: | | | |
| Ticket Class: | Normal | | |
| Area Category: | Standard | | |

Buttons at the bottom: CANCEL, NJM, INS.

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 | \$10.00 | Sales Tax Box Office |
| Child Standard | 2 | \$6.00 | Sales Tax Box Office |

Package Items:

| Item Type | Qty In Package | Price Each (incl. Tax) | Sales Tax |
|----------------|----------------|------------------------|--------------------|
| Wizards Combo | 1 | 6.00 | Sales Tax - Conces |
| Technology Fee | 1 | 2.00 | 20% Tax |

Restore Defaults

CAPS NUM INS

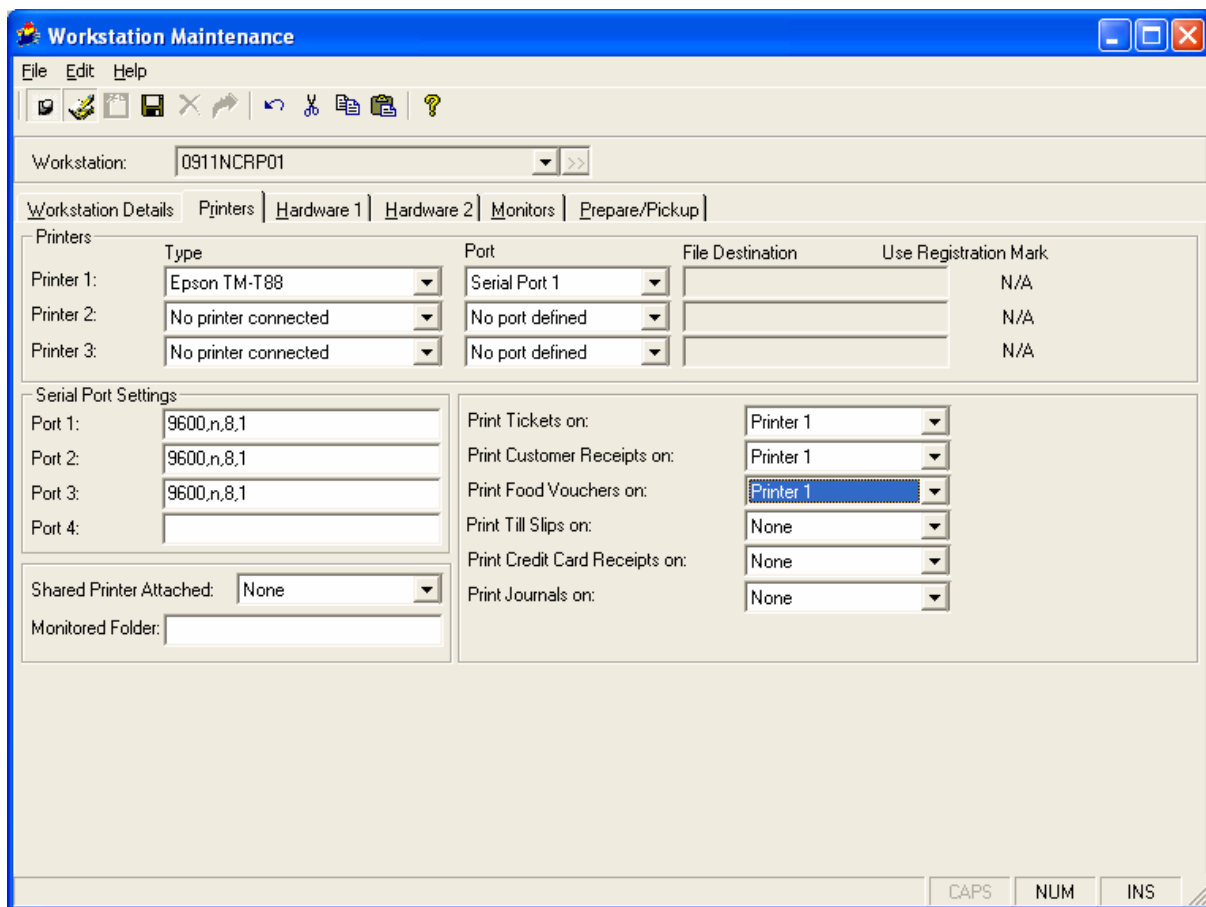
Workstation Maintenance

If any parts of the packaged ticket need to be printed on a voucher e.g. Wizard Combo item, then any Workstation that can sell this package ticket, must be able to print vouchers.

On the first tab tick the option 'Print Concession Voucher'

You also must make sure a printer is assigned to print the voucher on.

On the Printer tab, make sure the printer you will use for vouchers has a defined printer type and port. This might be Printer 1. For the option 'Print Food Vouchers on' select that printer i.e. Printer 1.



What price appears on the ticket

The ticket templates are a template defined by your IT department that defines the layout of what a ticket will look like, as this differs by ticket stock, ticket printer and cinema.

There are 2 different options for what price to print on the ticket. The price can either be the Price of the Package or it can be the individual price for each ticket type within the package of each ticket type.

If for example the Family Ticket is \$36 and the 2 adults are each \$10 and the 2 child tickets are each \$6, if the print field called PACKAGECOST is used on the ticket template, then the package price will appear on each ticket i.e. \$36. If TICKETCOST is the print field defined on the ticket template the unit price of each ticket type will be used i.e. \$10 for each adult and \$6 for each child.

See your IT department who look after your ticket templates to check which one you use if in doubt, or if a change is required.

Normally, it is best if the package price is printed. If the unit price is used and the package included Box Office Sundry items for example, this price is not shown anywhere and the customer can see that the individual price of the ticket does not add up to the overall package price (e.g. as \$2.50 is an Administrative fee).

It should be noted that Vista by default provides ticket templates that have the TICKETCOST field i.e. the individual ticket price.

It should be noted that the field PACKAGECOST will print the normal ticket price for ticket types that are not a packaged ticket e.g. Adult ticket, will show the ticket price (the same as if the field TICKETCOST had been used). So the default ticket template called Ticket.txt can use the field PACKAGECOST to show the cost rather than using the TICKETCOST.

Ticket Templates

If you want some ticket packages to display the package price and others to show the individual ticket price, then you would need to define a second ticket template and make sure the tickets that need to use this ticket template are assigned this in ticket type maintenance.

Your IT department would need to create the ticket template for you.

CHAPTER 10

Entering Midnight Sessions

This section covers:

- Midnight Sessions

Midnight Sessions

This topic describes how to set up movie session when starting at midnight or just after midnight, both of which are recorded against the same the financial reporting day.

In the following examples, Vista is configured as follows:

| Day runs from: | Start Day of Week: |
|------------------------------------|--|
| 06:00am to 05:59am (following day) | Thursday |
| | The following week is: Thursday 6th November Friday 7th November Saturday 8th November Sunday 9th November |

Movie Starts at Midnight:

Example: The movie is to show at Midnight on Friday 7th November, 2003. This is still part of the financial day called Friday 7th November, 2003.

| | |
|---|--|
| (1) Entering Hardtop | i.e. Session by Screen or Session Maintenance. Enter date as Friday 7th November and enter time as 12:00am. |
| (2) Printing Weekly Session by Cinema Screen report | Movies appear in the day column, under the day the movie will physically start on. i.e. Saturday Column runs from 12:00am to 11:59pm. In this example, movie will appear in the Saturday column at 0:00 (at the top). Movies that run for the financial day called Saturday 8th November 6:00am onwards will appear below it. |
| (3) Sessions by Start Time | At the top of the page, the report states the date of the movies. In this example, the movie will appear under the date Saturday 8th November. If the report is run for the financial day of Friday 7th November (ie. 06:00am to Saturday 8th November at 05:59am), it will be included on the page labelled Saturday 8th November. |

Movie starts after Midnight:

Movie is to show at 1am, in the early hours of Saturday 8th November, 2003 (but before the end of the financial day). This is still part of the financial day called Friday 7th November, 2003.

| | |
|----------------------|---|
| (1) Entering Hardtop | i.e. Session by Screen or Session Maintenance. Enter date as Friday 7th November and enter time as 1:00am. |
|----------------------|---|

| | |
|--|--|
| <p>(2) Printing Weekly Session by Cinema Screen report</p> | <p>Movies appear in the day column, under the day the movie will physically start on.</p> <p>i.e. Saturday Column runs from 12:00am to 11:59pm.</p> <p>In this example, movie will appear in the Saturday column at 1:00 (near the top). Movies that run for the financial day called Saturday 8th November 6:00am onwards will appear below it.</p> |
| <p>(3) Sessions by Start Time</p> | <p>At the top of the page, the report states the date of the movies.</p> <p>In this example, the movie will appear under the date Saturday 8th November. If the report is run for the financial day of Friday 7th November (i.e. 06:00am to Saturday 8th November at 05:59am), it will be included on the page labelled Saturday 8th November.</p> |

CHAPTER 11

Setting up Prices and Discounts

This section describes:

- How to Set Up Concession Prices, Discounts and Promotions.
- How to Set Up Ticket Prices and Discounts.
- How to Apply Discounts at Point of Sale.

Setting Up Concession Prices and Discounts

There are different ways of Pricing and Discounting Concession Items in Vista:

- A **Standard Retail Price** can be loaded against each Concession Item (see Standard Pricing below).
- **Discounts on Retail Prices** can be created for each Concession Item (see Concession Discounts below).
- A **Price Book(s)** can be created to hold alternate prices for Concession Items (see Price Books below). A Price Book, if created, must be linked to a Cinema to activate these prices.
- A **Promotion** can be created to hold prices and discounts for a period of time (see Promotions below). A Promotion, if created, must be linked to a Cinema to activate these prices.

Standard Pricing:

By default, Vista gets the price of a Concession Item from the 'Retail Price' defined in Item Maintenance. If no Price Books or Promotions are defined in the system, then this is the price that will be used.

See the Stock Details Tab within Item Maintenance in the BackOffice User Guide for more information.

Concession Discounts:

A list of different Concession Discount Types can be created, e.g. Staff discounts, Senior Citizen discounts, Student discounts, Store card discounts (e.g. Sears), Coupon 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** (e.g. Staff, Senior Citizen, 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).

Key Reports available to show discounts are:

- **Cashier Session Reconciliation Report** - this shows the discounted concessions (including box office sundry items, such as vouchers) and discounted tickets sold for the day. Use this report to see the discount type, quantity and amount of the discount for each staff member per day.
- **Concession Sales Report** - this shows the discount amount for each concession item, over the selected period. The total page shows a total discount by discount type (e.g. see the total discount given for Staff discounts and Student discounts, etc).

See Concession Discount Types and see the General Details Tab within Item Maintenance in the BackOffice User Guide for more information.

Example Concession Discount Setup:

Sometimes setting up different rates for concession discounts can become complex. The following 2 examples show the Concession Discount setup where discounts are the same across a group of items and where they are different across a group of items.

Example 1 - Staff receive 10% discount off drinks items and senior citizens 15%.

| Concession Item | Concession Discount Type STAF | Concession Discount Type SENR | Item Discount Type* |
|-----------------|----------------------------------|----------------------------------|---------------------|
| Small Coke | 10% | 15% | DRNK |
| Medium Code | 10% | 15% | DRNK |
| Large Coke | 10% | 15% | DRNK |

Steps:

- Create the Concession Discount Types STAF and SENR.
- Against the STAF discount type, create an Item Discount Code DRNK, and a rate of 10%.
- Against the SENR discount type, create an Item Discount Code DRNK, and a rate of 15%.
- Against each Concession item (i.e. Small Coke, Medium Coke and Large Coke), apply the Item Discount Code of DRNK.
- *Note: it is usual to set up Item Discount Codes for groups of items (similar to Item Class, e.g. Drinks, Popcorn, Ice-cream etc) which allows easier maintenance when discount rates change.

Example 2 - Staff receive 10% discount off drinks items and senior citizens either 15% or 20%.

| Concession Item | Concession Discount Type STAF | Concession Discount Type SENR | Item Discount Type |
|-----------------|----------------------------------|----------------------------------|--------------------|
| Small Coke | 10% | 15% | DNK1 |
| Medium Code | 10% | 15% | DNK1 |
| Large Coke | 10% | 20% | DNK2 |

Steps:

- Create the Concession Discount Types STAF and SENR.
- Against the STAF discount type, create Item Discount Codes DNK1 and a rate of 10%, and DNK2 with a rate of 10%.
- Against the SENR discount type, create Item Discount Codes DNK1 and a rate of 15%, and DNK2 with a rate of 20%.
- Against the Small Coke and Medium Coke concession items, apply the Item Discount Code of DNK1, and against the Large Coke concession item apply the rate of 20%.

Changing a Discount Rate:

In example 1, if the discount rate for drinks items, for Senior Citizen's needs to change from 15% to 20%, then, select the Concession Discount Type = SENR, select the Item Discount Code = DRNK, and simply update the Concession Discount. Rate to 20%.

Setting Up Concession Price Books and Promotions

A Price Book allows your organisation to group items and store alternate price(s) within a Price Book(s). They 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.
- Create Price Books with valid From/To Date and Time, and made valid for certain days of the week e.g. Monday, Tuesday, and Wednesday only, to control when pricing is applied to the sale of concession items.
- Automatically download Price Books from HeadOffice (if installed) to each Cinema.

Downloaded from HeadOffice:

If your cinema is part of a Cinema chain that runs the Vista HeadOffice module, then HeadOffice can download various Price Books to your cinema. For example, HeadOffice might create 4 price books:

- Metropolitan Cinemas (Summer 2004).
- Suburban Cinemas (Summer 2004).

The same concession item may have a different retail price, depending on its location and time of year, e.g. Mars Bars might be \$3.00 for a Metropolitan Cinema, but only \$2.50 at a Suburban Cinema. HeadOffice can select which Cinema each Price Book is valid for.

Price Book Created at the Cinema:

A cinema complex can also create their own Price Books.

See Price Books in the BackOffice User Guide for more information on creating a Price Book.

Linking Price Books to a Cinema:

Price Books will not take affect unless you assign them to a particular Cinema.

See Price Book Cinema Link in the BackOffice User Guide for more information on linking Price Books to a Cinema.

Promotions:

These are very similar to Price Books, although discounts can also be added to the Promotion. Each Item within a promotion can set:

- A new retail price.
- A discount percentage off the best retail price valid for the item.
- A discount amount off the best retail price valid for the item.

See Promotions in the BackOffice User Guide for more information on creating Promotions.

Setting Up Ticket Prices & Discounts

Follow these steps to create Ticket Prices and Discounts in Vista:

- A **Standard Ticket Price** is loaded against each Ticket Type and applied as a default to the Price Card.
- The **Price Card** holds the specific selling price for each Ticket Type within that Price Card. **Package Tickets** can be created (a package ticket is a special Ticket Type) and added to the Price Card.
- **Ticket Discounts** can be created against each Ticket Type within the Price Card, although Package Tickets can have only 2 types of discounts applied (discount percentage and variable discount).
-

Ticket Discounting Types:

A list of different Ticket Discount Types can be created, e.g. Staff 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 two steps to creating and applying a Ticket Discount are:

- Create a **Ticket Discount Type** (e.g. STAF, SENR, etc).
- Apply a **Ticket Discount Rate** against the Ticket Type in the Price Card.

See Ticket Discounting Types in the BackOffice User Guide for more information.

Key Reports available to show discounts are:

- **Cashier Session Reconciliation Report** - this shows the discounted concessions (including box office sundry items, such as vouchers) and discounted tickets sold for the day. Use this report to see the discount type, quantity and amount of the discount for each staff member per day.
- **Daily Box Office Receipts Summary Report** - this shows the total discount amount for the selected period.

Ticket Types and Price Cards:

Every Ticket Type has a default price. However, the specific selling price used by POS is held on the Price Card. Discounts, and the discount rate, can be added to the Price Card against each Ticket Type on that Price Card.

See Price Cards in the BackOffice User Guide for more information.

Applying Discounts at POS

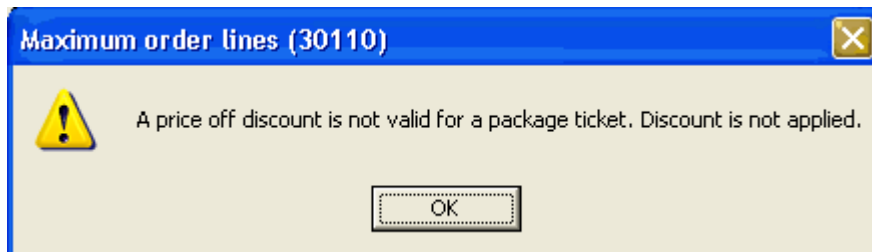
The **Discount Button** applies to both Concession and Ticket Discounts. If you want a Discount to apply you need to first press the Discount button, which will then appear highlighted, then select the Ticket or Concession to apply a discount to. You can then use the keyboard to select your discount type (e.g. STAF, SENR, etc). If you select a variable discount type, you will then be given the keyboard to apply a discount rate, e.g. 10% discount or Price off, e.g. \$2.

If you attempt to apply a discount against a ticket type that has no discounts available, then the message below will appear:



Discounts on Package Tickets:

There are only two discounts types available for Package Tickets: Percentage Discounts and Variable Percentage. In POS if you try to apply any other discount type to a Package ticket the message below will appear and ticket will be sold at the original price.



System Settings:

The following system settings affect how discounts can be applied at Point of Sale:

- **DiscountButtonTurnOff** - set this to Yes to turn the Discount button off after every concession is selected, or No to leave the Discount button on, once selected. The button will be turned off when the order is completed.
- **DiscountTicketsAllowed** - set this to Yes to allow discounts to be applied against tickets, or No to disallow discounts to be applied against tickets.
- **DiscountTypeAlwaysSelect** - set this to Yes to always display the pop up window of all discount types when the Discount button is selected at POS, or No to assume the discount type is the SAME WITHIN an order.

CHAPTER 12

Setting up Weight Based Sweets

This chapter describes the four steps to setting up Weight Based Items.

- 1 Set up the **Parent Item**. This is the item that is sold at Point of Sale.
- 2 Set up the **Component(s)** items containing the bulk sweets.
- 3 Set up the **Component(s)** items for any packaging used, e.g. bags.
- 4 Set up a **Recipe** to link the bulk sweets and packaging items to the sold weighed sweets item. If this step is not completed, the sweets concession item will not be able to be sold at Point of Sale.

Set up the Parent Item

Create items for the sold weighed sweets (Parent) using Item Maintenance (for more information see Item Maintenance in the BackOffice User Guide).

Set up the Parent Item:

General Tab:

- **Description** - e.g. Sweets.
- **Item Type** - this must be set to 'Made at Sale Time'

Stock Details Tab:

- **Cost Price** - Enter the cost price.
- **Retail Price** - Enter the selling price.
- **Base UOM** - set this to a unit of measure that you wish to work in, e.g. Kilo.
- **Selling UOM** - set this to a unit of measure that you wish to sell in, e.g. Kilo (this is usually kilo so that the value shown on the scales can be directly entered into POS). Remember if the Selling UOM is different from the Base UOM, then you must enter a conversion factor.
- **Stocking UOM** - set this to a unit of measure that you wish to stock in, e.g. Kilo. Remember if the Stocking UOM is different from the Base UOM, then you must enter a conversion factor.

Set up The Component Items

Create items for the bulk sweets and any packaging used (Components) using Item Maintenance (for more information see Item Maintenance in the BackOffice User Guide).

Set up the 'Sweets' Component:

General Tab:

- Description - e.g. Bulk Sweets.
- Item Type - this must be set to 'Weight Based Component'.

Stock Details Tab:

- Cost Price - Enter the cost price.
- Retail Price - Enter the selling price.
- Base UOM - set this to a unit of measure that you wish to work in, e.g. Gram.
- Selling UOM - set this to a unit of measure that you wish to sell in, e.g. Kilo. Remember if the Selling UOM is different from the Base UOM, then you must enter a conversion factor (in this case the conversion factor between gram and kilo is 1000).
- Stocking UOM - set this to a unit of measure that you wish to stock in, e.g. Grams.

Set up the 'Packaging' Component:

General Tab:

- Description - e.g. Bag.
- Item Type - this must be set to 'Component'.

Stock Details Tab:

- Cost Price - Enter the cost price.
- Retail Price - Enter the selling price.
- Base UOM - set this to a unit of measure that you wish to work in, e.g. Each.
- Selling UOM - set this to a unit of measure that you wish to sell in, e.g. Each.
- Stocking UOM - set this to a unit of measure that you wish to stock in, e.g. Each.

Set up a Recipe

Create a recipe to connect the Sweets item to the bulk sweets and packaging items using Recipe Maintenance ((for more information see Recipes in the BackOffice User Guide)). Check that the following fields are set correctly:

- If you open the Recipe Maintenance form in add mode, the Parent Items that do not yet have recipe details are listed. If the Parent Item/Recipe already exists, then edit the recipe to change the details.
- Once the Parent Item has been selected, enter or edit (in the grid at the bottom of the form) each of the Components, e.g. enter one line for Bulk Sweets and one line for Packaging.

When completed, your recipe will look similar to the screen example below:

Recipe Maintenance

File Edit Help

Recipe # Sweets (Weighed) >>

General

Retail Price: \$2.50 UOM (Sold): KILO

Cost Price: \$0.1154

Cost Price Percentage: 4.62%

| Item Id | Description | Cost Price | Base | Quantity | Location |
|---------------|---------------|------------|------|----------|----------|
| Sweets (Bulk) | Sweets (Bulk) | 0.0154 | GRAM | 1 | Counter |
| Sweets (Bag) | Sweets (Bag) | 0.1 | EACH | 1 | Counter |

Add Line ↑ ↓ Delete Line Copy Recipe

LAPS NUM INS

If a Recipe has not been created for the Parent Item, then the next time a user logs onto POS and attempts to sell this concession item, the message below will appear:

VISTA Point of Sale (25820)

! Recipe for 924 - Candy Mix is not properly defined or recipe items are inactive.

OK

CHAPTER 13

Using Vista in a Gold Class Environment

The elements for Vista that are normally needed for Gold Class are:

- Tabs
- Capture Delivery Information
- Prepare/Pickup
- Features and Options
- Package Tickets
- Cinema (operator) concept
- Seat Allocation

Modules of Note:

- Plasma Signage
- PDA

Tabs

Tabs are a payment type that the customer pays off at a later stage.

It is useful as the customer does not have to pay the bill until after departing the cinema (similar to a restaurant, where they do not ask customers to pay each time they order food).

It is possible to use the tab for customers sitting at tables or bar stools (identify the tab when creating it, e.g. T1 for table 1 or BS1 for barstool 1), or as some cinemas do, issue a tab card to each customer when they setup the tab and swipe it (it has a barcode).

Village on Queen get an imprint of the customers credit card in case they leave without settling the tab balance.

From POS or PDA, the operator presses a button to create the tab (Village swipe the tab card), or type in the table or barstool number etc.

The user can then ring up and order, e.g. Pizza. Later the tab can be recalled, e.g. by table number or tab card swiped, and additional items can be sold against the tab.

Tab slips can be printed and presented to the customer at any stage. These are able to show what was billed, and if the customer says there was a mistake e.g. a glass of wine incorrectly billed, this can be removed (security configurable).

A customer can pay a partial amount on a tab at any time (e.g. 1 person leaves the table). When the customer pays the complete bill the tab is closed, but the table number or tab number can then be reused again.

A Tab can also be created in Vista Backoffice; this is useful for a big event that may happen in a couple of weeks, e.g. a company hires out an auditorium for 3 hours. Staff can be issued a password that they must issue when adding to the tab. In this case it may be decided that the customer does not have to pay off the tab at the end of the event. It is possible to generate an invoice for posting to the company.

Here is what the Tab screen looks like when you press the tab button (to create or find a tab):

Keyboard

Swipe Card, or enter

| | | | |
|----------|-------------|--------------------|--|
| Tab ID | TABLE 2 | Code Word | |
| Name | BRENT DAVIS | Transaction Number | |
| Location | | | |

 **Create Tab**

| | | | | | | | | | | |
|---------|--------|---|---|---|---|---|---|--------|-------|---|
| \$ | % | ? | (|) | : | ; | / | * | - | + |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | |
| Q | W | E | R | T | Y | U | I | O | P | |
| A | S | D | F | G | H | J | K | L | | |
| → | Z | X | C | V | B | N | M | , | . | |
| ↑ Shift | Delete | | | | | | | Cancel | Enter | |

Press the Create Tab button (it will turn yellow) to generate a new tab. Then fill in the Tab ID (or scan a barcode) and either the Name or Code Word (password) must be entered. The user can search for a tab on any of the fields.

When paying off the tab it looks as follows:

The screenshot displays the 'TAB' screen in the Vista Cinema Operations software. The window title is 'Vista Cinemas Boston - AKL V1501 31.0.5'. The main area is divided into several sections:

- Itemized List:** A table showing the items on the tab.

| Total | | \$25.00 |
|--------------|-----------------|----------------|
| 1 | Pizza - Greek | 2296 \$10.00 |
| 1 | Capers | \$0.50 |
| 1 | Jalapenos | \$0.50 |
| 1 | Pizza - Italian | \$9.50 |
| 1 | Mince Pie | \$4.50 |
- Customer Information:** The name 'TED DAVIS' is displayed. Below it, the tab ID is 'TABLE 1', the start time is 'Mar 03 2006 10:01', and the status is 'Until Paid'.
- Limits:** Two buttons, 'Tab Limit' and 'Order Limit', both show a value of '\$500.00'.
- Payment Summary:** A section with three fields: 'Amount' (with a text input showing '\$25.00'), 'Paid' (\$0.00), and 'Outstanding' (\$25.00).
- Navigation Buttons:** At the bottom, there are buttons for 'Refund Lines', 'Pay Tab', 'Print Tab', 'Accept', and 'Exit Tab'. The 'Exit Tab' button is highlighted with a yellow border.
- Right Panel:** A table with two columns: 'Description' and 'Value'. It is currently empty, with a 'Total' of '\$0.00' at the bottom. Below the table are buttons for 'Repeat Order' (with a circular arrow icon) and 'Delete' (with a red triangle icon).
- Footer:** A status bar at the bottom shows 'Mar 03 2006 10:09', 'User: Ted Danson', 'Last sale: \$25.00', and 'Last change: \$0.00'.

This screen shows what has been ordered and also what has been paid to date or refunded. Press the Accept button to continue using the tab, the Print Tab will print a copy of the transactions and the Pay Tab will allow partial or full payment.

Capture Delivery Information

If an item is flagged as requiring preparation, it will automatically cause the Delivery Information window to appear when the operator goes to the payment screen. This can also be triggered by a staff member by pressing the 'Set Delivery' button for an order.

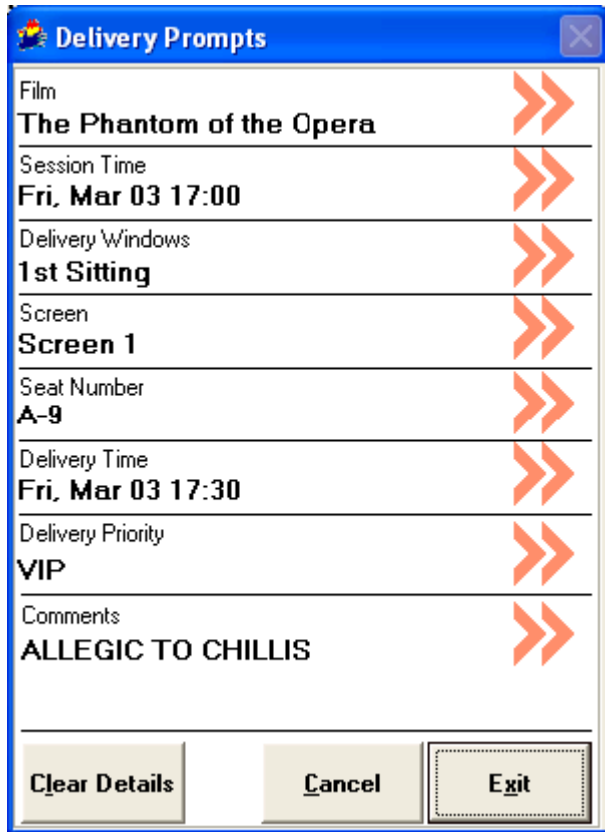
The screen looks as follows:

The screenshot shows a software window titled "Deliveries". It contains a form for managing a delivery. The form is divided into several sections:

- Delivery Header:** "Delivery 1" and "Fri, Mar 03 17:30".
- Priority:** "VIP" (in red).
- Event/Show:** "The Phantom of the Opera".
- Time:** "Fri, Mar 03 17:00".
- Location:** "01 Screen 1 A-9".
- Guest Name:** "ALLEGIC TO CHILLIS".
- Buttons:** "Delete Delivery", "Maintain Details", and "Item Here" (with a hand icon).
- To be Delivered List:** A list of items to be delivered, including "1 Greek", "1 Hawaiian", "1 Mince Pie", and "1 Hawaiian".
- Served List:** A list for items served, currently empty.
- Bottom Right Buttons:** "Item Here" (with a hand icon), "New Delivery", "Comment", "Cancel", and a large hand icon.

| Delivery 1 | | Fri, Mar 03 17:30 | |
|--------------------------|-----|-------------------|-------------|
| Priority | VIP | 1st Sitting | 1 Greek |
| The Phantom of the Opera | | 2nd Sitting | 1 Hawaiian |
| Fri, Mar 03 17:00 | | Now | 1 Mince Pie |
| 01 Screen 1 A-9 | | | 1 Hawaiian |
| ALLEGIC TO CHILLIS | | | |

When the 'Maintain Details' button is pushed the user gets the following options:



| Field | Value |
|-------------------|---------------------------------|
| Film | The Phantom of the Opera |
| Session Time | Fri, Mar 03 17:00 |
| Delivery Windows | 1st Sitting |
| Screen | Screen 1 |
| Seat Number | A-9 |
| Delivery Time | Fri, Mar 03 17:30 |
| Delivery Priority | VIP |
| Comments | ALLEGIC TO CHILLIS |

Clear Details **Cancel** **Exit**

Generally, it is beneficial to set:

- Session time (this lists current films/screens and session times, e.g. for Gold Class if workstation is Gold Class).
- Delivery Window (pre-define the periods either % into movie, e.g. 25% or minutes into movie, e.g. 30 minutes in, or NOW).
- Seat Number .

