
Release Notes: Cinema V3R2



Vista Entertainment Solutions Ltd.

Contents

About Vista	iii
Copyright Notice	iv
Overview of V3R2 Release	5
Point of Sale	7
New Functionality	7
Enhancements.....	9
Corrections	11
Vista BackOffice	13
Enhancements.....	13
Corrections	20
New BackOffice Features	21
Upsell Enhancements	21
Vouchers, Coupons and Passes.....	22
Session Swap	23
Keypress Logging	25
Placeholder Seats	27
Sofa Mode	28
Transaction Summariser	29
Gold Class Modifications	30
6.4 Credit Cards	31
System Monitoring Folder	32
Events Form.....	33
New BackOffice Reports	35
New Report Listing.....	35
Audit POS Session by User Report.....	37
Risk Dashboard Report	38
Technical	39
System Settings	39
Job Scheduler.....	50
Installation Changes	51
Language Manager.....	52
Aesthetic	53
Vista Logo.....	53
Appendix 1: Important Notice for Loyalty Users	55

Cinemas Using Loyalty	55
-----------------------------	----

Appendix 2: Hot Fix Information	57
--	-----------

POS Hotfixes	58
BackOffice Hotfixes	62

Index	65
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About Vista

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

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

The optional modules are:

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

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CHAPTER 1

Overview of V3R2 Release

Version 3 Release 2 is the latest release of the Vista Product line. This package is a new generation of Vista software with a number of infrastructure, and look and feel changes.

This release includes Vista's cinema applications: Vista BackOffice, Point of Sale and Air Conditioning.

Some highlights of the new and enhanced functionality included in Version 3, Release 2 are:

- Session Swap supports moving sessions with allocated seating and sold seats
- A new Keypress Logging functionality at POS gives ability to report on and monitor all operator activity
 - A new report - Audit POS Session by User provides a comprehensive view of POS operator activity
- POS now allows Features to have options
- Security can now be applied to any ticket type or concession item, requiring supervisor approval during POS sales
- Variable pricing on specific items is now enabled
- Two new seat types have been added:
 - Placeholder Seats are used to display seats that are in areas adjacent to the current active area, allowing customers to review their seat selection with a more complete view of the total seating plan for the cinema
 - Sofa Seats are used to enable the sale of sofa or 'love' seats offered in premium cinema auditoriums
- Improved Standard and Suggested Upsell functionality and reporting
- Major extensions to Transaction Summariser:
 - Transaction summarisation can now be configured to run as a regular background task from Vista Scheduler
 - Transaction summarisation can now be monitored from BackOffice, and selectively reprocessed on demand
 - Four new historical reports provide new views of summarised data.
 - The Key Performance Indicator view has been reworked to provide additional clarity and accuracy
- A new maintenance program allows all Vouchers, Coupons and Passes to be maintained from a single Back Office location
- Vista's storage of Credit Card information has been modified to increase security and provide more information during settlement
- A new Risk Dashboard report provides a rapid means of identifying unusual operator activity. This is supplemented by the enhanced level of operator activity detail now available with POS Keypress Logging.

- Daily Posting Journal can now post inventory transactions
- Vista Language Manager has been enhanced to provide support for the distribution of customised language files to multiple cinema locations.can be automated.
- The 'Gold Class' functions of POS to support premium cinema entertainment have been enhanced and extended. Tabs functionality, the Prepare/Pickup screen and the Delivery capture screen are all improved.
- 'Play Through' sessions (one ticket for several consecutive screenings) are now supported in Back Office and POS
- POS now supports the sale of electronic gift cards from the concessions sales screen
- A new Back Events module supports the grouping of films for Film Festivals, or other attributes such as subtitles
- 'Past Sales' after the end of day at POS can now be entered
- Vista Air Conditioning module enhanced so that it now runs from Vista Scheduler. The ability to monitor from BackOffice and a number of different formats is available

CHAPTER 2

Point of Sale

New Functionality

Allow Sales of 'Play Through' Sessions:

The sale of 'Play Through' Sessions is now supported at Point of Sale. A ticket to a 'Play Through' session sold at Point of Sale allows the customer to attend a number of consecutive sessions, with a single ticket.

Past Sales Entry:

Point of Sale now allows entry of sales after the session or day has been ended. This is to cater for problems that might arise from an equipment breakdown or network outage. A new report has also been created called 'Tickets Sales Activity After Session Finished' which allows cinema management to review the past screening sales information that has been entered.

Electronic Gift Cards:

Point of Sale can now sell Electronic Gift Cards from the concessions sales screen (previously these could only be sold from the payment screen). Electronic Gift Cards can be created as regular concession items - setting the Voucher Type as Electronic Voucher enables the Gift Card functionality at sale time, when the gift card number and expiry date must be entered to validate and register the newly activated card. Electronic Gift Cards with a range of pre-defined values can be set up and sold as concessions, once sold individual cards can be used for payment by selecting Gift Card as the payment type at the payment screen.

KeyPress Logging:

POS now records additional operator activity in the User Log. The recording mechanism has been enhanced to record keypress activity and timing, rather than the transaction completion and timing recorded in previous versions of Vista. Additionally POS operator activity can now be recorded much more comprehensively. A Severity Level setting associated with POS operator activity allows management to set the desired security level for audit recording, and readily filter the data for an individual POS session. This greatly assists investigation when fraud or security breach is suspected, and provides an activity audit trail that can be closely matched to video security footage if required. From Back Office the new **Risk Dashboard** report provides a quick and convenient means of identifying questionable operator activity while Keypress Logging and the new **Audit POS Session by User** report provides abundant detail.

Security on Ticket types and Concessions:

Ticket types and concession types can now have a defined security level assigned to them. The security level needed to sell all items and ticket types is now checked when the item is selected. If security is in place for the particular item and the operator does not have the appropriate security rating they will be prompted for security approval before the item is added to the order. This allows the sale of certain tickets or concession to require supervisor approval, in the same fashion as refund approval for instance.

Variable Pricing:

Concession items can now be configured to allow a variable price. From Back Office individual concession items can be flagged as allowing variable pricing. A minimum selling price must be provided, and security can be optionally attached to the item. At POS the operator will be prompted for a price for such items, with a security approval requested initially if this is required.

Enhancements

Box Office Sundry Items can now be assigned negative prices. This allows packages to be created that include a negative service fee. For instance, a cinema operator may require the ability to sell a ticket at \$2.00 (upon presenting a special offer coupon perhaps) when it is actually worth \$6.00, and reported accordingly in Box Office reports. This could be set up in a package as: Ticket \$2.00, Service Fee \$4.00-.

POS now supports **Discount Rounding**. This simplifies pricing and cash handling when discounts are applied to concessions. The cash level to round discounted prices to (e.g. nearest 10c) is set against each discount type in Back Office. The shipped value for Discount Rounding on all Concession Discount Types is 0.00 (i.e. no rounding).

POS now allows Features to have Options. For example an ice cream sundae may have Syrup as a Feature with the various Syrup flavours available as Options. Previously each Syrup flavour would have been set up as a separate Option for the sundae. This increases the flexibility of the Features and Options structure for selling food items.

POS has been enhanced to alternatively use Head Office codes for Items, Ticket Types and Films when interfacing to Loyalty.

When swipe cards are issued with the creation of Tabs, the card reader on the external or handheld pin pad can be configured as the default means of input for a Tab ID when adding sales to an open Tab.

Point of Sale will only display Loyalty points on the POS main selling screen or payment screen when the Loyalty system provides a meaningful points balance. Previously POS displayed a zero points value even if the associated Loyalty system was not using points.

The **POS Delivery Screen** has been redesigned to offer a simpler interface. The new Delivery Screen makes greater use of touchscreen enabled drag and drop functionality to place items in new deliveries. The names for the three Delivery Time buttons can be customised using the **DeliveryWindow** system setting.

The "TAXCODE" field has been added to the Receipt and Fiscal Receipt print templates. This was required for cinemas in locations where concession items may have different tax codes, and the tax details need to be shown on the receipt.

