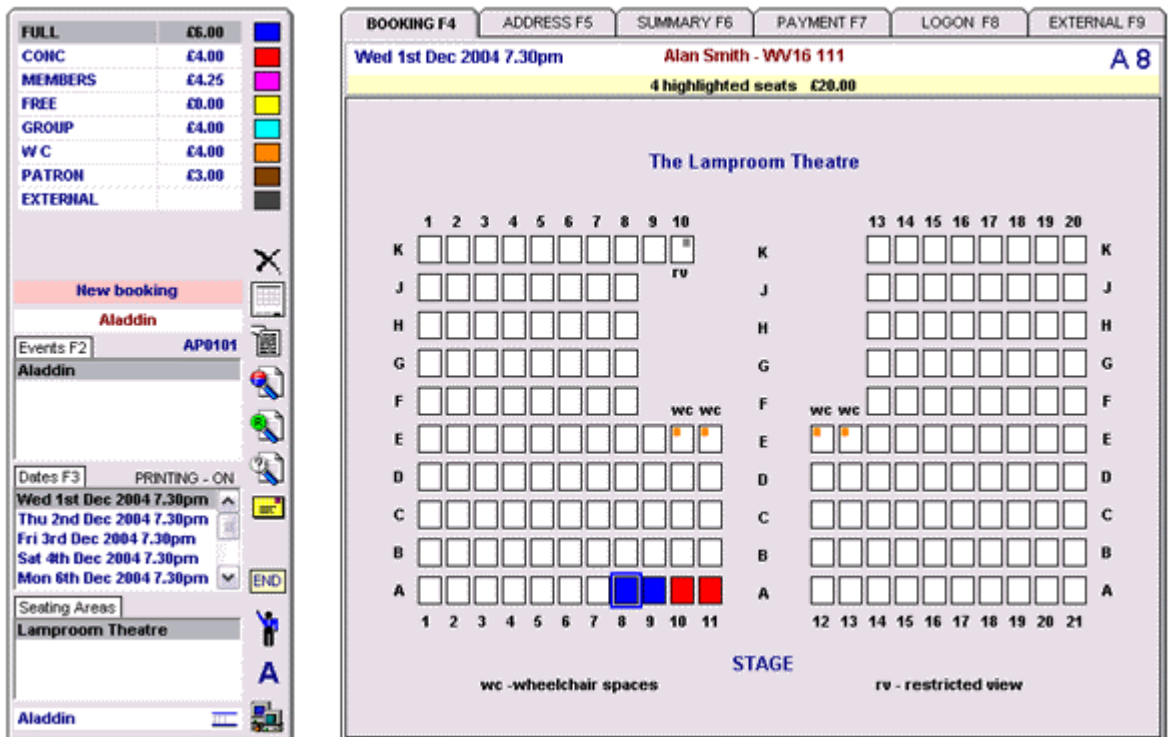


A Guide To Using Box-Office 2000

Version 2

By **Nortech Software**



The main booking screen

for
thermal & ink-jet
printers

NORTECH
software
TICKETING SOLUTIONS

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Features

Event Bookings

- Seven user-defined booking categories with three sets of category names.
- External booking category to track sales made outside the box-office.
- User-defined group size for each seating area.
- Four payment categories + Mixed payment + part payment .
- Multiple seating areas per event. Up to 500 seats per area.
- Twenty five user-defined marketing categories.
- Twenty five user-defined departments.
- Printing of tickets for External sales.
- Seating plan printing with selected bookings.
- User-defined booking adjustments.
- Generation of one, two or three part event tickets when booking seats.
- Receipt printing
- Controlled user access.
- Comprehensive Backup and Restore facilities.
- Marketing with results merged with Word documents
- Comprehensive reporting.
- Address entry with comprehensive search facility
- Integration with AFD's POSTCODE
- Tickets printed on an ink-jet or thermal ticket-printer.
- User-defined ticket layouts.
- Quick and easy event set-up.
- Selected seat lockout.

Ticket Book Printing & Layouts

- Printing of two and three part ticket books.
- Use of Box Office seating plan.
- Printing from text listing of seat names.
- Printing of pictures or logos.
- Easy dual pricing
- Easy layout of ticket for box office.
- Easy loading, editing and saving of ticket layouts.
- Choice of ink-jet or thermal ticket layouts.

Installation

Requirements

PC Computer 800MHz or faster
WINDOWS 98 - ME - 2000 - XP
128Mb RAM
50Mb available hard disk space.

Software installation

The software is supplied on a single CDROM. If a seating plans and/or ticket layouts are included, these can be loaded using **Restore** after installation of the software.

Insert the CDROM in the CD drive.

An installation menu will run automatically. This gives you the choice of viewing various instructional videos or installing the software.

Choose the 'Install Software' option.

The set-up program will start to copy the files needed for installation. The installation program will install the program files in the folder:

\\Program Files\\Nortech Box-office 2000

This is the default installation folder. Change to a different folder if required. The installation will create folders for Reports, Events, Archive, Settings, Layouts, Plans, Documents, Logos and Records.

Setting Up A Box Office

The Hardware

Setting up a box office requires the following:

WINDOWS COMPATIBLE PC COMPUTER. Any system faster than 800MHz will cope well with the requirements of the system. The most demanding task is the actual printing of tickets while booking. Some modern printer drivers can require a good deal of computing power. A processor speed of 2 to 3 GHz would be advantageous. A built in re-writable CD drive is also a useful feature for performing backups.

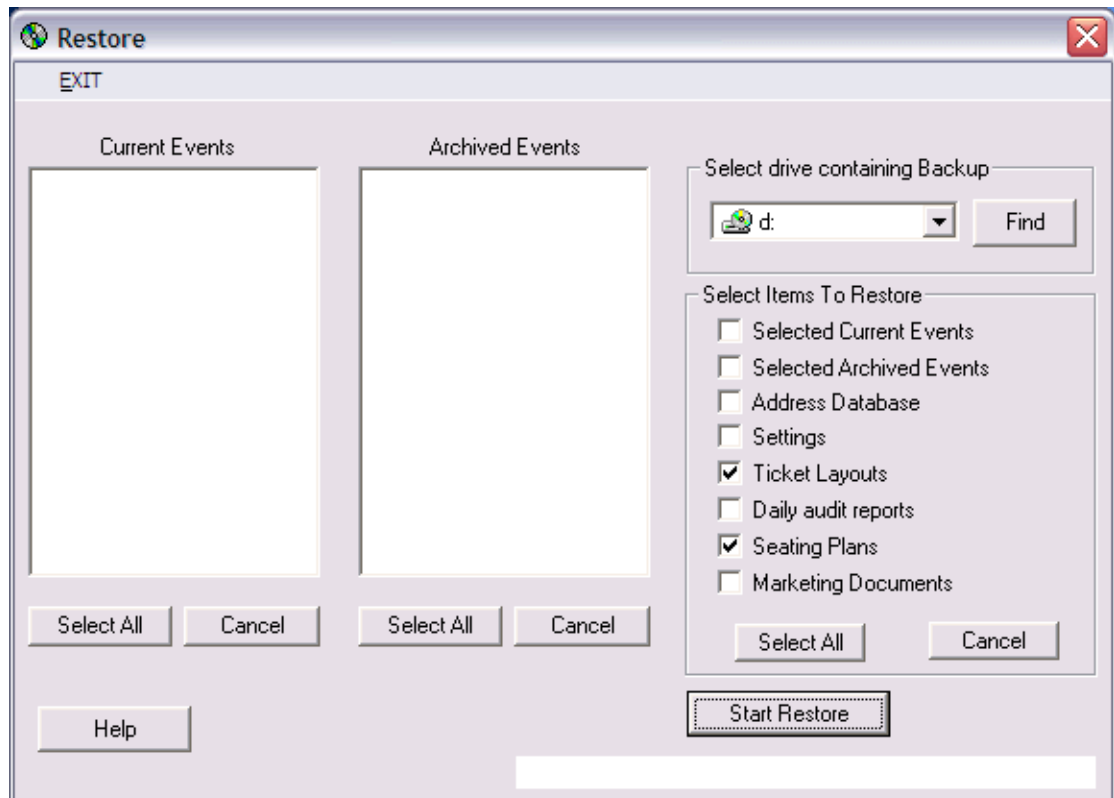
FAST INKJET PRINTER. Select a printer with a black speed greater than ten pages per minute. This figure is quoted for most printers. The printer must be able cope with the height of the tickets (85 mm). This size was chosen for the tickets because printers have a lower limit for the paper width. A moveable stop is pushed across to the edge of the paper. It is important to see whether this stop allows for the size of the ticket stock. For best results choose a printer with a 'straight' paper path. (Epson and Canon).

THERMAL PRINTER Select a printer with the following specifications.
Print speed of at least 4.0 inches per second.
Paper width at least 3.0 inches
Preferably with cutter.
Direct thermal or thermal transfer.

Initial Setting-up

Follow the software installation instructions to install the supplied software. A program group will be created on the WINDOWS Startmenu. Click on the Box Office Icon. Type in the default password; **FIRST** upper or lower case. Double-click on the **First Name** in the User list box. This will log you on to the system with full access.

Use **Restore** to load your supplied seating plan. Click on **Restore**, select your CDROM drive letter and click the checkbox for **Seating Plans** and **Ticket Layouts**. Click **Start Restore**.



Restoring seating plans and ticket layouts from the supplied CDROM

Your seating plans and ticket layouts should now be available to the box office. You will not see your seating plan until you set-up an event using it.

Customise settings

Click Settings on the top menu to access all of the available options. Enter your choice of Booking Categories etc. See '**Settings**' for details.

Training

It is recommended that several events are set-up, comprising several dates to practice booking seats. Use the word 'training' as part of the filename when saving the event. Click **Training** on the Logon tab. The eventlist is cleared and the training events (events with 'training' as part of the filename) are listed. Access is restricted to the booking form only.

The money totals are not updated when booking seats for training events.

At the start of a session

Ensure that the ticket printer is switched on and loaded correctly with ticket stock.

Double-click the box office icon, enter password and double-click user name. Be sure to have a user-name and password set-up for each person that will be using the box office.

Ensure that all the events that you want to take bookings for are displayed in the EVENTLIST. The BACKUP tab has the facility to move events to an ARCHIVE list so as not to clutter the EVENTLIST.

Check operation of the printer by loading an event and clicking the ticket test-print icon at the bottom left of the booking screen.



The loaded ticket layout and test-print icon

Most printers will display the current ink status while printing. If the ink is getting low, be sure to have a replacement cartridge ready at hand.

The Booking Form

Description

The program starts with the booking form. Most of the screen is taken up by a six way Tab. There are tabs for:

SEATING PLAN CUSTOMER PAYMENT SUMMARY LOGON EXTERNAL

The grid at the top left of the screen displays the booking categories and prices for the selected event.

The three boxes below are the **lists** of **Events, Dates** and **Seating Areas** for the selected event.

The top menu bar gives access to the **Set-up Event, Ticket Layout, Settings, Tools, Reports, Backup, Restore** and **Marketing** sections of the program.