The user can add items that do not require preparing, e.g. glass of wine, so it can be delivered at the same time as a hot meal (the wine will be in the Served Area, the POS operator moves it to the 'To Be Delivered Area'.

The order can be split into multiple deliveries, e.g. some items immediately, and other items during the first delivery time.

Prepare/Pickup

The operator can define for all items that need preparing and/or pickup, a mapping of where they are to be prepared and where they are to be picked up. For instance, 'Prepare' in the Kitchen, 'Pickup' from Cinema Bar.

When an item needs to be prepared, it will appear on the appropriate 'Prepare Screen', e.g. the Kitchen based on a number of criteria. It can be defined to only show when the item needs to be prepared, e.g. needs delivery at 3:00pm but the pizza will take 20 minutes to make, so begin at 2:40pm. Items appear in the order they need to be prepared or delivered.

The user can define what state the order is currently in, e.g. Started, Made, or Collected.

The prepare/pickup screen is part of POS, so an operator can view orders to see if these have been made or not, even if an order went to the kitchen.

The Kitchen just runs POS, but configured so once staff log on, all they see is the prepare/pickup screen.

Example of the Prepare/Pickup Screen:

| Average Wait | | Average Manufacture | | | Qty | Description |
|--------------|------------------|---------------------|-------|---------|-----|------------------|
| 1 | Pizza - Greek | Ted | 17:30 | # 50 >> | 2 | Mince Pie |
| 1 | Pizza - Hawaiian | AKLVIS01 | 17:13 | | 2 | Pizza - Greek |
| 1 | Pizza - Hawaiian | | | | 2 | Pizza - Hawaiian |
| 1 | Mince Pie | | | | 1 | Pizza - Italian |
| 1 | Pizza - Greek | Ted | 18:00 | # 49 >> | | |
| 1 | Pizza - Italian | AKLVIS01 | 17:43 | | | |
| 1 | Mince Pie | | | | | |

2 Orders Waiting

Buttons: Split, Started, Made, Collected, Cancel, Normal, Show All, Collected, Cancelled, Settings, Exit

Highlight the order before using one of the stated buttons. Split will split an order with several items so another staff member, on a separate kitchen monitor could help to prepare it.

Once an order is complete, it will disappear from the prepare/pickup screen.

It can be regenerated if this was a mistake. If an order needs to go to a separate pickup area, it will leave the prepare screen once marked as 'Made' and appear on the workstation of that pickup area.

A 'Prepare Slip' can be configured to print at the same time the order is placed. Some cinemas only use the paper and do not closely follow the prepare/pickup screen.

A 'Pickup Slip' can also be printed if the order is ready for pickup.

Any item sold from the kiosk or PDA can be forced to appear on a prepare or pickup screen. Kiosk would normally also print a voucher at the time of sale.

Features and Options

Gold Class and Cafes are more likely to use Features and Options. An example is outlined below:

Greek Pizza, Hawaiian Pizza and Italian Pizza can all be “Options” of an Item called a Pizza. Options mainly help reduce the number of buttons on POS.

Extra Olives and Jalapenos are Features of a Greek Pizza. These normally have additional costs, e.g. customer pays \$0.50 more, but this is still optional. POS will offer the features once a Greek Pizza is selected, but if a Hawaiian Pizza is selected different features will be offered..

PDA also now supports features and options.

Package Tickets

These are used to create a ticket with a lounge fee, which is fairly common in Gold Class.

Cinema (Operator Concept)

The Cinema (Operator) is needed to allow the user to track revenue for the Gold Class, being separate from the rest of the business.

Most reports can filter by Cinema (operator) and many Cabinet Views.

It is possible to assign a Cinema (Operator) to a Workstation Group, e.g. Gold Class Counter. A user can also set a default Cinema for each screen, e.g. 4 and 5 belong to Gold Class Cinema. When a session is created it defaults to belonging to the cinema for that screen (this can be changed using Session Maintenance).

All ticket transactions are recorded as belonging to the cinema for the session. This way the operator knows which cinema the ticket sale was for.

In Workstation maintenance a user can define how Vista decides which cinema the concession revenue belongs to. The options are:

- All at the same cinema.
- Based on the cinema the workstation group belongs to (when you have a Gold Class counter this is normally what you would do).
- Based on the movie sessions customers are going to see, e.g. Gold Class movie. This is normally not the method used for Gold Class. This is needed if the cinema does not have Box Office.
- Based on the movie session, or else prompt the operator for what Cinema their ticket is for. This is the same as above, and used if customers buy tickets for different cinemas or no tickets at all.

The operator can force an item to belong to a cinema, which is common for Box Office Sundry items, e.g. Gold Class Gift Certificates, these would always go to Gold Class revenue regardless of which workstation sold them.

It is possible to restrict a workstation to only see sessions for the Cinema it belongs to, e.g. Gold Class sessions.

Seat Allocation

Normally Gold Class cinemas want to use seat allocation. Vista can show seat allocation on the customer facing monitor, which enhances the customer experience.

Module of Note: Plasma Signage

The operator can configure a play list to be visible for only a certain session. It is normal to have dedicated Plasmas showing Gold Class sessions.

Another common option is for POS to have a customer facing monitor running Vista Plasma. If Gold Class is also using seat allocation, the seat allocation can show on this monitor and then return to show Plasma.

Module of Note: PDA

PDA's are another useful module for Gold Class, as staff want to be able to take orders while in the auditorium or even walking around the lounge, or going around tables or the bar:

Vista PDA supports:

- Selling of tickets
- Selling of concessions
- Pickup of pre-booked tickets
- Creating and adding to a tab
- Capturing delivery information

Any orders created from the like of PDA or kiosk that also need preparing will appear on the appropriate prepare/pickup screen.

CHAPTER 14

Setting up POS to use Options, Features and Upsells

This chapter includes:

- An Overview which discusses:
 - Alternate Sales Types (Options, Features and Upsells) and how they are used from POS.
 - Suggested Upsells and Matched Combos and how they are used in POS.
- Detailed set up and configuration information and illustrations for Back Office operators including:
 - How to set up Alternate Sales Types in Back Office.
 - How to set up Suggested Upsells and Matched Combos in Back Office.
- Detailed operational guidance and illustrations for POS operators including:
 - How to sell Options, Features and Upsells from a POS terminal.
 - How to sell Suggested Upsells and Matched Combos from a POS terminal.

Overview

Concessions sales in Vista POS can be enhanced to simplify complex ordering processes and assist POS operators to maximise concession revenue and customer value for money. This section discusses the mechanisms and structures used to achieve these aims.

Alternate Sales Types:

Vista concession items can have an Alternate Sales Type. The basic concept of an Alternate Sales type can be visualised as a 'Parent/Child' model - the Alternate Sales Type is set for the 'parent' item and then a set of other items can be associated as 'children' with this item. Each of the Alternate Sales Types is now explained:

Options:

When an item has Alternate Sales Type **Options** that means it is available in a range of flavours or styles.

For example:

Parent item: Large Soft Drink

Fanta

Lemon & Paeroa

7Up

At the POS terminal the customer requests a **Large Soft Drink**. The POS operator selects this item. POS then shows the list of **Options** and the operator asks "What flavour would you like?" and selects the customer's choice. Similar examples might be Ice Cream Sundae, with a number of flavours, or Pizza with a number of different styles.

Note that in this case the Parent Item cannot actually be sold - an **Options** selection must be made. Stock levels are maintained for the **Option** items, not the parent item.

Features:

When an item has Alternate Sales Type **Features** that means it has a number of optional extras that the customer can choose. Each extra Feature has its own additional cost.

For example:

Parent item: Hawaiian Pizza

Features are:

- Salami
- Ham
- Olives
- Anchovies
- Pineapple

At the POS terminal the customer requests a **Hawaiian Pizza**. The POS operator selects this item. POS then shows the list of **Features** and the operator asks “Would you like any extras with that?” and the customer can then request extra pineapple, olives etc. for an additional charge. Each selected **Feature** has its own line in the order panel.

The **Features** are completely optional and the parent item can be sold on its own. Each Feature is priced individually adding to the total cost of the order. Stock levels are maintained for the parent item and the features.

Options and Features work well in combination together. Here is an example:

Parent Item: Pizza has **Options**

Options:

- Hawaiian Pizza
- Greek Pizza
- Marinara Pizza
- Vegetarian Pizza

Each Pizza **Option** has **Features**

Hawaiian Pizza

Features:

- Salami
- Ham
- Olives
- Anchovies
- Pineapple

Vegetarian Pizza

Features:

Olives

Pineapple

Capsicum

Extra Cheese

Upsells:

Upsell is the last of the Alternate Sales Types. **Upsells** are set up in the same way as **Options** and **Features** but operate in slightly different way. An **Upsell** is an alternative item that can be offered to the customer typically giving them a better deal for a slightly higher price. Upsells work best with combos.

For example:

Parent item: Kids Combo @ \$6.50

Small popcorn

Small soft drink

Sundae

Upsell: Jumbo Combo @ \$7

Medium popcorn

Medium softdrink

Sundae

OR Thirst Quencher @ \$7

Small popcorn

Large softdrink

Sundae

At the POS terminal the customer requests a **Kids Combo**. The item appears in the order panel with a marker beside it to indicate the item has **Upsell** potential. The POS operator can view and offer the **Upsell** alternatives to the customer. If the customer accepts one of the **Upsell** alternatives the 'parent' item selection is replaced with the 'child' alternative in the order panel and the order price adjusted accordingly.

Upsize Selling:

A common technique to maximise combo sales is the concept of Upsizing.

An **Upsize** is defined to mean the offer to upsize part of a combo (say a Large Drink in exchange for a Small Drink) for a small additional cost. An Upsize offering is typically not available except as a 'special offer' on the base purchase, and it may be at a price that is different from any other offering of this selection of items.

By way of example the cinema may sell a Kiddie Combo comprising a Sundae, a Small Popcorn and a Small Drink for \$7. Two possible Upsize options are the replacement of the Small Popcorn with a Large Popcorn for an extra \$1, when the normal price difference between Small and Large Popcorn is \$2.50, and the replacement of the Small Drink with a Large Drink for an extra 50c, when the normal price difference between Small and Large Drink is \$1.50.

Upsize selling is supported directly through Upsell using the following technique:

- 1 Edit the system setting AutoStandardUpsellOffer to 'Y'. This will force the display of the Upsize options as soon as the base combo is added to the order panel.
- 2 Using Item and Recipe Maintenance create a special combo for each Upsize combination to be offered. In the example above an Upsize Drink combo consisting of Sundae, Small Popcorn and Large Drink for a price of \$8, and an Upsize Popcorn combo with a Sundae, Large Popcorn and Small Drink for a price of \$7.50 are required. Both these items should have the Upsell Item flag checked on the Item Maintenance/General tab. Choose a short name for these Upsize options that helps the POS operator with the selling process.
- 3 Set the Alternate Sales Type for the base combo item to 'Upsell' and add the special Upsize Combos as alternates on the Item Maintenance/Alternate Items tab. The Prompt Text field on this tab can be used to help the POS operator with the selling process.
- 4 DO NOT set up Concession buttons for the Upsize options - this will effectively prevent the operator from selling them outside the Upsize option path.

Upsize Selling activity will be reported in the 'Standard Upsell Items' section of the Marketing Report.

Suggested Upsell:

Suggested Upsell is an alternative to the Alternate Sales Type **Upsell** described above. It operates differently and offers a more sophisticated process and user interface.

It is recommended that the cinema operator select one of the two Upsell methods for use - they can both be employed at the same time but the operator may find this confusing.

Suggested Upsell comes into play when the order is complete and the operator presses the Fast Cash or the Complete button to begin the payment process. It is designed to check the contents of the order for items that could be grouped and upgraded into a combo giving the customer a better deal for a little more money. **Suggested Upsell** prompts the operator if possible upsells are detected and displays the suggestions while simultaneously highlighting the affected items in the order panel and providing information about the price difference. If a **Suggested Upsell** is accepted the upsold items are replaced in the order panel and the total price of the order is updated.

Matched Combos:

Matched Combos is a special case of **Suggested Upsell** which can be optionally activated with **Suggested Upsell** or independently. **Matched Combos** is designed to find order combinations which give the customer better value by detecting groups of items exactly matching an existing combo which is available at a lower overall price.

The primary operational difference at POS when Matched Combos are activated is that the replacement of the matching items with the Matched Combo is enforced by the system. Unless the POS operator adjusts the order so that the match is no longer present, the system will not process the order until the Matched Combo change is accepted. The new price, and the affected stocking information correctly recorded when the transaction is completed. This ensures the best deal for the customer and prevents operator fraud.

Back Office Setup for Alternate Sales Types

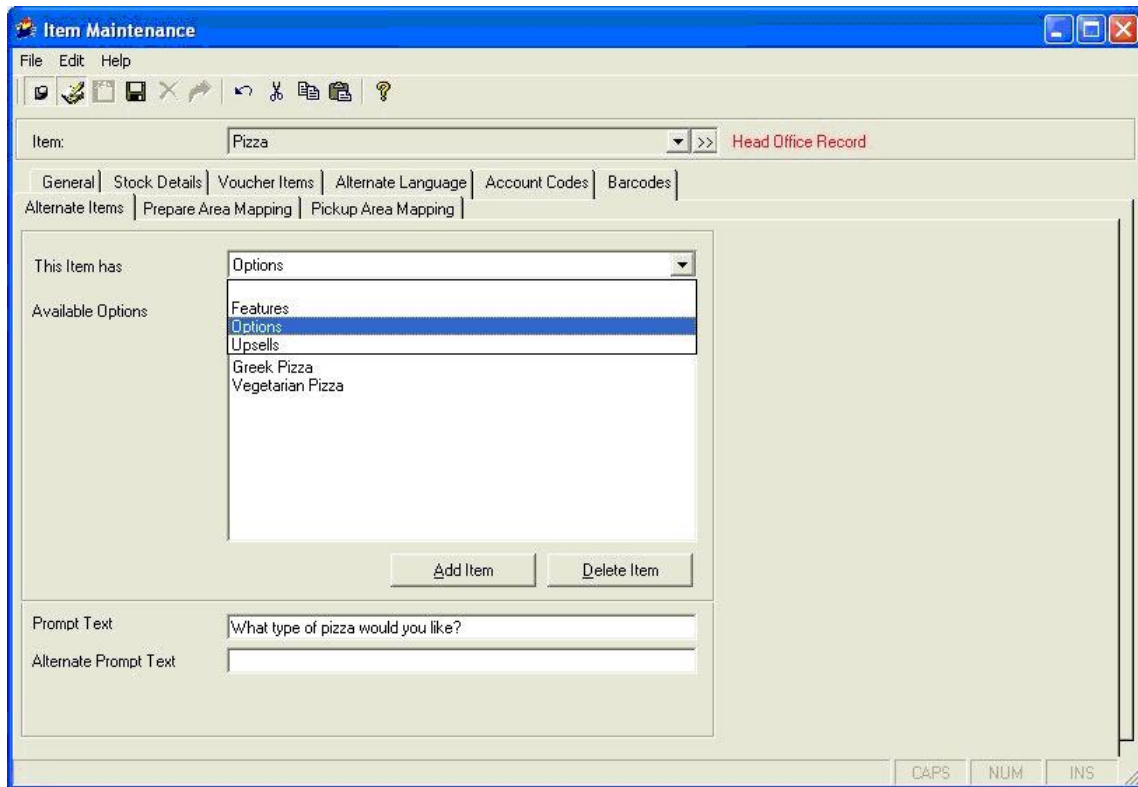
Basic Rules:

All of the set-up for Options, Features and Upsells is done within Item Maintenance. The mechanisms are flexible and powerful but there are some basic rules that need to be clearly understood before the configuration work begins.

- 1 New items have no Alternate Sales Type when they are created. When Vista is upgraded to V3R1 from an earlier version none of the existing concession items will have Alternate Sales Types until they are explicitly set up.
- 2 An individual concession item can only have **one** Alternate Sales type.
- 3 A concession item with Alternate Sales Type **Options** must have the Item Type set to **Parent Sales**. This is because an item with Options cannot be sold directly - it is effectively a placeholder or 'virtual item'. An option must be selected and it is this selected item which is recorded on the transaction, and stock movement tables.
- 4 A concession item that is available as a **Feature** for a parent item can have a recipe but:
 - This recipe cannot contain items which have Options, Features and Upsells.
 - This recipe cannot contain another recipe.
 - It is strongly recommended that a recipe available as a **Feature** is made up only of items with the Item Type of **Component**, or **Weight Based Comp**.

Using Item Maintenance:

The primary configuration settings to establish Options, Features and Upsells are located on the Alternate Items tab in Item Maintenance as illustrated below:



On this tab there are four fields:

- **This Item has** - an item can be a 'parent' for Options, Features or Upsells. Only one of these options can be selected for the item. Newly created items have no Alternate Sales Type.
- **Available Options** (or **Available Features** or **Available Upsells**) - the title for this field changes to reflect the Alternate Sales Type of the item.

This is where the list of 'child' items is constructed. Pressing the '**Add Items**' button brings up a picklist of concession items that can be added. This picklist is filtered to exclude items that are not valid or legal selections - a item cannot appear twice for instance. One item can be added each time the '**Add Items**' button is pressed.

To delete an item from the **Available** list highlight it and press the '**Delete Item**' button.

- **Prompt Text** - this is an optional field for text that will appear as a prompt to assist the POS operator during the selling process.

- **Alternate Prompt Text** - this is an optional field to record text that will appear as a prompt to assist the POS operator during the selling process, when the Alternate language button is pressed on the main POS screen.

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**: e.g. Lime Sundae, Passionfruit Sundae, Boysenberry Sundae etc. - by following these steps:

- 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 its own 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 must 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 Alternate Sales Type (**This Item has** field as illustrated above) to '**Options**'. 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 can be '**Normal**' , '**Made at sale time (Recipe)**' or '**Made in Advance (Recipe)**'.

The items which have these extras (**Features**) available are the flavoured Sundaes - for each of these items (e.g. Lime Sundae, Passionfruit Sundae etc.) set the Alternate Sales Type (**This Item has** field as illustrated above) to '**Features**'. Then use the **Add Item** button to link each of the extra options (e.g. Chopped Nuts, Cherries, Chocolate Sauce) to each flavoured sundae item.

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

A Tip for Option/Feature Sets:

A common Options and Features structure will have a parent item, with several flavours (**Options**), each of which has its own extras (**Features**).

The best result and the most efficient setup for this will be achieved if the 'product map' for a particular group of Options and Features is laid out beforehand, and the Items required are created from the bottom up - set up the extras (items that can be added as **Available Features**) first, then the flavours (items that can be added as **Available Options**) so that the extras can be added as each flavour item is created. It is then a matter of creating a single parent item with Alternate Sales Type **Options** to which the flavour option items complete with their **Features** can be attached.

Upsell structures are created from the Alternate Items tab in Item Maintenance exactly as for **Features** and **Options**. In addition however, the items which are configured as available for Upsell (listed in the **Available Upsells** box) must have the **Upsell Item** check box on the General tab ticked.

A Tip for Setting Up Items as Features:

Items which are used both as recipe components and sellable items need to be set up correctly. For instance Cherries may be part of a standard Sundae recipe but also available for sale as an extra (a Feature) for several Sundae flavours.

However if Cherries are set up as Normal item they will show on the POS screen as if the Sundae recipe was a combo. This is confusing and unnecessary but if Cherries are set up as a Component they cannot be sold so they cannot be offered as an extra.

A similar problem will occur if an item available as a Feature has a recipe which contains non-component items. POS will display these ingredients of the recipe on the main screen as Sellable items confusing the operator and potentially upsetting the sales process.

The solution is to set up a basic **Component** type item for Cherries, perhaps calling it 'Cherries Serve' and use this for all recipes. To sell Cherries on their own as an available **Feature** create a **Made at Sale Time** (Recipe) item just called Cherries, and create a one line recipe containing 1 unit of the 'Cherries Serve' item.

This approach will provide a simple POS interface, and ensure that stock usage is tracked correctly.

Back Office Setup for Upsell

The display of Upsell options to the POS operator can be forced by activating this system setting:

| | |
|-------------------------|--|
| AutoStandardUpsellOffer | <p>The shipped value for this setting is 'N' which means that Upsell options will not be displayed until the POS operator highlights an item in the order panel which has the Upsell arrow and then pushes the Open Line button.</p> <p>If this system setting is altered to 'Y' the POS will display the Upsell options as soon as the base item is added to the order panel in the same way as it does when an item with Options is selected.</p> |
|-------------------------|--|

Back Office Setup for Suggested Upsell

The activation of **Suggested Upsell** is controlled by two system settings:

| | |
|---------------------------|--|
| UpsellItemQtyPercentage | Setting this value at say 51% will have the following effect at payment time: POS will examine the order and look for a group of items which can be matched to a combo. If it finds a group of items within the order which match 51% or more of the items in a combo and it also meets the criterion for UpsellItemValuePercentage then the 'upsell' combo will be offered as a Suggested Upsell for the original order item. |
| UpsellItemValuePercentage | Setting this value at say 51% will have the following effect at payment time: POS will examine the order and look for a group of items which can be matched to a combo. If it finds a group of items within the order which match 51% or more of the items in a combo and it also meets the criterion for UpsellItemValuePercentage then the 'upsell' combo will be offered as a Suggested Upsell for the original order item. |

The default value for this pair of system settings is zero (0) which effectively turns them off. Both must be set at a value greater than zero before Suggested Upsell will operate.

These two system settings work in tandem - that is both conditions must be met before a Suggested Upsell is offered. No other configuration is required to activate Suggested Upsell however it relies on the premise that combos are constructed from Sellable Items that are readily available from the Concessions selling screens. The combo structures should be reviewed when turning Suggested Upsell on to ensure that it functions as expected.

Back Office Setup for Matched Combos

Matched Combos is activated by a single Back Office System Setting:

| | |
|---------------------|--|
| ForceMatchingCombos | This determines whether POS will check for and and enforce matching combo substitution on concession orders. |
|---------------------|--|

The ForceMatchingCombos system setting is Yes or No. The default value is No.

Matched Combos can be switched on in tandem with Suggested Upsell, or on its own. When both are activated POS will deal with Matched Combos first, and search for Suggested Upsells when all Matched Combo options are exhausted.

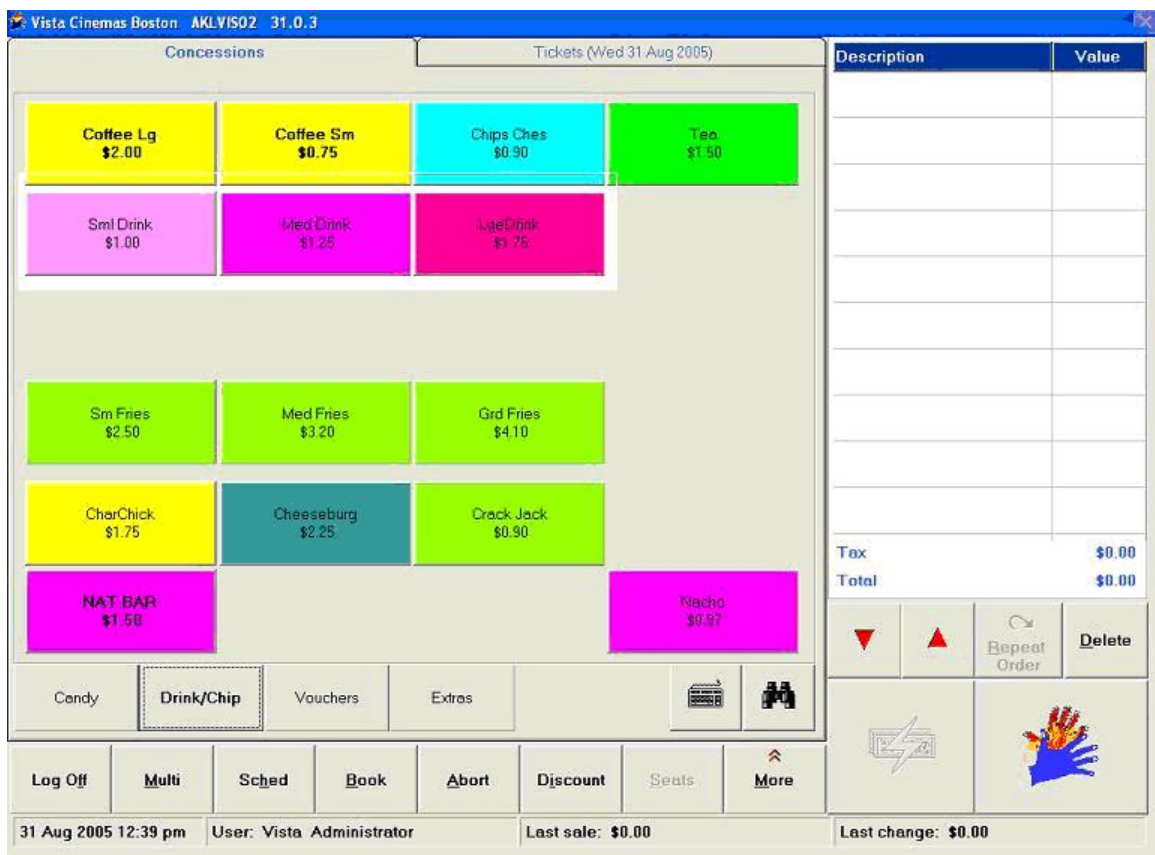
When Matched Combos is switched off and Suggested Upsell is operating, there may be times when Suggested Upsell finds a matching combo and offers it as an upsell, even though the cost is less but the acceptance of this will not be enforced.

Selling Options, Features and Upsells from POS

Options and Features are easy for the POS operator to use:

Options:

Here 'Small Drink', 'Medium Drink' and 'Large Drink' (outlined in white in the illustration) have options:



When the operator selects 'Large Drink' a new selection box appears offering the available Options with the Prompt Text ("What flavour would you like?" in this example) as the title:

Vista Cinemas Boston AKLVIS02 31.0.3

| Concessions | | Tickets (Wed 31 Aug 2005) | | Description | | | | | | | | |
|---|---------------------|---------------------------|-----------------|---------------------|-------------------|--------------------|------------------|-----------------|--|------|--|--|
| Coffee Lg \$2.00 | Coffee Sm \$0.75 | Chips Ches \$0.90 | Tea \$1.50 | | | | | | | | | |
| Sml Drink \$1.00 | Med Drink \$1.25 | LgeDrink \$1.75 | | | | | | | | | | |
| <div> What flavour would you like? <table border="1"> <tr> <td>?Up Lg \$1.75</td> <td>Coke Lg \$1.75</td> </tr> <tr> <td>Fanta Lg \$1.75</td> <td>L&P Lg \$1.75</td> </tr> <tr> <td>RB Lg \$1.75</td> <td></td> </tr> <tr> <td colspan="2">Exit</td> </tr> </table> </div> | | | | ?Up Lg \$1.75 | Coke Lg \$1.75 | Fanta Lg \$1.75 | L&P Lg \$1.75 | RB Lg \$1.75 | | Exit | | |
| ?Up Lg \$1.75 | Coke Lg \$1.75 | | | | | | | | | | | |
| Fanta Lg \$1.75 | L&P Lg \$1.75 | | | | | | | | | | | |
| RB Lg \$1.75 | | | | | | | | | | | | |
| Exit | | | | | | | | | | | | |
| | | Grd Fries \$4.10 | | | | | | | | | | |
| | | Crack Jack \$0.90 | | | | | | | | | | |
| | | | Nacho \$0.97 | | | | | | | | | |
| Candy | Drink/Chip | Vouchers | Extras | | | | | | | | | |
| Log Off | Multi | Sched | Book | Abort | | | | | | | | |
| Discount | Seats | More | | | | | | | | | | |
| 31 Aug 2005 1:01 pm | | User: Vista Administrator | | Last sale: \$0.00 | | | | | | | | |
| | | | | Last change: \$0.00 | | | | | | | | |

Tax Total

Repeat Order

31 Aug 2005 1:01 pm User: Vista Administrator Last sale: \$0.00 Last change: \$0.00

The operator can select one or more of the options - each will appear as a line in the order.