The "ITEMSTATUS" field has been added to the Prepare Slip print template. This allows the current preparation status of a food order to be shown on the Prepare Slip.

The **Settings** button within the Prepare/Pickup screen now allows the operator to select one of three sequences for current orders - by **Order Number**, **Delivery Time** or **Preparation Time**.

Corrections

Vista Loyalty Related:

- Some incorrect customer details were being passed through when a Loyalty card was activated. This has been corrected.
- Loyalty customer details are now re-displayed if card activation fails.
- Loyalty card number, not member number, is now displayed on the main POS selling screen.
- Allow newly activated loyalty members to be re-viewed during the same transaction.
- A correction has been implemented which now stops non loyalty members refunding to the Vista Loyalty system.
- In Loyalty, if a Recognition was set up as a Price type **Apply to Highest Price**, then POS was not applying the discount correctly to the item with the highest price in the order. In previous releases if the Price Type was set up as **\$ off**, the discount was applied correctly, as the logic based on the item Group was applied - this workaround is no longer applicable in V3R2. A new discount type has been added in Loyalty called **Apply Discount Code**. This will apply the flat rate defined in Loyalty to any item that is part of the discount code.

Further POS Corrections:

- Seat counts are now updated correctly when seats are moved for an existing unpaid booking.
- The system setting "SecurityFoodOrderCancelButton" can now be used to provide a cancel button on the Prepare/Pickup screen.
- The booking screen has been adjusted so that the **Swap** button is not active if there are no bookings loaded in the booking screen display.
- Previously, if after a ticket swap the customer was owed money, and refunded on credit card, the change value was doubled. This has been corrected.
- POS now records the correct number of deletes, aborts, and cash drawer open counts for a session.
- If a Tab is cancelled from the payment screen, a payment screen for alternative payment is displayed.

- POS now only prints a fiscal receipt when a Tab is being paid off. A fiscal receipt is not printed when items are added to a Tab, or when a Tab is printed without payment.
- The Vista system now disallows partial payments of tabs where the POS has a fiscal printer (fiscal printers do not support partial payments).
- POS now navigates the display box correctly for combos that have features on normal items.
- If the refund to a stored value card (not cash back) is successful, then the entry is deleted in the payment track table.
- When working with Films in the Delivery screen (linking a food order to a film screening) the list of films offered is now restricted to those which are appropriate to the workstation which took the original food order.
- On the Prepare/Pickup screen, in **Normal** display order mode, POS now shows the food orders that are waiting to be collected at the selling workstation.
- POS now cancels orders that require preparation if their associated transaction has been refunded.
- At the Delivery screen POS no longer allows a delivery time to be recorded before "Now".

CHAPTER 3

Vista BackOffice

Enhancements

Changes for COGS:

In V3R2 the day-end process is creating journal entries for Cost of Goods Sold. The effect of this is that several minor changes required to reports have occurred, and also to ensure backward compatibility:

- The Posting Journal Report has been corrected so that inventory transactions are grouped together.
- A new system setting has been created called "CreateInventoryJournal". This must be set to either 'Yes' or 'No'. This allows the creation of inventory postings to be optional.

Ticket Type Maintenance:

V3R2 allows Box Office Sundry Items to have negative prices. Ticket Type Maintenance has changed for both BackOffice and HeadOffice to allow negative value concession items to be entered for Packaged tickets.

The Card Member System has an additional option for the number of permitted repeats. The new option is 'Per Lifetime'. This allows a member card/voucher to be used for a specific number of ticket purchases. This could be used for a Film Festival 10 Admit Pass.

Ticket types can now have security levels specified against them. This is optional. At POS if the operator's security level does not meet that of the ticket type then POS will prompt for the entry of a User ID with the required security level.

Cosmetic changes have also been made to this form. It previously said 'Maximum Repeats per Order'. This was incorrect and it has been amended to say 'Maximum Repeats'. The controls on the form have also been aligned so it can be read as a sentence.

Item Maintenance:

The Item Cabinet grid has been updated to include new fields introduced since the V3R0 release. These new fields are available in both Vista Cinema and Head Office.

The new fields are:

- **Voucher Type** (Not a Voucher, Payment voucher, Ticket Type voucher, Electronic voucher or Miscellaneous Voucher)
- **Main Barcode**
- **Force Use Barcode** (Yes or No)
- **Unique Barcode** (Yes or No)
- **Last Modified** (date of last change)
- **Sales Account** (description of G/L account for Sales)
- **Cost Account** (description of G/L account for Costs)
- **Concessions Account** (description of G/L account for Concessions)
- **Variance Account** (description of G/L account for Variance)
- **Revenue Suspense Account** (description of G/L account for Suspense)
- **Print on Voucher** (Yes or No)
- **Payment Group** (description of Payment Group)
- **Stocktakeable** (Yes or No)
- **Promotion** (Yes or No)
- **Combo** (Yes or No)
- **Upsell** (Yes or No)
- **Stocktake Group** (description of Stocktake Group)
- **Tax Category**

- HOPK (Head Office primary key)
- Loyalty Only (Yes or No)
- Surcharge (Yes or No)
- Validate Online (Yes or No)
- Checksum
- Barcode Serial Position
- Barcode Length
- Alternative Sales Type (blank, Has Options, Has Features or Has Upsell Items)
- Prompt Text
- Alternative Prompt Text
- Reorder Group (description of Reorder Group)
- Purchase Lead Time
- Minimum Stock Level
- Default Order Multiple
- Default Order UOM
- Maximum Order Quantity
- Start Voucher Number
- Last Voucher Number Used
- Voucher Template (description of Print template used when selling)
- Time to Make (Min)
- Minimum Order Quantity

Concession Items can now have security levels specified against them. This is optional. At POS if the operator's security level does not meet that of the concession item then POS will prompt for the entry of a User ID with the required security level.

Concession Items can now have security levels specified against them. This is optional. At POS if the operator's security level does not meet that of the concession item then POS will prompt for the entry of a User ID with the required security level.

A new checkbox allows concession items to be flagged as having a variable price. A minimum sale price must also be defined, and will be enforced when the item is sold at POS.

A new checkbox can be set to force the delivery screen to be displayed when the item is sold.

Point of Sale Session Screen:

The 'Final CashUp' button on the Point of Sale Session screen has been moved to the left of the 'Remove Float' button.

A new option has called 'Minimum security level to display' has also been added. This allows the user to set the appropriate level of KeyPress Logging they wish to view.

Note: These changes are also evident in CashDesk.

Showtime Manager:

The Showtime Manager User Interface has undergone two changes. These relate to the 'Bulk Copy' feature:

- The 'Copy From' drop-down list function previously defaulted to the current date. This has now been amended so that it defaults to the previous week date.
- The 'Copy From' drop-down list function was previously located on the same line as the other tool icons. It has now moved below into a more prominent position.

System Settings:

The System Settings cabinet has a new global default view – 'Search View'.

The Search View provides 3 prompt options to filter the system settings loaded into the grid cabinet:

- Search in Description
- Search in Name
- Select Category

This new view allows the operator to easily filter the system settings on any combination of Description, Name and Category greatly simplifying the task of locating a particular system setting. The selection process is case-insensitive which ensures that values are returned to the operator without the requirement for remembering how capital letters were used in any of the fields.

System Setting Date Changes:

Previously, Vista only supported the date values DD/MM/YYYY and MM/DD/YYYY. System setting allowable entries have now been updated so that the BackOffice date format can be set to match computers with French Canadian or European date settings, i.e. YYYY/MM/DD.

Stocktakes:

When an active Stocktake is refreshed, new Items that have been created since the Stocktake was started will be added to the existing Stocktake. Any sales or stock movements for the new items are calculated and included in the calculation of the expected counts.

Report Settings:

Changes have been made to Vista's Language and Report components so that users can continue to use their own configuration files to run reports. Vista multi-Language capability is now employing XML, rather than INI files and this change ensures backward compatibility for users who already have customised reports running from the Vista Report Launcher.