The very top bar - the title bar - displays the current initials of the person logged on to the system and the currently **selected customer**.

Logging On

The program starts with the **Log On tab**. Type your password into the Password box. (The text cursor is placed in this box ready).

The password can be entered upper or lower case. The password is not case sensitive.

Double-click your user name in the list above. When first used the password is **FIRST**. Double-click on the **FIRST PERSON**.

To logon using the keyboard, press **Enter** after typing the password. Select your user-name from the list using the up and down arrow keys. Press **Enter** after selecting.

Supervisor

The term **supervisor** refers to a category of user with full access to all of the box office facilities. New users can only be created when a supervisor is logged on to the system.

Adding a new user

To create a new user. After logging on as a supervisor, click **NEW**. Enter your initials or a unique code which refers to you only. (Bookings are uniquely identified and sorted by this code) .Enter your full name and a password. The password has to be entered twice as a check. Click on the required access from the list on the right. (Selecting supervisor will select all options by default). Click **Save**. The user-name will be added to the list of users above.

Change user

To change user. Click **Log Off** and enter your password and double-click your user-name.

Remove user

User-names can only be removed from the list when a Supervisor is logged on. To remove a user-name, select the name from the list and click **Remove User**. The currently logged user cannot be removed.

Leaving the Booking Form

All information is saved automatically as a booking is made. Leave the program at any time by clicking on **EXIT** on the top-left of the main menu bar. It is not necessary to log off.

Making a booking

Making a Booking Overview

A booking is made in the following order.

1. Select customer - Insert new customer or locate existing customer by entering a customer number or searching for a customer's name.
2. Select Event (and Date if more than one)
3. Highlight seats to be booked
4. Select payment method (and adjustment if required)
5. Book seats

The booking can be changed or cancelled at any time before the last step 'Book seats'. (After booking it can be CHANGED, VOIDED or REFUNDED)

1. Select customer

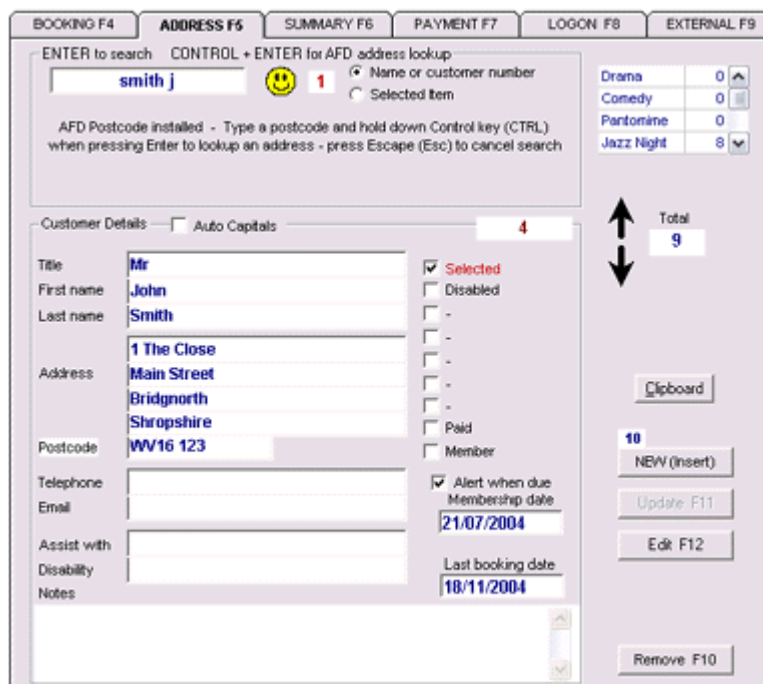
With the seating plan displayed, type a customer number press Enter.



Customer Number 5 entered

If the customer's number is not known, search for the address from the Address tab. Click the Address tab or double-click the plan to move to the Address tab (with no seats highlighted - if seats are highlighted, double-clicking moves to the Payment tab). Alternatively press F5.

Enter the Last name followed by a space and the initial or First name. Press Enter to search.

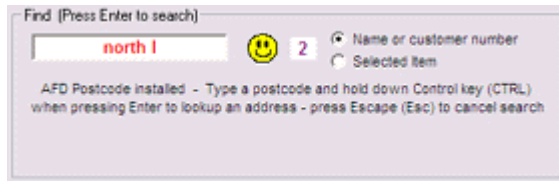


A successful search

Cont....

Select customer continued

If the address returned is incorrect, press Enter again to find the next match. The number alongside the search box will change to 2 for the second match and 3 for the third match etc.



The second address found

Return to the seating plan by clicking the Booking tab or by double-clicking the address. Alternatively press F4.

2. Select Event (and Date and Seating Area if more than one)

A screenshot of a software interface with several sections. At the top is a table with columns for ticket type, price, and a color-coded box. The rows are: FULL (£7.00, blue box), CONC (£5.50, red box), FREE (£0.00, yellow box), and GROUP (£6.00, blue box with '10' in a circle). Below this is an "EXTERNAL" section with a grey box. The main area is divided into three sections: "Events F2" showing "HAMLET" with "AB0104" and a list of events including "Cinderella", "HAMLET", "MIDSUMMER", and "Mystery Trip"; "Dates F3" showing "PRINTING - ON" and two dates: "Fri 5th Nov 2004 8:00 pm" and "Sat 6th Nov 2004 8:00 pm"; and "Seating Areas" showing "272 R" and a list including "Dogwood Front" and "Dogwood Rear". At the bottom is "Style 3". Three arrows point from text labels to specific elements: "Click an event from the Events list" points to "Cinderella"; "Click a date from the Dates list or PageUp / PageDown" points to "Fri 5th Nov 2004 8:00 pm"; "Click a seating area from the Seating Area list or PageUp / PageDown with the Control key (Ctrl) held down" points to "Dogwood Rear".

Event, Date & Seating Area lists

Select an event from the Event list by clicking any event in the Event list.

To select an event using the keyboard, press F2 and select an event with the Up / Down arrow keys followed by Enter









The first current date is loaded along with the first seating area.

The currently loaded event is displayed along with amount of booked and available seats.

The ticket layout is displayed at the bottom of the screen. 'Style 3' in the example above. Click on the blue ticket next to the ticket layout to print a test ticket.

3. Highlight seats

Click a booking category or use the + and - keys to select. Alternatively use the Up and Down arrow keys with the Control key (Ctrl) held down.

ADULT	£6.00	
CHILD	£4.00	
COMP	£0.00	
SENIOR	£3.00	
PARTY	£4.25	
W - C	£4.00	
PATRON	£3.75	
EXTERNAL		

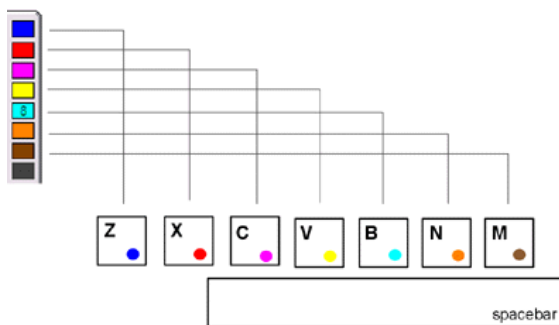
Adult price category selected



Seat selection rectangle - COMP category selected

Select the seats to be booked by 'Highlighting' (highlighted seats are flashing) with the current payment category colour. Click seats to select or move the 'seat selection rectangle' to a seat with the Up / Down and Left / Right arrow keys and press the Spacebar.

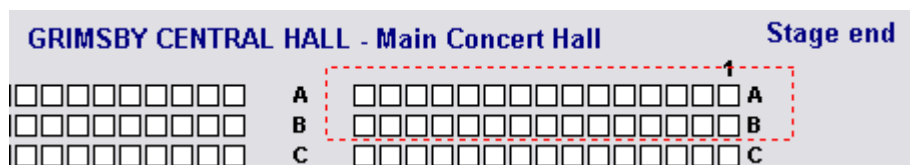
Seats can also be highlighted in a particular category by pressing the following keys instead of the spacebar.



The seven keys corresponding to the booking categories

Large areas of seating can be highlighted by moving the seat selection rectangle over the seats with the shift key $\u2197$ held down or by dragging a rectangle around the required seats.

Seats can also be high-lighted in the selected category by dragging a rectangle around the seats.



A selection rectangle around an area of seating

To highlight the same seats as the last booking (for a different date or event but the same plan) click the



icon located to the right of the date list with the Control key (Ctrl) held down.

Special Note for unreserved seating:

When highlighting a seat on an unreserved seating plan the seat selection rectangle is automatically placed on the next available seat. A quantity of seats can be highlighted in the selected category by entering a number (in the same way as entering a customer number - just type a number with the seating plan displayed) and pressing the spacebar.

4. Select payment method (and adjustment if required)

Double-click the plan to move to the Payment tab. (Alternatively click the Payment tab, press Enter or press F7)

Check and confirm the booking details with the customer.

BOOKING F4	ADDRESS F5	SUMMARY F6	PAYMENT F7	LOGON F8	EXTERNAL F9
Mr John Smith 1 The Close, Main Street, Bridgnorth, Shropshire - WV16 123			CUSTOMER TOTAL £18.00		
A MIDSUMMER NIGHT'S DREAM Sun 28th Nov 2004 7.30pm			BOOKING TOTAL £18.00		
4 - CONC					

Payment booking details

Select a Department if required by clicking the entries or choose with the PageUP / PageDown keys with the Control key (Ctrl) held down. (Using Departments to categorise sales is optional).

Select the payment method by clicking the correct button or choose with the Up / Down arrow keys. The BOOKSEATS button is disabled until a payment method is selected.

PAYMENT
 Credit Card - Name, Street No., Postcode, Security code, Card number and Expiry date

Payment Method <input checked="" type="radio"/> CHEQUE 18.00 <input type="radio"/> CASH <input type="radio"/> CARD <input type="checkbox"/> Auto Fee <input type="radio"/> VOUCHER <input type="radio"/> MIXED	Dept. None TIC AG 1 AG 2 AG 3 AG 4 AG 5	Adjust Booking (Page Up-Down) No adjustment deposit payment Booking fee Ticket refund fee Surcharge 5% Amount <input type="checkbox"/> Credit Card Fee 0.50
--	--	--

Continue Booking (+ key) Lock
 Provisional Booking (F3) Lock
 Receipt Printing (F2) Lock
 Address Printing (F7) Lock

 (Insert key)

Copy note when continuing

Cheque payment selected

If the booking total is zero the SELECT PAYMENT METHOD message will not be shown and the BOOKSEATS button will be enabled.

Select MIXED if payment is to be made in more than one way (i.e. part cheque part voucher) or if only part (or none) of the booking is to be paid at this time.