Features:

In the illustration below the customer has asked for a pizza and chosen the Greek Pizza option. POS is now offering the available extras (Features) for the Greek Pizza. The customer has selected extra Anchovies and two extra serves of Onions.

Vista Cinemas Boston AKLVIS02 31.0.3

Concessions

Pizza \$10.00

Teen Combo \$6.50

Sundae \$4.00

Please select

Greek \$10.00

Italian \$10.00

Veggie \$10.00

Greek

Anch \$0.50

Cheese \$0.50

Olives \$0.50

Pineapp \$0.20

Capsicum \$0.50

Ham \$1.00

Onions \$0.20

Salami \$0.50

Exit

Tickets (Wed 31 Aug 2005)

| Description | Value |
|--------------|----------------|
| Greek | \$10.00 |
| Anch | \$0.50 |
| Onions | \$0.20 |
| Onions | \$0.20 |
| Tax | \$0.00 |
| Total | \$10.90 |

▼

▲

Open Line

Delete

⚡

👤

Candy

Drink/Chip

Vouchers

Extras

Log Off

Multi

Sched

Book

Abort

Discount

Seats

More

31 Aug 2005 2:11 pm

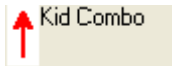
User: Vista Administrator

Last sale: \$0.00

Last change: \$0.00

Upsell:

Upsell operates differently. In the illustration below the customer has purchased coffees which have upsell items associated with them. These are indicated to the POS operator in two ways:



A distinctive arrow appears next to the item in the order panel.



The Open Line button is enabled in the order panel when the Upsell item is highlighted. Pressing this button displays the Upsell concessions that are available with this item.

NB It is possible to 'force' the offering through a system configuration (see the section above on Back Office Setup for Upsell). If this configuration is activated the Upsell options will be displayed automatically as soon as the parent item is added to the Order Panel. If the Upsell offer is not accepted at this point the arrow and the Open Line button will be visible for this item allowing the POS operator to return to the Upsell offer if the customer wishes.

In the example below both Cappacino and Latte have Upsell items attached. The POS operator has selected Latte in the order panel and pushed the Open Line button. The Upsell window provides the operator with a prompt "Would you like anything to eat with your coffee?" offering the Latte with a biscuit, or a cake etc.

Vista Cinemas Boston AKLVIS02 31.0.6

Concessions Tickets (Wed 22 Feb 2006)

| | | | |
|---------------------|----------------------|--|--------------------|
| Coffee Lg \$2.00 | Coffee Sm \$0.75 | <p>Would you like anything to eat with your coffee?</p> <p>LC/Biscuit \$4.00</p> <p>LC/Cake \$6.50</p> <p>LC/Muffin \$5.50</p> <p>LC/Sandwich \$5.50</p> <p>Exit</p> | Tea \$1.50 |
| Sml Drink \$1.00 | Med Drink \$1.25 | | Choc Bar \$0.00 |
| Coke Sm \$1.00 | Coke Lg \$1.75 | | |
| Coffee \$3.00 | Med Fries \$3.20 | | |
| CharChick \$1.75 | Cheeseburg \$2.25 | | |
| NAT BAR \$1.50 | | | Nacho \$0.97 |

Candy Drink/Chip Vouchers Extras

Log Off Tab Sched Book Abort Discount Seats More

22 Feb 2006 3:58 pm User: Vista Administrator Last sale: \$0.00 Last change: \$0.00

| Description | Value |
|--------------|---------------|
| ↑ Cappacino | \$3.00 |
| ↑ Latte | \$3.50 |
| Fanta Sm | \$1.00 |
| L&P Sm | \$1.00 |
| | |
| | |
| | |
| | |
| | |
| | |
| Total | \$8.50 |

▼ ▲ Open Line Delete

⚡ 🖐️

The Open Line Button:



The use of the Open Line button for Upsell is described above. The Open Line button also provides a way to return to a particular item and redo the Option and Feature selections.

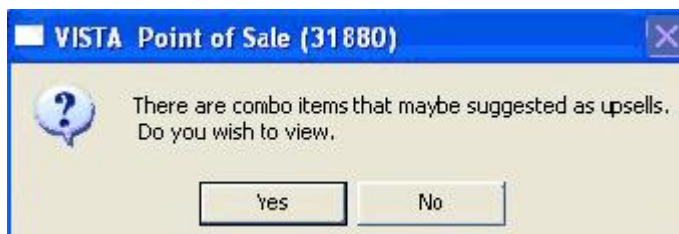
To do this the operator simply touches the desired item line in the order panel to highlight it. If the highlighted order line has Option, Feature or Upsell selections available the Open line button will be enabled. Pushing the Open Line button will then allow the operator to redo the selection for this line item.

Working with Suggested Upsells and Matched Combos from POS

POS also supports **Suggested Upsell** and **Matched Combos**. When enabled these features come into play each time the operator completes an order (by pushing the Fast Cash or the Order Complete buttons). They have similarities to the standard **Upsell** functionality described earlier in the chapter but they operate independently.

When the system is configured to use Suggested Upsell and/or Matched Combos POS checks the contents of an order against the available combos when the Order Complete button is pressed.

For **Suggested Upsells** POS prompts the operator as shown below if there are suitable upsell items that could be offered to the customer, typically as a better deal for a slightly higher price.



If the operator presses 'Yes' POS highlights the items in the order panel that would be replaced and provides the details of the replacement option/s in a new pop-up window. This window also provides the value of the items that could be replaced to assist the operator with promoting the offer to the customer. If there is more than one Upsell option available they will all be displayed in the pop-up window and the choice can be selected by pressing it. Pressing the Accept button performs the replacement and updates the order panel.

The example below shows a single **Suggested Upsell** option. Note that the customer order includes **Features** for the Sundae in this case. Any **Options** and **Features** selections will be carried through into the new selection by the **Suggested Upsell** process but the price comparison excludes the additional cost of any **Features**.

Visla Cinemas Boston AKLVIS02 31.7777.9901

Tickets (Mon 23 Jan 2006)

Concessions

Choose the flavour you like....

Pizza \$10.00

Banana Sun \$4.00

Choc Sun \$4.00

Fei Sun \$4.00

Fudge Sun \$4.00

Kiwi Sun \$4.00

Sundae \$4.00

Candy Drink/Chip Vouchers

Fei Sun

Suggested Upsells

Kid Combo \$5.50

- 1 Sm Popcorn
- 1 Sml Drink
- 1 Sundae

Exit

Value of highlighted ordered items is \$5.00 (Features not included)

Accept Exit

| Description | Value |
|----------------------|---------|
| 05 Adlt Std F-7 | \$11.00 |
| IMMIGRANT Mon 01:35p | |
| 05 Chld Std F-6 | \$5.00 |
| IMMIGRANT Mon 01:35p | |
| Sm Popcorn | \$1.00 |
| MuffinBlue | \$1.00 |
| Fei Sun | \$4.00 |
| Caramel | \$0.50 |
| Nuts | \$0.50 |

Total (2 admits) \$22.80

Log Off Tab Sched Book Abort Discount Seats More

23 Jan 2006 2:41 pm User: System Administrator Last sale: \$0.00 Last change: \$0.00

When an Upsell Suggestion is accepted it may require additional Option/Feature selections - these will proceed automatically when the **Accept** button is pressed. For instance in the example above the suggested combo contains a Small Drink which was not included in the original order - POS will prompt for the flavour selection for the Small Drink when the **Accept** button is pressed.

Matched Combos operate in a similar fashion but typically give the customer a saving, rather than suggesting an upsell.

In this case POS checks the order for groups of items which exactly match an existing combo (usually reducing the overall cost of the order). POS requires the operator to accept a matched combo replacement.

In the example below three items match a Kiddie Combo saving the customer 50c.

With **Matched Combos** the operator must accept the highlighted suggestion or press the Exit button to return the focus to the order panel. The Matching combo pop-up window appears automatically when the Complete button is pressed, and the order cannot be completed without accepting the match or modifying the order.

If there is more than one match for a single set of items the operator can select the desired replacement combo from the pop-up window.

In the example shown there is a second Kiddie Combo match in the order panel that will be offered once the first is accepted.

When both Matched Combos and Suggested Upsells are enabled POS will process Matched Combos first and Suggested Upsells once all Matched Combo options are exhausted.

Vista Cinemas Boston AKLVIS02 31.7777.9901

Tickets (Mon 23 Jan 2006)

Concessions

Choose the flavour you like....

Pizza \$10.00

Banana Sun \$4.00

Choc Sun \$4.00

Fei Sun \$4.00

Fudge Sun \$4.00

Kiwi Sun \$4.00

Sundae \$4.00

Grape Sun

Matching Combos

Kid Combo \$5.50

- 1 Sm Popcorn
- 1 Sml Drink
- 1 Sundae

Please select a replacement combo for a saving of \$0.50

Accept Exit

Exit

| Description | Value |
|---|----------------|
| 06 Adlt Std F-13 N Plymouth Mon 03:45p | \$11.00 |
| 06 Chld Std F-12 N Plymouth Mon 03:45p | \$5.00 |
| 06 Chld Std F-11 N Plymouth Mon 03:45p | \$5.00 |
| Sm Popcorn | \$1.00 |
| Sm Popcorn | \$1.00 |
| 7Up Sm | \$1.00 |
| L&P Sm | \$1.00 |
| Fei Sun | \$4.00 |
| Grape Sun | \$4.00 |
| RB sauce | \$0.30 |
| Total (3 admits) | \$33.30 |

Log Off Tab Sched Book Abort Discount Seats More

23 Jan 2006 2:55 pm User: System Administrator Last sale: \$23.30 Last change: \$0.00 Pickup Order No: 59

CHAPTER 15

Setting up for Point of Sale Kitchen Functions

This section describes:

- How to set up Prepare/Pickup areas, Workstations and Items to use the Kitchen functions within Point of Sale.
- A Prepare/Pickup example.
- Using Prepare/Pickup and Redirect at POS.

Set up Kitchen Prepare/Pickup Areas

This section describes how to set up **Prepare/Pickup Areas**, **Workstations** and **Items**, to use the Kitchen functions within Point of Sale. The setup required is:

- Set up **Prepare/Pickup Areas** - one for each type of area in your Cinema.
- Set up a **Workstation Group** for your Prepare/Pickup Areas (this is an optional step).
- Set up new **Workstations** for each Point of Sale terminal in the Prepare/Pickup areas and update the existing Point of Sale workstations that can also sell food orders that require preparing.
- Set up or update all **Items** that can be prepared. Update any items that require preparing in a different area than defined on the Workstation.
- Review **system settings** that affect the Kitchen functions within POS.

Step 1 - Item Prepare/Pickup Area:

Select **Item Prepare/Pickup Areas** to set up the Kitchen and Pickup areas (for more information see **Item Prepare/Pickup Areas** in the BackOffice User Guide):

- **Redirect Area** - this defines if this area's orders can be re-directed to another area.
- **Allow Prepare** - this defines if this area is allowed to prepare food.
- **Allow Pickup** - this defines if food can be picked up from this area. If ticked on, you will need to identify the area where the item can be picked up from.

Step 2 - Workstation Group:

If you wish to set up a separate Workstation Group from the POS terminals (this is optional), then select **Workstation Group Maintenance** to set up a new Workstation Group (for more information see **Workstation Groups** in the BackOffice User Guide):

- **Default Workstation Group** - do **not** check this field - the Kitchen Workstation Group would not normally be the default group.

Step 3 - Workstation Maintenance:

Select **Workstation Maintenance** to create workstation definitions for each workstation within the kitchen areas (for more information see **Workstation Maintenance** in the BackOffice User Guide):

General Tab:

- **Workstation Group** - if a new Workstation Group has been set up for kitchen workstations, then select this workstation group.
- **Selling Tickets** - if this workstation cannot sell tickets then ensure this field is un-checked.
- **Selling Concessions** - if this workstation cannot sell tickets then ensure this field is un-checked.

Prepare/Pickup Tab:

- **Allow Prepare/Pickup of Items** - tick this on to allow workstations to prepare/pickup items and see the prepare/pickup screens within POS.

- **Workstation Located in** - for kitchen workstations set the area that the workstation is located in.
- **Item Sold at this Workstation Prepared at** - set the kitchen area that prepares the kitchen food sold by the POS workstations.
- **When to Update Prepare Order Details** - select either 'When the Transaction is complete' (i.e. when the customer has paid for the order) or 'During Order Process' (i.e. while the order is being taken).

Step 4 - Item Maintenance:

Select **Item Maintenance** to review each Item that is a Kitchen item, i.e. needs preparing when sold (for more information see Item Maintenance in the BackOffice User Guide):

General Tab:

- **Requires Preparing** - ensure this field is ticked to allow this item to be prepared. When this field is checked, then two additional tabs are shown (see below). The information on these tabs only needs to be entered if this item is prepared or picked up from an area that is different from the area that is defined on the workstation (e.g. ice-creams may be prepared and picked up from a different counter than hot food):

Prepare Area Mapping Tab:

- **Redirect Item to a different prepare area** - tick this on if this Item is prepared in a different area than defined on the Workstation.
- **Workstation Group** - select the workstations (by using the Workstation Group, or selecting all Workstation Groups) that can sell this item.
- **Prepare Area** - select the area where this item will be prepared (e.g. for ice-cream items, this would be set to the ice-cream counter and not the kitchen pickup counter).

Pickup Area Mapping Tab:

- **Redirect Item to a different prepare area** - tick this on if this Item is picked up in a different area than defined on the Workstation.
- **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 and not the kitchen pickup counter).

Step 5 - System Settings:

The following system settings affect the way that Kitchen functions operate within POS.

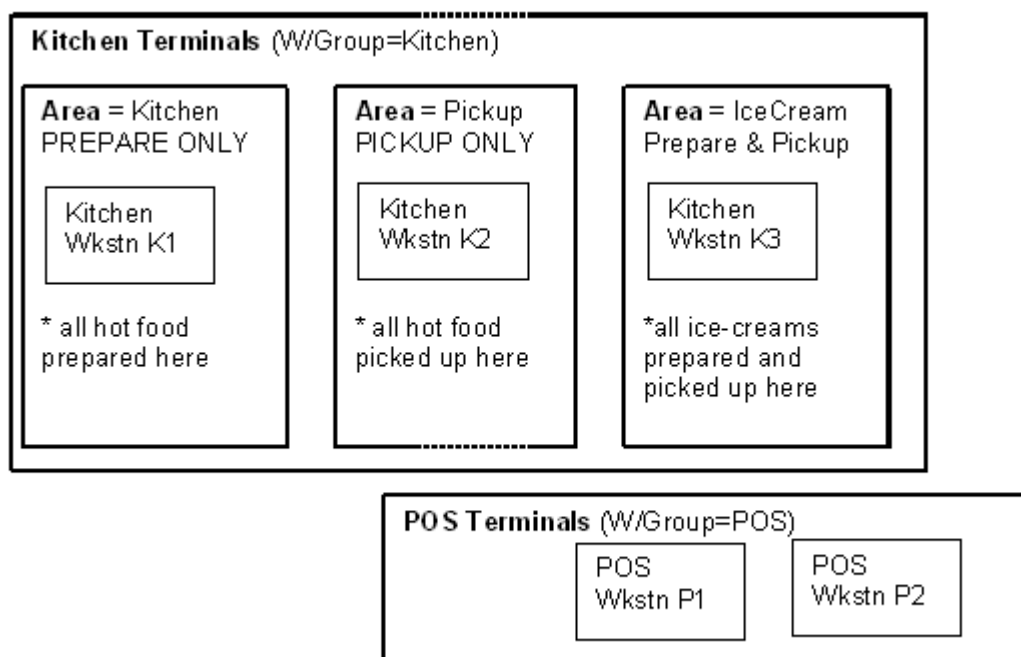
- **FoodOrderDropOffTime** - define the length of time to show orders for. Orders that are not completed after this time are dropped.
- **FoodOrderDisplayContents** - define if the components for an item combo should display on the main food preparation screen or not.
- **TopPickupOrderNumber** - set the highest order number (default is 99). This tells POS how high the food number can go before it restarts back at one.
- **PurgePrepareOrderDaysLeft** - set the number of days to keep Prepare/Pickup Orders in the system.
- **SecurityFoodOrderCancelButton** - defines the level of security required to cancel a food order (0-9 is highest to lowest, and 99 is no security). This setting can also be used to provide a cancel button on the prepare/pickup screen at Point of Sale.

Example Kitchen Setup

This is an example of how set up Prepare/Pickup Areas to use the Kitchen functions within Point of Sale.

Setup Example:

Hot food and ice-creams can be sold from either of the POS Workstations (P1 or P2). Hot food is prepared in the Kitchen area and its food orders are managed by the Kitchen workstation (K1). Hot food is picked up in the Pickup Area and its food orders are managed by the Pickup workstation (K2). Ice-creams are prepared and picked up in the same area, and its food orders are managed from the ice-cream workstation (K3).



Set up required to support this scenario above is:

- **Prepare/Pickup Areas** - 3 areas have been set up - Kitchen, Pickup and Ice-cream.
 - Kitchen - allows prepare only. Has the Item picked up from the Pickup area.
 - Pickup - allows pickup only. Has the Item picked up from the Pickup area.
 - Icecream - allows both prepare and pickup. Has the Item picked up from the Ice-Cream area.
- **Workstation Groups** - 1 Workstation Group has been set up - Kitchen.
- **Workstations** - 1 workstation defined for each of P1, P2, K1, K2 and K3.
 - P1 & P2 are selling workstations. On the Prepare/Pickup Tab the 'Allow Prepare/Pickup of Items' is set to Yes; the 'Workstation Located in' is not defined (i.e. no area selected); and the 'Item sold at this Workstation Prepared at' is set to the Kitchen area.

- K1, K2 & K3 are kitchen workstations that cannot sell tickets, concessions or take payments. On the General Tab, the 'Workstation Group' is defined as the Kitchen Group. On the Prepare/Pickup Tab the 'Allow Prepare/Pickup of Items' is set to Yes; the 'Workstation Location in' is set to Kitchen (K1), Pickup (K2) and Ice-Cream (K3); 'Item sold at this Workstation Prepared at' is set to Kitchen (K1 & K2), Ice-Cream (K2).
- **Items** - all the items that require preparing at the Kitchen must be updated by ticking on the 'Item Requires Preparing' to Yes (in Item Maintenance, on the General Tab). All the Ice-Cream items must also be updated to **override** the workstation setting of preparing food at the Kitchen area to preparing at the Ice-Cream area. Set this on the Prepare Area Mapping Tab, by ticking the 'Redirect this Item to a different Prepare Area' and adding the workstations (or all workstations) that can sell ice-creams (P1 & P2). Also set on the Pickup Area Mapping Tab, by ticking on the 'Redirect this Item to a Different Pickup Area'.

Using Prepare/Pickup at POS

A food order is created for each sale that contains Food item(s) that require preparing. For workstations that do not sell concessions or tickets the Prepare/Pickup screen will be the default view. New Food orders will automatically show on this screen. For workstations that can also sell concessions and tickets, the Prepare/Pickup button must be selected to see the food preparation/pickup screen.

Prepare/Pickup Screen:

The Prepare/Pickup Screen will look something like the sample shown below (for more information see Prepare/Pickup Kitchen Functions in the Point of Sale User Guide):

The screenshot displays the 'Prepare Pickup' screen with a list of food orders. Each order is represented by a row with columns for item name, quantity, status, and preparation time. The status is indicated by a colored button: green for 'Started', blue for 'Made', yellow for 'Collected', and red for 'Cancelled'. The preparation time is shown in minutes and seconds. The screen also includes a 'Split' button, a 'Cancel' button, and a 'Settings' button.

| Qty | Description | Status | Prep Time |
|-----|--|-----------|-----------|
| 2 | Chicken Combo | | |
| 1 | Fast Food_Cheese Burger | | |
| 1 | Fast Food_Hot Dog | | |
| 1 | Fastfood_Chargrilled Chic | | |
| 1 | FastFood_Chicken Pieces | | |
| 1 | Fastfood_Nachos | | |
| 2 | Fastfood_Potatoe Wedges | | |
| 1 | Softdrinks_Pepsi Cola | | |
| 1 | Fast Food_Batter Sausage | Cancelled | 2:37 |
| 1 | Fast Food_Hot Dog | | |
| 1 | Softdrink_7up | | |
| 1 | Softdrink_Charlies Orange Juice | | |
| 1 | Chicken Combo | Started | 31:35 |
| 2 | Softdrink_Coke Large, 2 Fast Food_Chicken Burger | | |
| 1 | Fastfood_Chargrilled Chicken | | |
| 1 | FastFood_Chicken Pieces | | |
| 1 | Tea_Earl Grey Tea | Collected | 1:39 |
| 1 | Tea_English Breakfast | Made | 1:43 |
| 1 | Chicken Combo | Started | 31:48 |
| 2 | Softdrink_Coke Large, 2 Fast Food_Chicken Burger | | |
| 1 | Fast Food_Chicken Burger | Cancelled | 2:59 |
| 1 | Fast Food_Hot Dog | Started | 31:48 |
| 1 | Fastfood_Nachos | | |
| 1 | Fastfood_Potatoe Wedges | | |

3 Orders Waiting

Normal ▼ ▲

Show All

Collected Settings

Cancelled Exit

Split Started Made Collected Cancel ▲ ▼

Redirect Food Orders:

If a cinema has two Ice-Cream counters and at different stages of the day Ice-Cream counter 2 is not used that frequently, the Manager can redirect Ice Cream counter 2 to Ice Cream counter 1. This means all Ice-Cream sales made from a POS will go to to Ice-Cream Counter 1 to be prepared rather than Ice-Cream counter 2. To re-direct food orders select the Settings button from POS. For more information see Redirect Kitchen Functions in the Point of Sale User Guide.

Customer Surveys

This section describes:

- What are Customer Surveys
- What will the Point of Sale Operator see
- How to setup a Survey
- How to do reporting and other analysis on survey results

CHAPTER 16

What are Customer 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.

CHAPTER 17

What will the Point of Sale Operator see

Surveys are created in BackOffice (General Maintenance/Surveys) to allow marketing information to be captured during the POS sale. Surveys can appear in the Bookings screen or the Payments screen depending on the setting.

There are three types of Survey Answers that can be used:

- A list of Survey Answers.
- Entering a number from the numeric keypad.
- Entering text from the alphanumeric keyboard.

Using Survey Answers

- The Survey Question is displayed at the bottom of this screen and the answers appear above. The operator selects from the list of answers available.



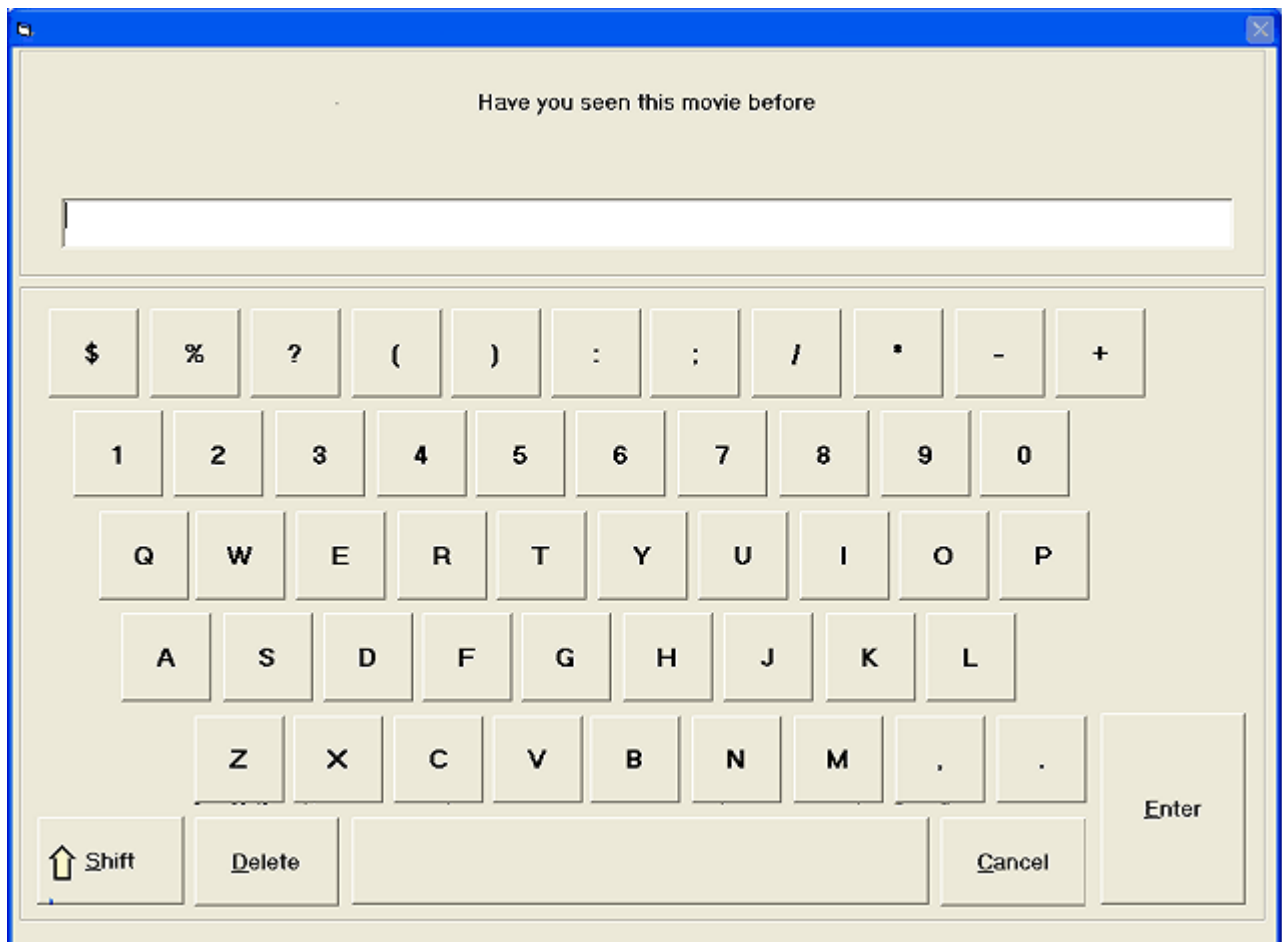
The screenshot shows a software window titled "District" with a close button in the top right corner. Inside the window, there is a list of districts: Bronx, Brooklyn, Lower Manhattan, New York, Queens, Upper Manhattan, and Upper Town. The list is enclosed in a frame with upward and downward arrow buttons at the top and bottom. Below the list, there are two buttons: "Enter District" and "Exit".

Using the Numeric Keypad

- The Survey Question is displayed at the bottom of this screen. The answer is entered using the numeric keypad.

Using the AlphaNumeric Keypad

The Survey Question is displayed at the bottom of this screen and the answer is entered using the keypad.



The screenshot shows a software window with a blue title bar and a close button in the top right corner. The main area has a light beige background. At the top, the text "Have you seen this movie before" is centered. Below it is a long, empty white rectangular input field. Underneath the input field is a large alphanumeric keypad. The keypad is organized into several rows of buttons. The first row contains symbols: dollar sign, percent, question mark, left and right parentheses, colon, semicolon, forward slash, asterisk, hyphen, and plus. The second row contains digits 1 through 0. The third row contains letters Q through P. The fourth row contains letters A through L. The fifth row contains letters Z through M, followed by a comma/underscore key and a period/apostrophe key. The bottom row includes a Shift key with an upward arrow, a Delete key, a wide empty space, a Cancel key, and an Enter key.

CHAPTER 18

How to setup a Survey

Customer surveys are setup in Vista Backoffice. Under General Maintenance, select Surveys.

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. |

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.

| | 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 SCRL

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. |

CHAPTER 19

Reporting and other analysis on 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.