Air Conditioning:

The Vista Air Conditioning has been enhanced to run from the Vista Job Scheduler. By default it is scheduled to run every 2 minutes to feed an air conditioning system.

The Vista Air Conditioning module now supports:

- The ability to output to a flat file based on a configurable flat file
- The ability to output to an XML file
- The ability to Post an XML file to http

A new inquiry display is now available from Vista BackOffice under a new menu folder called **System Monitoring**. The inquiry refreshes by default every 2 minutes, but this can be changed using the system setting "AirConRefresh".

This allows the user to see what time sessions start and how many people will sit in each auditorium. There is also a new function to allow an override to be defined for each auditorium. This is useful for private screenings which may not be scheduled.

The override feature allows the user to define a start/end date/time for each auditorium, and the number of people who will occupy the auditorium or percentage full.

Marketing Report:

The Marketing Report has also been enhanced to include Suggested Upsell. This has been enabled by adding a new data structure, and a different 'capture' process. Two new tables will appear in the Marketing Report. These tables are illustrated by the following headings:

- Suggested Upsell Items
- Suggested Upsell Activity by Operator

In the event that a cinema uses both upsell mechanisms, there will be separate sections reporting each type of Upsell activity in the Marketing Report. Suggested Upsell reporting is even more detailed than the current Standard Upsell reporting.

Default Film Distributor:

A single default Film Distributor is now applied to Film Maintenance. This default distributor will be recorded against every new film unless a different distributor is selected in Film Maintenance. This enhancement will implement a default flag which is checked for one Film Distributor record. The default Film Distributor will be selected as the Distributor when film records are auto-generated.

Daily Operations Report:

- The performance of this report has been improved.
- Redemptions can now be displayed in two ways by making a prompt selection before running the report.
 - **Advanced, Prior + Redemptions:** In this mode the report includes Advanced or Prior Redemptions in the Advance Sales and prior sales columns respectively.
 - **Totalled in Redemptions:** In this mode all redemptions are included in the Redemptions column. This matches the Daily Box Office Report Redemptions figures.
- The layout of the report has been enhanced so that it is more user-friendly for the operator.
- Overs/Unders now no longer display when the operator is using SIMPLE CASH mode.

Reset Seat Count Functionality:

The Reset Seat Count functionality has been **REMOVED** - The following changes regarding 'Booking Enhancements' and 'Seat Activity' are linked to this:

Booking Enhancements:

In the POS booking process there was a rare circumstance where if a booking was edited and it was then required to discard these changes there was no way forward or back. An **Abort** button has been introduced to remedy this.

Seat Activity:

There have been improvements in tracking seat activity. The system tracks what is happening during an order specifically to enable recovery if a POS is powered off in mid-order or booking. Now when POS is powered back on, it frees up the seats that were being held during the interrupted order.

NOTE: These changes mean that POS has auto-recovery mechanisms which effectively do the job that Reset Seat Count was attempting to do.

Corrections

Ticket Type Maintenance:

Bug Fix:

An error message appeared when attempting to save a Ticket Type which has the same Barcode as another Ticket Type, even if the Member Card option is ticked. This has been fixed.

Currently if the barcode on the Vouchers tab is updated, a check is made to see whether that barcode is in use by any other ticket type, and if it is, an error message results. This is correct behaviour EXCEPT where the member card option is ticked.

Cabinet Changes:

Cabinet filter prompts have been corrected so that the filter process is no longer case sensitive – filtering on 'Date', 'date' and 'DATE' for example, will now have the same result.

Vista Loyalty:

The Cinema ID/Name has been removed from Loyalty refund transaction updates.

Reports:

A new KeyPress Logging Report has been created to reflect the enhancements to KeyPress Logging in BackOffice. The User Log Report has been replaced with the Audit POS Session by User Report. The User Log Report has also been removed from the Report Launcher Menu.

CHAPTER 4

New BackOffice Features

Upsell Enhancements

Standard Upsell:

V3R2 now supports automated offering of Standard Upsell. A new system setting called "AutoStandardUpsellOffer" has been created. This has values of Y and N (Yes and No), with 'N' as the default shipped value.

If automated Upsell offering value is enabled POS will display the Upsell as soon as the item is placed in the order panel (in the same way as Feature and Options are displayed). The visual indicators in the order panel are preserved if the Upsell is not initially accepted, in the event that a customer changes their mind.

Suggested Upsell: (With Suggested Upsell the operator is prompted when the Fast Cash or Payment button is pressed).

The **Marketing Report** has been extended to include **Suggested Upsell** activity. Two new tables now show in the Marketing Report when suggested Upsell activity has occurred. These are :

- Suggested Upsell Items
- Suggested Upsell Activity by Operator

In the event that a cinema uses both upsell mechanisms there will be separate sections reporting each type of Upsell activity in the **Marketing Report**. Suggested Upsell reporting is even more detailed than the current Standard Upsell reporting.

Vouchers, Coupons and Passes

Location: General Maintenance

Vista has created a new maintenance program called **Voucher Master**.

This is a new function to simplify the creation and maintenance of voucher-type items. All the required elements for vouchers can now be set up from a single maintenance program rather than having to set up a voucher in a number of places, e.g. Item Maintenance (for sale purposes) Ticket Type Maintenance (for redemption purposes).

A Cabinet has also been created which shows a list of voucher names and whether they can be redeemed or sold. This function centralises the maintenance of all cinema based voucher related information, including:

- Items
- Ticket Types
- Payment Types
- Payment Buttons

Additionally the Voucher Master:

- Interfaces with Cashdesk
- Interfaces with Voucher Management
- Interfaces with Online Voucher Validation

Vouchers and Passes Conversion Utility:

- All Sold Voucher Items will be linked to a Voucher Master Record.
- All Redemption and Complimentary ticket types will be linked to one or more Voucher Master Records.
- All Scanned Payment Vouchers will be linked to a Voucher Master Record.
- All Voucher Payment Types will be linked to a Voucher Master Record.

Vouchers Conversion Wizard:

- A Conversion Wizard has been created to assist in database setup for the new Vouchers and Passes Function. This wizard will be able to run at both Cinema and Head Office.
- After the wizard has been run it is possible to work with and create vouchers from a single point in Vista BackOffice and HeadOffice. The new Vouchers, Coupons and Passes cabinet is located in the **General Folder** on the main menu.
- Each step of the conversion process takes place immediately as the user navigates through the wizard. However, the user can exit the program, and re-run it at any time.

Session Swap

Vista version V3R2 now supports the swapping of screens for sessions that have allocated seating and some seats already sold. Currently (for non-allocated sessions) swapping screens is driven from Showtime Manager. A new Back Office form called **Session Swap**, enables the existing transactions for a session to be moved across to the destination screen. The system will do as much as possible automatically and prompt the operator to complete the seat allocation manually if necessary. At any time before finalising the swap can be cancelled if necessary.

Effectively there are six modes for swapping session screens - this includes four 'Automap' options and two 'Manual' options. If the operator chooses to manually allocate new seats, this can be achieved by referring to information in the 'From Screen' (previous seating information) and changing and updating it in the 'To Screen' (new seating information). It is also possible to manually allocate new seats using a picture screen. Again, the picture screen on the left represents the former session seating arrangements, while the picture screen on the right will represent session details which have been swapped. Seats can be changed from the left screen to the right screen by clicking on the booking displayed in the 'From' grid (top left screen) and then clicking on the 'To' seat map (bottom left screen). All the seats for that booking will then be allocated using the normal best seat algorithm. Each booking can be dealt with in this way.

If the operator wishes to let Session Swap automatically allocate new seats, this can be achieved by selecting the **'Auto Map'** button located at the top right corner of the Session Swap screen. The Auto Map function provides four further options to select the style of allocation which best suits. Firstly, either **'Same Seating'** or **'Re-Allocate'** must be selected. In conjunction with this option, a selection from **'Break and Allocate now'** or **'Continue and review all unallocated at the end'** must also be made.