Payment Method **MIXED**

<input type="radio"/> CASH	<input type="text"/>	<input type="checkbox"/> Auto Fee
<input type="radio"/> CHEQUE	<input type="text"/>	
<input type="radio"/> CARD	<input type="text"/>	
<input type="radio"/> VOUCHER	<input type="text"/>	
<input checked="" type="radio"/> MIXED		

UNPAID
£18.00

Mixed payment selected

No payments entered - £18.00 unpaid balance

Payment Method **MIXED**

<input type="radio"/> CASH	<input type="text" value="8"/>	<input type="checkbox"/> Auto Fee
<input type="radio"/> CHEQUE	<input type="text" value="10"/>	
<input type="radio"/> CARD	<input type="text"/>	
<input type="radio"/> VOUCHER	<input type="text"/>	
<input checked="" type="radio"/> MIXED		

Paid £10.00 Cheque and £8.00 Cash

Paid in full - no unpaid balance

The cursor is placed in the top payment method entry box. Type in the amount to be paid. Move to the box below by pressing Enter. Leave the boxes empty if no payment is being made at this time.

5. Book seats

A booking is completed by clicking the BOOKSEATS button. Press Enter with the control key (Ctrl) held down to complete the booking using the keyboard.

The BOOKSEATS button is only enabled if the payment method is chosen or the booking total is zero.

After booking the current customer is cancelled and the running total is set to zero.

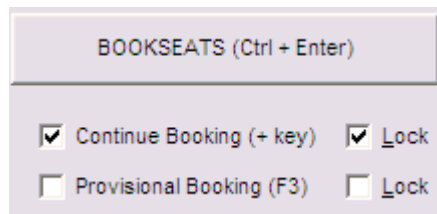
To keep the current customer selected after booking click the Continue checkbox (or press the + key) before clicking the BOOKSEATS button.



Continue booking selected

The running total is not cleared after booking. The next booking will be added to the running total. The payment method is locked at the choice of the first booking.

Click the Continue checkbox for each additional booking to retain the customer and running total. If making a long series of bookings for a customer it may be more convenient to lock the Continue check by clicking the Lock check to the right of the Continue check.



Continue booking check is locked

Cinema style

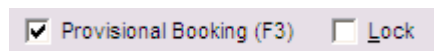
For fast cash bookings, it is not necessary to move from the seating plan to the payment tab. Just highlight the seats and press Enter with the Control key held down (Ctrl + Enter).

Making a Provisional Booking

A provisional booking reserves seating until the booking is later confirmed. The steps 1 to 5 outlined in the preceding chapter 'Making A Booking' apply with the following differences.

Step 4 above is modified as follows

Click the **Provisional Booking** check (or press **F3**). This will zero the booking total and enable the **BOOKSEATS** button without the need to select a payment method.



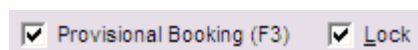
Provisional Booking checked

If an adjustment is selected - a deposit for instance - the BOOKSEATS button will be disabled until a payment method is selected.

Any adjustment that causes the Booking Total to be non zero will require the selection of a payment method before the booking can be completed.

The booking is completed as in step 5 above which will uncheck the Provisional Booking checkbox.

For a series of provisional bookings the Provisional Booking checkbox can be locked in the checked state by clicking the Lock check.



Provisional Booking check locked

Reserving seats for external sale

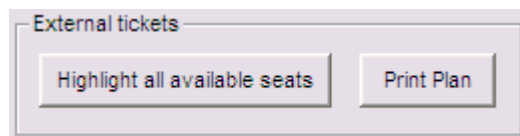
Seats can be reserved and the Tickets printed for sale externally by using the **External** booking category.

Mark the block of seats to be reserved and printed with the External category (black) selected. A ticket will be printed for each seat highlighted.

Large areas of seating can be highlighted by holding down the Shift key while moving over the seats with the arrow keys.

Three part tickets are preferred for external bookings so that sales can be tracked on the extra left-hand ticket stub. All of the available price categories are printed on the ticket.

A seating plan with the External seats highlighted can be printed from the External tab. This can accompany the tickets and be used to record the sales.



Print plan button on the External tab

If all of the seats for a particular performance are being sold Externally the seats can be Highlighted by clicking 'Highlight all available seats' on the External tab.

When selling external tickets, the correct price category can be highlighted on the main ticket and stubs. The left-hand stub can be retained and be used to create a summary of External ticket sales. This summary can be used to enter the actual ticket sales into the Box Office using the External ticket sales entry tab. EXTERNAL tab.



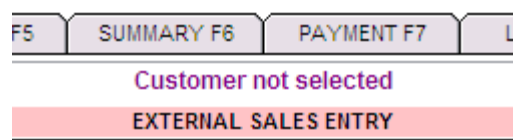
An area of seating reserved for external sale

Entering External Sales

There are two ways to enter the sales of the externally sold tickets. The first is to select **External sales entry** from the tools menu. This enables the EXTERNAL SALES ENTRY mode. This is displayed at the top of the seating plan.



Turning on External sales mode



Seating plan status area indicating External sales entry mode

This mode of entry can be turned off at any time by pressing Escape (Esc)

The black seats on the plan can be highlighted with the sold categories as if making a normal booking. Proceed to the payment tab and complete the booking.

Cont....

Entering External Sales continued

The second method is to enter a summary of the bookings using the entry boxes on the External tab.

Click the External tab or press F9. The total amount of external seats is displayed. Enter the actual sales in the correct categories. Start at the top and press Enter to move to the next box.

Category	Count
Total External Available	396
FULL	212
CONC	120
MEMBERS	
FREE	4
GROUP	40
W. CHAIR	2
PATRON	
Total External Remaining	18

External tickets

Highlight all available seats Print Plan

External sales tab with sales entered

With the sales entered click **Highlight Seats** (not Highlight all available seats). This will turn on the External sales entry mode and highlight the seats in the chosen categories starting from the first available seat.

In the example above, 18 seats have remained unsold.

Proceed to the payment tab and complete the booking in the normal way.

Searching for a booking

Searching for a Booking Overview

There are three search icons which assist in quickly locating a customers booking.



Search for Full bookings



Search for Provisional (reserved) bookings




Search for a Full or Provisional booking by Booking Reference

The first two search for bookings for the currently selected customer. The third searches for a specific booking reference. This reference is found on the customers receipt.

The booking is located and highlighted (flashing) and any option buttons which are relevant to that booking are displayed. I.e. the **Confirm** button when a provisional booking is located. Any of the booking option buttons can be clicked or the booking can be changed by proceeding directly to the payment tab (Double-click the plan or press **F7**)

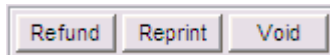
Searching For Full Bookings

Select the customer by entering the customers' number or by searching the address database using the customers name or part of the address.

Click the search icon.  Or with the seating plan tab selected, press **F**.

The search starts from the currently selected event and date and continues, if no booking is found, to the last date of the last event. If no event is loaded the search will start from the first date of the first event.

The search will stop at the first booking found for the current customer. The booking is highlighted - seats flashing - and the **Refund Reprint Void** buttons are displayed.




Select an option or proceed directly to the payment tab to change the booking

Clicking the search icon again will continue the search for the next full booking for the current customer.

To cancel a search that is in progress, press escape (Esc).

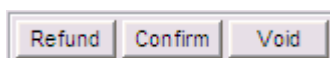
Searching For Provisional (reserved) Bookings

Select the customer by entering the customers' number or by searching the address database using the customers name or part of the address.

Click the search icon.  Or with the seating plan tab selected, press **R**.

The search starts from the currently selected event and date and continues, if no booking is found, to the last date of the last event. If no event is loaded the search will start from the first date of the first event.

The search will stop at the first booking found for the current customer. The booking is highlighted - seats flashing - and the **Refund Confirm Void** buttons are displayed.



Select an option or proceed directly to the payment tab to change the booking


Clicking the search icon again will continue the search for the next full booking for the current customer.

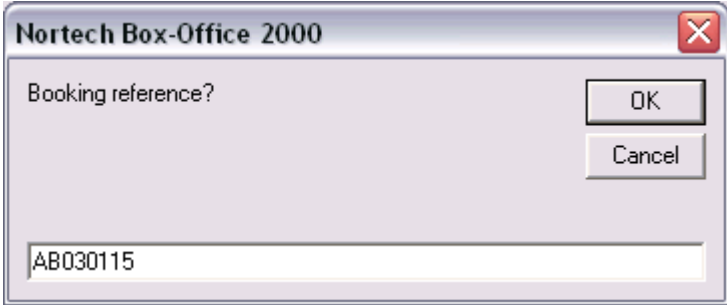
To cancel a search that is in progress, press escape (Esc).

Cont.....

Searching for a Booking continued

Search for a Full or Provisional booking by Booking Reference

Click the search icon  Or with seating plan tab selected, press the ? key. It is not necessary to select the customer first.



Booking reference entry dialogue box

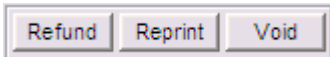
Enter the booking reference. The reference letters can be entered in upper or lower case. Any spaces or other 'non numeric' characters that are entered between parts of the reference will be removed before searching.

(AB - Event AB 03 - 3rd date 01- 1st seating area 15- 15th booking)

Click OK or press Enter to search for the booking.

The search starts from the currently selected event and date and continues, if not found, to the last date of the last event. If no event is loaded the search will start from the first date of the first event.


The search will stop when the booking is located. The booking is highlighted - seats flashing - and the **Refund Reprint Void** buttons are displayed.



Select an option or proceed directly to the payment tab to change the booking

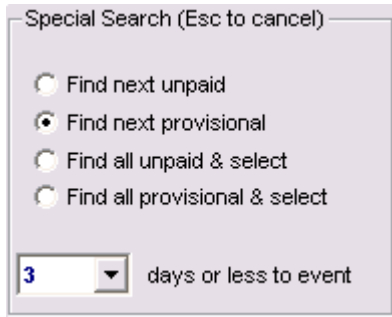
To cancel a search that is in progress, press escape (Esc).

Special Search Menu

Right click the  icon to access the 'Special Search' menu.



Special Search menu



Special Search with 3 days selected

These four searches are independent of the current customer. The searches can be carried out in conjunction with the date of the event by selecting an amount of days from the dropdown selector. The first two options will highlight a booking in the same way as the searches above. The 'Find all unpaid' and 'Find all provisional' options will start at the first event and search all events. The customers are 'Selected' in the customer database. A count of the bookings and customers found is reported after the search.

The 'selected' customers can be found by the 'Marketing' section by searching for 'Selected'.



Selected addresses checkbox

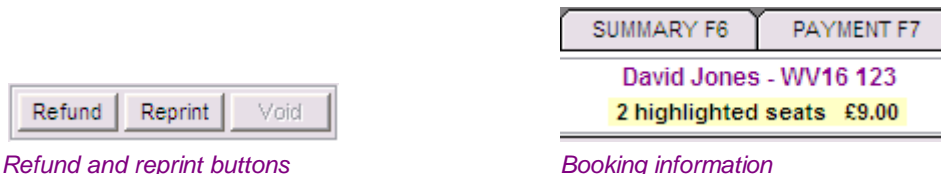
Refunding or reprinting a booked seat

Refunding or Reprinting a Booked Seat Overview

Individual booked seats can be easily refunded or reprinted by highlighting one or more seats. Seats are highlighted in the same way as when making a booking.