CHAPTER 20

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:

Once selected, this is what the view will look like:

| | 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.

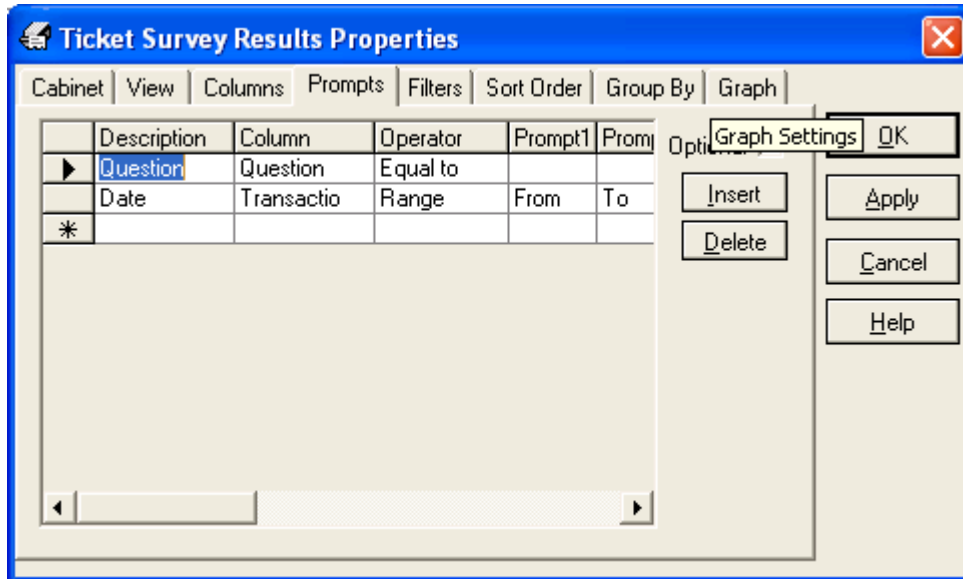
The screenshot shows the 'Ticket Survey Results Properties' dialog box with the 'View' tab selected. The 'Name' field contains 'Tickets Sold by Answer/Film' and the 'Description' field contains 'Tickets Sold by Answer/Film'. The 'Created By' field shows '9998' and the 'Split After' dropdown is set to '(None)'. The 'Excel Template' field is empty with a browse button (...). The 'Global View' and 'Default View' checkboxes are both unchecked. The 'Refresh Interval' is set to '0'.

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.

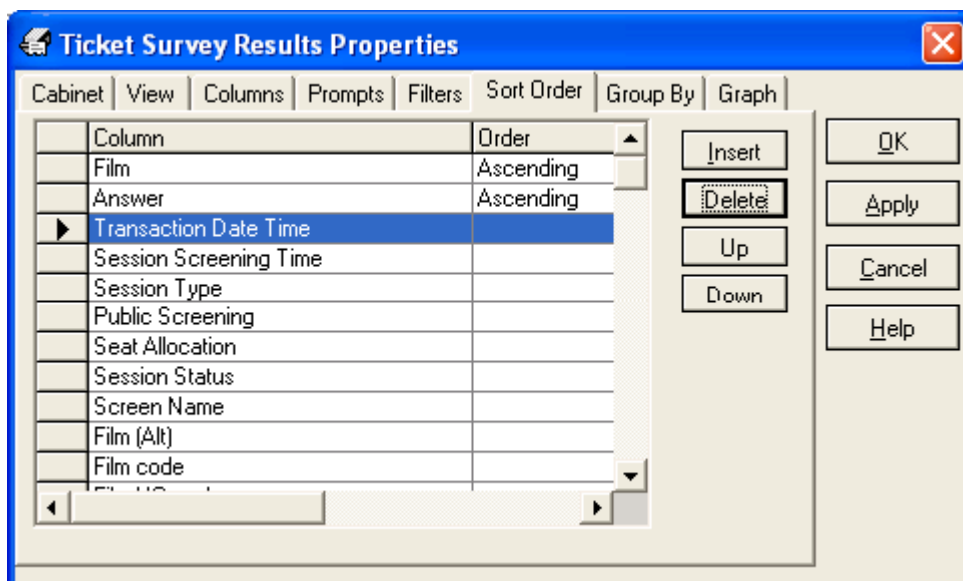
The screenshot shows the 'Ticket Survey Results Properties' dialog box with the 'Columns' tab selected. It displays a table of columns with their properties. The 'Visible' column has checkboxes for each row. To the right of the table are buttons for 'Up', 'Down', and 'Set Width'. The 'OK', 'Apply', 'Cancel', and 'Help' buttons are on the far right.

| | Name | Align | Editable | Visible | Wid |
|---|-------------------|-------|----------|-------------------------------------|-----|
| ▶ | Film | Left | Never | <input checked="" type="checkbox"/> | 195 |
| | Answer | Left | Never | <input checked="" type="checkbox"/> | 271 |
| | Admits | Right | Never | <input checked="" type="checkbox"/> | 150 |
| | Gross Box Office | Right | Never | <input checked="" type="checkbox"/> | 150 |
| | Rnwld | Right | Never | <input type="checkbox"/> | 150 |
| | Data History Code | Right | Never | <input type="checkbox"/> | 250 |
| | Question | Left | Never | <input type="checkbox"/> | 250 |
| | Transaction Numt | Right | Never | <input type="checkbox"/> | 150 |
| | Next Booking No | Right | Never | <input type="checkbox"/> | 150 |
| | Transaction Numt | Right | Never | <input type="checkbox"/> | 150 |
| | Transaction Sequ | Right | Never | <input type="checkbox"/> | 150 |

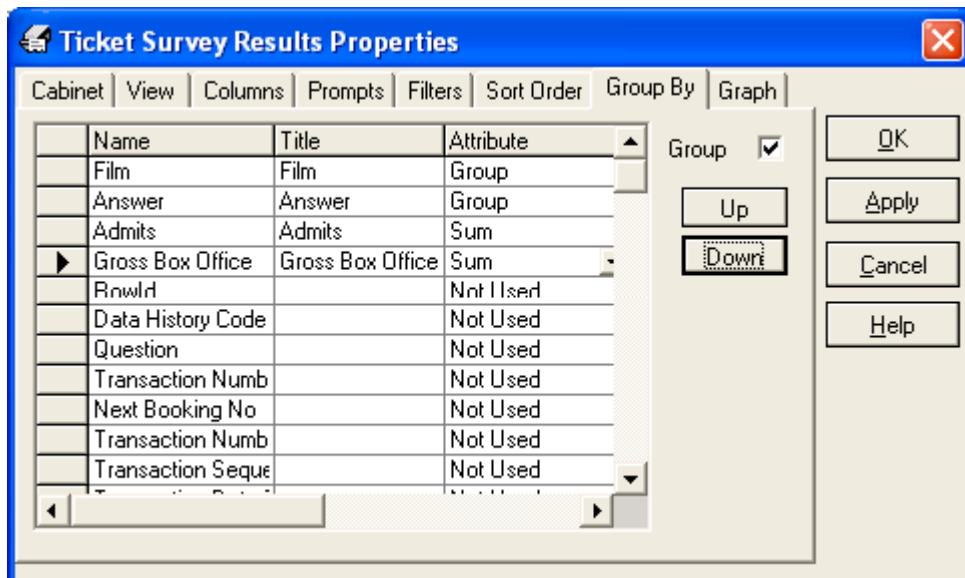
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



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.



CHAPTER 21

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:

Once selected, this is what the view will look like:

| | 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.

Concession Survey Results Properties

Cabinet View Columns Prompts Filters Sort Order Group By Graph

Name:

Description:

Created By: Split After:

Excel Template: ...

Global View: ☐ Default View: ☐

Refresh Interval:

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.

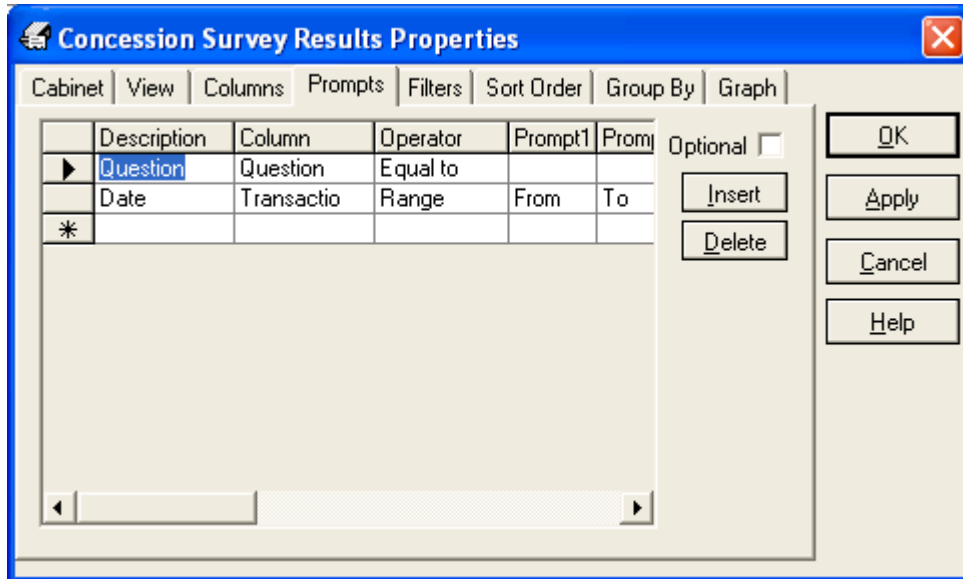
Concession Survey Results Properties

Cabinet View Columns Prompts Filters Sort Order Group By Graph

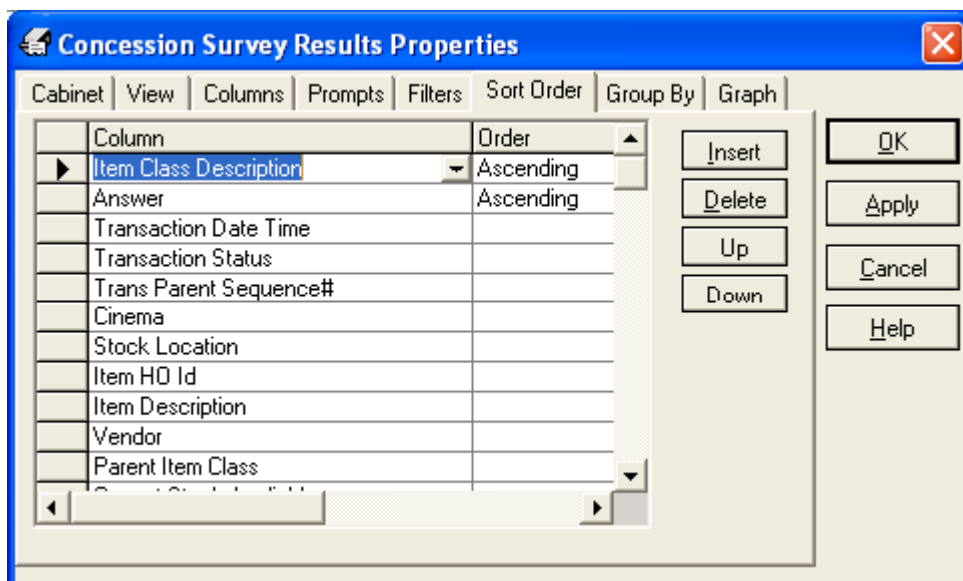
| | Name | Align | Editable | Visible | Width |
|---|------------------------|-------|----------|-------------------------------------|-------|
| ▶ | Item Class Description | Left | Never | <input checked="" type="checkbox"/> | 150 |
| | Answer | Left | Never | <input checked="" type="checkbox"/> | 271 |
| | Gross Sale Value | Left | Never | <input checked="" type="checkbox"/> | 150 |
| | Data History Code | Right | Never | <input type="checkbox"/> | 250 |
| | Next Ranking Number | Right | Never | <input type="checkbox"/> | 150 |
| | Question | Left | Never | <input type="checkbox"/> | 250 |
| | RowID | Right | Never | <input type="checkbox"/> | 150 |
| | Transaction Number | Right | Never | <input type="checkbox"/> | 150 |
| | Transaction Number | Right | Never | <input type="checkbox"/> | 150 |
| | Transaction Sequence | Right | Never | <input type="checkbox"/> | 150 |
| | Type Of Transaction | Left | Never | <input type="checkbox"/> | 150 |

Up Down Set Width OK Apply Cancel Help

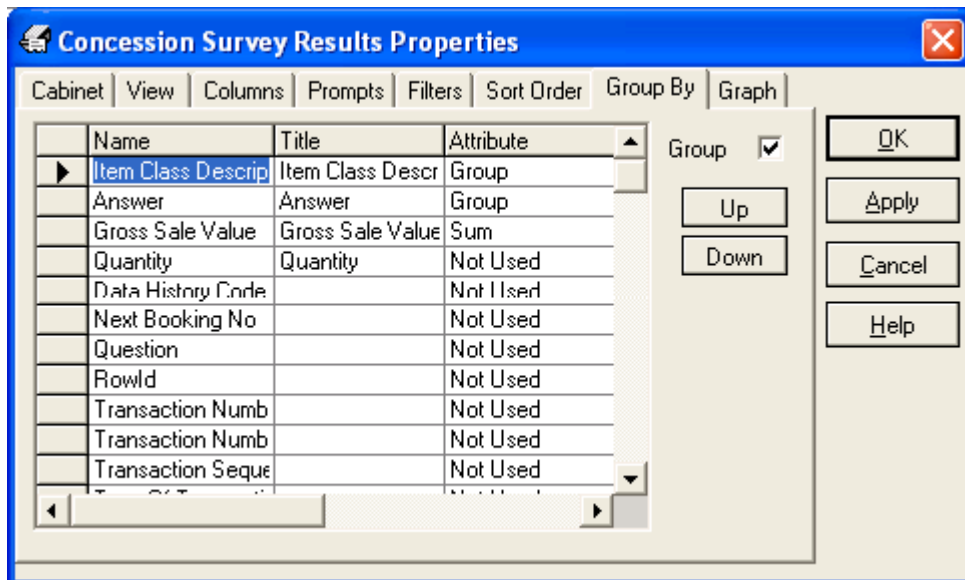
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



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.



CHAPTER 22

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:

Vouchers Sold by Voucher Type 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:

Box Office Sundry Survey - Vouchers Sold by Voucher Type

File Edit View Help

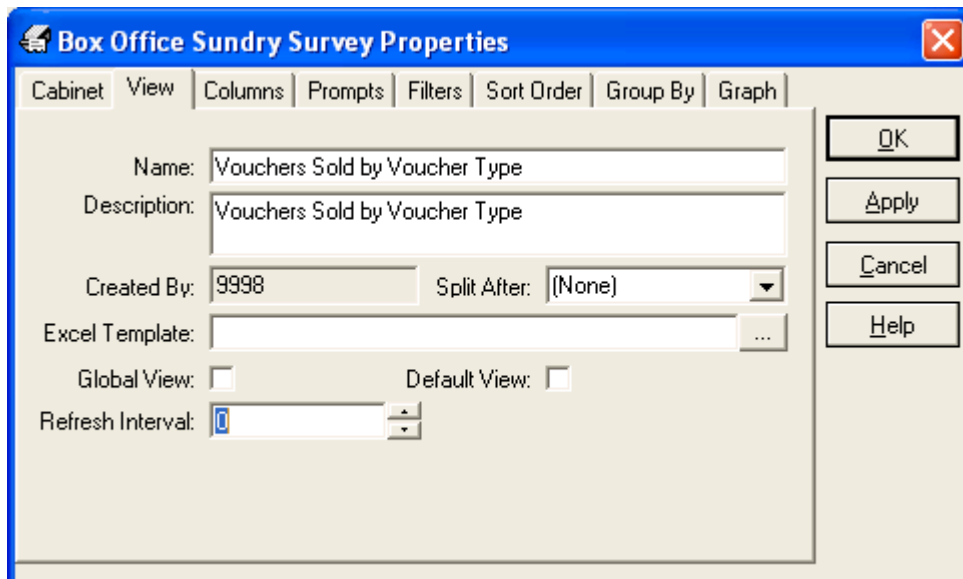
Question : **Enter District** Date From: **24/06/2005 6:00:00 a.m.** To: **25/06/2005 6:00:00 a.m.**

| | 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.

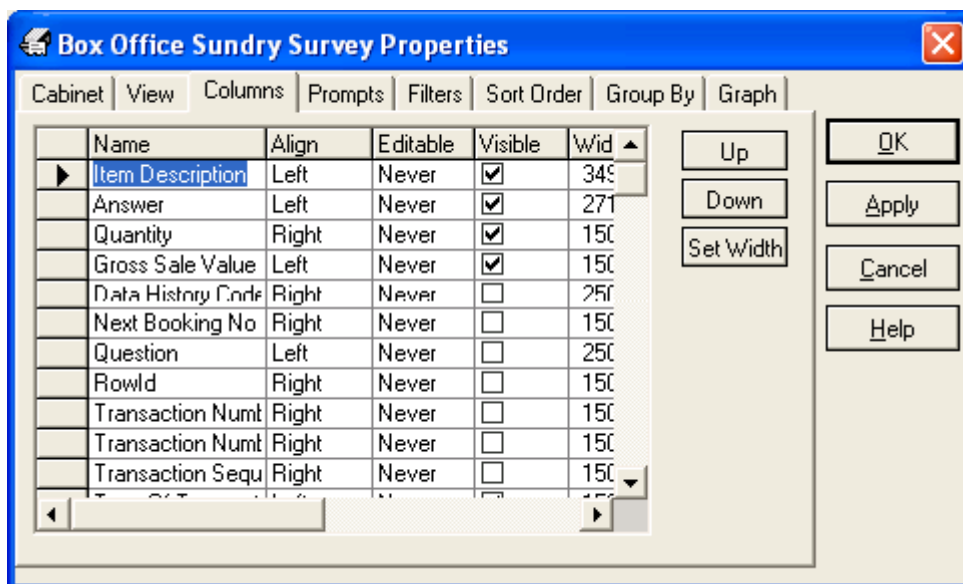


The dialog box is titled "Box Office Sundry Survey Properties" and has a blue border. The "View" tab is selected. The fields are as follows:

- Name: Vouchers Sold by Voucher Type
- Description: Vouchers Sold by Voucher Type
- Created By: 9998
- Split After: (None)
- Excel Template: [empty field] ...
- 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.

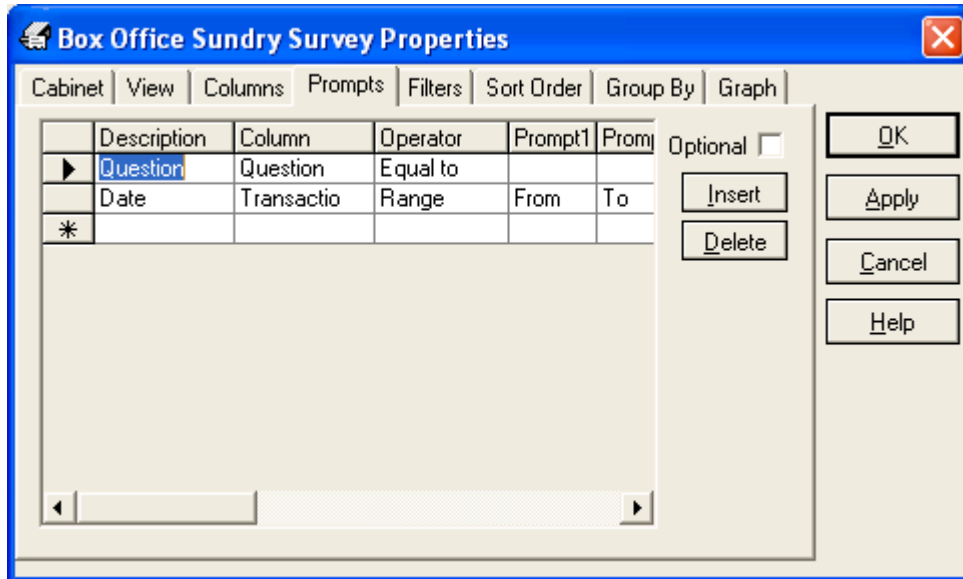


The dialog box is titled "Box Office Sundry Survey Properties" and has a blue border. The "Columns" tab is selected. The columns are as follows:

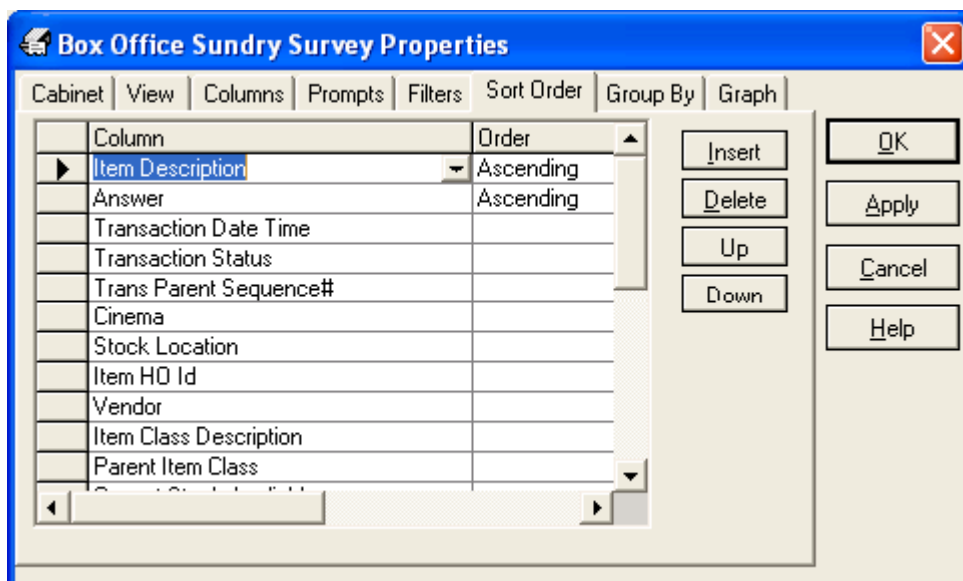
| Name | Align | Editable | Visible | Wid |
|-------------------|-------|----------|-------------------------------------|-----|
| Item Description | Left | Never | <input checked="" type="checkbox"/> | 345 |
| Answer | Left | Never | <input checked="" type="checkbox"/> | 271 |
| Quantity | Right | Never | <input checked="" type="checkbox"/> | 150 |
| Gross Sale Value | Left | Never | <input checked="" type="checkbox"/> | 150 |
| Data History Code | Right | Never | <input type="checkbox"/> | 250 |
| Next Booking No | Right | Never | <input type="checkbox"/> | 150 |
| Question | Left | Never | <input type="checkbox"/> | 250 |
| RowId | Right | Never | <input type="checkbox"/> | 150 |
| Transaction Numt | Right | Never | <input type="checkbox"/> | 150 |
| Transaction Numt | Right | Never | <input type="checkbox"/> | 150 |
| Transaction Sequ | Right | Never | <input type="checkbox"/> | 150 |

Buttons on the right: Up, Down, Set Width, OK, Apply, Cancel, Help.

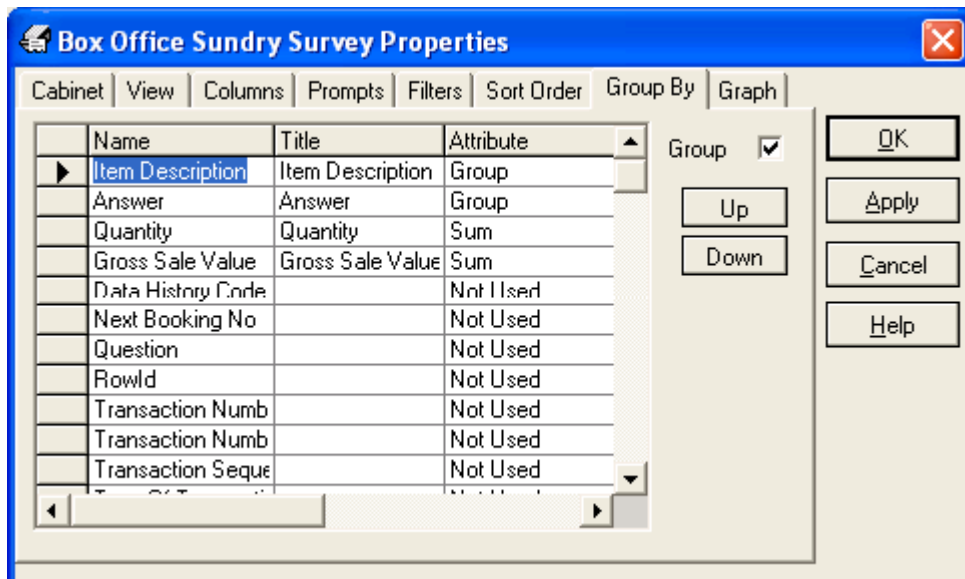
The Prompts tab is used to define what the operator will be prompted for when selecting the view. In this case the user is asked to select what question that are interested in analyzing and what date/time range.



The Sort tab is used to define what columns the view will sort on. In this case the Item 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 23

Sharing a Printer Between Workstations

A printer attached to one POS terminal can be **shared** with other POS terminals, e.g. All POS terminals can use one printer to print customer receipts, rather than having a receipt printer attached to each POS terminal. Any of the items that can be printed by POS (tickets, credit card receipts, customer receipts, food vouchers, till slips and journals) can be re-directed to a shared printer.

This section includes:

- Setting up shared printers in BackOffice
- Using shared printers at Point of Sale.

Setting Up Shared Printers

Sharing a printer to print tickets

While it is possible to setup a printer that another Point of Sale can print tickets to (ie share a printer between multiple POS), it is not recommended due to the possibility of fraud. This is because when a printer is directly attached, the POS can check with the serial/parallel port to establish if the printer completed printing or not. When the printer is attached to another computer and the printer is shared, anything printed from another POS to a shared printer does not provide an accurate feedback to the share device to indicate the tickets (or even a receipt) was successfully printed or not.

Staff sometimes deliberately turn off a printer once the tickets have been printed, hoping that the printer will reprint the tickets again (maybe so they can give to a friend or resell them). When a printer is directly connected via parallel/serial port, the POS is able to get confirmation that the printer has successfully printed or not. When a printer is shared, there is a slight delay in the response from the port, which provides a window of opportunity to any staff who are deliberately trying to make the printer think the ticket did not print successfully.

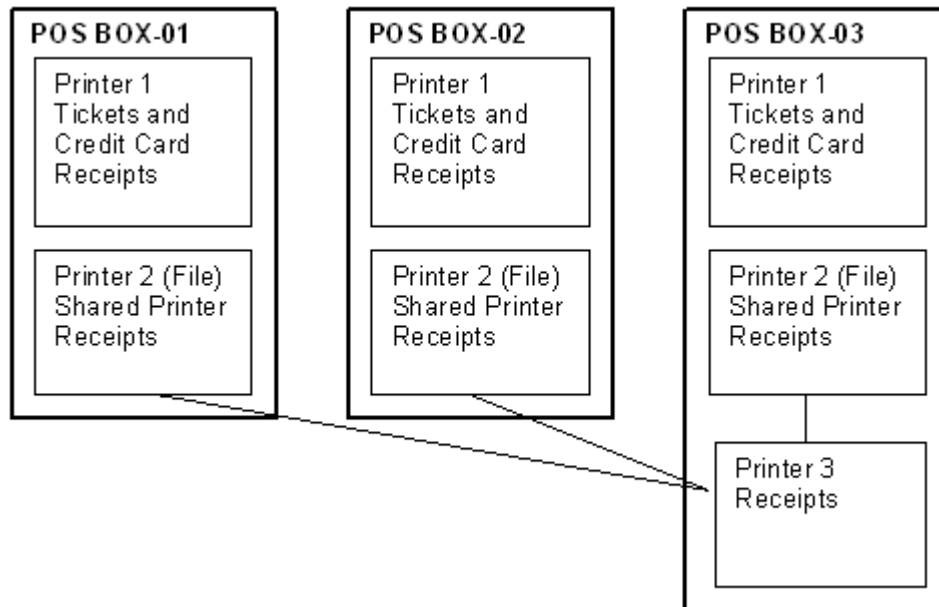
Important Note: The POS Terminal that has the shared printer attached (Box03 in this example) **MUST** be powered on, and **MUST** have been logged on to POS at least once (i.e. you only need to log on the first time you turn this POS terminal on - you can log straight off again if required). This is required to ensure that POS has the required information to print correctly.