Auto Map Option:	Explanation:
Same Seating/Break and Allocate now	Attempt to select exactly the same seats and stop when this cannot be achieved. The operator must intervene manually and then allow allocation to continue.
Same Seating/Continue and review all unallocated at the end	Attempt to select exactly the same seats, and display all unsuccessful bookings after completing the attempt. The operator must manually complete those booking transfers.
Re-Allocate/Break and Allocate now	Re-allocate all seats based on the best seat algorithm and stop whenever a booking proves to be impossible to automatically reallocate (e.g. seats in the 'From Cinema' are together but split by an aisle in the 'To Cinema'). The operator must allocate these manually and then allow the auto-allocation to continue.
Re-Allocate/Continue and review all unallocated at the end	Same as above, but all unsuccessful allocations are dealt with after the auto-allocation has completed.

It is important to note that these automated allocation options may not handle all session swaps. Complex swaps will be passed back to the operator to resolve manually.

At the corresponding time that new seat data is saved, the operator is also given the opportunity to view a '**Swapped Seat by Session**' Report. This will be displayed if the 'Display the Swap Report' option is checked. This report provides transaction details, ticket type details, booking details customer information, and most importantly, a comparison of 'Original Seat/Area' and 'New Seat/Area'. The new Session Swap form also provides a way to view the bookings for a session.

NOTE: Session Swap does not support the movement of sessions across screens that are using Sofa Mode. While Session Swap will successfully move the sessions it will not take account of the positioning of sofas in the source or target screen, and it will not observe the requirement to maintain the 'pairing' of seats. If it is necessary to swap sessions across screens using sofa Mode manual adjustment of the seating plan may be required after the Session Swap has been performed.

Keypress Logging

The Keypress tracking functionality introduced to Vista in V3R2 provides a mechanism for logging POS operator activity by keypress activity within the POS user interface rather than database transactions. This enhances the auditing of operator activity by recording a detailed record of actual keyboard or touch screen activity and timing independently of transaction completion at the database level.

Enhancements to the POS Session module, a new high level **Risk Dashboard Report** which quickly highlights potentially concerning operator activity, and a new Cashier/Audit Report called **Audit POS Session by User** that provides fine detail give Auditors and Cinema Managers the ability to effectively investigate or monitor Point of Sale activity in great detail.

The creation of a rated 'severity level' which is assigned to all logged activity provides a simple mechanism by which high risk activity can be highlighted to detect fraud and prompt further investigation. Severity levels have a range of 0 (least severe, most 'trivial') to 9 (greatest risk of fraud or security breach). The level at which Keypress activity is recorded is controlled by a new system setting under category "POS" called "UserLogSeverityLevel". The shipped Severity Level value is 4.

Text within the Keypress Activity display grid on the POS Session form is coloured according to the severity of the action:

Severity 0-3 = text colour is black.

Severity 4-6 = text colour is orange.

Severity 7-9 = text colour is red.

Note: Setting UserLogSeverityLevel to 9 will effectively turn KeyPress logging off, as actions at this level are already recorded independently of this enhancement, and the demand on processor and disk space will be minimised.

User Log entries are purged after a number of days as assigned by the system setting "PurgeUserLogsDayLeft" in "Background Tasks" Category. The shipped value for this setting is 90 days, which means that the system will retain POS keypress session detail for 3 months.

This new background task, will use spPurgeUserLog (a new stored procedure) to delete all records from the tblUser_log where column UserLog_dtmRec is less than today minus "PurgeUserLogsDaysLeft".

Audit POS Session by User Report:

Available from: **Report Launcher / Cashier/Audit Reports** or directly from the POS Session from Reports Menu.

This new report provides a detailed log of POS operator's actual keypress or touchscreen activity. This can be used in conjunction with financial audit information and/or cinema security footage to provide a comprehensive view of a POS operator's activity.

In the event of suspected fraud, this report will help enable management to determine exactly when and what a particular operator was doing at any Point of Sale Session.

The Audit POS Session by User Report has replaced the User Log Report. The User Log Report has also been removed from the Report Launcher Menu.

Risk Dashboard Report:

Available from: **Report Launcher / Auditor Reports** or directly from the POS Session from Reports Menu.

This new report assesses and reports on operator activity highlighting potential areas of concern for fraud or untoward activity. Various transactions (such as Deletes, Aborts, Refunds and Cash Drawer Openings with \$0 Sales) are recorded and analysed by user.

When this report is run it provides a prompt for an **Over Under Threshold** amount. This controls the level at which Overs or Unders (the amount that cash in hand for a particular POS session differs from what is expected at settlement) is deemed to be of concern. If no value is entered in this field when the report is run, it defaults to a value of \$10.

This report also provides a section called 'Top 5 Flagged'. This provides a list of the 5 POS operators whose activities pose the greatest risk over the time period selected.

Placeholder Seats

The BackOffice Screen Maintenance program has been extended to support the configuration of Placeholder Seats within Cinema Screens.

Placeholder Seats are a new concept within Vista that has been designed to meet the needs of cinemas that are using more complex seat layouts, often to provide premium cinema seating. The Areas that are defined within these screens may be adjacent or even amongst other screen Areas with the same auditorium and it is important to be able to give customers a view of the total seating plan.

The addition of Placeholder Seats as a new seating type allows the cinema to provide customers with a view of the cinema that shows ALL the seats, not just those in the selected area. This is particularly important where premium seating is being sold and the preference for a particular seat may be affected by the overall seating layout.

Within Screen Maintenance the Area Seat Definitions tab now supports the addition of Placeholder Seats to an Area definition. Placeholder Seats have the following characteristics:

- They are 'view only' - that is within a particular area they can be seen, but they cannot be sold or booked etc.
- They are **not** included in the seat count for an Area, or for the parent Screen.
- The default display colour for Placeholder Seats is Grey.
- They are intended to show seats from other areas - that is seats which are not part of the current 'active' area, that are close by.

Within POS and Web seating plans show Placeholder Seats as grey seats. The customer (and/or the POS operator) can see the Placeholder Seats but they cannot select them.

Sofa Mode

Sofa Mode is a new setting within Screen Definition that allows the user to define an area as one which contains sofa seats. A sofa seat represents two seats that are sold as a pair. this may actually be a sofa or a luxury pair of seats that is intended to be sold together.

For an area that is set in Sofa Mode the Vista Internet Ticketing module will interpret the seating priority information as conveying the positions of sofas with the Area. The screen display shows sofas using a characteristic easily image that is distinct from a single seat.

Seats in Screen Maintenance are set up in a priority pattern (for example 112211 represents 3 sofas) to define sofa positions. Note that the Vista Internet Ticketing module will interpret a 11211 priority as two sofas enclosing a single seat.

The Internet Ticketing module will only sell Sofas if both of the seats are selected for purchase. it is not possible to purchase 'part' of a sofa.

POS terminals can also sell in Sofa Mode but POS does not support the graphical representation of Sofas, neither does it enforce the sales of Sofas as a unit. Within the POS seating display sofas can be recognised by the alternating pairs of priorities but operator training is required to enforce the sale of sofas as units.

NOTES:

1. Seat Priority has a special meaning in Sofa Mode. The Internet Ticketing module will strictly interpret changes in Seat Priority as indicating the end of one 'sofa' and the beginning of another. In Sofa Mode the Internet Ticketing module will interpret a 11122222111 priority as two 3-seat sofas surrounding a 5-seat sofa and a 1212121212 priority as a row of single seats.

2. While the Internet Ticketing module will recognise any Seat Priority pattern to construct a seat type layout in Sofa Mode it is recommended that Seat Priorities 1 and 2 are employed exclusively to ensure a consistent presentation within the simpler POS seating plan representation.

Transaction Summariser

Transaction Summariser as a Service:

In Vista V3R2 the Vista Transaction Summariser has been extensively modified to run as a service. The former Transaction Summariser was a standalone program that had to be manually started and managed. It can now be scheduled as a regular job from the Vista Task Scheduler. This means that Transaction Summariser can now run as a background process on an ongoing basis without user input once it is set up. The previous user interface and screen based messaging have been removed, while the use of a log file to record activity and errors has been enhanced.