1. Single mouse click or press of the spacebar with the cursor placed on the seat
2. Press Delete key to remove highlighting from the seat selected by the cursor
3. Press Escape to clear all highlighting.

When one or more seats are highlighted the following buttons appear above the event list box and the customer name and value of the highlighted seats is displayed above the seating plan.



Refund and reprint buttons

Booking information

The void button is not available for individual seats. It only applies to complete bookings. Only seats from the same booking can be highlighted. If a provisionally booked seat (green) is highlighted the reprint button is not available.

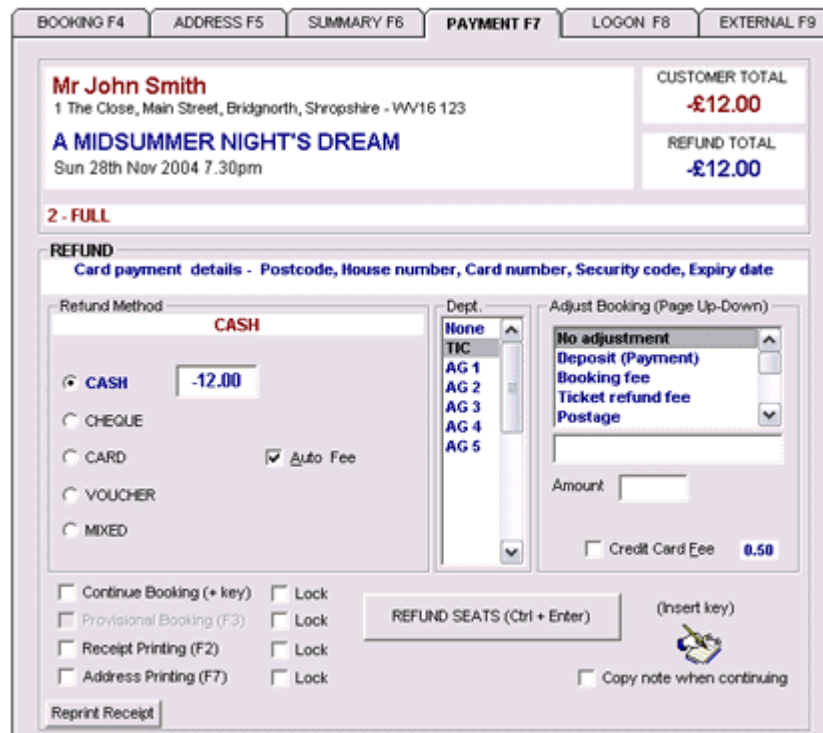
Refund

Clicking the refund button takes you to the Payment tab. Click the Cancel button at any time to abort the refund.



Cancel refund button

Select the correct payment category for the refund by clicking the payment option buttons or selecting with the up and down cursor keys.



The payment tab with CASH selected

Cont..

Refunding or reprinting a booked seat continued

Select an adjustment if needed by clicking the correct adjustment from the list or select with the Page up and down keys. The amount of the adjustment will be subtracted from the refund total (instead of added to the booking total as when booking).

BOOKING F4 ADDRESS F5 SUMMARY F6 PAYMENT F7 LOGON F8 EXTERNAL F9

Mr John Smith
1 The Close, Main Street, Bridgnorth, Shropshire - WV16 123

A MIDSUMMER NIGHT'S DREAM
Sun 28th Nov 2004 7.30pm

2 - FULL

REFUND
Card payment details - Postcode, House number, Card number, Security code, Expiry date

Refund Method: **CASH**

CASH .11.80
 CHEQUE
 CARD Auto Fee
 VOUCHER
 MIXED

Dept. list: None, TIC, AG 1, AG 2, AG 3, AG 4, AG 5

Adjust Booking (Page Up-Down):
No adjustment
Deposit (Payment)
Booking fee
Ticket refund fee
Postage

Amount: .0.10 Each Ticket
Total: .0.20
 Credit Card Fee 0.50

Continue Booking (+ key) Lock
 Provisional Booking (F3) Lock
 Receipt Printing (F2) Lock
 Address Printing (F7) Lock

REFUND SEATS (Ctrl + Enter) (Insert key)

Copy note when continuing

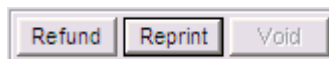
Reprint Receipt

Adjustment 'Ticket refund fee' selected

Click REFUND SEATS or hold down Control key and press Enter to complete the refund.

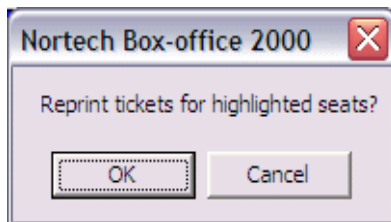
Reprint

With the chosen seats highlighted (see overview at the start of this chapter) click the Reprint button.



Reprint button clicked

The following dialogue box will appear. Click OK or press the Enter key to print the tickets.



Reprint dialogue

After printing the tickets the reprint button will disappear.

Changing a booking

Changing a Booking Overview

The ability to change the whole of a booking very simply is a major new feature of this system. The following operations can be carried out on the whole booking.

- Void booking
- Change of payment category or adjustment
- Refund
- Reprint

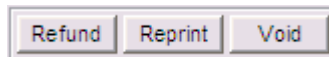
Cont...

Change booking continued

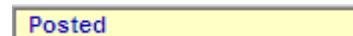
The above rely on the highlighting of the whole booking. This is easily achieved by:

1. Double-clicking any seat of a booking
2. Pressing the spacebar whilst holding down the Control key with the cursor placed on any seat of a booking.
3. Using the booking find facility
4. Double-clicking a booking in the Bookings Grid

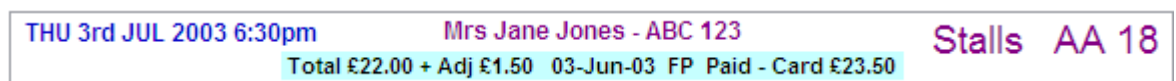
All of the above will result in the entire booking being highlighted ready for a change to be made. For normal bookings (not provisional) the following buttons will appear (above the event list) along with details of the booking (above the seating plan). If a note was added to the booking it will be displayed at the bottom of the seating plan.



The refund, reprint and void buttons.



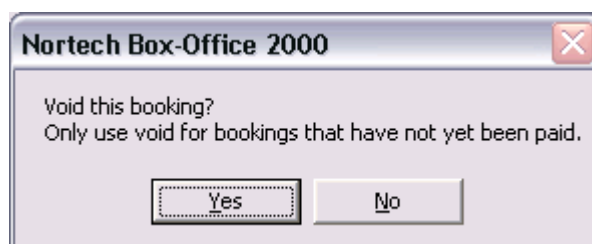
The booking note



The booking information

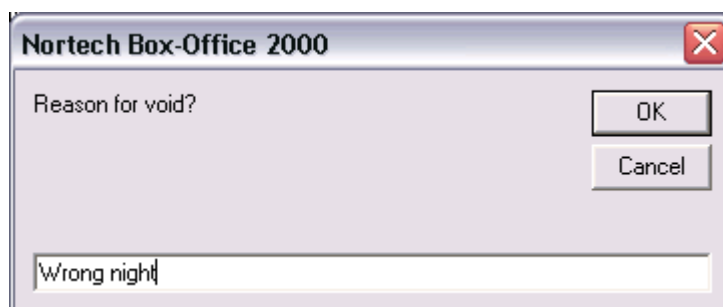
Void booking

Highlight the booking and click the Void button. The following dialogue box will appear.



Void dialog box

Click Yes or press Enter and type the 'void reason' in the following dialogue box and press click 'OK' or press Enter. This will remove all payments including adjustments. Details of all void bookings can be found by selecting Void Bookings with the bookings grid displayed.



Void reason entry box

The Bookings Grid is a list of the bookings for the loaded event. Click the following icon to change from Seating Plan to Bookings Grid view. Select '+ Void and Refund' to view all void bookings.



Show bookings grid icon

Change payment category or adjustment

Highlight the booking and double-click the seating plan or press Enter to move to the payment tab.

Select the correct payment category by clicking the payment option buttons or by using the up and down arrow keys.

Select an adjustment if required with the mouse or the Page up and down keys.

Click the Change button or press Enter with the Control key held down.

Payment tab when changing a booking

Insert explanatory note if required by clicking the notepad icon or pressing the Insert key.

Note inserted

The booking is actually refunded and rebooked in one action. The original booking including any adjustment or credit card fee is refunded and replaced with the new amounts selected.

Refund a booking

With the booking highlighted click the Refund button.

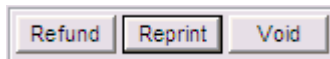
Refund, Reprint and Void buttons

Clicking the refund button takes you to the Payment tab. Click the Cancel button at any time to abort the refund.

Cancel refund button

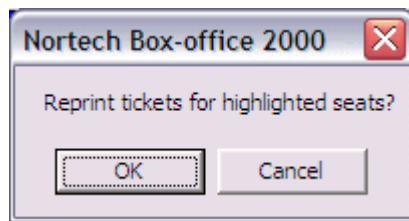
Reprint a booking

With the chosen seats highlighted (see overview at the start of this chapter) click the Reprint button.



Reprint button clicked

The following dialogue box will appear. Click OK or press the Enter key to print the tickets.



Reprint dialogue box

After printing the tickets the reprint button will disappear.

Customer Address Entry and Selection

Customer Address Entry and Selection Overview

Move to the Address tab by one of the following:-

1. With no seats highlighted, double-click the seating plan
2. Press F5
3. Click the ADDRESS tab

New addresses can be inserted or a customer's address can be located by selecting manually or using the address search.

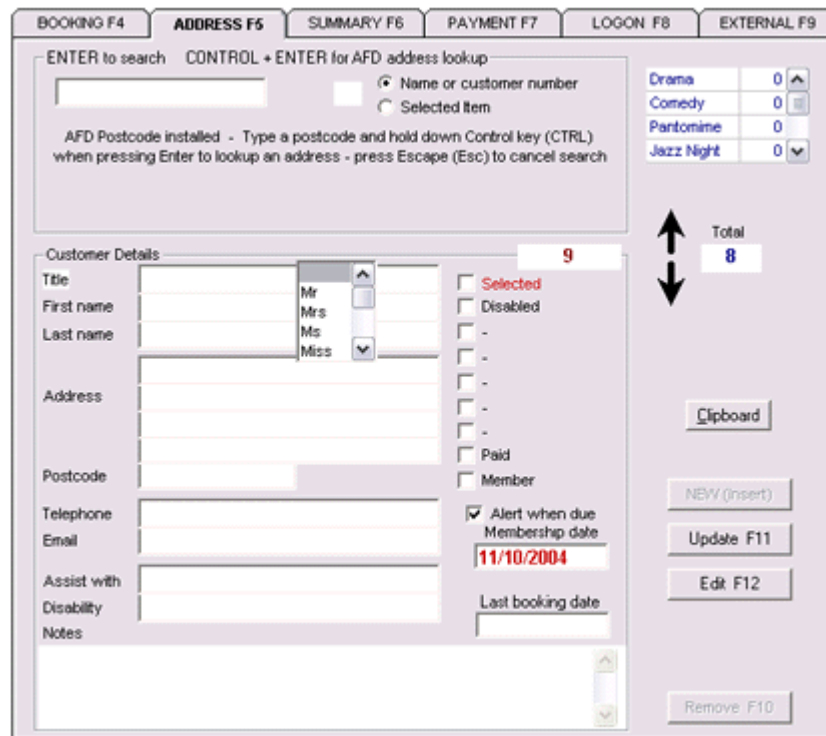
Customer Details Entry

Click the **NEW** button or press the **Insert** key to add a new customer.