To set up for shared printers, you need to ensure:

- the shared printer is attached to one of the POS terminals
- the Workstation definition for each POS terminal is updated to define the shared printer
- that the POS terminal that has the shared printer attached is powered on and has been logged onto at least once

Example Setup for Shared Customer Receipts Printing

The diagram below shows how POS Box01 and Box02 have their own ticket and credit card receipt printers attached, but use a **shared printer** attached to POS Box03 to print customer receipts.

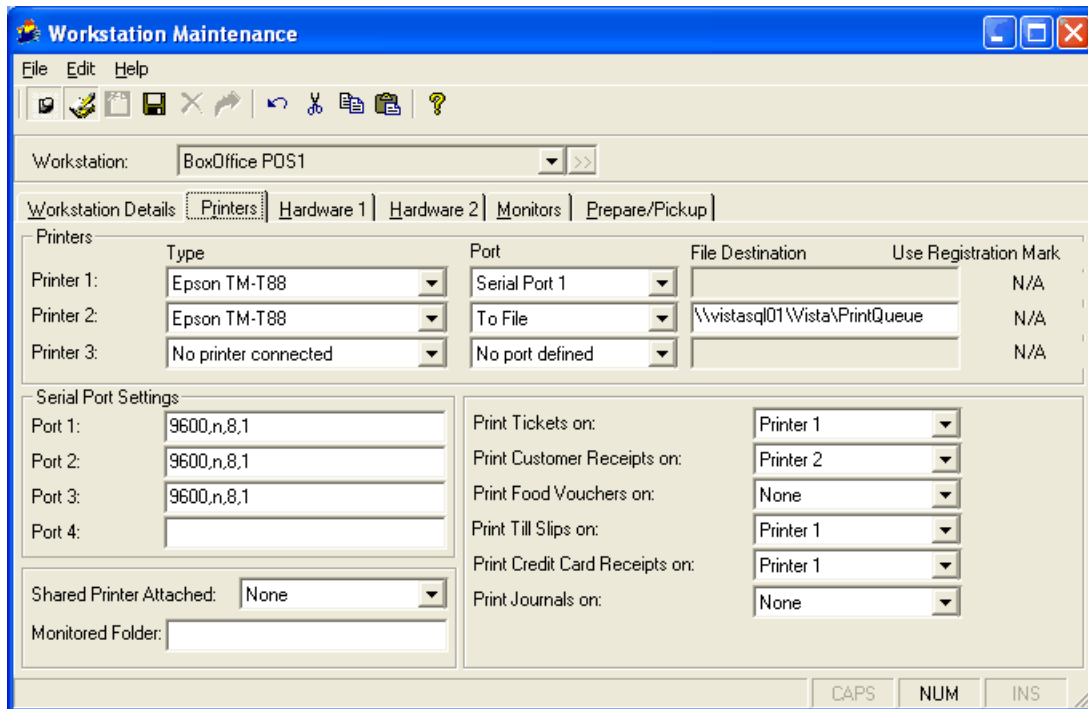


Workstation Maintenance for POS terminals that will use the shared printer (Box01 and Box02)

Set up Box01 and Box02 POS terminals to use the shared printer (see the example screen below):

- **Printer 1** - normal printer definition for tickets and credit card receipts
- **Printer 2** - define the printer type that the customer receipts will print on (i.e. the printer type of printer 3). Set the Port to "To File" and the file name where the print queue will be found. **Note:** even though the printer is not attached to this POS terminal, the printer type must be defined so that the shared items are printed in the correct printer format.

- **Print Customer Receipts on:** - ensure this is set to print to Printer 2 (the shared printer)



Workstation Maintenance for the POS terminal that has the shared printer attached (Box03)

Set up the Box03 POS terminal, to use the shared printer (see example screen below):

- **Printer 1** - normal printer definition for tickets and credit card receipts
- **Printer 2** - define the printer type that the customer receipts will print on (i.e. the printer type of printer 3). Set the Port to "To File" and the folder name where the print queue will be found.
- **Printer 3** - normal printer definition for customer receipts

- **Shared Printer Attached** - ensure this is set to the printer number for the shared printer (Printer 3 in our example). Set the folder name where the print queue is found.

The screenshot shows the 'Workstation Maintenance' dialog box with the 'Printers' tab selected. The 'Workstation' dropdown is set to 'BoxOffice POS3'. The 'Printers' section contains a table with three printers. Below this, the 'Serial Port Settings' section has four ports, all set to '9600,n,8,1'. The 'Shared Printer Attached' dropdown is set to 'Printer 3', and the 'Monitored Folder' is set to '\\vistasql01\Vista\PrintQueue'. On the right, there are dropdowns for 'Print Tickets on:', 'Print Customer Receipts on:', 'Print Food Vouchers on:', 'Print Till Slips on:', 'Print Credit Card Receipts on:', and 'Print Journals on:', with values 'Printer 1', 'Printer 2', 'None', 'Printer 1', 'Printer 1', and 'None' respectively. At the bottom right are buttons for 'CAPS', 'NUM', and 'INS'.

| Printers | Type | Port | File Destination | Use Registration Mark |
|------------|--------------|---------------|-------------------------------|-----------------------|
| Printer 1: | Epson TM-T88 | Serial Port 1 | | N/A |
| Printer 2: | Epson TM-T88 | To File | \\vistasql01\Vista\PrintQueue | N/A |
| Printer 3: | Epson TM-T88 | Serial Port 2 | | 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: | |

Shared Printer Attached: Printer 3

Monitored Folder: \\vistasql01\Vista\PrintQueue

Print Tickets on: Printer 1

Print Customer Receipts on: Printer 2

Print Food Vouchers on: None

Print Till Slips on: Printer 1

Print Credit Card Receipts on: Printer 1

Print Journals on: None

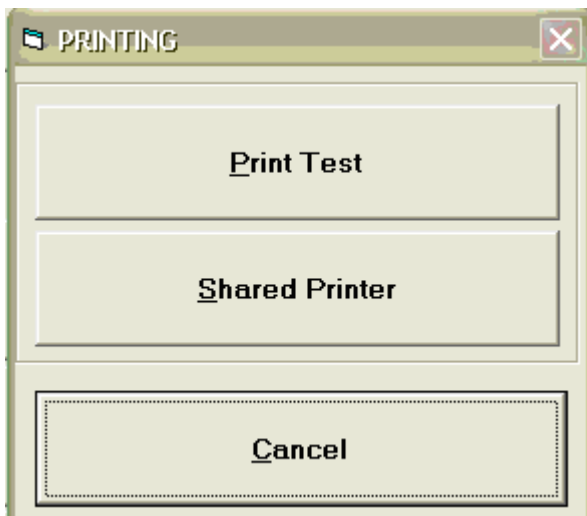
CAPS NUM INS

Using Shared Printers at POS

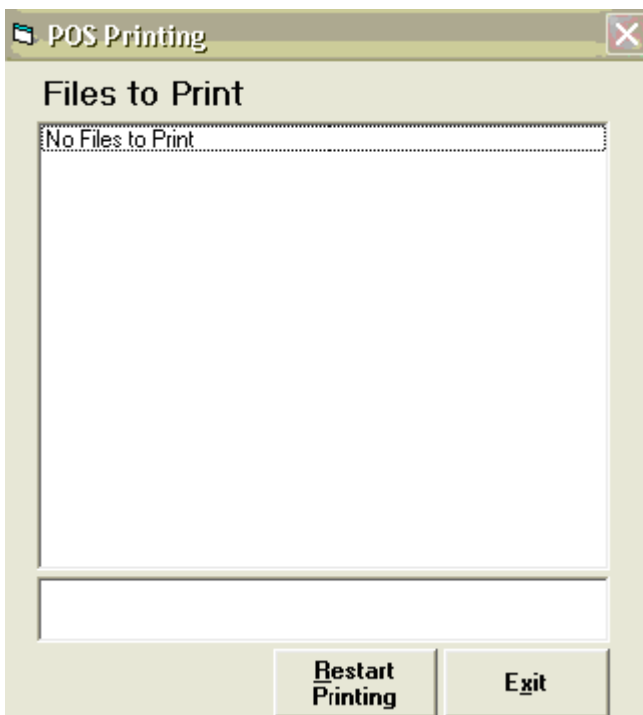
Selling and printing, with shared printers, at Point of Sale operates as normal. If there are problems with the printing on the shared printer, then follow this procedure to check and correct.

Select the "Printing" button from the POS terminal that has the shared printer attached. This will then display 2 further options:

- **Print Test** - this tests the dedicated printer(s) that are linked to the POS terminal), and
- **Shared Printer** - this tests the shared printer attached to this POS terminal



If there are problems with the shared printer, then go to the POS terminal that has the shared printer attached, and press the Shared Printer button to see a list of files that are ready to be printed.



This displays a list of files to be printed.

The files are labelled as Date + Workstation, e.g. 20040806153625_BOX004.

Once files have been printed, then they are moved to a "printed" folder under the "Print Queue" folder.

Printed files are deleted when POS starts up, or every 24 hours.

If errors exist, these will display in the box under the list of files to be printed.

By pressing "Restart Printing" the POS terminal will close the printing application and restart it. This may be useful if the printer is not responding / not printing.

Note: Always check that the POS terminal that has the shared printer attached is powered on, and has been logged on at least once. This is required to ensure that POS has the required information to print correctly.

CHAPTER 24

Setting up Point of Sale Printing

This section describes:

- How to set up printing additional credit card receipts from Point of Sale
- How to set up printing of Food Vouchers

Printing Additional Credit Card Receipts

This topic describes how to set up Vista to print additional Credit Card receipts when picking up paid Bookings at Point of Sale.

Note - a credit card receipt is always produced at the point of payment (dependant on the applicable payments module). This step only applies to printing an additional receipt for the customer when they pick up their booking. This would normally apply when a booking has been made and paid for through internet bookings or a call centre, and is now being picked up at Point of Sale, and a receipt is required for the customer.

Step 1 - System Setting

- Check the system setting 'BookingPickupPrintReceipt' is set to Yes in order to print receipts on Booking Pickup.

Step 2 - Receipt printer

- Ensure you have a Receipt printer attached to your POS and it is turned on.

Step 3 - Print Template

- Ensure you have a template called **PickupCreditCardReceipt.txt** in the correct folder on the file server under **VistaPos\Print Templates**. The folder name should match with the name of the printer you are using, e.g. for a BOCA the folder is called Boca. If you need to add this folder, then you must restart POS before the new template can be used.

Step 4 - Find Booking and Complete Order in POS

- To find the booking select the button 'Find Bk' from the 'More/Close' button in POS, and either enter the credit card number or swipe the credit card. The tickets should print, followed by two credit card receipts. One is for the cinema; the other is for the customer.

Printing Food Vouchers

Food Vouchers can be printed out like a receipt. It would usually be given to customers in the Box Office if the concession stands are on a separate floor or a different area in the Cinema. The Food Voucher is then obtained from the customer at the concession stand in exchange for the items printed on the Food Voucher.

Follow these 3 steps to enable the printing of Food Vouchers:

Step 1 - Item Maintenance

- Ensure that the 'Print on Food Voucher' is ticked on for every Item that needs to print on a Food Voucher (this is found on the General Tab of Item Maintenance, under Concessions Maintenance).

Step 2 - Workstation Maintenance

- Ensure each Concession Workstation has the 'Print Concession Voucher' ticked on (this is found on the General Tab of Workstation Maintenance, under Workstation & Profiles).
- Ensure each Concession Workstation has a printer defined to print the Food Voucher on (this is found on the Printers Tab of Workstation Maintenance). The field to set is 'Print Food Vouchers on'. Enter the printer number (i.e. printer 1, 2, or 3) that corresponds to the Food Voucher printer.

Step 3 - Printer Template for the Food Voucher

- The Food Voucher print template is called `Voucher.txt` and needs to be configured for the printer type that you have (this is normally set up by your IT staff). If you make changes to this template, then POS will need to be restarted for it to take affect.
- An example: If the printer is a Boca (called a Boca (Template) in the Printer area) then the `Voucher.txt` must exist on the fileserver in `D:\Vista\VistaPOS\PrintTemplates\Boca\Voucher.txt`.

Setting Up Receipt Printing for Concession Sales

This section explains how to configure Vista, so that for every sale of concessions a receipt will print. This feature does not include the printing of ticket receipts. If you want to print receipts for tickets, this can be achieved by pressing the receipt button in POS.

To enable concessions receipts to print, the following system settings need changing:

- 'MinAmtToPrintReceipt' would be set to 0. Setting is for receipt automatically printed if ReceiptPrintAuto = Y and minimum value of receipt is at least this amount.
- 'MinReceiptPrintedForType' would be set to INVENTORY. Setting is for receipts automatically printed if setting ReceiptPrintAuto = Y and minimum value of receipt is reached for type indicated. Options are: BOTH, TICKETS, INVENTORY.
- 'ReceiptPrintAuto' would be set to 'Y.' Use Y if you would like a receipt automatically printed for every sale. Use N for manual receipt printing.

In Workstation Maintenance you need to define the receipt printer for each Workstation (both POS that sells concessions and tickets).

CHAPTER 25

Setting up Vouchers

This section describes:

- The different type of Vouchers that can be used in Vista.
- How to set up Ticket Type Vouchers.
- How to set up Payment Vouchers.
- How to sell and redeem a Voucher at Point of Sale.

Overview

There are **two types** of Vouchers (Vouchers may also be known as Coupons).

Ticket Type Vouchers:

These are vouchers that can only be redeemed for a particular ticket type. A good example is an Adult Gift Voucher. When redeemed, it is redeemed against a ticket type called "Adult Gift Voucher." Another example is a Adult Book of 10 vouchers, which are sold as one book worth, e.g. \$80 (normally a discounted price) and a ticket type is setup called "Adult Book 10 Voucher" worth, e.g. \$8.00.

Ticket Type vouchers cannot be redeemed for concessions, unless they represent a ticket package (e.g. Family Combo ticket type, which is made up of 2 adults, 2 children and a large popcorn & coke combo).

Payment Vouchers:

These are vouchers that are the equivalent of cash e.g. \$10 voucher. The customer could pay for tickets or concessions using cash or a \$10 voucher they have purchased.

Voucher Reporting:

Vouchers are included in the following reports:

Daily Box Office – Receipts Summary page (Note: The field called Position in Box Office Reports can be set to indicate the order items appear on the report).

Product Sales Report – Other Section.

Performance Report – Under Voucher Sales or Box Office Sundries.

Voucher Barcode Structure

Voucher numbers are made up of two parts:

- 1 Voucher Identifier** - this is used to identify what this voucher represents, e.g. Adult Gift Voucher, \$10 Voucher.
- 2 Serial Number of Voucher** - this is used to uniquely identify this specific voucher.

Voucher Barcode Data:

If you wish to use barcodes with your vouchers then also set up barcode details. The barcode structure must contain at least 2 parts (the Voucher Identifier and Voucher Serial Number) and may optionally for ticket types also include a checksum and expiry date. An example barcode structure is shown below:

| Barcode Part | Sample Barcode Structure | Barcode Examples |
|--------------------|--|---|
| Voucher Identifier | e.g. 5 characters long, positions 1-5 in the barcode. | e.g. 01000 represents an Adult Gift Voucher 05000 is a \$10 voucher |

| | | |
|---|--|--|
| Serial Number of Voucher | e.g. 7 characters long, positions 6-12 in the barcode. | e.g. 0000001 is the first voucher printed for a particular voucher type and 999999 is the last. |
| Checksum - Optional - only used for Ticket Type Vouchers. | e.g. 2 characters long, positions 13-14 in the barcode. | This is a special checksum that Vista can calculate based on a formula known only to Vista. All barcode numbers can be generated and supplied to your printer. |
| Expiry Date Optional - only used for Ticket Type Vouchers. | e.g. 4 characters long, positions 15-18 in the barcode. | e.g. 0506 is the MMY that the voucher expires. |

Example of Voucher Barcodes:

| Voucher Description & Type | Voucher Id | Example Barcode |
|--|------------|---|
| Adult Gift Voucher - Ticket Type Voucher | 01000 | e.g. 010000000001 means Adult Gift Voucher (as first 5 characters are 01000) and serial number is 0000001 (as last 7 characters 0000001) |
| Adult Book 10 Voucher - Ticket Type Voucher | 02000 | e.g. 020000000123560304 means Adult Book 10 Voucher (as first 5 characters are 02000) and serial number is 0000123, checksum is 56 and expires at the end of March 2004. |
| \$10 Voucher - Payment Type Voucher | 05000 | e.g. 050000000045 means \$10 Voucher (as first 5 characters are 05000) and serial number is 0000045. |

Voucher System Settings

The following system settings affect the way that Vouchers are used by Vista (by Voucher Management and OVV).

- **BarcodeProductCodeLocn** - this is used for Ticket Type Vouchers, and defines the start and position of the Voucher Identifier (e.g. 1,5 means starting at position 1 and going through to 5).
- **BarcodeProductCodeLocnPayVouch** - this is used for Payment Vouchers and defines the start and end position of the Voucher Identifier (e.g. 1,5 means starting at position 1 and going through to 5).
- **BarcodeProductCodeLocnMVouch** - this is used for Miscellaneous Vouchers and defines the start and end position of the Voucher Identifier (e.g. 1,5 means starting at position 1 and going through to 5).
- **BarcodeSerialLocn** - this is used for Ticket Type Vouchers, and defines the start and end position of the serial number within the barcode.
- **BarcodeSerialLocnPayVouch** - this is used for Payment Vouchers, and defines the start and end position of the serial number within the barcode.
- **BarcodeSerialLocnMVouch** - this is used for Miscellaneous Vouchers, and defines the start and end position of the serial number within the barcode.

The following system settings affect the way that Vouchers are used by Vista (by Voucher Management (legacy mode) only).

- **VoucherExpiryDaysGrace** - this defines the number of days after the expiry month and year that the voucher will still be accepted.
- **SecurityAcceptVoucher** - this defines the security level required to accept vouchers that are don't meet the conditions.
- **VoucherTrackSaveRedeemVouchers** - set this to Yes to get Vista to add the voucher details to the Voucher Tracking table, when a voucher is redeemed.
- **VoucherTrackSaveSoldVouchers** - set this to Yes to get Vista to add the voucher details to the Voucher Tracking table, when a voucher is sold.

Ticket Type Vouchers

This section describes how to set up **Ticket Type Vouchers**. The setup required is:

- Set up a Concession Item to allow **Sale** of the Voucher (Note that a Price Book and/or Promotion can also **optionally** be set up to override the price for this Voucher that is held on the Concession Item).
- Place this Concession Item on a Concessions Profile to allow sale at POS.
- Set up a Ticket Type for the **redemption** of the Voucher.
- Set up a Price Card to define the price of this Voucher Redemption.

See also the section on how to **sell and redeem** a Voucher at POS.

Set up a Voucher Item

The first step is to create a Concession Item as a Voucher Item.

Select **Item Maintenance** to set up the Voucher Item (for more information see Item Maintenance in the BackOffice User Guide):

General Tab:

- **Item Type** - define this as a normal type.
- **Item Class** - you may wish to group Vouchers together for reporting purposes.
- **Tax Code** - in most countries no sales tax is charged on sale of a Voucher, only on Redemption - but check with your local tax authorities.

- **Item Monitored at POS as a Payment Group** - if you are using CashUp or CashDesk, then you can define a payment group here so that vouchers can be tracked as part of your float.

The screenshot shows the 'Item Maintenance' window with the 'General' tab selected. The 'Item' dropdown is set to 'Adult Gift Voucher'. The 'Description' field contains 'Adult Gift Voucher', 'Short Desc' is 'Adult GV', and 'Item Type' is 'Normal'. 'Master Item Code' is empty, and 'Item Requires Preparing' is unchecked. 'Item Class' is 'Vouchers'. 'Item belongs to Cinema' is empty. 'Discount Code' is empty. 'Tax Code' is 'Sales Tax Box Office' and 'Tax Category' is empty. 'Vendor' is 'Cafe Supplies'. 'Vendor Item Code' is empty, and 'Status' is 'Active'. At the bottom, 'Allow Complimentaries' is unchecked, 'Print on Food Voucher' is unchecked, 'Restrict to Loyalty' is unchecked, and 'Item Monitored at POS as Payment Group' is checked with a dropdown set to 'Gift Vouchers'. The bottom right has buttons for 'CAPS', 'NUM', and 'INS'.

| | | | |
|---|--------------------------|---|-------------------------------------|
| Item: Adult Gift Voucher | | | |
| Barcodes Alternate Items | | | |
| General Stock Details Box Office Voucher Items Alternate Language Account Codes | | | |
| Description: | Adult Gift Voucher | | |
| Short Desc: | Adult GV | Item Type: | Normal |
| Master Item Code: | | Item Requires Preparing: | <input type="checkbox"/> |
| Item Class: | Vouchers | | |
| Item belongs to Cinema: | | | |
| Discount Code: | | | |
| Tax Code: | Sales Tax Box Office | Tax Category: | |
| Vendor: | Cafe Supplies | | |
| Vendor Item Code: | | Status: | Active |
| Allow Complimentaries: | <input type="checkbox"/> | Item Monitored at POS as Payment Group: | <input checked="" type="checkbox"/> |
| Print on Food Voucher: | <input type="checkbox"/> | | Gift Vouchers |
| Restrict to Loyalty: | <input type="checkbox"/> | | |

CAPS NUM INS

Stock Details Tab:

- **Retail Price** - This is the sale price of the Voucher - this can be overridden by defining a price for this item in a Price Book or Promotion.

Item Maintenance

File Edit Help

Item: Adult Gift Voucher

Barcodes Alternate Items

General **Stock Details** Box Office Voucher Items Alternate Language Account Codes

Cost Price: 0 (incl. Tax)

Retail Price: 11.00 (incl. Tax)

Cost Price Percentage: 0.00%

Shelf Life: 999 (Days)

Base UOM: Each Conversion

Selling UOM: Each 1

Stocking UOM: 1 Each 1

2 0

3 0

4 0

☐ Item is a Promotion

☐ Item is a Combo

☐ Item is an Upsell Item

Item is included in Stocktakes: ☐

Stocktake Group:

CAPS NUM INS

Box Office Tab:

- **Box Office Sundry Item** - tick this to indicate that the sale is recorded as Box Office sales.

- **Position in Box Office Reports** - this indicates the order (sequence) to display this voucher on the Daily Box Office Report - Receipts Summary page.

The screenshot shows the 'Item Maintenance' window with the 'Box Office' tab selected. The 'Item' field is set to 'Adult Gift Voucher'. The 'Box Office Reports' section has 'Box Office Sundry Item' checked and 'Position In Box Office Reports' set to '1'. The 'Kiosks And Remote Sales Devices' section has three unchecked options: 'Available To The Public, Kiosks And Remote Sales Devices', 'Booking Fee Item', and 'Surcharge'. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Voucher Items Tab:

- **Voucher Type** - indicate that this is a Ticket Type Voucher.
- **Ticket Type to Redeem as** - link this Voucher to the ticket type which it will be redeemed as.

The screenshot shows the 'Item Maintenance' window with the 'Voucher Items' tab selected. The 'Item' field is set to 'Adult Gift Voucher'. The 'Vouchers' section has three radio button options: 'Not a Voucher', 'Payment Voucher', and 'Ticket Voucher'. The 'Ticket Voucher' option is selected, and the 'Ticket Type to Redeem As' field is set to 'Redemption Adult Gift Vch'. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Barcode Tab:

- Barcode Id - enter the Voucher Identifier code, e.g. 01000.

The screenshot shows the 'Item Maintenance' window with the 'Barcode' tab selected. The 'Item' field is set to 'Adult Gift Voucher'. The 'Barcode Details' section has two checked options: 'Force use of Barcode' and 'No duplicate Barcode in order'. The 'Check Formula' dropdown is empty. The 'Barcode' table on the right contains one row with the value '01000'.

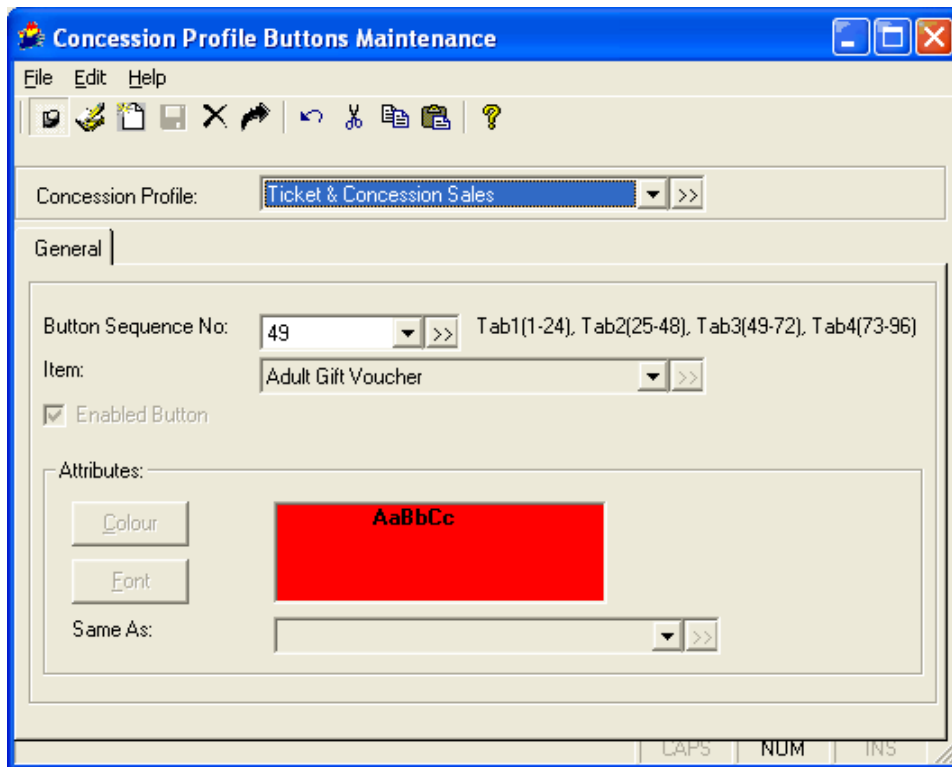
| Barcode | |
|---------|-------|
| | 01000 |
| * | |

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

Assign Voucher Item to POS Concession Profile

This step will place the Voucher Item (created in the previous step) onto a Concessions Profile and Button to allow the sale of the Voucher Item at POS.

Select **Concessions Profiles** (for more information see **Concessions Profiles**, in the **BackOffice User Guide**):



Set up a Ticket Type to Redeem Voucher

This step will create a Ticket Type to allow the Voucher to be redeemed.

Select **Ticket Type Maintenance** (for more information see **Ticket Types** in the **BackOffice User Guide**):

General Tab:

- **Redemption** - tick this to indicate this Voucher is a redemption voucher.

- **Payment Group** - If you are using CashUp or CashDesk, then you can define a payment group here so that vouchers can be tracked as part of your float.

Ticket Type

File Edit Help

Ticket Type: Redemption Adult Gift Vch

General | Other | Vouchers | Accounts

Description: Redemption Adult Gift Vch

Short Name: Re Ad Gf

Ticket Code: RA

Ticket Class: Gift Vouchers

Area Category: Standard

HO Code: BN00000001

Payment Group: Redeemed Vouchers

☐ Child

☐ Complimentary

☒ Redemption

☐ Package

Status

☒ Active

☐ Inactive

☐ To be deleted

☐ Restrict to Loyalty

Default when adding new Price Cards

Sequence: 12

Price: 0.00

No. of Tickets: 1

Sales Tax: Sales Tax Box Office

☐ Available To The Public, Kiosks And Remote Sales Devices

CAPS NUM INS

Vouchers Tab:

Each ticket type can have an associated barcode that is printed on the voucher. These barcodes can be generated using a Head Office Barcode Generation program, which uses a Checksum Formula method to generate the barcode. When these barcodes are checked at the Cinema, a corresponding Cinema Checksum method has to be used.

- **Identifier Code** - enter the voucher identifier code for this Voucher.
- **Check for Expiry Date** - tick this to check the expiry date that is part of the barcode.
- **Check Formula Method** - if a checksum is built into the barcode, then define the formula used here, e.g. 1, 2 or 3 (supplied by Vista).
- **Length of Barcode** - this defines the length of the barcode. If you have a mix of vouchers with and without barcodes, then set this to zero (0) so that barcodes are only checked if scanned or entered.
- **Check Voucher has Been Sold** - if this field is ticked, then when each voucher is redeemed, the Voucher Tracking table is checked to ensure that the Voucher has been sold and not redeemed yet.

- **Check for Barcode Uniqueness** - if this field is ticked, then the Voucher Tracking table is checked to ensure that the voucher has not been redeemed in the past.