The new Transaction Summariser Service processes all un-summarised transactions as the default behaviour. A status field (where 'N' = not summarised and 'P' = processed) indicates whether a record has been summarised in each of the three transactions tables.

The Summariser Monitor

A new 'System Monitoring' folder on the main Back Office menu provides access to a Summariser Monitor' that shows the current Summariser activity.

History and Summary Rebuilding:

The Summariser Monitor has a History tab which shows the completed summarisation activity and supports the rebuilding of summary data. The transactional data to re-summarise can be selected by category and date range.

Changes to Summariser SQL Routines:

- Previously in the Session Summary Table, the admit figures were distorted when complimentary tickets were issued for a session. Formerly, the number of admits was correct, but the split between normal issues, complimentaries and redemptions was not. This has been rectified.

New Reports:

There are also four new reports pertaining to Transaction Summariser. These are available from: **Report Launcher / Other Reports.**

- Historical Box Office
- Historical Concession Sales
- Historical Inventory Movements
- Historical Operations

See the 'New BackOffice Reports' section for more information.

NOTE: The information for establishing and configuring Transaction Summariser as a service is located in the Cinema Operations User Guide.

Gold Class Modifications

Several extensions have been added to Point of Sale, Mobile POS and BackOffice to increase Vista's Gold Class features. These are particularly beneficial to cinemas that operate with a restaurant.

- Mobile POS has been enhanced so that when the operator presses 'Tab' a list of tabs will immediately appear for selection. This is useful for a restaurant situation, where selecting the tab option is common. However, the operator can still press 'Create Tab' to begin a completely new tab.
- The tab name now appears on the Prepare/Pickup Screen against orders on POS and Mobile POS.
- The status of items (e.g. Started, Made, Collected, Cancelled) now appears on the tab screen on POS and Mobile POS. The order number also appears here for reference purposes.
- Additional information is now captured for prepared items, including the actual delivery time. This information is recorded at the POS or the kitchen and recorded in Back Office for reporting purposes.

6.4 Credit Cards

The Vista system is now capable of storing credit card details in secure 6.4 form, according to a standard employed by international banking authorities. 6.4 format of credit card numbers holds only the first 6 and last 4 digits of a credit card number ensuring that they cannot be used fraudulently. The format for storing credit card numbers within Vista is now controlled by two new system settings:

- **'CardMaskMethod'** – it is recommended that this setting is activated to ensure Vista-wide usage of the secure 6.4 format for credit card number storage.
- **'VSSUnpaidBookingAllowAutopay'** – it is recommended that this setting is NOT activated unless it is actually required. It is provided specifically for the situation where Vista is operating in secure (6.4 storage mode) but the cinema operates a policy of confirmed unpaid bookings - in this situation the full credit card details are required to complete the payment if the customer fails to collect the booking.

New Vista systems will be shipped in the new recommended secure mode. V3R2 for existing Vista installations will be shipped without activating the secure mode as it may affect existing business processes. Additional information on the implementation of the recommended secure 6.4 storage of credit card numbers will be provided directly to cinema financial management with the release of V3R2.

New Settlement Program:

An enhanced settlement program with an improved user interface has been for cinemas that use an overnight settlement process.:

- Details of the total number of transactions settled, and details of transactions which have not been settled are now displayed on screen.
- The new program will not settle if there is a problem with the previous settlement.
- Settlement is now grouped into batches for each business day regardless of the size of the parent batch. This ensures that the accumulation of settlements over several days does not cause the processing difficulties sometimes associated with very large batches. Within the Settlement Utility UI this (**Settlement Mode/Full Settlement by Day**) is the recommended setting and the shipped default.

System Monitoring Folder

A new 'System Monitoring' folder has been added to the BackOffice Menu Structure in V3R2. This new section contains the following forms:

- **Signage Monitor:**

The Signage Monitor allows the user to view the general details (such as film name and time, film door/theatre, promotional messages and upcoming films) that appear on the signage at cinemas. Task Service will be running in the background generating this information, while the 'Signage Monitor' form is a record of this generated data as viewed by patrons. At the bottom of this form the operator can see when this information was 'Last Updated'. This is the last time any single aspect of the displayed information was changed.

- **Summariser Monitor:**

The Summariser Monitor provides a view of current Transaction Summariser service status. It also provides a method for manually rebuilding specified sections of the summarised transaction history.

- **Air Conditioning Monitor:**

The Air Conditioning Monitor allows the user to see what times sessions start and finish, the number of seats sold for each auditorium/screening, and the percentage of seats that are full for each auditorium. The Air Conditioning Monitor inquiry display refreshes by default every 2 minutes. A system setting named **AirConRefresh** controls this interval.

- **Sales Server Monitor:**

The Sales Server Monitor displays current sales activity. Transactions which have been 'abandoned' (for instance, when a web browser is closed without final payment) or 'paid-failed' (for instance, when a customer was charged for a purchase but the information did not appear in the system) will also appear in this form. The Sales Server Monitor lists the source of the transaction, the status of the problem, and the time the transaction started. It also records the value of the transaction, the number of tickets and concessions involved, and the card and booking details. The Sales Server Monitor also provides a count of 'Currently Active Transactions' and 'Transactions in the Last Hour'. These figures are good indicators if there have been recent WAN or communication issues.

NOTE: The aforementioned monitor forms will only appear in the System Monitoring folder if the appropriate products have been installed.

Events Form

Available from: BackOffice / Box Office / Films/Sessions / Events

Event details can now be created and defined from this new maintenance form. This new functionality extends Vista capability to create and operate Film Festivals and other significant cinema related events.

Details this form captures include:

- Event Name
- Event Descriptions (short and free text)
- Web Header/Graphic Information
- Status
- Opening Date
- Show Films Independently

The **Events** Maintenance form is used to create the Event. A new dropdown list on the General tab of **Film** Maintenance is then used to assign an Event to a film. This information can be used by Point of Sale and the Internet Ticketing module.

CHAPTER 5

New BackOffice Reports

New Report Listing

Historical Box Office Report:

Available from: Report Launcher / Other Reports

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. This report runs from the summarised transaction files therefore Transaction Summariser must be functioning and up to date before the report is correctly populated.

Historical Inventory Movements Report:

Available from: Report Launcher / Other Reports

This report examines item movements (for instance those that are sold, wasted, transferred, adjusted, used and received) and stock balances for the selected date range. This can be displayed by item description or code, or by item class description or code. This report runs from the summarised transaction files therefore Transaction Summariser must be functioning and up to date before the report is correctly populated.

Historical Operations Report:

Available from: Report Launcher / Other Reports

The key element of this report is a concise cash-up information for each of the 7 days from the selected start date. The report includes Box Office admission statistics, financials for Box Office, Concessions and Labour costs, as well as Key Performance Indicators. This report runs from the summarised transaction files therefore Transaction Summariser must be functioning and up to date before the report is correctly populated.

Ticket Sales Activity After Session Finished Report:

Available from: Report Launcher / Auditor Reports

This new report has also been created to allow cinema management to review the ticket sales activity that has been entered from POS after the related sessions are finished

Audit POS Session by User Report

Audit POS Session by User Report:

Available from: Report Launcher / Cashier/Audit Reports or directly from the POS Session from Reports Menu.

This new report provides a detailed log of POS operator's actual keypress or touchscreen activity. This can be used in conjunction with financial audit information and/or cinema security footage to provide a comprehensive view of a POS operator's activity.

In the event of suspected fraud, this report will help enable management to determine exactly when and what a particular operator was doing at any Point of Sale Session.

The Audit POS Session by User Report has replaced the User Log Report. The User Log Report has also been removed from the Report Launcher Menu.

Risk Dashboard Report

Risk Dashboard Report:

Available from: **Report Launcher / Auditor Reports** or directly from the POS Session from Reports Menu.