The new customer button with the next customer number displayed

The cursor is placed in the Title box and a list of titles is presented. A title can be typed in directly or chosen from the list by holding the Control key (Ctrl) down and selecting with the Up / Down arrow keys. Press Enter to move to the First name box.



A blank customer details form with the cursor in the Title box

Enter each line as required followed by Enter to move to the next. Use the Up arrow to move back to the line above. It is important to use the correct line for the postcode.

Click any relevant check-boxes.

To finish, click **Update** or press **F11**. The text will change from red to blue.

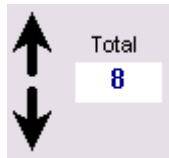
To make changes to the details, click **Edit** or press **F12**. The text will turn red when editing.

Move from line to line using the Up / Down arrow keys. Click **Update** or press **F11** when complete or press Escape to cancel the editing.

The Surname is required. If it is not entered the words 'Not Entered' will be entered into the surname when the address is updated.

Customer Selection

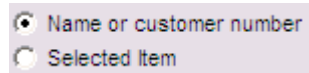
The customer details are indexed in alphabetic order (surname - first name). Move through the database of customer details using the Up / Down arrow keys or click the large selection arrows.



Customer selection arrows

Customer Search

There are two search modes: Name or customer number and Selected item. The 'Name or customer number option' is the default. This option will automatically be changed to 'Selected item' if any part of the address details is clicked.



Search mode

Using the 'Name or customer number' option

A customer number can be entered followed by Enter. Or.....

A surname and first name (or part) can be entered.

The search is carried out on the surname and first name or just the surname if only a surname is entered.

To find **David Jones** :-

Type **jones david** Enter (leave a spaces between jones and david)

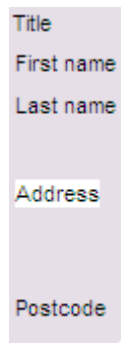
The search will locate the next customer matching the information entered. Pressing enter again will find the next match.

The following are all valid searches:-

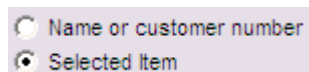
jones
jones d
j d
jon david
j dav
jon
(Space) **david**

Using the 'Selected item' option

Click a line of the customer details (including) the line label to choose the 'selected item'. The label will turn white to indicate it is selected. The search option will automatically change to 'Selected item'.



Address selected



Search mode option set to Selected item automatically

If address is selected, all four lines of the address will be searched for the entered text.

Postcode Search and Address Entry

If AFD's POSTCODE is installed the address can be entered automatically after searching for the postcode. Move to the Address tab by one of the following:-

1. With no seats highlighted, double-click the seating plan
2. Press F5
3. Click the ADDRESS tab

A text cursor is flashing in the search box ready for entry of a postcode. Type a postcode. It is not necessary to leave a space between the first and second part of the postcode.

Hold down the Control key (Ctrl) and press Enter to lookup the Postcode.

BOOKING F4 ADDRESS F5 SUMMARY F6 PAYMENT F7 LOGON F8 EXTERNAL F9

Find (Press Enter to search)
wv165ju

Name or customer number
Selected item

AFD Postcode installed - Type a postcode and hold down Control key (CTRL) when pressing Enter to lookup an address - press Escape (Esc) to cancel search

Customer Details 1

Title
First name Not
Last name Selected
Address
Postcode
Telephone
Email
Assist with Disability
Notes

Disabled
-
-
-
-
Membership Paid
Member
Membership date
Last booking date

Total 1541

Clipboard
1751
NEW (Insert)
Update F11
Edit F12
Remove F10

A postcode entered into the search box

If a match is found it is added to the list below the search box. Some postcodes will result in several matches while others will only have one match. The maximum amount of results is limited 300. Press the Escape key (Esc) to cancel a search which is in progress or to clear the current search results.

BOOKING F4 ADDRESS F5 SUMMARY F6 PAYMENT F7 LOGON F8 EXTERNAL F9

Find (Press Enter to search)
WV16 5JU Orchard Road, Eardington, Bridgnorth, Shropshire - 01746

Name or customer number
Selected item

Double-click or Up / Down arrow keys and Enter to insert address

Customer Details 1

Title
First name Not
Last name Selected
Address
Postcode
Telephone
Email
Assist with Disability
Notes

Disabled
-
-
-
-
Membership Paid
Member
Membership date
Last booking date

Total 1541

Clipboard
1751
NEW (Insert)
Update F11
Edit F12
Remove F10

Address located and placed in a list box

Cont....

Address Entry Cont.....

A number one entered in the search box

The search box is cleared ready for entry of a number or house name. Type the number followed by Enter to insert a new address into the Customer records database. If there is more than one result, select the correct one with the Up / Down arrow keys or double-click your choice.

The address entered ready for the other details to be added

Hold down the Control key (Ctrl) and choose the title with the Up / Down arrow keys. Release the Control key and press Enter to move to the First name entry. Type the first name and press Enter to move to the Surname entry. Press Enter several times to move through the address to the Telephone entry.

Move up and down through the address using the Up / Down arrow keys.

Complete the address entry by pressing F11 or clicking Update.

Summary

The Summary Tab Overview

Press **F6** or click on the Summary tab for a summary of the currently loaded event and the money totals for the current day.

Event Summary

The lower grid displays the current ticket sales for each booking category along with a total.

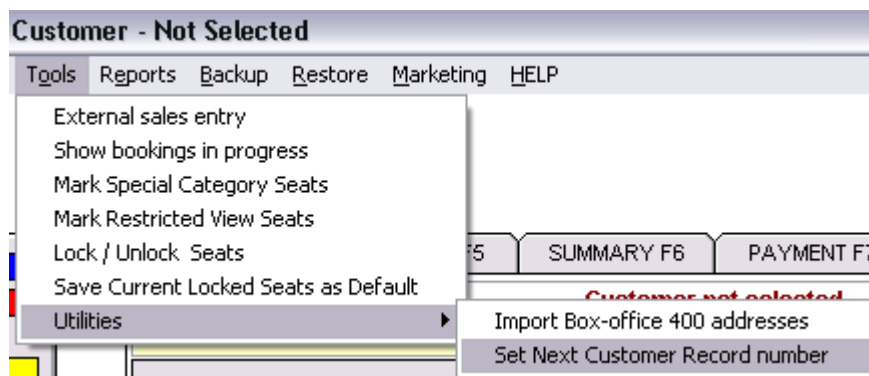
Daily Money Totals

The upper grid displays the payments taken by the box office on the day selected. This is initially set to the current day if bookings have been made. Totals are made for each user that has made sales during the day along with an overall total. To review the daily totals from a previous day, click the date from the list of dates on the right. Click **'Print'** to print the daily totals onto a ticket.

Tools menu

Tools Menu Overview

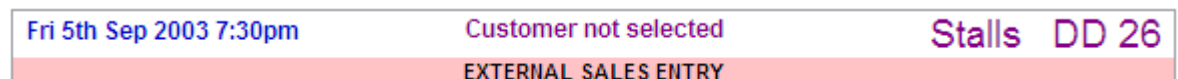
Most of the frequently used booking facilities are available as icons on the booking screen. Some of the less commonly used facilities are available on the Tools menu accessible from the top menu bar.



The Tools menu

External Sales Entry

Selecting External sales entry from the Tools menu sets the 'External sales entry' mode.



External Sales Entry mode selected

Show bookings in progress

Selecting this item will enable monitoring of bookings in progress on other sales terminals. Seats highlighted by other terminals are flashed with the terminal letter of the relevant terminal. These seats are no longer available for selection.



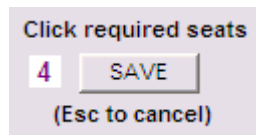
A booking in progress on terminal B

Mark Special Category Seats

This menu option allows certain seats to be marked as 'special' and automatically select the orange payment category when the seat is selected during booking. This can be used to assign a different price to certain seats i.e wheelchair spaces.

The seating plan must be displayed (by selecting an event using it) before the menu item is selected.

The following button appears along with a count of the selected seats..



Total of Special category seats marked and save button

Mark the chosen seats using the cursor keys and spacebar or by clicking with the mouse. Click **Cancel** to start again if you mark an incorrect seat. With all the chosen seats flashing, click **Save**.



Special seats selected

The chosen seats will have an orange square in the top left corner. When the cursor is moved to one of these seats the booking category is changed automatically to orange. The orange category can be set to a special price for these seats when setting up an event.



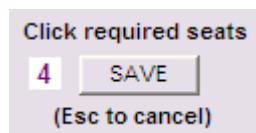
Special seat markers

Mark Restricted View Seats

This menu item allows certain seats to be marked as 'Restricted View' and automatically select a discount when the seat is selected during booking. This can be used to assign a discount to certain seats

The seating plan must be displayed (by selecting an event using it) before the menu item is selected.

The following button appears along with a count of the selected seats.



Total of restricted view seats marked and save button

Mark the chosen seats using the cursor keys and spacebar or by clicking with the mouse. Click **Cancel** to start again if you mark an incorrect seat. With all the chosen seats flashing, click **Save**.



Restricted view seats selected

The chosen seats will have a grey square in the top left corner. When the cursor is moved to one of these seats the discount (as specified in the event set-up) is applied and displayed on the payment tab.



Restricted view seat markers

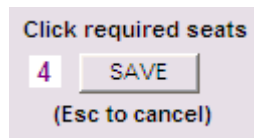
Lock / Unlock Seats

This menu item provides a means of 'locking' seats to prevent them being sold. This menu option is also chosen to 'unlock' seats which have been already locked. The seating plan must be displayed (by selecting an event using it) before the menu item is selected.

The following button appears.

Cont...

Lock / Unlock Seats continued



Total of extra seats to lock and save button

Locked seats are marked with a red 'x'. Seats already locked can be unlocked by clicking or additional seats can be locked.