The screenshot shows the 'Ticket Type' configuration window. The title bar is blue with the text 'Ticket Type' 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 'Ticket Type:' dropdown menu set to 'Redemption Adult Gift Vch'. Below this are four tabs: 'General', 'Other', 'Vouchers', and 'Accounts'. The 'General' tab is active, showing a checkbox for 'Member Card' (unchecked) with the text '(Whether this ticket is associated with a Member Card)'. Below this is a section titled 'Voucher or Member Card details' containing several fields: 'Identifier Code' (text box with '01000'), 'Check for Expiry Date:' (checkbox checked), 'Check for Barcode Uniqueness:' (checkbox unchecked), 'Check Voucher has been Sold:' (checkbox unchecked), 'Voucher/Card No. length' (spin box set to 12), 'Check Formula Method:' (text box), and 'Maximum repeats per order:' (spin box set to 1). To the right of the 'Maximum repeats per order:' field are two options: 'Any Number' (checkbox unchecked) and 'Per Order' (dropdown menu). At the bottom of the window, there are three tabs: 'CAPS', 'NUM', and 'INS'.

Set up a Price Card to Redeem a Voucher

This step will create a Price Card to define the value of this Voucher Redemption.

Select **Price Card Maintenance** (for more information see Price Cards in the BackOffice User Guide):

- **Price** - this is the redemption value - this will not be charged to the customer.

- Sales Tax - normally the sales tax applies at redemption time - but check with local tax authorities.

Price Card Ticket Maintenance

File Edit Help

Price Card: Full Price

General Discounts

Price Card Ticket Details

Ticket Type: Redemption Adult Gift Vch

Sequence: 12

Price: 11.00 (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: Re Ad Gf

Ticket Code: RA

Ticket Class: Gift Vouchers

Area Category: Standard

Status

Active

Inactive

To be deleted

Child

Redemption

Complimentary

Package

CAPS NUM INS

Payment Vouchers

This section describes how to set up **Payment Vouchers**. The setup required is:

- Set up a Concession Item to allow **Sale** of the Voucher (Note that a Price Book and/or Promotion can also **optionally** be set up to override the price for this Voucher that is held on the Concession Item).
- Place this Concession Item on a Concessions Profile to allow sale at POS.
- Set up a Payment Type for the **Redemption** of the Voucher.
- Set up a Payment Button to use this payment type at POS.
- Set up a Payment Voucher to define voucher barcode details.

See also the section on how to **Sell and Redeem** a Voucher at POS.

Set up a Voucher Item

This step will create a Concession Item as a Voucher Item.

Select **Item Maintenance** to set up the Voucher Item (for more information see Item Maintenance in the BackOffice User Guide):

General Tab:

- **Item Type** - define this as a normal type.
- **Item Class** - you may wish to group Vouchers together for reporting purposes.
- **Tax Code** - in most countries no sales tax is charged on sale of a Voucher, only on Redemption - but check with your local tax authorities.

- **Item Monitored at POS as a Payment Group** - if you are using CashUp or CashDesk, then you can define a payment group here so that vouchers can be tracked as part of your float.

The screenshot shows the 'Item Maintenance' window with the 'Voucher Items' tab selected. The 'Item' field is set to '\$10 Voucher'. The 'Description' is '\$10 Voucher', 'Short Desc' is '\$10 Vouch', 'Master Item Code' is '\$10 Vouch', and 'Item Class' is 'Vouchers'. The 'Item Type' is 'Normal', 'Item Requires Preparing' is unchecked, 'Item belongs to Cinema' is empty, 'Discount Code' is empty, 'Tax Code' is 'No Sales Tax', 'Tax Category' is empty, 'Vendor' is 'Boston Cinemas Ltd', 'Vendor Item Code' is '\$10 Vouch', and 'Status' is 'Active'. At the bottom, there are checkboxes for 'Allow Complimentaries', 'Print on Food Voucher', and 'Restrict to Loyalty', all of which are unchecked. The 'Item Monitored at POS as Payment Group' checkbox is checked, and the 'Payment Voucher' dropdown is set to 'Payment Voucher'. The window has a menu bar with 'File', 'Edit', and 'Help', and a toolbar with various icons. The bottom status bar shows 'CAPS', 'NUM', and 'INS' buttons.

| | | | |
|---|-------------------------------------|--------------------------|--------------------------|
| Item: | \$10 Voucher | | |
| Barcodes Alternate Items | | | |
| General Stock Details Box Office Voucher Items Alternate Language Account Codes | | | |
| Description: | \$10 Voucher | | |
| Short Desc: | \$10 Vouch | Item Type: | Normal |
| Master Item Code: | \$10 Vouch | Item Requires Preparing: | <input type="checkbox"/> |
| Item Class: | Vouchers | | |
| Item belongs to Cinema: | | | |
| Discount Code: | | | |
| Tax Code: | No Sales Tax | Tax Category: | |
| Vendor: | Boston Cinemas Ltd | | |
| Vendor Item Code: | \$10 Vouch | Status: | Active |
| Allow Complimentaries: | <input type="checkbox"/> | | |
| Print on Food Voucher: | <input type="checkbox"/> | | |
| Restrict to Loyalty: | <input type="checkbox"/> | | |
| Item Monitored at POS as Payment Group: | <input checked="" type="checkbox"/> | | |
| | Payment Voucher | | |

Stock Details Tab:

- **Retail Price** - this is the sale price of the Voucher - this can be overridden by defining a price for this item in a Price Book or Promotion.

The screenshot shows the 'Item Maintenance' window with the 'Stock Details' tab selected. The 'Item' field is set to '\$10 Voucher'. The 'General' tab is also visible, showing 'Cost Price' at 0, 'Retail Price' at 10.00, and 'Cost Price Percentage' at 0.00%. The 'Stock Details' tab contains fields for 'Base UOM' (Each), 'Selling UOM' (Each), and 'Stocking UOM' (1 Each). The 'Shelf Life' is set to 0 days. The 'Item is included in Stocktakes' checkbox is checked, and the 'Stocktake Group' is set to 'Default Stocktake Group'. The 'Item is a Promotion', 'Item is a Combo', and 'Item is an Upsell Item' checkboxes are unchecked.

| Field | Value | Unit/Label |
|-----------------------|-------|-------------|
| Cost Price | 0 | (incl. Tax) |
| Retail Price | 10.00 | (incl. Tax) |
| Cost Price Percentage | 0.00% | |
| Shelf Life | 0 | (Days) |
| Base UOM | Each | Conversion |
| Selling UOM | Each | 1 |
| Stocking UOM 1 | Each | 1 |
| Stocking UOM 2 | | 0 |
| Stocking UOM 3 | | 0 |
| Stocking UOM 4 | | 0 |

Item is a Promotion: ☐

Item is a Combo: ☐

Item is an Upsell Item: ☐

Item is included in Stocktakes: ☒

Stocktake Group: Default Stocktake Group

Box Office Tab:

- **Box Office Sundry Item** - tick this to indicate that the sale is recorded as part of Box Office Sales.

- **Position in Box Office Reports** - this indicates the order (sequence) to display this voucher on the Daily Box Office Report - Receipts Summary page.

The screenshot shows the 'Item Maintenance' window with the 'Box Office' tab selected. The 'Item' field is set to '\$10 Voucher'. The 'Box Office Reports' section has the 'Box Office Sundry Item' checkbox checked and the 'Position In Box Office Reports' field set to '5'. The 'Kiosks And Remote Sales Devices' section has three unchecked checkboxes: 'Available To The Public, Kiosks And Remote Sales Devices', 'Booking Fee Item', and 'Surcharge'. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Voucher Items Tab:

- **Voucher Type** - indicate that this is a Payment Voucher.

The screenshot shows the 'Item Maintenance' window with the 'Voucher Items' tab selected. The 'Item' field is set to '\$10 Voucher'. The 'Vouchers' section has three radio button options: 'Not a Voucher', 'Payment Voucher' (which is selected), and 'Ticket Voucher'. Next to the 'Ticket Voucher' option is a dropdown menu and a '>>' button, followed by the text 'Ticket Type to Redeem As'. The bottom of the window has buttons for 'CAPS', 'NUM', and 'INS'.

Barcode Tab:

- Barcode Id - enter the Voucher Identifier code, e.g. 05000.

The screenshot shows the 'Item Maintenance' window with the 'Barcode' tab selected. The 'Item' field is set to '\$10 Voucher'. The 'Barcode Details' section contains two checked options: 'Force use of Barcode' and 'No duplicate Barcode in order'. The 'Check Formula' dropdown is empty. The 'Barcode' table on the right has one row with the value '05000'.

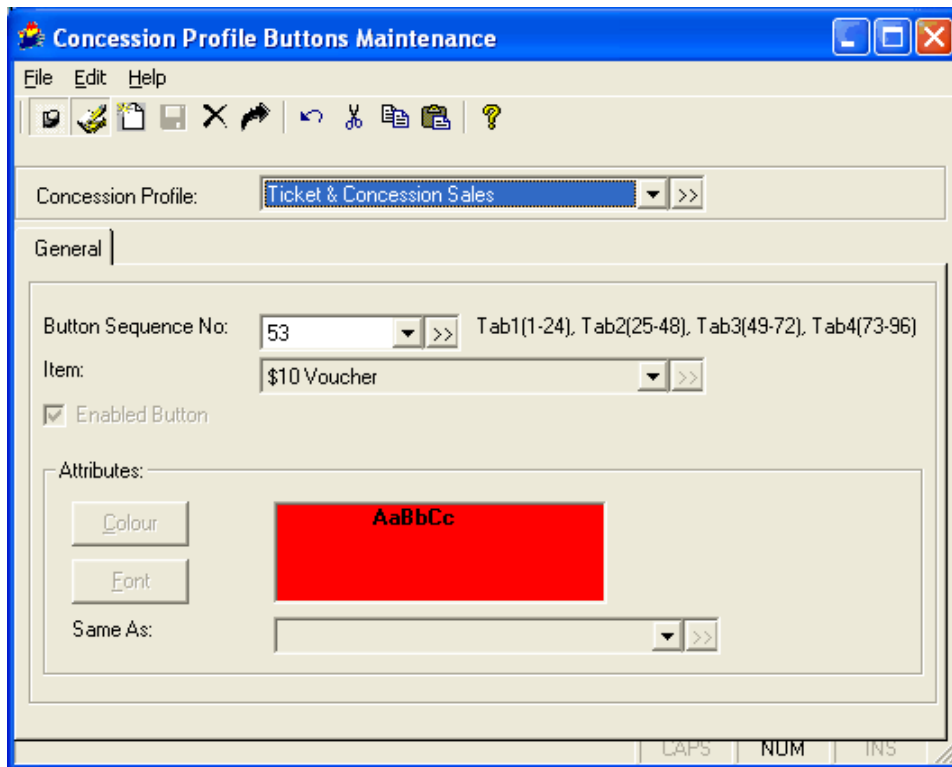
| Barcode |
|---------|
| 05000 |
| * |

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

Assign Voucher Item to POS Concession Profile

This step will place the Voucher Item (created in the previous step) onto a Concessions Profile and Button to allow the sale of the Voucher Item at POS.

Select **Concessions Profiles** (for more information see Concession Profiles in the BackOffice User Guide):



Set up a Payment Type to Redeem Voucher

This step will create a Payment Type to allow the Voucher to be redeemed.

Select **Payment Type Maintenance** (for more information see Payment Types in the BackOffice User Guide):

General Tab:

- **Type Code** - select a single character code to see on POS.
- **DLL to Run** - ensure the DLL is entered as shown (unless a special DLL has been written for you).
- **Use at POS** - ensure this is ticked so that this payment voucher can be used at POS.

- **Tender Category** - select Voucher from the dropdown list.

Payment Type Maintenance

File Edit Help

Description: Payment Vouchers

General Other

Short Description: Pay Vouchers

Payment Group: Redeemed Vouchers

Card Name: Vouchers

Type Code: P (A unique character code for the Type (eg. 'CC', or '4'))

HD Upload Code:

DLL To Run: PAYMENTVOUCHERS.CLSPAYVOUCHER

Use at POS ☒

Denomination ☐ Fixed Value 0

Tender Category: Voucher

Remote Sales for the selected tender category use this payment type by default ☐

Payment Advance ☐

Card Issue ☐

Card Recharge ☐

Status: Active ☒ Inactive ☐

Record Card Details For Auditing ☐ Card Check Formula:

Use external Stripe Reader for card payment ☐

CAPS NUM INS

Set up a Payment Button for POS

This step will create a Payment Button to add the payment method (redemption of the payment voucher) to POS.

Select **Payment Button Maintenance** (for more information see Payment Buttons in the BackOffice User Guide):

General Tab:

- **Sequence** - this is the position of where this button will appear on POS.

- **Do not supply change** - If change is NOT to be given for where the sale is for less value than the payment voucher, then tick this field. For example, if no change given is ticked, and if a customer has a \$10 payment voucher, makes a purchase of \$8, then a transaction for the \$2 difference will be recorded against the Apply change payment group, so that the POS Session will balance, rather than giving the customer \$2 change.

Set up a Payment Voucher

This step will create a Payment Voucher to add barcode details to the payment voucher.

Select **Payment Voucher Maintenance** (for more information see *Payment Vouchers in the BackOffice User Guide*):

General Tab:

- **Value** - this is the payment voucher value.

- Barcode code - this is the Voucher Identifier.

The screenshot shows the "Payment Voucher Maintenance" window. At the top, there is a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with various icons. The main area is divided into sections. The "Voucher:" dropdown menu is set to "\$10 Voucher". The "General" tab is selected. Under the "Voucher" section, there are three text boxes: "Short Name:" with the value "\$10 Vouch", "Description:" with the value "\$10 Voucher", and "Value:" with the value "10.00". To the right of these is the "Status" section with two radio buttons: "Active" (selected) and "Inactive". Below this is the "Barcode Details" section with a "Barcode Code / Product Code" text box containing "05000". There are three checkboxes: "Enforce Barcode" (checked), "Unique Barcode per Payment (can redeem one per transaction)" (unchecked), and "Unique Barcode (can only redeem once)" (checked). At the bottom is the "Alternate Language" section with "Short Name:" and "Description:" text boxes. The window has a blue title bar and standard Windows window controls.

| CAPS | NUM | INS |
|------|-----|-----|
|------|-----|-----|

Selling and Redeeming Vouchers

Selling a Voucher at POS

The Voucher Item (Ticket Type or Payment Voucher) will appear on the Concessions screen.

To sell a voucher with a barcode there is no need to select this button, just scan the voucher. If the barcode fails to read you can manually enter the barcode by pressing the keyboard icon.

The screenshot shows the Vista Cinemas Boston POS interface. The title bar indicates the location and version: Vista Cinemas Boston MARKB 30.1.21. The main window is divided into several sections:

- Concessions Tab:** Displays a grid of voucher items:
 - Adult GV \$11.00 (red)
 - Child GV \$5.00 (red)
 - SENIOR \$7.50 (red)
 - Harry Cup \$3.60 (purple)
 - VMMBooklet \$50.00 (red)
- Tickets Tab:** Shows the date and time: Tue 27 Jul 04.
- Description/Value Table:** A table with two columns: Description and Value. It is currently empty, with a Total of \$0.00 at the bottom.
- Navigation Buttons:** Located at the bottom of the main window, including Log Off, Multi, Sched, Book, Abort, Discount, Seats, and More.
- Barcode/Keyboard Icons:** Located at the bottom right of the main window, used for scanning or manual entry.
- Status Bar:** At the very bottom, showing the date and time (27 Jul 2004 1:57 pm), user (User: Vista Administrator), last sale (\$0.00), and last change (\$0.00).

Redeeming a Ticket Type Voucher at POS

To redeem a ticket type voucher, make sure that you are on the Ticket Type screen (not the Concessions screen).

In the screen example shown below, select the 'Redemption Adult Gift Vch' ticket type to redeem this voucher. If the voucher has a barcode then scan it now. If the barcode reader fails to read the barcode you can manually enter it by using the keyboard icon.

Alternative Tickets for CHOCOLAT

| | |
|-------------------------|------------|
| Screen : | 1 |
| Censorship : | R15 |
| Showing : | 02:00 pm |
| Feature : | 02:10 pm |
| Interval : | |
| Finish : | 03:55 pm |
| Available Seats: | 233 |
| House Seats: | 5 |
| Booked Seats: | 0 |

Contains adult themes

| Description | Value |
|----------------------------|---------|
| Student Standard | \$8.50 |
| Redemption Senior Cit Gift | \$7.50 |
| Complimentary Staff | \$0.00 |
| Redemption Adult Gift Vch | \$11.00 |
| Member Card Holder | \$6.00 |
| Family Pass | \$36.00 |
| Loyalty Admit | \$0.00 |

Session : 5786

Order Window

▼ ▲ Delete

Member Card Release Bookings Release House Discount Multi Group Exit

Redeeming a Payment Voucher at POS

To redeem a payment type voucher, you need to first complete the order, e.g. an Adult ticket and possibly concession items. Then go to the payment screen and select the Payment Voucher Button.

In the screen example shown below, select the '\$10 Voucher' payment type to redeem this voucher. If the voucher has a barcode then scan it now. If the barcode reader fails to read the barcode you can manually enter it by using the keyboard icon.

| Payment | |
|--|----------------|
| Concessions | |
| Tickets | \$11.00 |
| Total | \$11.00 |
| | |
| Amount | \$11.00 |
| Outstanding | \$11.00 |
| Delete | |
| <div> <div>CASH</div> <div>ROUNDING</div> <div>CHEQUE</div> <div>EFT-POS</div> <div>CREDIT CARD</div> <div>SMART CARD</div> <div>EFTPOS ADV</div> <div>\$10 VOUCHER</div> <div>DEBTOR</div> <div>Loyalty Points</div> </div> <div> </div> | |
| <div> <div>Member Card</div> <div>Receipt</div> <div>Complete</div> <div>Cancel</div> </div> | |

CHAPTER 26

General Ledger Postings from Vista

GL postings currently generated by Vista at the BackOffice fall into four main categories.

1) Box Office Revenue

This is an analysis of the ticket transactions (tblTrans_Ticket) for the day, including advance and maturing sales, as well as redemption voucher sales. The totals generated here should match the Daily Box Office report.

2) Concessions Revenue

Analysis of the concessions sales transactions (tblTrans_Inventory) for the day. Should match Concessions sales report.

3) Gross Banking

Analysis of the payments transactions (tblTrans_Cash) as entered at the point of sale. This is the payments buttons pressed at the point of sale. There are a number of different ways of processing these which will be discussed further below. At a total level this should match the receipts summary printed as part of the daily box office.

4) Banking Adjustments

When POS sessions are cashed up, the amount actually physically cashed up may vary from the amount entered at the point of sale. These will be recorded as overs and unders for the cashier session. At a total level these should match the total variance for the Cashier Reconciliation report.

NOTE: since Vista allows several modes of "cash" operation – Simple, Cashup, and Cashdesk, the calculation of theoretical banking has to be via Cash transactions +/- overs and unders, as opposed to what is returned to cashdesk, since many customers may not run cashdesk.

Gross and Net of Tax

Vista posts entries both gross and net of tax in the same line. Within the posting table they are two separate columns (DCJDetail_curValueTaxIncl and DCJDetail_curValueTaxExcl), and then separate columns for each level of tax.

If a posting has a tax component, then the Inclusive column (TaxIncl) will include that value. When the tax line is posted then the Inclusive column will be zero so both columns will balance.

The reports Cash and Distribution, and General Entries reports both show Tax Inclusive amounts. If you print the Posting Journal from the daily cashup screen then this will show tax exclusive amounts.

Detailed Transaction Analysis

Revenue (Credits)

Box Office Revenue

| | |
|----|--|
| CR | Where all session actual show date > business date start and < business date end, and the actual transaction time < business date end (others will appear in maturing). Includes both normal sales and redemptions. |
|----|--|

Concessions Revenue

| | |
|----|---|
| CR | Normal sales only - Where all transaction date > business date start and < business date end, and item is not flagged as a box office sundry. |
|----|---|

Advanced Sales

| | |
|----|--|
| CR | Where all session actual show date > business date end, and the actual transaction time > business date start and actual transaction time < business date end. |
|----|--|

Miscellaneous Box Office

| | |
|----|---|
| CR | Normal sales only - Where all transaction date > business date start and < business date end, and item is flagged as a box office sundry. |
|----|---|

POS Session Overs

| | |
|----|---|
| CR | Analysis by POS Session for business date = current date of Payment group overs. Overs/unders account is retrieved by getting the default payment type for the payment group and using those entries. Only cashed up POS sessions are considered. May be overridden by WS Group / Payment group |
|----|---|

Payment Rounding (negative = price increased = revenue)

| | |
|----|--|
| CR | Analysis by Payment type Cash Transactions for business date with rounding flag = 'Y' where value < 0. |
|----|--|

Miscellaneous Revenue

| | |
|----|---|
| CR | Fund transactions for business date where transaction type is flagged as revenue and transaction flagged as miscellaneous (e.g. entered as miscellaneous fund transaction from CashDesk). |
|----|---|

Tax Transactions levels 1-4

| | |
|----|---|
| CR | These records only created where previous credit entries have had a tax component, summarized by tax level and business date. |
|----|---|

Revenue (Debits)

Redemptions:

| | |
|----|--|
| DR | Where tickets are redemptions and show date \geq business date start, and the actual transaction time $>$ business date start and actual transaction time $<$ business date end (excludes maturing redemptions). |
|----|--|

Maturing Sales (including maturing redemptions):

| | |
|----|--|
| DR | Tickets where show date \geq business date start and show date $<$ business date end and the actual transaction time $<$ business date start (includes redemptions). |
|----|--|

POS Session Unders:

| | |
|----|--|
| DR | Analysis by POS Session for business date = current date of Payment group unders. Overs/unders account is retrieved by getting the default payment type for the payment group and using those entries. Only cashed up POS sessions are considered. May be overridden by WS Group / Payment group |
|----|--|

Payment Rounding (positive = price reduced = expense):

| | |
|----|---|
| DR | Analysis by Payment type Cash Transactions for business date with rounding flag = 'Y' where value > 0 |
|----|---|

Miscellaneous Expense:

| | |
|----|--|
| DR | Fund transactions for business date where transaction type is flagged as expense and transaction flagged as miscellaneous (e.g. entered as miscellaneous fund transaction from cash desk). |
|----|--|

Tax Transactions levels 1-4:

| | |
|----|--|
| DR | These records only created where previous debit entries have had a tax component, summarized by tax level and business date. |
|----|--|

Gross Banking:

| | |
|----|--|
| DR | Process all records from Cash transactions file for payment types which are not rounding and the GL account is active. Override payment type GL account where payment is a credit card/debit card/SV card and there is an override GL account in the Card Definitions table. Override Payment Type GL account where override exists in the Workstation Group/Payment Type table. |
|----|--|

Banking Rounding:

| | |
|----|--|
| DR | Balancing entry for rounding transactions as above, using bank account for payment type. |
|----|--|

Banking Overs and Unders:

| | |
|----|---|
| DR | Balancing entry for Overs and Unders. Bank account is retrieved by getting the default payment type for the payment group and using the banking entry. Only cashed up POS sessions are considered. May be overridden by WS Group / Payment type |
|----|---|

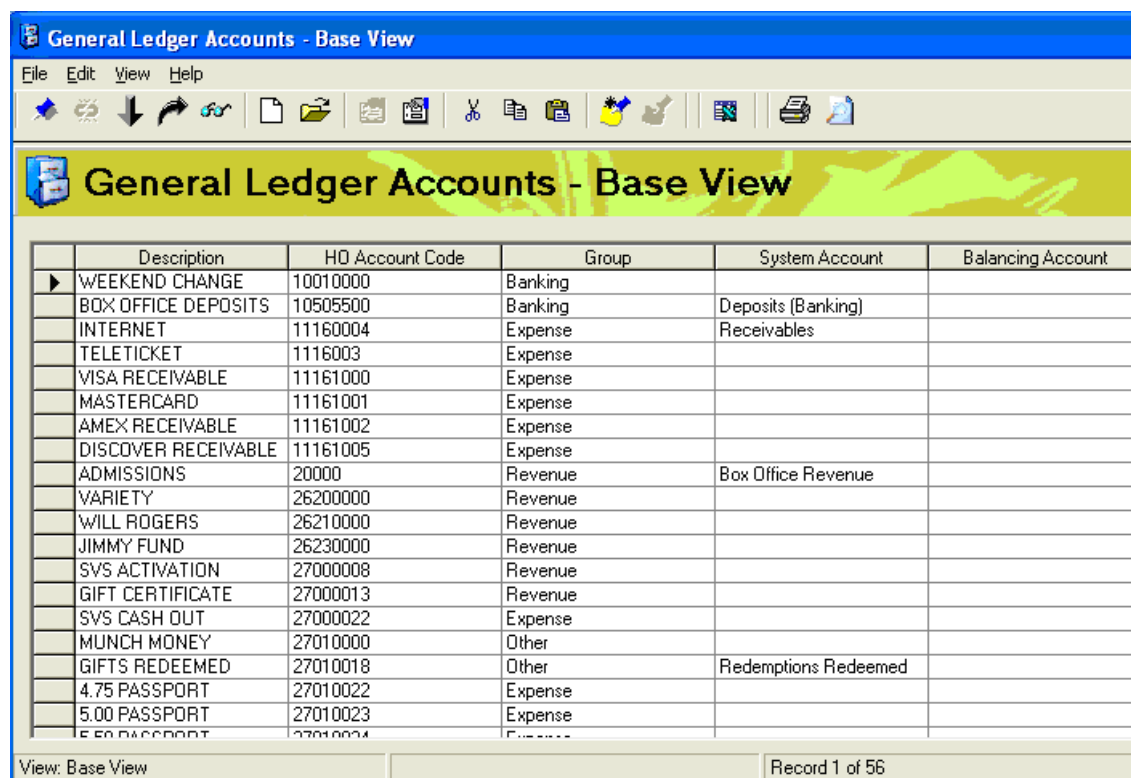
Banking Miscellaneous Transactions:

| | |
|----|---|
| DR | Balancing entry for Miscellaneous transactions for the business date. Bank account is retrieved from the payment type that the transaction is made against. |
|----|---|

General Ledger Hierarchy

For every type of posting there is a possible hierarchy of where the account code will be drawn from. In many cases if the GL account is not set up at a detail level the system will use a system default if configured.

If the system cannot determine a GL account then it should generate a posting with the description "GL Account Not Defined", e.g. in the cabinet below you can see that several accounts have been defined as system accounts.



| | Description | HQ Account Code | Group | System Account | Balancing Account |
|---|---------------------|-----------------|---------|----------------------|-------------------|
| ▶ | WEEKEND CHANGE | 10010000 | Banking | | |
| | BOX OFFICE DEPOSITS | 10505500 | Banking | Deposits (Banking) | |
| | INTERNET | 11160004 | Expense | Receivables | |
| | TELETICKET | 11160003 | Expense | | |
| | VISA RECEIVABLE | 11161000 | Expense | | |
| | MASTERCARD | 11161001 | Expense | | |
| | AMEX RECEIVABLE | 11161002 | Expense | | |
| | DISCOVER RECEIVABLE | 11161005 | Expense | | |
| | ADMISSIONS | 20000 | Revenue | Box Office Revenue | |
| | VARIETY | 26200000 | Revenue | | |
| | WILL ROGERS | 26210000 | Revenue | | |
| | JIMMY FUND | 26230000 | Revenue | | |
| | SVS ACTIVATION | 27000008 | Revenue | | |
| | GIFT CERTIFICATE | 27000013 | Revenue | | |
| | SVS CASH OUT | 27000022 | Expense | | |
| | MUNCH MONEY | 27010000 | Other | | |
| | GIFTS REDEEMED | 27010018 | Other | Redemptions Redeemed | |
| | 4.75 PASSPORT | 27010022 | Expense | | |
| | 5.00 PASSPORT | 27010023 | Expense | | |
| | 5.50 PASSPORT | 27010024 | Expense | | |

View: Base View Record 1 of 56

The hierarchy grids should be read from top to bottom, top = most detailed.

| Box Office Revenue | Redemption Revenue | Advance Sales | Maturing Sales |
|------------------------------|-----------------------------------|------------------------|-------------------------|
| Ticket Type - Sales A/C Code | Ticket Type - Redemption A/C Code | | |
| System – Box Office Revenue | System – Redemptions Redeemed | System – Advance Sales | System – Maturing Sales |

| Box Office Sundry | Concessions Sales | Tax on Sales | Tax on Expenses |
|-----------------------------|------------------------------|---------------------|------------------------|
| Item – Sales A/C Code | Item – Sales A/C Code | | |
| Item Class – Sales A/C Code | Item Class – Sales A/C Code | Sales Tax Object | Sales Tax Object |
| System – Box Office Sundry | System – Concessions Revenue | System – Tax Output | System – Tax Input |

| Banking | POS Overs | POS Unders | Miscellaneous Revenue |
|---|--|---|--|
| Workstation Group / Payment type – Bank GL account | | | |
| Card Definitions table for Credit/Debit cards – GL Account Code | Workstation Group / Payment Group – Overs GL account | Workstation Group / Payment Group – Unders GL account | |
| Payment Type – Banking account | Payment Type (uses the default payment type for the payment group) – Overs account | Payment Type (uses the default payment type for the payment group) – Unders account | Fund Transaction Type = Revenue – Account Code |
| System – Deposits | System – Overs | System – Unders | System – Miscellaneous Revenue |

| Miscellaneous Expense |
|--|
| Fund Transaction Type = Expense – Account Code |
| System – Miscellaneous Expense |

Examples-Ticket and Concession Sales

Note: In the following examples the "Box Office revenue" account can be replaced with the "Concessions revenue" account (for item sales) and the overall structure would remain the same.