This new report assesses and reports on operator activity highlighting potential areas of concern for fraud or untoward activity. Various transactions (such as Deletes, Aborts, Refunds and Cash Drawer Openings with \$0 Sales) are recorded and analysed by user.

When this report is run it provides a prompt for an **Over Under Threshold** amount. This controls the level at which Overs or Unders (the amount that cash in hand for a particular POS session differs from what is expected at settlement) is deemed to be of concern. If no value is entered in this field when the report is run, it defaults to a value of \$10.

This report also provides a section called 'Top 5 Flagged'. This provides a list of the 5 POS operators whose activities pose the greatest risk over the time period selected.

CHAPTER 6

Technical

System Settings

This section lists all system settings introduced in V3R2, and in the hotfixes to V3R1 as described in Appendix 2 of these Release Notes:

Auditing:

Setting Name: AuditingCustomDLLName

Category: AUDIT

Description: Name of custom DDL to use to extend standard logging in Vista.

Shipped Value: Empty

Setting Name: AuditingEnabled

Category: AUDIT

Description: Enable logging of changes made to data through maintenance forms (select 'Yes' or 'No').

Shipped Value: Yes

BackOffice:

Setting Name: DefaultVoucherUOM

Category: BACKOFFICE

Description: Any unit of measure listed in the unit of measure table.

Shipped Value: EACH

Setting Name: PlaythruSplitsAllowZeroPercent

Category: BACKOFFICE-SESSIONS

Description: Shipped Value: Define whether a playthru split of 0% is allowed.

Shipped Value: Yes

Setting Name: SessionAllowChangesAfterStart

Category: BACKOFFICE-SESSIONS

Description: Specify whether changes are allowed to be made to session details after the session has started.

Shipped Value: Yes

Setting Name: SessionShowInactived

Category: BACKOFFICE-SESSIONS

Description: Show/Hide inactive sessions located in session by screen.

Shipped Value: N

Setting Name: SessSwapGridHighlightColor

Category: BACKOFFICE-SESSIONS

Description: Controls the displays of the 'From Screen' grid in the session swap feature. Choices are: 1= blue row and white text, 2= white row and black text, 3= white row and red text, 4= red row and white text.

Shipped Value: 1

Setting Name: SessSwapHideAreaCategory

Category: BACKOFFICE-SESSIONS

Description: In session swap function, hide the area category if possible. It is not possible to hide the area category if the screen has more than one area.

Shipped Value: No

Setting Name: SessSwapShowAllBookingTrans

Category: BACKOFFICE-SESSIONS

Description: In session swap function, if 'Yes' then all booking transactions, including payment transactions are displayed in the grid.

Shipped Value: No

Cash Related:

Setting Name: AllowCloseFutureDates

Category: CASH

Description: Specify whether future dates can be closed or not (Select 'Yes' or 'No').

Shipped Value: Standard6.4

Setting Name: CreateInventoryJournal

Category: CASH MANAGEMENT

Description: Specifies whether and Inventory Journal is created as part of a dayend process.

Shipped Value: No

Setting Name: DefaultReopenRemoteSales

Category: CASH MANAGEMENT

Description: Specify whether or not re-open remote sales can be set.

Shipped Value: No

Setting Name: EarliestTimeToCloseDay

Category: CASH MANAGEMENT

Description: Specify the earliest time of day being closed.

Shipped Value: EMPTY

Credit Card Security:

Setting Name: AllowCloseFutureDates

Category: CASH

Description: Specify whether future dates can be closed or not (Select 'Yes' or 'No').

Shipped Value: Standard6.4

Setting Name: VSSUnpaidBookingAllowAutopay

Category: REMOTE SALES DEVICES

Description: Specify whether to allow unpaid autopay bookings (the credit card used for the booking will automatically be billed when the booking is collected).

Shipped Value: Yes

HeadOffice:

Setting Name: DefaultHOUUploadSystem

Category: HEADOFFICE

Description: Version 3 (traditional system) delivers summarised data on a daily basis. Version 3.1 supports frequent uploads of transaction data, and also delivers daily measures. The selected version must be supported by the Head Office.

Shipped Value: Version 3

Setting Name: HOCOMPAT_PAYTYPE_PK10

Category: HEADOFFICE_COMPATIBILITY

Description: N

Shipped Value: Controls payment type maintenance form compatibility mode. 'Y' means use Version 3.1 mode (primary key is 10 characters long and autocreated). N means retain behaviour prior to Version 3.1 (primary key is 2 characters long and is manually created).

Setting Name: HOCOMPAT_SALESTAX_PK10

Category: HEADOFFICE_COMPATIBILITY

Description: N

Shipped Value: Controls sales tax maintenance form compatibility mode. 'Y' means use Version 3.1 mode (primary key is 10 characters long and autocreated). N means retain behaviour prior to Version 3.1 (primary key is 1 characters long and is manually created).

POS (General):

Setting Name: DeliveryPriority

Category: POS

Description: Defines the text and priority status of a delivery. Flash flashes the text on the prepare screen.

Shipped Value: Normal, VIP=Flash,

Setting Name: LoyaltyUsesHOCodes

Category: POS

Description: Indicated whether POS can alternatively use HO codes or Cinema codes for items sent to or from loyalty.

Shipped Value: No

Setting Name: MemberCardDailyUsageLimit

Category: POS

Description: Limit the maximum number of transactions that a member card can be used for each day. Enter 0 for no limit.

Shipped Value: 0

Setting Name: MemberCardMode

Category: POS

Description: Determines validation process. Member CardOnly mode validates against member table. ExternalCardOnly validates against card definition table. Mixed validates against member table and if unsuccessful card definition table.

Shipped Value: Member Card Only

Setting Name: SalesAllowedAfterEndOfSession

Category: POS

Description: Allow POS to sell and refund tickets to the current days sessions after the session has finished showing.

Shipped Value: Yes

Setting Name: TabDefaultToPinpadSwipe

Category: POS

Description: During tab search or create, bypass virtual keyboard and process immediately to pinpad swipe.

Shipped Value: No

Setting Name: UserLogSeverityLevel

Category: POS

Description: Minimum severity level of user activity to write to the user log.

Shipped Value: 4

POS (Membership/Loyalty):

Setting Name: LoyaltyAllowOfflineEarnPoints

Category: POS-MEMBERSHIP

Description: Allow points to be earned when loyalty is offline. This setting is also used by the scheduled task that uploads the offline loyalty transactions.

Shipped Value: No

Setting Name: LoyaltyReprocessingDays

Category: POS-MEMBERSHIP

Description: Number of days to allow the recall of transactions for loyalty processing.

Shipped Value: 0

POS (Sales Server):

Setting Name: CardMaskMethod

Category: POS-SALES SERVER

Description: Specify method to use for masking credit card numbers prior to storage in the system.

Shipped Value: No

POS (Seat Allocation):

Setting Name: SeriCulturEistS

Category: POS-SEAT ALLOCATION

Description: Seat allocation screen colour of same area seats (different area category) as they appear to the customer.

Shipped Value: 14737632

Setting Name: SeatColourPOSScnGrey

Category: POS-SEAT ALLOCATION

Description: Seat allocation screen colour of same area seats (different area category) as they appear to the operator.

Shipped Value: 14737632

POS (Security):

Setting Name: SecurityLimitTabOrderButton

Category: POS-SECURITY

Description: Security level required to alter the limit of an order that is added to a tab (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 5

Setting Name: SecurityLimitTabTotalButton

Category: POS-SECURITY

Description: Security level required to alter the limit of a tab (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 3

Setting Name: SecurityLoyaltyReprocessing

Category: POS-SECURITY

Description: Security level required to recall a past transaction and earn points on it (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 0

Setting Name: SecurityMemberCardUsageLimit

Category: POS-SECURITY

Description: Security level required to accept a member card that has been used more times than the system setting MemberCardDailyUsageLimit (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 0

Setting Name: SecurityPastSalesEntryButton

Category: POS-SECURITY

Description: Security level required to enter past sales (0-9 is highest to lowest, -1 is no entry allowed while 99 is no security).