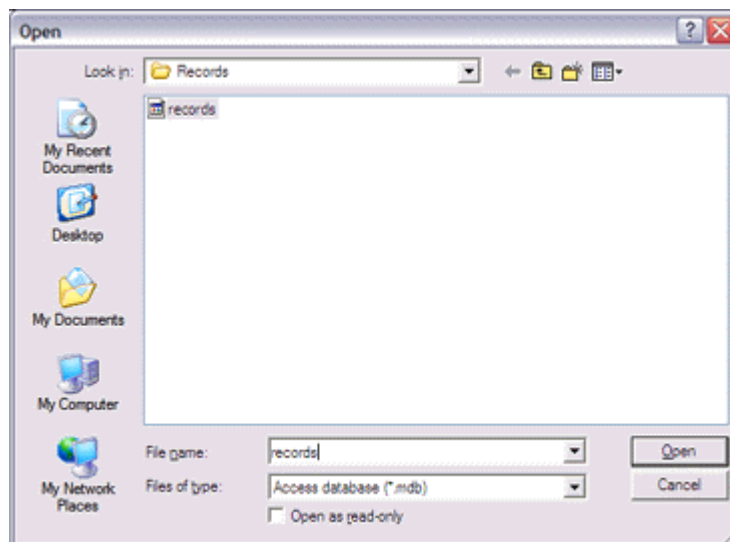
Steward seats locked to prevent sale

Save current locked seats as default

The currently displayed locked seats can be applied to all new events using the same seating plan by choosing this option.

Utilities - Import Box-Office 400 Addresses

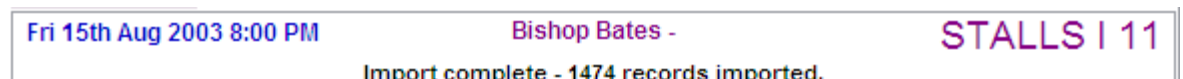
This utility is provided for users updating software from a previous version. Selecting this menu item opens the following dialogue box.



Box-office 400 'records' database

The 'Open dialogue box' starts in the default installation folder of the Box-Office 400 software. Browse to another folder if a different folder was used for installation.

The import will start with an empty customer database and add all of the addresses found in the records database. Any existing customers details will be lost.



Record import completed

Set Next Customer Record Number

This utility simply sets the number of the next customer record to be entered. The number can only be moved forward from its current setting.

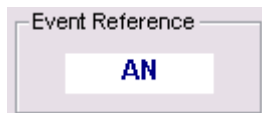
Event Set-up

Set-up Form overview

The Event Set-up form provides a quick and easy method of setting up and editing events. A calendar is provided for entering dates. All ticket Layouts and Seating plans are made available in list boxes for easy selection.

Setting Up A New Event

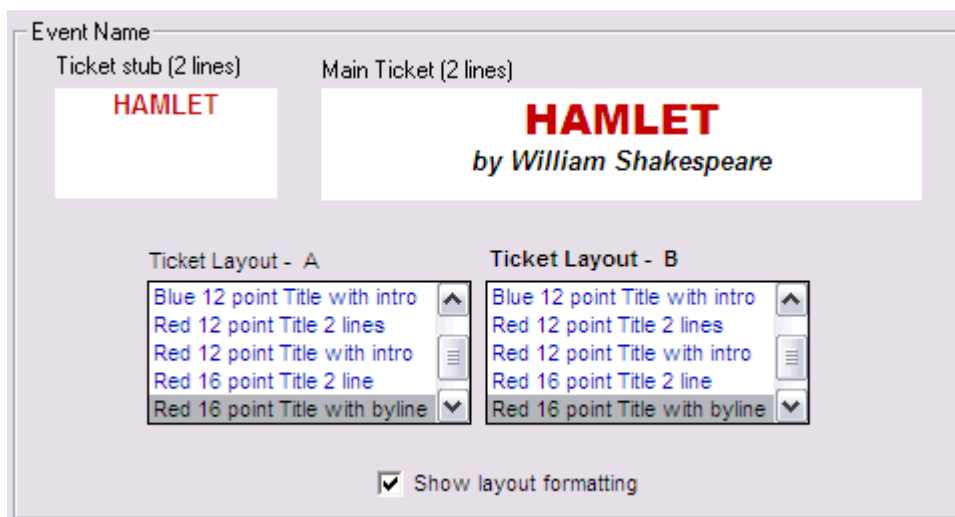
From the opening Booking form click on **Set-up Event** from the top menu. A blank two page set-up form is displayed ready for entry of the Event details. The next event reference is assigned and displayed.



Event Reference
AN

Event reference automatically assigned

Enter the **Event name** ticket details and select a suitable ticket layout. These are the details that will be printed on to the tickets for this event. Click the 'Show Layout Formatting' to check the text formatting (Font, size and colour) of the chosen ticket layout.



Event Name

Ticket stub (2 lines) Main Ticket (2 lines)

HAMLET **HAMLET**
by William Shakespeare

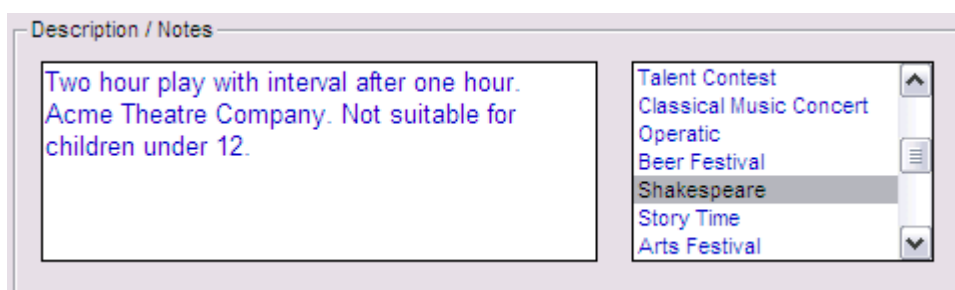
Ticket Layout - A Ticket Layout - B

Blue 12 point Title with intro	Blue 12 point Title with intro
Red 12 point Title 2 lines	Red 12 point Title 2 lines
Red 12 point Title with intro	Red 12 point Title with intro
Red 16 point Title 2 line	Red 16 point Title 2 line
Red 16 point Title with byline	Red 16 point Title with byline

Show layout formatting

Event name entry section with event title entered and ticket layout selected

Select the marketing category and enter any notes which are to be made available when the event is selected.



Description / Notes

Two hour play with interval after one hour.
Acme Theatre Company. Not suitable for children under 12.

Talent Contest
Classical Music Concert
Operatic
Beer Festival
Shakespeare
Story Time
Arts Festival

Notes and marketing selection

Cont....

Setting Up a New Event continued

Enter the event title / description for reports etc.



The screenshot shows a text input field with the label "Event Description (for reports etc.)". The word "Hamlet" is entered into the field.

Event description entered

Click the Dates / Times / Prices tab

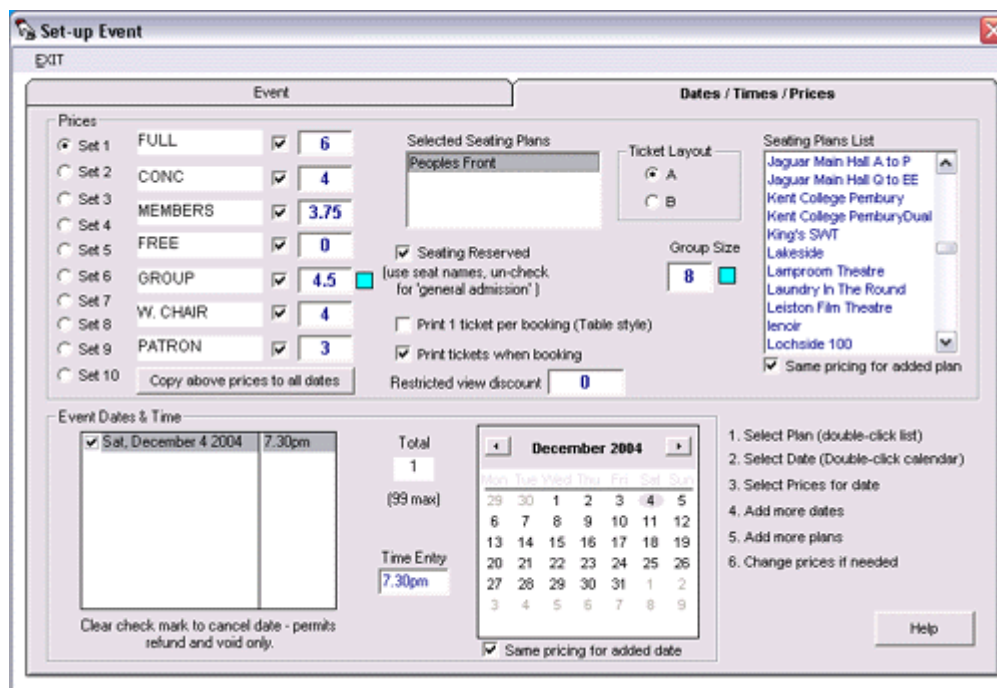
Select the first seating area by double-clicking the list of available plans. This will be added to the Selected seating area list. Enter the time for the first event in the Time entry box and double-click the calendar to select the first date.

If you select an incorrect time or date it can be changed by entering the correct time and double-clicking the incorrect time in the list or selecting the correct date - single click - and double-clicking the incorrect date in the date list.

Check the required price categories and enter the prices for the first date. These can be changed by re-entering.

Reserved Seating is checked by default. For general admission, uncheck Reserved Seating and if required set the maximum amount of seats to be made available on the selected plan.

If required, enter a 'Restricted view discount and a Group size for this seating area.



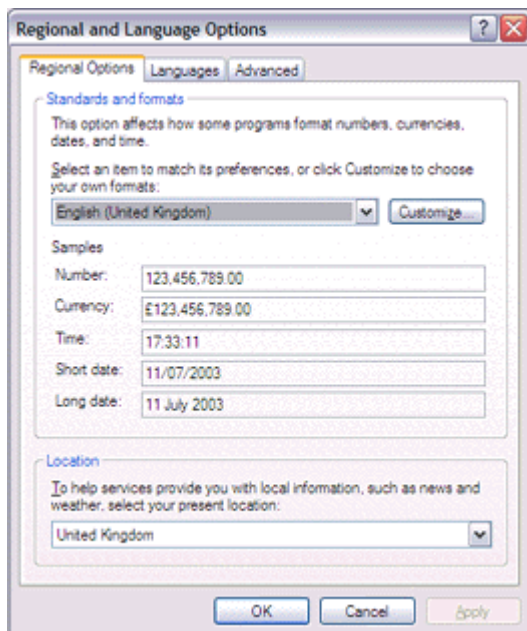
The screenshot shows the "Set-up Event" dialog box with the "Dates / Times / Prices" tab selected. The "Prices" section lists ten seating categories with their respective prices: Set 1 (FULL, 6), Set 2 (CONC, 4), Set 3 (MEMBERS, 3.75), Set 4 (FREE, 0), Set 5 (GROUP, 4.5), Set 6 (W. CHAIR, 4), Set 7 (PATRON, 3), and Set 8-10 are unchecked. The "Selected Seating Plans" list contains "Peoples Front". The "Ticket Layout" is set to "A". The "Group Size" is set to 8. The "Event Dates & Time" section shows "Sat, December 4 2004" at "7.30pm". The "Total" is 1. The "Time Entry" is 7.30pm. The "Restricted view discount" is 0. The "Seating Plans List" includes: Jaguar Main Hall A to P, Jaguar Main Hall Q to EE, Kent College Pembury, Kent College PemburyDual, King's SVT, Lakeside, Lamproom Theatre, Laundry In The Round, Leiston Film Theatre, Jenor, and Lochside 100. A "Help" button is visible at the bottom right.