- I sell a ticket and pay for it with Cash. There is no tax and there are no POS overs or unders.

| | |
|----|---|
| DR | Deposit (banking) determined for the total amount – account determined from the payment type or system account. |
| CR | Box Office Revenue (determined from the ticket type or system account). |

- I sell a ticket and pay for it with Cash. There is a tax but there are no POS overs or unders.

| | |
|----|--|
| DR | Deposit (banking) for the total amount – account determined from the payment type or system account. |
| CR | Tax Output – from sales tax object or system account |
| CR | Box Office Revenue nett of tax (determined from the ticket type or system account) |

- I sell a ticket and pay for it with Cash. There is a tax and there was a cash shortage when the cashier was cashed up.

| | |
|----|---|
| DR | Deposit (banking) for the amount confirmed at cashup – account determined from the payment type or system account. |
| DR | Unders for the amount short at cashup – account determined from the payment group default payment type or system account. |
| CR | Tax Output – from sales tax object or system account |
| CR | Box Office Revenue nett of tax (determined from the ticket type or system account). |

- I sell a ticket and pay for it with a Credit Card. There is a tax. On the point of sale we have one button for all credit cards, but we have updated the card definitions table for different banking accounts based on card type (e.g. Amex, Visa, etc.).

| | |
|----|--|
| DR | Deposit (banking) for the amount confirmed at cashup – account determined from the card definitions table. |
| CR | Tax Output – from sales tax object or system account |
| CR | Box Office Revenue nett of tax (determined from the ticket type or system account). |

Examples-Advance and Voucher Sales

- I sell an advance ticket and pay for it with Cash. Other items such as overs/unders are handled the same regardless of the style of sale.

| | |
|----|---|
| DR | Deposit (banking) determined for the total amount – account determined from the payment type or system account. |
| CR | Advance Sales – amount gross of tax - determined from the system account. |

- Then on the day that the advance ticket matures.

| | |
|----|---|
| DR | Maturing Sales - system account. |
| CR | Tax Output – from sales tax object or system account |
| CR | Box Office Revenue nett of tax (determined from the ticket type or system account). |

- We sell a redemption voucher, which will be redeemed for an admit.

| | |
|----|---|
| DR | Deposit (banking) determined for the total amount – account determined from the payment type or system account. |
| CR | Concessions Revenue (determined from the item or system account). Normally this would be some sort of redemptions clearing account. |

- We redeem a redemption voucher

| | |
|----|---|
| DR | Redemptions Redeemed – account determined from the ticket type or system account. |
| CR | Tax Output – from sales tax object or system account |
| CR | Box Office Revenue nett of tax (determined from the ticket type or system account). |

CHAPTER 27

Using the Staff Clock

This section describes:

- Setting Up and Accessing the Staff Clock.

Setting up and Accessing the Staff Clock

This topic describes how to use the Staff Clock module to clock on and clock off. The Staff Clock screen can either be accessed via Vista POS or by double-clicking on the Staff Clock icon from a BackOffice PC.

Steps to Access Staff Clock from Vista BackOffice:

- 1 Double-click on the Staff Clock icon from a BackOffice computer. The Vista Login screen will be displayed.
- 2 Login by typing the User ID and Password. The Clock On / Clock Off screen will be displayed.

- 3 User name and date will be displayed. If the user has not clocked on yet, only the clock on option will be available.
- 4 Select Cinema, Work Area and Shift from the drop down boxes. Click on the clock on button to clock on. This will write an entry into the Clock History section. Click on Exit button to exit.
- 5 To Clock Off follow steps 1 and 2. If the user is already Clocked on, the Clock Off button will be available. Click on the Clock Off button to clock off. This will add another line into the Clock History section stating the date and the time the user was clocked off.
- 6 If a user has clocked on, the Clock On button will be available as well as the Clock Off button. This is because it is possible that a user forgets to clock off at the end of a shift and only realises at the beginning of the new shift. In this case the user can click on Clock On. If this happens, the system automatically clocks the user off and then on again but displays a message to ask the user to notify their manager so that the times can be adjusted correctly.

System Settings:

The following system settings are important in setting up and using Staff Clock:

- **StaffPromptForWorkArea** and **StaffPromptForShift** - set this to Yes to prompt a user to enter the work area or shift when using the Staff Clock.
- **StaffUseStaffClockInPOSLogin** or **StaffUseStaffClockInPOSLogout** - set this to Yes to automatically display the staff clock when the user logs onto/off Point of Sale.

CHAPTER 28

Membership Programs in Vista

This section describes:

- Member Cards in Vista.
- How to set up Ticket Type and Price Cards to sell member-only tickets.
- How to use membership cards at Point of Sale.

About Membership Cards

Membership Cards need to hold the Card Number as either a barcode or magnetic stripe (which can be read by a credit card reader).

The Card Number is made up of two parts:

- 1 Card Identifier** identifies the member program the member belongs to, e.g:
 - 11000 - Gold Membership - entitled to 2 free tickets per day.
 - 12000 - Silver Membership - entitled to 1 redemption ticket type per session.
 - 13000 - Bronze Membership - entitled to 2 discounted tickets per order.
 - 19000 - Staff - entitled to 1 free complimentary ticket.
- 2 Membership Number** is a unique number, identifying this customer, and must always be in the same position in the Card Number and be of consistent length, i.e. member number 1 should be stored as 0000001, rather than 1.

The following table shows an example of Membership Card Numbers where the Card Identifier is 5 characters long and starts in position 1, and the Membership Number is 7 characters long starting in position 6:

| Card Number | Card Identifier | Members Number |
|--------------|-----------------------------------|----------------|
| 110000012345 | 11000 (i.e. Gold Membership) | 0012345 |
| 130009821234 | 13000 (i.e. Bronze Membership) | 9821234 |

Membership Cards with Barcodes:

If using a barcode for membership cards, and your Cinema also use vouchers, then member card and voucher settings must be consistent, i.e. the card identifier/voucher identifier must be the same length and start in the same position, and the member number/voucher number must be the same length and start in the same position. Also see system setting BarcodeProductCodeLocn (below).

Membership Cards with Magnetic Stripe:

To set up membership cards with a magnetic stripe, usually Track 1 contains the members name and Track 2 contains the membership card number and expiry date (Track 2 must contain numeric data only). The ISO standard that Vista uses for Track 2 is:

```
;aaaaabbbbbbb=yyymmdd?
```

where ";" denotes the beginning of Track 2, aaaaa is the card identifier, bbbbbbb is the members number, "=" denotes the end of the card number, yyymmdd is the expiry date and "?" denotes the end of the track. Using the first example card number (above), the magnetic stripe data would be represented as:

```
;110000012345=20050430?
```

Also see system settings MemberCardProductCodeLocn and MemberCardNumberLength (below).

Using the Membership Table:

If you wish to validate the member's card number, then populate the Members Table with all your member details (your IT department can do this) and ensure the system setting 'CheckMemberTable' is set to 'Y'.

Membership Expiry dates can only be validated if they exist in this Member's Table. If expiry dates are not stored in this table, they will not be checked by Vista, even if they are printed on the card, or within the barcode/magnetic stripe.

Analysis of Membership Use:

Vista does not provide any tools to perform analysis on Membership transactions at the Cinema. Vista does export every transaction that contains a member card number to the Vista HeadOffice database (if the Vista HeadOffice Module is installed).

To perform basic analysis on Membership usage, you can create a Cabinet View over the Ticket, Concession and Box Office Sundry Transactions Cabinets, which are under Management Inquiries. The column that contains the Card Number is called 'Barcode Member'. You could filter on particular Ticket Types within a cabinet view, e.g. show all transactions by film that uses a particular ticket type or a particular card number. Any data in a Cabinet View can be exported to a Microsoft Excel Spreadsheet where further analysis can be completed.

System Settings:

The following system settings are relevant when using Membership programs:

- **BarcodeProductCodeLocn** - this is the range of character positions of the Card Identifier if using a barcode, e.g. "1,5". Note - this is the same setting used for Voucher Barcode identifiers, so both must be consistent.
- **MemberCardProductCodeLocn** - the highest to lowest, 99 is no security.

- s is the range of character positions of the Card Identifier if using a magnetic stripe, e.g. "1,5".
- **MemberCardNumberLength** - this defines the length of the member card number on Track 2 (magnetic stripe card only), e.g. "12". This only needs to be set if the card number does not have an equals sign following the card number (see example above). In this situation, Vista determines the card number based on this length.
- **CheckMemberTable** - is this is set to Yes, then this tells POS to validate the member's card against the Member Card table (needs to be populated by your IT Department).
- **ExpiryDateWarnDays** - this is the number of days to warn customers that their membership is about to expire (only if validating against the members table).
- **GracePeriodWarnDays** - this is the number of days grace warning customer that their membership is about to expire (only if validating against the members table).
- **SecurityOverrideMemberExpiry** - this is the security level to use to override if the membership expiry date has been exceeded - 0-9 being highest to lowest, 99 is no security (only if validating against the members table).
- **SecurityMemberCardNumber** - this is the security level to use when the member card button is pressed - 0-9 being highest to lowest.

Setting Up Members Ticket Types

Step 1 - Set Up a Membership Ticket Type:

Select **Ticket Type Maintenance** to set up the Ticket Type for a Membership program (for more information see Ticket Types in the BackOffice User Guide):

General Tab:

- **Redemption** - tick this to indicate that the ticket type is a redemption (i.e. a complimentary ticket). Leave this unchecked if the ticket type is a standard ticket but will be sold for a discounted price.

Other Tab:

- **Show this ticket type on POS** - Untick this field so that this ticket type only appears on POS if a Member card has been swiped or scanned, that has identified this member as belonging to the program associated with this ticket type. This ensures that POS operators can not just select this ticket type without having a card present.

Vouchers Tab:

- **Member Card** - tick this field to associate this ticket type to a member card.
- **Identifier Code** - this is the Card Identifier.
- **Voucher/Card Length** - you may wish to enter the length of the card number to check when the card is swiped that it is valid. Leave this as 0 if you do not wish to do this check or if the membership number changes length.
- **Maximum repeats per order** - enter a number here to define the number of this ticket type that can be ordered for this member. If it does not matter, tick **Any Number**. Also define the **Maximum Repeats per Order**:
 - **Per Day** (e.g. this ticket type can only be used x number of times today for this member).
 - **Per Session** (e.g. this ticket type can only be used x number of times for this session for this member).
 - **Per Order** (e.g. this ticket type can only be used x number of times for this order for this member).

Now this ticket type has been associated with the membership program it belongs to.

Step 2 - Set up a Price Card for the Membership Ticket Type(s):

Select **Price Card Maintenance** to set up the Price Card for a Membership program (for more information see Price Cards in the BackOffice User Guide):

- **Include this ticket type on all price cards that can use this ticket type.** Set the price and/or discount that is valid for this member program.

Now this ticket type has been associated with a price card, and can be sold at Point of Sale.

Using Membership Cards at POS

Selling a Ticket to a Member:

- You can at any stage in the selling process, press the button marked 'Member Card', it will prompt for the membercard – either scan the member card (if it has a barcode) or swipe the member card through the credit card reader (if it has a magnetic stripe) or manually type in the Card Number by pressing the keyboard icon.
- After scanning/swiping the member card, select the film/session that the member wishes to attend.
- A **Scanned Membership Card** (barcode) behaves like a forever redeemable ticket voucher. When it is scanned the associated ticket is added to the order window immediately.
- With a **Swiped Membership Card** and **Loyalty Cards**, tickets types associated with that membercard are **added** to the alternate tickets screen. Membercard ticket types are added in the sequence defined on the pricecard, whereas Loyalty ticket types are added to the alternate tickets screen at the top and are highlighted in blue. The POS operator now selects the ticket type(s) to add to the order.

On the Payments Screen:

- On the Payments screen there is also a 'Member Card' button. This is useful if the customer did not tell the POS operator while taking the order that they were a member, as they didn't need to get a specific member price (maybe they just purchased a drink), so you can scan/swipe their member card on the payments screen to ensure that the sales transaction is recorded with their member number for later marketing analysis.

Notes:

- If the maximum number of repeats for this ticket type/member program has been exceeded, then you will see the following message:



- If two or more Membership Cards are presented, then the **First** card number is stored on all transactions for this order, until the second card is scanned/swiped, then the second card number is saved on the rest of the transactions for that order.

CHAPTER 29

Special Requirements for Argentina

This section describes:

- Fiscal Printing for Argentina
- Tax Report for Argentina

Fiscal Printing for Argentina

This topic describes **fiscal receipt printing** which is required by the DGI (IVA) authority in Argentina.

Fiscal receipts are required to be printed on every POS which sells an IVA-rated item (concessions, booking fee), whether it is located in Box Office or in candy bar. POS which only sells tickets and vouchers/movie money does not need a fiscal printer attached. A POS which is used for a phone booking pickup (and therefore deals with a booking fee) **MUST** have a fiscal printer attached because the booking fee attracts IVA. Credits cannot be listed on a fiscal printer (characteristic of fiscal printer).

Tickets and concessions can be sold from the same POS or separate POS. In either case, sales are subject to the following rules:

- If a fiscal printer is attached, then **ALL** things sold (including tickets) must be itemised on the fiscal receipt, whether they are subject to IVA tax or not.
- A ticket listed on the fiscal receipt shows a fiscal tax rate of 0 (zero) (i.e. irrespective of the tax rate assigned to that ticket in Vista) and a value equal to the sales value of the ticket.
- A REDEMPTION of movie money listed on the fiscal receipt shows a fiscal tax rate of 0 (irrespective of the tax rate assigned to that ticket in Vista) and a value equal to the redemption value of the ticket.
- A concession item (including booking fee) listed on the fiscal receipt shows a fiscal tax rate equal to the value assigned to that item within Vista (see item maintenance and tax maintenance) and a value equal to the sales value of the item. (NB: A blank tax rate on the fiscal printer means a rate of 21% was used).
- A SALE of a voucher or movie money is listed on the fiscal receipt with a fiscal tax rate equal to 0 (irrespective of the tax rate assigned to that item within Vista) and a value equal to the sales value of the voucher or book of movie money.
- A COMP is listed on the fiscal receipt with a tax rate of 0 and a value of 0.00.
- A fiscal receipt will **not** print if the item is a Gift Voucher/Movie Money sale, a complimentary movie ticket, or a credit ticket.

This is an example of a fiscal receipt:

| | | |
|-------------------------------------|------|-----------------------------|
| ADULT – Lord of the Rings | (0) | 8.00 |
| ADMM Redemption - Lord of the Rings | (0) | 8.00 |
| COMP | (0) | 0.00 |
| COKE | 2.50 | tax blank because it is 21% |
| Adult10 Book of Movie Money | (0) | 75.00 |

Important: A Fiscal Receipt is not produced for complimentaries. The fiscal printer is able to list line items which have a zero value, BUT it is not able to produce a receipt if the total of the receipt is zero.

Vouchers and Fiscal Receipts:

Vouchers are included twice on receipts – once when the voucher is sold and again when the voucher is redeemed. In each case a non-zero value must be assigned, which means that the money value is counted twice. However, this is the correct process to support DGI requirements.

The effect this has is that if a cashier processes redemptions, then the fiscal printer totals will not balance the cashier report for that cashier, and the fiscal printer totals will not match the amount printed on the tickets.

Additional Print Options at Point Of Sale:

A receipt is printed automatically after each sale with one copy being given to the customer. There is also a test printer button in Vista POS called "Fiscal" (select "Other" button then "Fiscal"). You will be prompted for User id/PIN number and it must be a manager who does this.

Checking Date and Time on the Fiscal Printer:

Each fiscal printer has the date and time and a battery to keep the clock going. To see if the date and time is correct, press this button and it will check the fiscal printer. Select "Set Date and Time." If the date/time is wrong you can change it. There are restrictions on how much you can change the date/time, i.e. only set a date/time in the future and only up to 24 hours ahead.

End of Day Closure:

For every workstation that has printed a fiscal receipt during the day, must have this report run as part of the End of Day Closure process. A closure receipt will print which needs to be filed with the journal copy.

The fiscal printer must have a daily closure performed within 24 hours of the last transaction, i.e. if you print a fiscal receipt at 3pm and don't do a close at the end of the night, then after 3pm the next day, you will find you cannot print a fiscal receipt until you do the closure. - A message will be issued.

The closure report has the following information:

| Closure Report | |
|-------------------------|--|
| Grand Total by Date | The report prints a grand total of \$value sold within the data range selected. |
| Daily Totals by Date | The report prints totals for each day within the date range selected. |
| Grand Total by Number | You are prompted for a start closure number and an end closure number. Each closure is given a closure number starting from 1 (i.e. Friday 7 th November will be 1). This prints the total \$ of all sales made between the closures. |
| "Daily Total by Number" | Same as above but will reprint the closure details. |

Setting up a Cinema for Fiscal Printing:

The following setup are required in order for fiscal receipts to print correctly at POS when tickets are purchased or collected, and for the fiscal summary report to present correct data:

- 1 Setup of Voucher and Movie Money Items:

For every item that represents a voucher or movie money, in Item Maintenance, go to the Stock Details Tab and choose a value for 'Price Code' from the selection box. The value you should select is the price code of the TICKET that is produced when this voucher is REDEEMED.

For every item that is NOT a voucher or movie money, the 'Price Code' setting MUST be left BLANK (this is the usual setting for a new item).

This step is essential for the system to be able to determine which items are vouchers and which are not.

2 Configuration Settings:

In Vista BackOffice, Maintenance, Configuration, check the following parameters are set:

- Parameter 'ReceiptFiscal_InclTickets' : The value MUST be set to 'Y.'
- Parameter 'ReceiptType' : The value must be set to 'FISC.'
- Parameter 'ReceiptPrintAuto' : The value must be set to 'Y.'
- POS will only print a FISCAL receipt if parameter 'Receipt Type' is set to 'FISC.'
- A receipt printer is defined for the workstation.

Tax Report for Argentina

This topic describes where the information comes from in Vista for the special tax report - DGI Session Report - written for Argentina.

Running the Report:

The button called "Ticket Number" is not used on the current version of DGI Session Report. You only need to provide a date range. The report prints on both sides of the paper (duplex printing) and the last page is a one page summary for the report.

Report Fields:

Each of the fields printed on the report are identified. The field names and maintenance programs are identified by their English names.

| Heading Area of Report | |
|--|---|
| Codigo Empresa | This comes from the field called "Report Code 2" in Cinema Maintenance and should be the 6 digit number of your cinema. |
| Codigo Sala | This comes from the field called "Ticket Message" in Cinema Screen Maintenance. This is the DGI tax number for each cinema screen e.g. C.I. 123456. You must enter the field with the C.I. as the first 4 digits, then a space and then the 6 digit number. Only the number will then appear on the report. The "Ticket Message" will appear on each movie ticket as well. |
| Ticket Message | Tickets require Codigo Empresa to be printed after the Codigo Sala. To make tickets come out correctly, you must go to Cinema Screen maintenance and modify the ticket message and add the Codigo Empresa AFTER the end of the Codigo Sala. You can put any number of spaces between the Codigo Sala and Codigo Empresa, whatever you need to make the ticket look as you want. You must do this for each cinema screen. You will want the DGI reports to continue to print the Codigo Sala correctly, so you MUST continue to follow the above instructions that the Ticket message must start C.I. followed by a space and followed by the Codigo Sala of exactly 6 digits. |
| Apellido y Nombre o Denominacion del Exhibidor | This comes from the field called "Legal Name" in Cinema Maintenance. |
| Domicilion del Exhibidor | This comes from the fields called "HeadOffice Address" (1- 4) in Cinema Maintenance. |
| Domicilion de la Sala | This comes from the fields called "Address" (1-4) in Cinema Maintenance. |
| C.U.I.T. No. | This comes from the field called "Sales Tax Registration" in Cinema Maintenance. |
| Agencia D.G.I | As from 19 July 1999, this heading replaces "C.U.I.T. Sala" which appeared on the old reports. The number in this box comes from Maintenance, Configuration, Name= Rpt_DGISes_AgencyNo |
| Detail Area of Report | |
| Codigo | This comes from the field called "Report Code 1" in Film Maintenance. In this field you should put a film code that can appear on the DGI Session report. |
| Titulo | Comes from the field called "Title" in Film Maintenance. |
| Codigo distrib. | Comes from the field called "Report Code 1" in Distributor Maintenance. In this field you should put a distributor code that can appear in the DGI Session report. |

| | |
|--------------------------|---|
| No. C.U.I.T. Distributor | Comes from the field call "Sales tax Registration" In this field, you should store the C.U.I.T. number for each distributor. |
| Summary Page | |
| El que subscribe, Don | The name written here is taken from Maintenance, Cinema, Contact Name. |
| En su caracter de | The title written here (eg Gerente) is taken from Maintenance, Cinema, Report Data1. |
| Lugar y Fecha | The place written here (eg Recoleta) is taken from Maintenance, Configuration, Name= Rpt_DGISes_SignaturePlace. If you want a Comma (",") to appear after the name, before the date, then include it after the name you enter here. |

CHAPTER 30

Working with Playthrough Sessions

This section covers:

- What is a Playthrough Session?
- Creating a Playthrough Group
- Editing a Playthrough Group
- Unlinking a Playthrough Group
- Playthrough Groups at Point of Sale

What is a Playthrough Session?

A Playthrough Session is a session which shows a number of different films consecutively on the same screen, and for which only one ticket is sold at Point of Sale. It is also possible that Playthrough sessions can be linked to sales which are non-consecutive, but more commonly they exist sequentially. This is an ideal way to sell tickets for the possible screening of an entire trilogy, e.g. Lord of the Rings.

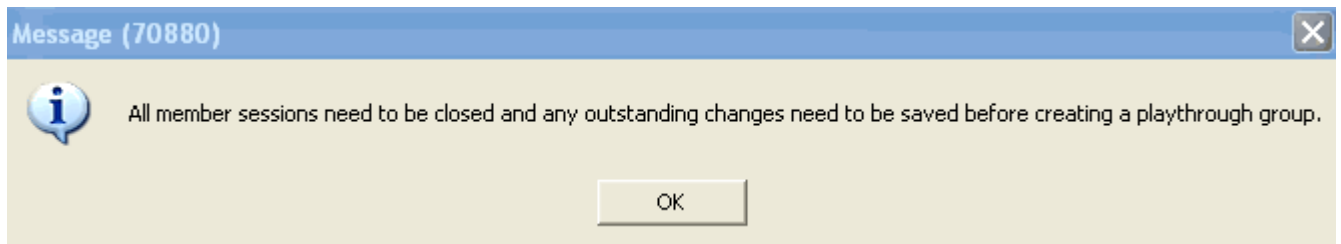
To add a playthrough group in Showtime Manager, all sessions must be closed, or have no current sales attributed to them. In return, if the operator tries to unlink a playthrough session when sales have already occurred, the system will not allow them.

Any changes that are made to the first playthrough session, will also be represented in subsequently selected ones.

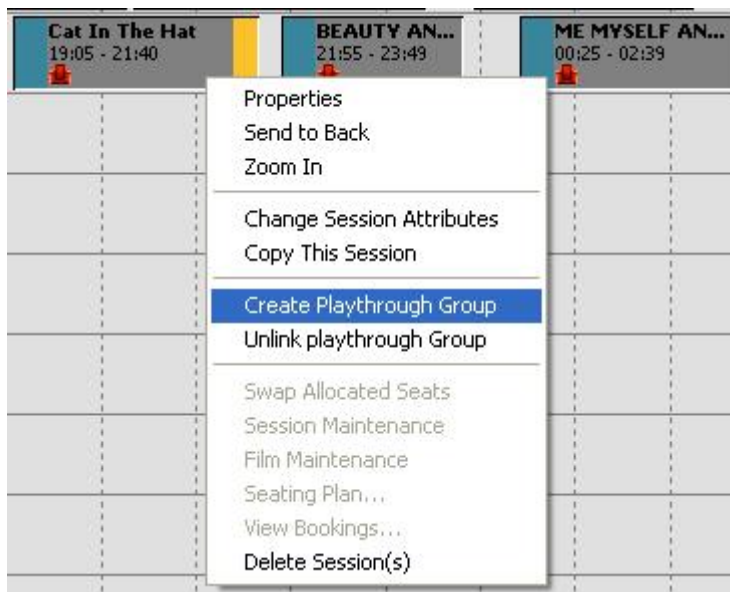
The following chapter provides further details on the features of Playthrough Sessions.

Creating a Playthrough Group

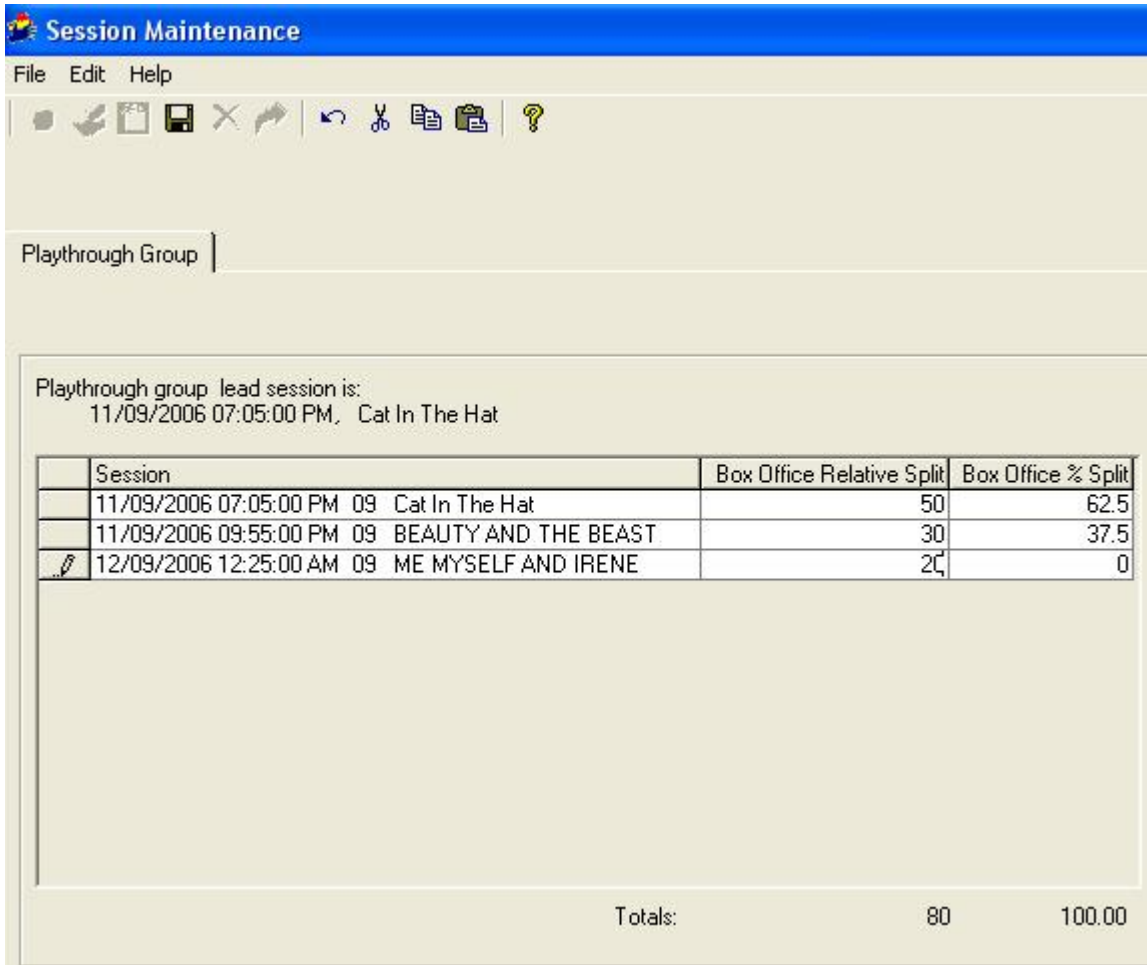
When creating a Playthrough Group the operator must ensure that the sessions involved are set to 'closed' status. All other outstanding changes within Showtime Manager must also be saved before a Playthrough Group can be created. If the operator attempts to create a Playthrough Group when sessions have another status, the following prompt will occur:



Once the appropriate sessions (that will be used in a Playthrough Group) have been selected and closed, the operator can highlight these sessions, then right click. The option 'Create Playthrough Group' will become available, and the operator should select this:




After selecting 'Create Playthrough Group' the operator will be able to assign variables to the Playthrough Sessions. For instance, the operator is able to assign values to the 'Box Office Relative Split' column in Session Maintenance which will be associated with the Playthrough Session (see below):



The screenshot shows the 'Session Maintenance' window with a menu bar (File, Edit, Help) and a toolbar. Below the toolbar is a 'Playthrough Group' label. The main area displays the text 'Playthrough group lead session is: 11/09/2006 07:05:00 PM, Cat In The Hat'. Below this is a table with three columns: 'Session', 'Box Office Relative Split', and 'Box Office % Split'.

| Session | Box Office Relative Split | Box Office % Split |
|--|---------------------------|--------------------|
| 11/09/2006 07:05:00 PM 09 Cat In The Hat | 50 | 62.5 |
| 11/09/2006 09:55:00 PM 09 BEAUTY AND THE BEAST | 30 | 37.5 |
| 12/09/2006 12:25:00 AM 09 ME MYSELF AND IRENE | 20 | 0 |

At the bottom right of the window, the 'Totals' are displayed: 80 for 'Box Office Relative Split' and 100.00 for 'Box Office % Split'.