Shipped Value: 99

Setting Name: SecurityRefundPrepareCancel

Category: POS-SECURITY

Description: Security level required to refund prepared items that have been started, made or collected (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 5

Setting Name: SecurityReprintTicket

Category: POS-SECURITY

Description: Security level for reprinting a ticket (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 0

Setting Name: SecurityReprintTransaction

Category: POS-SECURITY

Description: Security level for reprinting a transaction (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 0

Setting Name: SecurityTabRefundButton

Category: POS-SECURITY

Description: Security level required to refund tab items (0-9 is highest to lowest, while 99 is no security).

Shipped Value: 5

Projection:

Setting Name: NotifyProjectionModule

Category: PROJECTION-VISTA

Description: Controls the use of the projection notification service when film sessions are updated.

Shipped Value: No

Remote Sale Devices:

Setting Name: VSSLoyaltyTransErrorAction

Category: REMOTE SALES DEVICES

Description: Controls VSS behaviour when a loyalty upgrade fails. FAIL= transaction will be aborted, no booking will be recorded, and customer HAS been charged. CONTINUE= booking created, customer NOT informed but error log is generated on server.

Shipped Value: CONTINUE

Setting Name: VSSUnpaidBookingAllowAutopay

Category: REMOTE SALES DEVICES

Description: Specify whether to allow unpaid autopay bookings (the credit card used for the booking will automatically be billed when the booking is collected).

Shipped Value: Yes

Reports/Statistics Gathering:

Setting Name: CashSessionRpt_Detail

Category: REPORTS

Description: Default setting for detail parameter in the Cashier Session Reconciliation Report. If the setting is 'D' the report will be shown in detailed mode, 'X' summary mode, and 'S' detailed box office mode.

Shipped Value: D

Setting Name: OverrideReportFontName

Category: REPORTS

Description: A non-empty value will enforce a customer defined non-standard font family to be applied to all report text.

Shipped Value: EMPTY

Setting Name: SummarisePastDayPauseEnd

Category: STATISTICS GATHERING-KPI

Description: Time of day summariser resumes summarising of past days.

Shipped Value: 22.00

Setting Name: SummarisePastDayPauseStart

Category: STATISTICS GATHERING-KPI

Description: Time of day summariser suspends summarising of past days (summarising is not suspended for the current day).

Shipped Value: 19.00

Signs:

Setting Name: SignageRefresh

Category: SIGNS-VISTA

Description: Refresh signage information every number of stated seconds (1-1800).

Shipped Value: 120

Setting Name: SignsComingUpBoardShowRating

Category: SIGNS-VISTA

Description: Show film rating on 'films coming up' signage board.

Shipped Value: No

System Monitoring Folder and Background Tasks:

Setting Name: AirConRefresh

Category: AIRCONDITIONING

Description: Refresh air conditioning information every number of stated seconds (1-1800).

Shipped Value: 122

Setting Name: NotifyEmailDefault

Category: SYSTEM

Description: Default e-mail address used for e-mail notifications of system errors and status

Shipped Value: EMPTY

Setting Name: PurgeUserLogDaysLeft

Category: BACKGROUND TASKS

Description: The number of days to keep records in the user log.

Shipped Value: 90

Job Scheduler

Previous versions of Vista Job Scheduler could only run a single job at a time and had to wait until that job was complete before starting another job (if one was scheduled to run during that time).

The Job Scheduler task has been changed so all EXE and DLL job applications will be run separately. DLL's will run as they always have, only one can run at a time and the Job Scheduler waits for a response. However, any EXE jobs will be started and the Job Scheduler service will not wait for a response from the job, but can start another job if required. This was required by Vista's Signage and Air Conditioning modules as they run frequently. This change ensures they do not have to wait.

Installation Changes

There have been several changes to the way that Vista is installed. These are outlined below:

- The Vista Server application library and client components are now un-installable from the windows control panel.
- The Vista Server application library can now be installed to the Windows Program Files directory.
- The Vista SetUpServer now requires SQL server (2000) sp3 as a minimum for NEW installations.


Language Manager

The Language Manager Export functionality has been enhanced and extended to support the automated distribution of customised language files from a Head Office location to a group of cinema sites through a LAN/WAN connection.

CHAPTER 7

Aesthetic

Vista Logo

Former Vista Logo	New Vista Logo
	
<p>Changes:</p> <p>Removed black outlines around the fingernails</p> <p>Removed fingernails</p> <p>Smoothed curves around the fingertips (previously geometric curves)</p> <p>Reason for Changes:</p> <p>Easier reproduction of the logo in print</p> <p>New graphics technology allows the presentation of a more crisply rendered image across various hardware platforms, at various sizes and screen resolutions</p> <p>Vista software now employs the same logo as used with our updated marketing collateral and printed material.</p>	

- The Vista logo has been updated throughout the Vista Product Suite.

CHAPTER 8

Appendix 1: Important Notice for Loyalty Users

Cinemas Using Loyalty

If the cinema currently uses Vista Loyalty and there are any recognitions setup where a discount value gets applied to the highest price item up to a maximum limit, then you will need to make the following change in Loyalty, as Point of Sale was not handling it correctly.

For example a recognition defined as a \$5.00 discount is to be applied to the highest price concession item in the order up to a maximum of \$5.00

Before Vista Point of Sale version 3.2 can be used, in Loyalty Administration under **Recognitions**, change the Price Type for this type of recognition from **\$ off** to **Apply to Highest Price**.

If this is not done, the recognition will be handled incorrectly at Point of Sale after the upgrade.

CHAPTER 9

Appendix 2: Hot Fix Information

A number of incremental releases have been created since the General Release of Vista V3R1. Some of these releases address flaws in the V3R1 General Release while others are minor enhancements to Vista that were been made available before the General Release of V3R2. Not all customers will have applied all of these incremental releases.

The General Release of Vista V3R2 includes all the the Hot fixes listed below and can be safely applied to a any Vista V3R1 system, regardless of which of the hot fixes may have already been applied (or not) at the time the V3R2 upgrade is applied.

POS Hotfixes

New in Hot Fix 21:

POS has been updated with swap fixes.

New in Hot Fix 20:

If any tickets have been printed or there are no tickets in the booking, (i.e. kiosk concession voucher) then POS does now not print a credit card receipt on booking pickup. One would have already been printed previously.

Retrieve correct screen number and screen name for tickets printed on customer receipt.

Fixed so SQL statement does not fail when printing a refund playthru ticket.

Updated seat counts correctly for unallocated seating in unpaid bookings.

Fixed seating bugs for package tickets in unpaid bookings.

Moving package tickets within the seating plan, could release the wrong seats, or leave some seats allocated, but not held in booking. This has been fixed.

POS now calculates the number of redemptions correctly for Loyalty discount items.

Pass correct user number when changing PIN number.

Load users at logon. This is so POS picks up new users loaded in Back Office.

Calculate tax and order total correctly for unpaid bookings that have concessions that are exclusive of tax.

New in Hot Fix 19:

Display number of tickets printed and date collected when an unpaid booking ID is paid and collected.

Calculate correctly the points left for purchase for Loyalty package tickets.

Refund POS session payment group for original ticket when doing a swap.

Fix package tickets in unpaid bookings. Moving package tickets within the seating plan could result in too many seats being released or seats left allocated but not used in the booking.

Calculate tax and order totals on booking retrieval. This was only incorrect if the booking contained concessions that were exclusive of tax.

New in Hot Fix 18:

Loyalty Package Ticket with concessions causes error when added to order. This has been rectified along with incorrect discount handling.

Package ticket recognition points being incorrectly multiplied by number of tickets in package has been fixed.

If SessionDateTime is null date, set to empty string, default date 1/1/100 causes issues in Online Voucher Validation.

Limit count for Loyalty package tickets per order is now calculated correctly.

When making payments, if a second cash button press results in message "There is no amount outstanding", then the operator is returned to the payment form on the message response.

Packages are now printed as one line on refund receipts.

Loyalty details are now displayed on refund receipts.