Dates / Times / Prices tab

Add further dates if required. Each date has its own prices. These are initially set to the same as the prices for the first date if 'Same pricing for added date' is checked'.

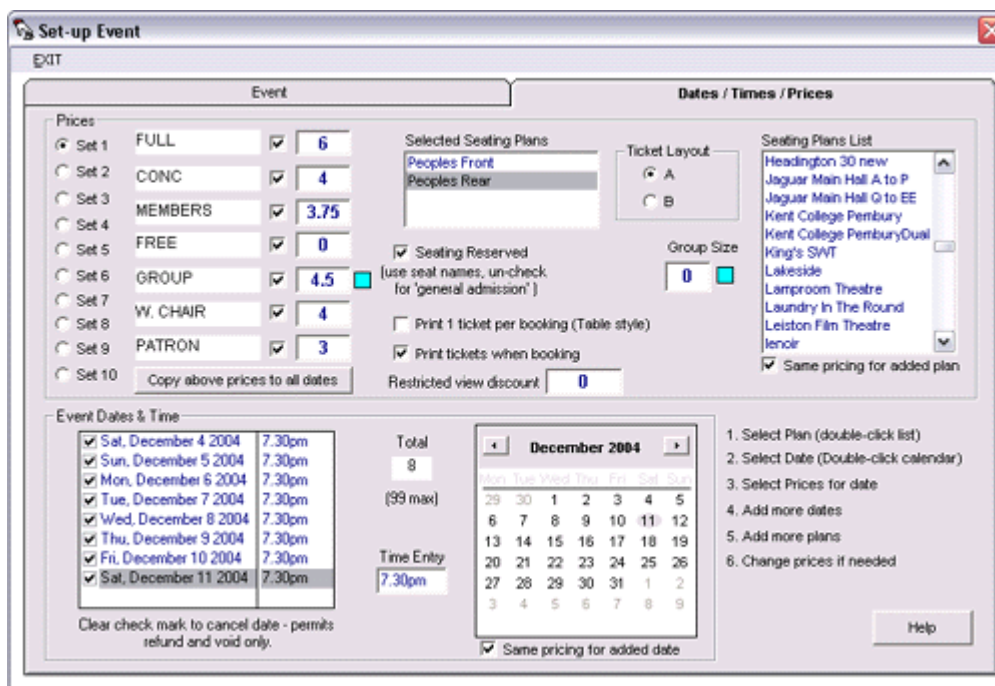
When all the dates are added, prices can be modified by selecting the appropriate date and re-entering the relevant prices

Prices are entered without a currency symbol. The software uses the currency settings (and date settings) in your computers Control Panel.



Regional settings in your Control Panel

With all the correct dates added, additional seating areas can be added.



A second seating area added

Each seating area has its own prices for each date. These are initially copied from the first seating area.

Each seating area also has its own 'Group Size' and 'Seating Reserved' check.

For seating areas which require the printing of a single ticket for each booking - table style - check the 'Print 1 ticket per booking'.

An event can have two different ticket layouts - A and B as selected on the Event tab. Select the relevant ticket layout A or B for each seating area.

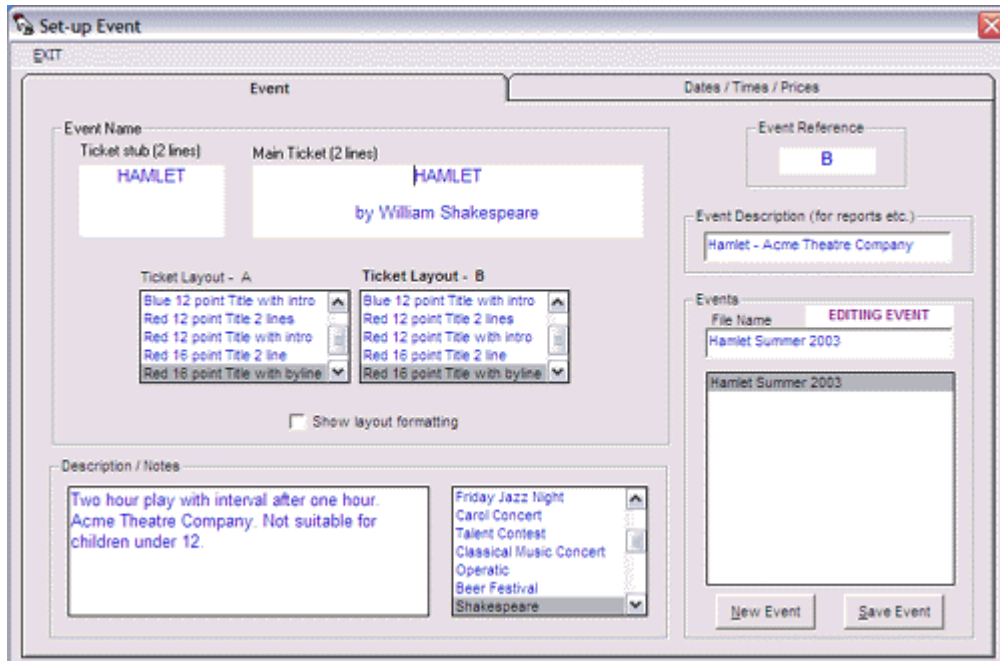
Cont...

Setting Up a New Event continued

With all the details checked, return to the Event tab and enter a filename for the event and click SAVE. The event set-up is saved, added to the eventlist and the form cleared

Editing an Event

Double-click an event in the list of saved events to reload the event for editing.



Event reloaded for editing

Most items can be edited or different selections made. The File name cannot be changed.

Changing a date or time

Select the correct date on the calendar or enter the correct time in the time entry box. Double-click the date or time to be changed. The date will be replaced by the calendar date. The time will be replaced by the time entered in the time entry box. If no time was entered originally, double-click the space where the time should be.

<input checked="" type="checkbox"/> Fri, June 18 2004	8:00 pm		Mon	Tue
<input checked="" type="checkbox"/> Fri, June 25 2004	*	(99 max)	27	28
Double-click an entry to change it to the time entered in the Time Entry box				
		Time Entry	18	19
		8.00 pm	25	26

Replacing a blank entry (marked with a red asterisk)

Double-clicking the blank entry to change it to the time entered in the Time Entry box.

Changing the seating plan

A plan should not be changed after bookings have commenced.

Select (highlight) the correct plan in the 'Seating Plans List'. (The right hand list). Double-click the plan in the 'Selected Seating Plans' list (the left hand list) to be replaced by the highlighted plan.

Cancel Date

Click 'cancel' while editing an event to cancel an event date. Cancelled dates are still available for refunding ticket sales but new bookings are not permitted.

Default Event

A default event can be set-up as a template for other events. Default events can be loaded for editing and re-saved as a new event with a new event name. An event becomes a default event if it is saved with the word 'default' as part of the filename. These events are not displayed in the booking form event list.

Add the seating area(s) and at least one date so that the default pricing can be entered. This date can be changed to the required date after loading the default event for editing.

Training Event

Events can be created for training purposes. Any event with the word 'training' as part of the file name are treated as training events. Training events are not normally shown in the booking screen eventlist.

Click the 'Training' button on the Logon tab to change to the list of training events. Access is restricted to bookings only. The bookings are not entered in the daily log and do not affect the current money totals.

Exit the box-office or 'log off' to leave the training mode.

Reports

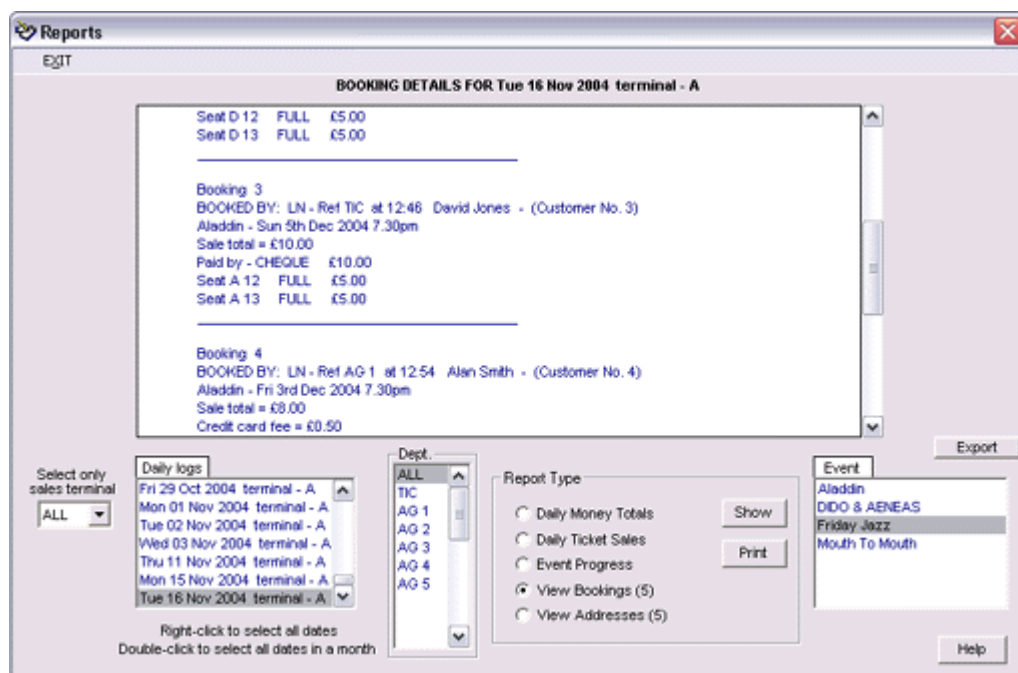
Report Form Overview

Every day that a booking is made with the box office a Daily Audit File is produced. On the bottom left of the Report Form is a list of these dates. On the bottom right is a list of all the current Events. Between these lists is the Report type selection. The report is displayed above in either a text box or a grid ready for printing onto A4 or Letter paper. (Choose in Settings).

View Bookings

The details of all the booking for any chosen day are displayed as follows:

1. Select the day. (one only)
2. The report selection will change automatically to **VIEW BOOKINGS**.
3. Click **SHOW** to display the first 5 bookings. Click again to display the next 5.



Reports form with one date and View bookings selected

The bookings are in date order. (The most recent booking will be last in the list) .

Daily Money Totals

The money totals for a day or number of days can be displayed as follows:

1. Use the mouse to highlight the required days of a particular or part of a week.
2. Right-click any date to select all available dates.
3. Double-click on a date in a particular month to select all dates in that month.
4. Select a department if required (only bookings for the selected department will be included).
5. Click on **DAILY MONEY TOTALS** .
6. Click on **SHOW** to display the report.

Cont....