Once these variables have been assigned, the operator should save this information in Session Maintenance using the . This will then lead to the creation of a Playthrough Session by linking the chosen screenings together:



Once Playthrough Sessions have been created, they are assigned a grey colour. Notably, Playthrough Sessions also have a black border around all linked sessions to show that this has become a screening for which a single ticket will be sold. This black border does not extend right around the separate films themselves, only around the Playthrough Session in its entirety:



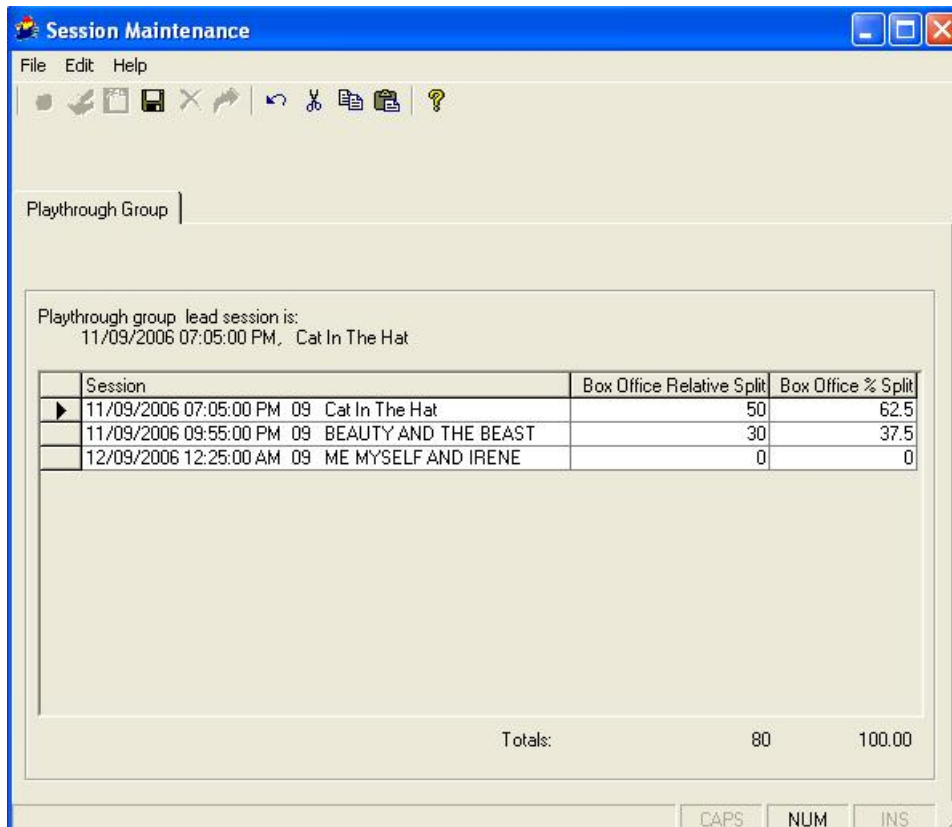
Editing a Playground Group




Once the appropriate sessions that will be edited in a Playthrough Group have been selected (as above), the operator can highlight these sessions, then right click. The option 'Edit Playthrough Group' will become available, and the operator should select this:



After selecting 'Edit Playthrough Group' the operator will be able to edit variables associated with the Playthrough Sessions. For instance, the operator is able to edited previously assigned values related to the 'Box Office Relative Split' column in Session Maintenance which will be associated with the Playthrough Session (see below):

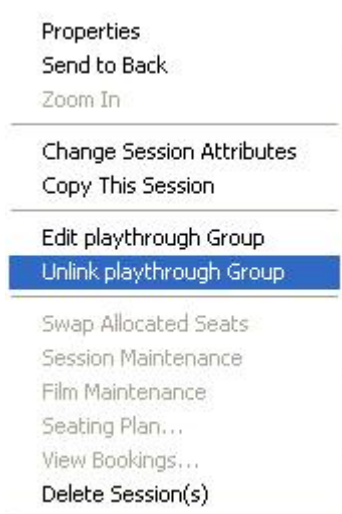


Once these variables have been edited, the operator should save this information in Session Maintenance using the . This will then update the Playthrough Session with the correct information. Upon return to Showtime Manager, this information will be updated.

Unlinking a Playthrough Group



It is possible to unlink a Playthrough Group (such as the one above). To do this, the operator can highlight these sessions, then right click. The option 'Unlink Playthrough Group' will become available, and the operator should select this:




After the operator selects 'Unlink Playthrough Group' the following prompt will appear, confirming that the Playthrough Groups have been unlinked. Sessions will now be separate entities, and appear individually at Point of Sale.



Playthrough Groups at POS

Playthrough Sessions will appear at Point of Sale as a single screening, exactly the way they have been created in ShowTime Manager. Only the first film in the playthrough group will appear (i.e. Cat in the Hat) but the screening time recorded at Point of Sale will include the time the entire Playthrough Session will run for (i.e. 07.05pm-02.39am).

| Concessions | | Tickets (Mon 11 Sep 2006) | | | |
|--------------------------|---|---------------------------------|--------------------------------|-----------------------------|----------------------------|
| 09 Cat In Hat ... |  | Standard Adlt Std \$11.00 | Standard Chld Std \$5.00 | Prem Adlt Pre \$14.00 | Prem Chld Pre \$7.50 |
| 235/0/5 | 07:05p - 02:39a | | | | |

NOTE: Once tickets have been sold for a Playthrough Session at Point of Sale, the operator is unable to unlink the playthrough session in Showtime Manager.

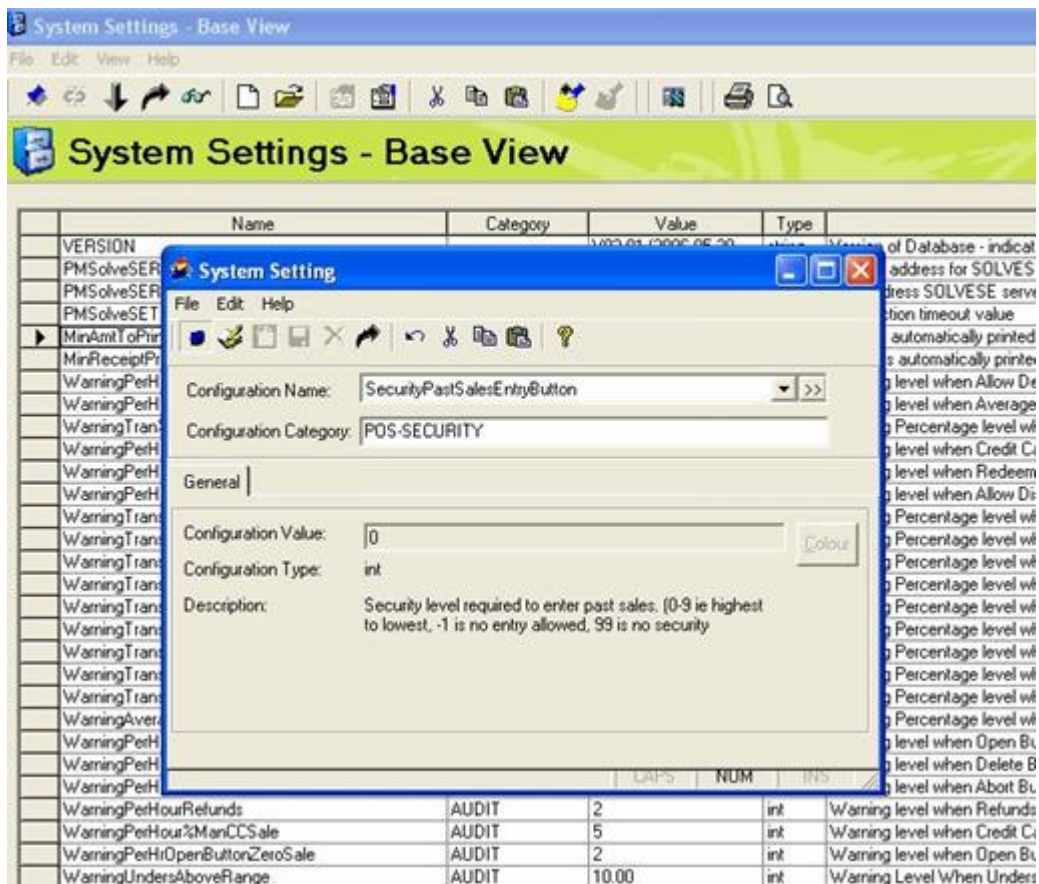
CHAPTER 31

Using Past Sales Entry

Point of Sale allows entry of sales after the session or day has been officially ended. This is to cater for problems that might arise from the like of an equipment breakdown, or power failure. Past Sales Entry allows the operator to manually enter sales for a previous day.

Configuration

The operator will need to change a configuration setting (in BackOffice) to allow the Past Sales Entry button to appear on Point of Sale. Only an administrator has access to this.



It is recommended that the system setting controlling whether the 'Past Sales Entry' feature is available at Point of Sale remains set to -1 (not available). If Past Sales Entry is required, then an administrator should alter the system setting to make the feature available at Point of Sale. After past sales have been entered/amended it is recommended that the system administrator turn the feature off again.

It is not expected that this feature should be frequently required. Activating the feature only for the duration for which it is absolutely necessary reduces the risk that someone could use it fraudulently. Again, if this feature is not available at Point of Sale it cannot be used.

To enable the Past Sales Entry Button if it is available from the Settings Button, enter in a number from 0 to 9, being the POS Security level required of the operator to allow them to use this function. If in User Group maintenance, your manager group is set to 3 and you want only managers or higher to access this button, then set to 3.

If the Settings button is not on POS, add it using POS Button Layouts maintenance.

Related Settings:

Sell after session finished - 'SalesAllowedAfterEndOfSession'

In the Chinese system this configuration setting is shipped with read only setting, default value = false

Past Sales Entry at Point of Sale

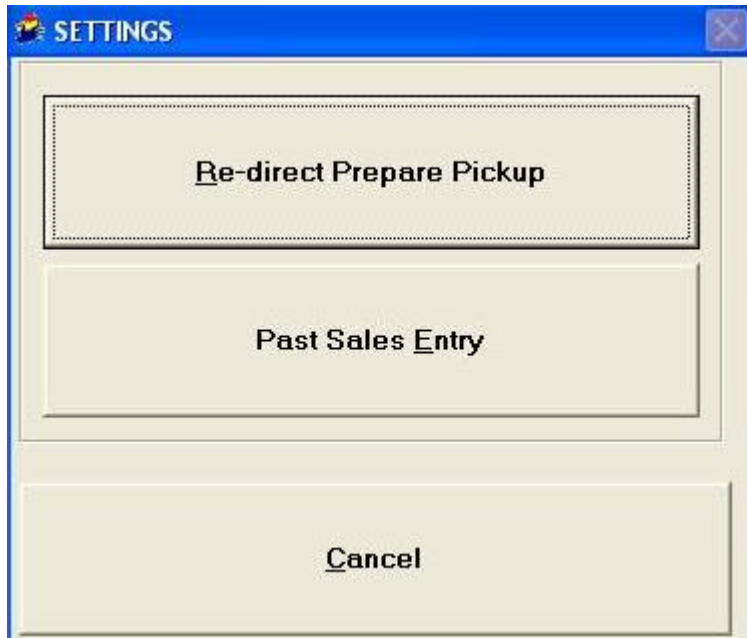
To enter Past Sales Information, select the the 'More' button from the main Point of Sale selling screen:



Upon opening the 'More' button, a list of further options appears. Select the 'Settings' button to enter Past Sales Entry information:

| | | | | |
|----------------------------|---------------------------|------------------------|-------------------------|------------------------|
| <u>F</u>ind Booking | <u>M</u>ember Card | | <u>D</u>ay End | <u>P</u>rinting |
| Print <u>F</u>loats | Loyalty | <u>S</u>ettings | | Void Payments |
| Float Adjusts | Alt <u>L</u>ang | <u>R</u>eceipt | <u>H</u>old Date | |
| <u>B</u>ook | <u>A</u>abort | Discount | <u>S</u>eats | <u>C</u>lose |

If Past Sales Entry has been configured, the operator will then be given the opportunity to select this:



NOTE: If the day (that the user needs access to) has already been closed, then the Vista system will not allow the user to access 'Past Sales Entry'. The previous day information must be re-opened in Back Office/CashDesk first. If running in Cash up or CashDesk mode, then a POS Session must also exist for the day you wish to enter back dated sales for. So that the operator can log on initially, before setting the clock back, a POS Session will need to be setup for today as well.

Once the previous day has been re-opened, the operator should:

- Enter the pin number for the system administrator (or the appropriate level set by system setting POS-SECURITY - SecurityPastSalesEntryButton).
- Select the business date to enter Past Sales information.
- The date should appear and flash at the top of Point of Sale.
- Once the operator has finished entering or correcting the Past Sales information, they must logout of Point of Sale and log back in to resume normal sale activities.
- The operator cannot choose or enter sales information for another previous day/time without logging off and then logging on again.
- The operator can perform Past Sales Entry on a single Point of Sale while all others are selling tickets for the current day as usual.

Security

The following security information is applicable to Past Sales Entry:

- The usual POS User Log for the administrative user will show that security was entered to make changes in Past Sales Mode.
- The Audit POS User Keystroke Log will show a 'high severity' entry if the Past Sales Button has been clicked. This should appear in red and be completely shaded.
- An Audit Report for Past Sales Entry exists to record the sales activity/changes that have been made. The official name of this report is 'Ticket Sales After Session Finished'.

Relevant Reports

Reports:

Auditor Reports/Sales After Session Finished (see 'Audit Section' of the Cinema Reports Manual for an explanation).

Cashier Audit/Audit POS Session by User (see 'Audit Section' of the Cinema Reports Manual for an explanation).

CHAPTER 32

Configuring Transaction Summariser

This section deals with the configuration of transaction summariser. It covers:

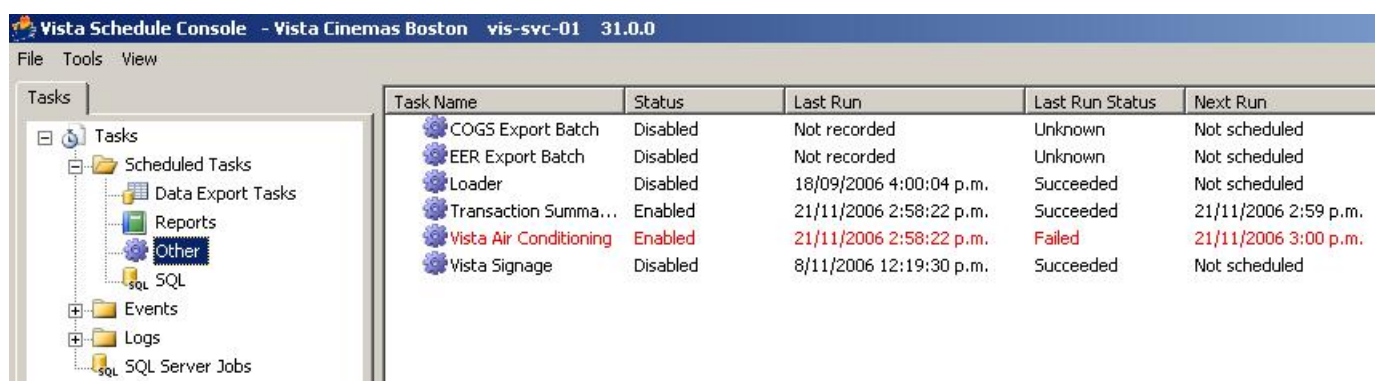
- Configuration
- Summariser System Settings
- Transaction Summariser Related Reports

Configuration

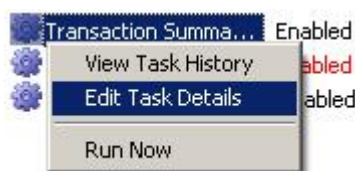
The Vista Transaction Summariser runs as a regular background service accumulating the detail from Vista's transaction tables and summarising the key elements of the information they contain. This summarised information provides Key Performance Indicators which can be viewed from Back Office (Management Inquiries/Key Performance Indicators).

Transaction Summariser is designed so that it runs intermittently. This means that it does not place additional pressure on the server.

The Transaction Summariser is run by the Vista Job Scheduler. When the Job Scheduler is enabled Transaction Summariser is pre-loaded as a **disabled** task in the **Scheduled Tasks/Other** folder on the Vista Task Console (see screenshot below):



The operator can right click the 'Transaction Summariser' Task Name and select 'Edit Task Details' to change or configure the schedule or settings (see screenshot below).



Configuring Schedule:

The screenshot shows a Windows-style dialog box titled "Edit Task Details: Transaction Summariser". It has two tabs: "Schedule" (selected) and "Settings". In the top right corner, there is a checked checkbox labeled "Enabled".

The "Schedule" tab contains three main sections:

- Occurs:** A group box containing three radio buttons: "Daily" (selected), "Weekly", and "Monthly".
- Interval:** A group box containing the text "Every" followed by a numeric input field with the value "1" and a "day(s)" label.
- Frequency:** A group box containing two radio buttons: "Occurs once at:" and "Occurs every:" (selected).
 - Next to "Occurs once at:" is a time input field showing "3:26:20 p.m.".
 - Next to "Occurs every:" is a numeric input field with "1" and a dropdown menu currently showing "Minute(s)".
 - To the right of the "Occurs every:" section are two time input fields: "Starting at:" showing "12:00:00 a.m." and "Ending at:" showing "11:59:00 p.m.".
- Duration:** A group box containing a "Start Date:" label followed by a date input field showing "27/09/2006". To the right are two radio buttons: "End date" (unselected) and "No end date" (selected). Next to "End date" is a date input field showing "21/11/2006".

At the bottom of the dialog are two buttons: "Cancel" on the left and "Save" on the right.

The schedule that Transaction Summariser will run is recorded here.

The operator will select how frequently the running of the summariser should **Occur**. The options for this include 'Daily', 'Weekly' or 'Monthly' summarisations. The daily **Interval** that it should run within this time must also be selected. Obviously, if the operator has selected 'Daily' in the Occurrence section, this should be set to run 'Every 1 day(s)'. However, if the operator has chosen to run transaction summariser less frequently (weekly or monthly), they may select a daily interval ranging between 1 and 52 days.

The **Frequency** of occurrence is also recorded here. The operator can select for Transaction Summariser to occur once at a selected time, or for it to occur repetitively at a stated number of minutes or hours in duration. The later option also incorporates a 'Starting at' and 'Ending at' feature.

Duration details are also entered here. A 'Start Date' for summarisation must be entered, then either a specified 'End date' (if a certain run period only is required), or 'No end date' if summarisations are to continue recording for an indefinite time.

Configuring Settings:

Edit Task Details: Transaction Summariser

Schedule **Settings**

Details

Name: Transaction Summariser

Description: Transaction Summariser

Program to Run: &VD\TaskService\VistaSummariserEngine.exe

Report Name:

Settings

Output file path:

Output options:

Param List: runduration=40

Param List 2:

Cancel Save

Settings that define the way Transaction Summariser runs are defined here. However, this screen is used for all scheduled tasks. The fields with text inserted in them (refer to above screenshot) are the only ones which require information in order for Transaction Summariser to function.

In the **Name** and **Description** field the operator should enter 'Transaction Summariser'. In the **Program to Run** section the operator should enter the location of the VistaSummariserEngine. The &VD at the beginning of this field signifies where Vista is installed. The **Param List** runduration specifies the length of time that the summariser should run for before closing itself. This figure should not be set very high, as it may impact Point of Sale performance.

Summariser System Settings

The Transaction Summariser System Settings are located in:

BackOffice / Environment Folder / Security Folder / System Settings:

There are four system settings relating to Transaction Summariser. These four settings are part of the 'Statistics Gathering' configuration category. System settings can be modified here in BackOffice. This will override decisions made in the 'Edit Task Details' section of Transaction Summariser.

System Settings:

SummariseBatchControl

This system setting controls the status of the batch summariser. There are three options available:

- **Activate** - Will activate the batch summariser.
- **Stop** - Will stop the batch summariser after all records have been processed.
- **Pause** - Will pause the batch summariser after its current run, even if there are outstanding records to process.

SummarisePastDayPauseEnd

This system setting controls the time of day when transaction summariser resumes summarising of past days.

The operator must select a time value (from the dropdown list) to enter here. Options are provided in hourly intervals.

SummarisePastDayPauseStart

This system setting controls the time of day when the summariser suspends summarising of past days (Note - summarising is not suspended for the current day).

The operator must select a time value (from the dropdown list) to enter here. Options are provided in hourly intervals.

SummariseWaitSeconds

This system setting controls the amount of time the summariser engine waits for every two seconds of processing.

The operator should enter a numerical number (such as 5) in this field.

Transaction Summariser Related Reports

The Transaction Summariser also provides the information for four summary reports that can be run from the **Other Reports** folder in the Report Launcher:

- **Historical Box Office** - This report gives details for Box Office Sales during the selected date range. This can be displayed by ticket type, by session, or by film title.

- **Historical Concessions Sales** - This report shows the concession sale quantity and values (gross or net) for the selected date range. This can be displayed by item description code, by item class description or code, or by split sales by location.

- **Historical Inventory Movements** - This report examines item movements (for instance those that were sold, wasted, transferred, adjusted, used or received) for the selected date range. This can be displayed by item description or code, or by item class description or code.

- **Historical Operations** - This report examines a cinema's daily operational management data for the selected date range. This report can produce statistics on Box Office Sales, Sundry Item Sales, Food and Beverage Sales together with a Point of Sale Summary, and Labour Hour/Cost Summary Data.

Index

A

About Membership Cards • 214
 About Vista • 5
 Advanced Options • 22
 Applying Discounts at POS • 90
 Assign Voucher Item to POS Concession Profile • 184, 193

B

Back Office Setup for Alternate Sales Types • 115
 Back Office Setup for Matched Combos • 122
 Back Office Setup for Suggested Upsell • 121
 Back Office Setup for Upsell • 120
 Balancing the Cinema • 51
 Box Office Sundry Survey Results • 159
 Business Rules for Reconciliation • 13

C

Capture Delivery Information • 99
 Checking Variance and Printing Final Copies of Stocktake Report • 33
 Checking Variance and Printing Final Copy of Stocktake Report • 45
 Cinema (Operator Concept) • 105
 Concession Survey Results • 155
 Configuration • 236, 244
 Configuring Stocktake Wizard Closing Dates • 30, 39
 Configuring Transaction Summariser • 243
 Copyright Notice • 6
 Creating a Playthrough Group • 227
 Customer Surveys • 139

D

Daily Cashup Screen out of Balance • 57
 DayEnd Mode • 41
 Deciding What is Wrong • 53
 Detailed Transaction Analysis • 202
 Distributor Reporting • 17

E

Editing a Playground Group • 230
 End of Day Credit Card Settlement • 19
 End of Day Procedure and Reconciliation • 9

End of Day Reporting • 17
 End of Day Steps for Simple Cash Mode • 10
 Entering Midnight Sessions • 81
 Example Kitchen Setup • 136
 Examples-Advance and Voucher Sales • 206
 Examples-Ticket and Concession Sales • 205

F

FAQ
 DayEnd Mode • 49
 FAQ Questions
 Flexible Mode • 36
 Features and Options • 103
 Fiscal Printing for Argentina • 220
 Flexible Mode • 27

G

General Ledger Hierarchy • 204
 General Ledger Postings from Vista • 201

H

How to Change an Existing Stocktake • 38
 How to Delete or Reset a Stock-take • 39
 How to setup a Survey • 145
 How to Setup Multiple Cinemas • 67

M

Membership Programs in Vista • 213
 Midnight Sessions • 82
 Module of Note
 PDA • 108
 Plasma Signage • 107

O

Overview • 110, 176

P

Package Tickets • 104
 Past Sales Entry at Point of Sale • 238
 Payment Vouchers • 188
 Performing a Stocktake • 25
 Playthrough Groups at POS • 233
 Posting Report(s) do not Balance • 61
 Prepare/Pickup • 101
 Printing Additional Credit Card Receipts • 172
 Printing Cost of Sales Report • 35, 48

Printing Food Vouchers • 173
Printing Stocktake Sheets and Counting Stock
• 31, 43

R

Redeeming a Payment Voucher at POS • 199
Redeeming a Ticket Type Voucher at POS •
198
Relevant Reports • 241
Reporting and other analysis on survey results
• 149
Revenue (Credits) • 202
Revenue (Debits) • 203
Rounding (D) • 15
Run Cashier Session Reconciliation Report •
12

S

Seat Allocation • 106
Security • 240
Selling a Voucher at POS • 197
Selling and Redeeming Vouchers • 197
Selling Options, Features and Upsells from
POS • 123
Set up a Payment Button for POS • 194
Set up a Payment Type to Redeem Voucher •
193
Set up a Payment Voucher • 195
Set up a Price Card to Redeem a Voucher •
186
Set up a Recipe • 94
Set up a Ticket Type to Redeem Voucher • 184
Set up a Voucher Item • 179, 188
Set up Kitchen Prepare/Pickup Areas • 134
Set up The Component Items • 93
Set up the Parent Item • 92
Setting up and Accessing the Staff Clock • 210
Setting Up Concession Price Books and
Promotions • 88
Setting Up Concession Prices and Discounts •
86
Setting up for Point of Sale Kitchen Functions
• 133
Setting Up Members Ticket Types • 217
Setting up Packaged Tickets • 69
Setting up Point of Sale Printing • 171
Setting up POS to use Options, Features and
Upsells • 109
Setting up Prices and Discounts • 85
Setting Up Receipt Printing for Concession
Sales • 174
Setting Up Shared Printers • 164
Setting Up Ticket Prices & Discounts • 89
Setting up Vouchers • 175

Setting up Weight Based Sweets • 91
Setup Multiple Cinemas • 68
Sharing a Printer Between Workstations • 163
Special Requirements for Argentina • 219
Standard Procedure • 19
Starting a Stocktake • 27, 39, 42
Summariser System Settings • 248

T

Tabs • 96
Tax Report for Argentina • 223
Ticket Survey Results • 151
Ticket Type Vouchers • 179
Till Reconciliation (Example) • 10
Total Box Office Turnover (A) • 13
Total Concessions Turnover (B) • 14
Total Payments Received (C) • 14
Transaction Summariser Related Reports • 249
Trouble Shooting - What to do if POS Cashier
Does Not Balance • 16

U

Unders (E), Overs (F) and Actual Money
Taken (G) • 15
Unlinking a Playthrough Group • 232
Update New Stock Balances • 35, 47
Using Membership Cards at POS • 218
Using Past Sales Entry • 235
Using Prepare/Pickup at POS • 138
Using Shared Printers at POS • 168
Using the Staff Clock • 209
Using This Guide • 7
Using Vista in a Gold Class Environment • 95

V

Voucher Barcode Structure • 176
Voucher System Settings • 177

W

What are Customer Surveys • 141
What is a Packaged Ticket? • 71
What is a Playthrough Session? • 226
What needs Setting Up • 73
What will the Point of Sale Operator see • 143
Working with Playthrough Sessions • 225
Working with Suggested Upsells and Matched
Combos from POS • 128