Discount can be applied to all concessions. Previously they could only be applied to concessions that had a defined POS button.

New in Hot Fix 17:

If an operator attempts to replace a Members Card using the 'Replace Card' function and this fails, the original member details are still retained for the duration of the order. Previously the member details were discarded.

POS Loyalty Connector: Can now be configured to translate Item, Ticket and Film codes for Loyalty

New in Hot Fix 16:

Kitchen Delivery screen has had its font adjusted so more information is visible.

There have been enhancements with seat tracking when selling tickets to further reduce deadlocking in extremely high load situations.

New in Hot Fix 14:

Enabled support for loyalty members without a card number. Can now select from a search list and transactions can be assigned to them.

System can now be configured so that a receipt is always printed for a loyalty member.

New in Hot Fix 13:

Corrected deadlocking problems with SeatTrack feature introduced in V3R1. These problems were only experienced when VistaCinema was under heavy load, i.e. greater than 30 POS's operating.

New in Hot Fix 12:

Calculate Unit tax correctly for multiple taxes on refund receipts.

Add Subtotal and TotalExcludedTax to refund receipt.

New in Hot Fix 11:

Fix so process multiple refunds is enabled.

Check for member card usage even if not checking member table for validation.

Added extra seat logging for India.

Fix so cash portion of a split refund payment writes to correct payment type.

New in Hot Fix 10:

Enabled ability to mask bank card numbers.

Allow only one POS to run on a workstation at any one time.

Member Card Usage Limitation - A new system setting "MemberCardDailyUsageLimit" limits the number of times a member card can be used during a day.

Fix tax exclusive, subtotal, tax and unit price for both sale and refund receipts, tax inclusive and tax exclusive.

Credit Card Member system - Allows credit cards to access member ticket types.

Always logs security prompts regardless of user security level.

New in Hot Fix 9:

Point of Sale Bug fixes for Double Seating.

New in Hot Fix 8:

If tickets are swapped for a different ticket type, then some of the swapped tickets deleted, then re-added in the same swap session, occasionally the wrong seats are released on completion of swap.

Display e-mail address on member search.

When replacing a loyalty card, disable Activate button, and clear card number.

Fix count of number of loyalty recognitions taken in an order.

If in Swap mode, stop concessions being added via scan, concession search and loyalty purchase.

Fix Print Test for tickets:

Stop error occurring when a reprint is attempted for a refunded ticket.

Display standard upsell options as they are added to order.

New in Hotfix 6:

Stop non-loyalty members refunding to Vista Loyalty system.

If after a ticket swap the customer is owed money, and customer is refunded on credit card, the change value is doubled. This has been fixed.

Record number of deletes, aborts and cash drawer open in POS Session correctly.

New in Hotfixes 1, 2, 3, 4, 5:

Remove Cinema ID/Name from Loyalty refund transaction update.

Enable POS to continue if an incorrect opening date is loaded for cinema.

Printing a SOLVE Credit Card receipt when collecting tickets for a pre-paid booking.

BackOffice Hotfixes

New in HotFix 22:

Reports: Concession Item Sales and The Performance Report sometimes had a Net Cost Sales Total value that disagreed. This has been fixed.

ReportLauncher: Reports will no longer crash if cinema has apostrophe in name/address.

New in Hot Fix 21:

Screen Maintenance has had a bugfix.

New in Hot Fix 20:

Reports: Stock Wastage Report Bug has been fixed.

New in Hot Fix 18:

Reports: Credit Card Sales Report has been enhanced to include a CardType filter and the field has also been added to the report.

Reports: Bookings Report By Sales Channel has had an overflow problem corrected.

Show Time Manager: Bug has been corrected where Sessions updated by ShowTime Manager did not have their Seat Allocated settings updated correctly

Item Maintenance: Now only checks for duplicates barcodes if the item is active.

Session By Screen: Corrected problems where the wrong Day Of Week was often entered incorrectly and it was not possible to set a session as inactive.

New in Hot Fix 17:

Item Maintenance: Amended to allow duplicate barcodes if the barcode exists against an inactive item. Item Maintenance will now force the entry of a stocktake group if the 'Include In Stocktake' flag is selected.

Ticket Type Maintenance: Ticket Type Maintenance and Vouchers, Coupons and Passes maintenance now allow duplicate barcodes if the barcode exists against a Ticket Type that is inactive.

Payment Buttons Maintenance: Correct so that inactive payment types can be selected from the dropdown list, correct problem to ensure data is refreshed when a different payment button is selected from the dropdown list.

Reports: New Report has been added, Philippines Cultural Tax.

New in Hot Fix 15:

Internal CD Structure:

visDataPack has been moved back into COMMONBASE as well as COMMON.

Recipe Maintenance: Corrected problem when adding a recipe to another recipe, all the components of that recipe were not being included - therefore throwing off stocktake and other item counting functions.

Payment Group Maintenance: Corrected problem where reconciliation payment group combination always being set to the first item in the list when the Payment Group record was loaded into the form.

New in Hot Fix 14:

Report:

Taiwan Distributor Report: Correction made to Taiwan Distributor Report to provide the correct names for the taxes on the report.

UtilsServer: Has been updated with enhancements for Plasma V3R1.

New in Hot Fix 13:

Corrected problem with Prepare Pickup Maintenance when adding. If the operator did not input the AreaLeadTime a type mismatch error would occur.

New in Hot Fix 10:

ExportRentrak - enhanced to allow exporting of data for only one cinema operator.

Vista Task Scheduler - New processes added that can be enabled:

- Export Rentrak Daily
- Export Rentrak Hourly
- Export EDI Booking
- Export EDI Daily
- Export EDI Hourly
- Export EDI Weekly

New in Hotfix 7:

Recipe Maintenance: When a 'Made in Advance' Item is added to an existing Recipe, only the Parent Item is added and not the Components of the Made in Advance Item. This fixes the Issue of Components from being used twice, once when the Item is Made, and again when it is sold. To fix existing Recipes, edit the recipe to remove the Made in Advance Components and then save.

New in Hotfix 6:

Daily Operations Report :

- This report runs much faster than before.
- Redemptions now have a Prompt at the Start of the report.
- Layout of the report has changed to make it much easier to read.
- Overs/Unders do not display in SIMPLE Mode.
- Working out a Voucher Payment Group now works much better.

Contains PocketPCTransfer:

Changes to madLanguage and visRptLaunch such that users can elect to use their own .ini files to run reports.

Remove Cinema ID/Name from Loyalty refund transaction update.

Reset seat count functionality removed.

New in Hotfixes 1, 2, 3, 4, 5:

Contains visPocketPCTransfer.dll for Stocktake on the PDA.

Credit Card Settlement Report now displays VITAL Settlement Information.

Fixed syntax error in Reprint SQL.

Recipe Maintenance: HO compatibility changes.

Showtime Manager: Implement modification to stop the software falling.

Index

6

6.4 Credit Cards • 31

A

About Vista • i

Aesthetic • 53

Appendix 1

Important Notice for Loyalty Users • 55

Appendix 2

Hot Fix Information • 57

Audit POS Session by User Report • 37

B

BackOffice Hotfixes • 62

C

Cinemas Using Loyalty • 55

Copyright Notice • iii

Corrections • 11, 20

E

Enhancements • 9, 13

Events Form • 33

G

Gold Class Modifications • 30

I

Installation Changes • 51

J

Job Scheduler • 50

K

Keypress Logging • 25

L

Language Manager • 52

N

New BackOffice Features • 21

New BackOffice Reports • 35

New Functionality • 7

New Report Listing • 35

O

Overview of V3R2 Release • 5

P

Placeholder Seats • 27

Point of Sale • 7

POS Hotfixes • 58

R

Risk Dashboard Report • 38

S

Session Swap • 23

Sofa Mode • 28

System Monitoring Folder • 32

System Settings • 39

T

Technical • 39

Transaction Summariser • 29

U

Upsell Enhancements • 21

V

Vista BackOffice • 13

Vista Logo • 53

Vouchers, Coupons and Passes • 22