Daily Money Totals continued

Reports
EXIT

Daily Money Totals Report - Mon 01 Nov 2004 terminal - A to Tue 16 Nov 2004 terminal - A Reference - ALL

Event	CASH	CHEQUE	CARD	VOUCHER	TOTAL
Aladdin	38.00	322.00	100.25	39.00	499.25
DIDO & AENEAS	140.00	4421.00	0.00	0.00	4561.00
Friday Jazz Night	0.00	24.00	0.00	0.00	24.00
Mouth To Mouth	0.00	36.00	0.00	0.00	36.00
	178.00	4803.00	100.25	39.00	5120.25

Select only sales terminal: ALL

Daily logs: Fri 29 Oct 2004 terminal - A, Mon 01 Nov 2004 terminal - A, Tue 02 Nov 2004 terminal - A, Wed 03 Nov 2004 terminal - A, Thu 11 Nov 2004 terminal - A, Mon 15 Nov 2004 terminal - A, Tue 16 Nov 2004 terminal - A

Dept.: ALL, TIC, AG 1, AG 2, AG 3, AG 4, AG 5

Report Type: Daily Money Totals, Daily Ticket Sales, Event Progress, View Bookings (5), View Addresses (5)

Event: Aladdin, DIDO & AENEAS, Friday Jazz, Mouth To Mouth

Buttons: Show, Print, Export, Help

Daily Totals report for the selected days

Daily Ticket Sales

The amount of tickets sold for each show for the day or number of days can be displayed as follows:

1. Use the mouse to highlight the requires days of a particular or part of a week.
2. Right-click any date to select all available dates.
3. Double-click on a date in a particular month to select all dates in that month.
4. Select a department if required (only bookings for the selected department will be included).
5. Click on **DAILY TICKET TOTALS** .
6. Click on **SHOW** to display the report.

Reports
EXIT

Daily Ticket Sales Report - Mon 01 Nov 2004 terminal - A to Tue 16 Nov 2004 terminal - A Reference - ALL

EVENT	1	2	3	4	5	6	7	Ext.	Prov.	TOTAL	ADJUST	FEE	SALES	UNPAID
Aladdin	75	17	5	1	2	1	0	0	10	111	24.00	1.00	499.25	0.00
DIDO & AENEAS	151	12	0	0	0	0	0	0	0	163	1.00	0.00	4561.00	0.00
Friday Jazz Night	3	0	0	0	0	0	0	0	0	3	0.00	0.00	24.00	0.00
Mouth To Mouth	6	0	0	0	0	0	0	0	0	6	0.00	0.00	36.00	0.00
	235	29	5	1	2	1	0	0	10	283	25.00	1.00	5120.25	0.00

Select only sales terminal: ALL

Daily logs: Fri 29 Oct 2004 terminal - A, Mon 01 Nov 2004 terminal - A, Tue 02 Nov 2004 terminal - A, Wed 03 Nov 2004 terminal - A, Thu 11 Nov 2004 terminal - A, Mon 15 Nov 2004 terminal - A, Tue 16 Nov 2004 terminal - A

Dept.: ALL, TIC, AG 1, AG 2, AG 3, AG 4, AG 5

Report Type: Daily Money Totals, Daily Ticket Sales, Event Progress, View Bookings (5), View Addresses (5)

Event: Aladdin, DIDO & AENEAS, Friday Jazz, Mouth To Mouth

Buttons: Show, Print, Export, Help

Daily tickets sales for the selected dates

Event Progress Report

For a full report on a particular event: Click the event from the Event list on the right.

Select a department if required (only bookings for selected department will be included).

The **PROGRESS REPORT** will be automatically selected. Click **SHOW** to display the report.

Date & Time	FULL	CONC	FREE	OAP	GROUP	W - C	PATRON	EXT.	PROV.	TOTAL	ADJUST	FEE	MONEY	UNPAID
04-Jun-04 8:00 pm	110	23	2	0	25	0	0	0	0	160	0.00	1.00	1179.75	0.00
11-Jun-04 8:00 pm	15	11	8	0	33	0	0	0	0	67	0.00	0.00	408.75	0.00
18-Jun-04 8:00 pm	13	0	0	0	0	0	0	0	0	13	0.00	0.00	104.00	0.00
25-Jun-04 8:00pm	103	42	0	0	22	0	0	0	0	167	0.00	0.00	1224.50	0.00
	241	76	10	0	80	0	0	0	0	407	0.00	1.00	2917.00	0.00

Friday Jazz progress report

Printing reports

A report can be printed out after it has been displayed by clicking the Print button. Reports are optimised for A4 or Letter size paper depending on the choice made in **SETTINGS**.

Deleting Daily Logs

Press the **delete** key to delete the selected daily logs. **Backup** daily logs first in case they are needed again in the future.

Booking Form Reports Overview

The booking form provides an extra series of reports for the currently loaded event date.

The seating plan on the plan tab is replaced by a grid displaying selected bookings in date order. The grid is accessed by clicking the icon along side the eventlist. Click the icon again to return to the seating plan



The 'Display Grid' icon



The 'Display Seating Plan' icon

Various categories of bookings can be displayed in date order depending which option button is selected.

Bookings select with payments displayed for the selected booking

Cont....

Booking Form Reports continued

The Bookings Grid

The bookings grid displays all bookings in the selected category. Bookings which do not appear on the plan - such as deleted or changed bookings - are displayed with a yellow background. The payment details of a particular booking can be displayed by clicking a booking. The selected booking below is number 8. The booking has a box around the number and the line is highlighted. The payment amounts are displayed below.

No.	Name	Date	T	Seats	Total	Adjust	Fee	Unpaid	Type	Seat
4	Not Selected	21-May-03	C	5	25.00	0.00	0.00	0.00	Std	F 1 - F 5
5	Larry North	21-May-03	C	12	0.00	0.00	0.00	0.00	Prev	D 9 - G 11
6	Larry North	21-May-03	C	12	32.00	0.00	0.00	0.00	Std	D 9 - G 11
7	Jane Jones	21-May-03	C	1	0.00	0.00	0.00	0.00	Std	J 4
8	Jane Jones	21-May-03	C	4	20.00	0.00	0.00	0.00	Std	J 5 - J 8
9	Larry North	21-May-03	C	3	8.00	0.00	0.00	0.00	Std	D 2 - D 4
10	Not Selected	21-May-03	C	4	17.40	0.00	0.00	0.00	Std	G 14 - J 14
11	Larry North	28-May-03	C	-12	-32.00	0.00	0.00	0.00	Chg	D 9 - G 11
12	Larry North	28-May-03	C	12	32.00	0.00	0.00	0.00	Chg	D 9 - G 11
13	Larry North	28-May-03	C	6	0.00	0.00	0.00	0.00	Prov	Q 1 - Q 6
14	Larry North	28-May-03	C	6	18.00	0.00	0.00	0.00	Std	Q 1 - Q 6
15	Larry North	28-May-03	C	2	8.00	0.00	0.00	4.00	Std	N 1 - N 2
16	Larry North	28-May-03	C	-2	-8.00	0.00	0.00	-4.00	Chg	N 1 - N 2
17	Larry North	28-May-03	C	2	8.00	0.00	0.00	0.00	Chg	N 1 - N 2
Totals				65	150.40	1.00	0.00	0.00		

Select bookings
 All Current customer only
 + Void and Refund
 Unpaid
 Provisional
 Refunded
 Voided

Printing
 List Plan

Payment
 CASH CHEQUE CARD VOUCHER

The bookings grid with booking number 8 selected

Double-clicking a booking will return to the seating plan and highlight the booking. By clicking the 'Current customer only' the list of bookings will be restricted to the currently selected customer.

The grid of bookings or a plan containing the listed booking can be printed out by selecting 'List' or 'Plan' and clicking 'Print'.

If 'Unpaid' is selected a reconcile button is displayed.

No.	Name	Date	T	Seats	Total	Adjust	Fee	Unpaid	Type	Seat
18	Jane Jones	21-Jul-03	B	4	20.00	0.00	0.00	20.00	Std	O 4 - O 7
19	John Smith	21-Jul-03	B	4	18.00	0.00	0.00	10.00	Std	H 1 - I 4
Totals				8	38.00	0.00	0.00	30.00		

Select bookings
 All Current customer only
 + Void and Refund
 Unpaid
 Provisional
 Refunded
 Voided

Reconcile booking by

Printing
 List Plan

Payment
 CASH CHEQUE CARD VOUCHER

Unpaid and part paid bookings displayed

To reconcile the booking - select the booking - (19 in the example above) - select the payment method from the dropdown box and click 'Reconcile booking'.

Ticket Layouts and Ticket Book printing

Ticket Layout Overview

The way the information is printed onto a box-office ticket is defined by the Ticket Layout selected by the event set-up. This section creates the ticket layouts and makes them available to the Event set-up form in a list box.

A layout can be created from scratch or one of the supplied layouts can be edited and saved with another name. Each new event does not have to have a different layout but some events may require additional details on the ticket. Some events have longer titles which may require different size text. It may be convenient to create a set of layouts which covers most circumstances. Such as 'Short Title, Medium Title and Long Title.

Loading a Ticket Layout.

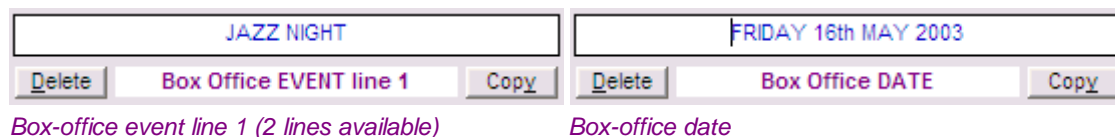
Select the **File Tab** (this tab is already selected when the program is first started), click on any saved layout to load into the editing space above. The layout name is placed in the Save Layout filename box. Click on **Save** to re-save this layout with the same name or enter a new name to create a new layout without overwriting the loaded layout. The new layout will appear in the **Saved Layouts** list box

Editing a Ticket layout

With a layout loaded, select the Edit tab. Notice that one line of the ticket is highlighted by a border around the text. This is the **Selected** text box.

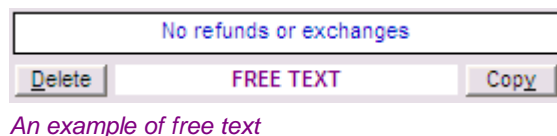
Each of the three sections of the ticket comprises twelve single line text boxes. A text box can be dragged and dropped to any position on the ticket using the mouse. By default a text box is automatically centred in its section of the ticket. Uncheck **Centre** in order to allow completely free placement of the text box.

Take special notice of the Box-office text boxes as indicated by the description under the text entry box.



The text, dates, prices entered on the ticket layout are replaced by the event details of any event that uses the layout. Text is entered in order to check that the formatting (text size, font and colour) is as required. The event and date above will be replaced by the actual event name and date of the event selected when booking.

Text entered into the boxes designated 'Free text' is printed on the box-office ticket without change.



All text is entered and edited using the **Text Entry Box**. Clicking a text box places its contents into the Text Entry Box and places the text cursor at the start of the text ready for editing.

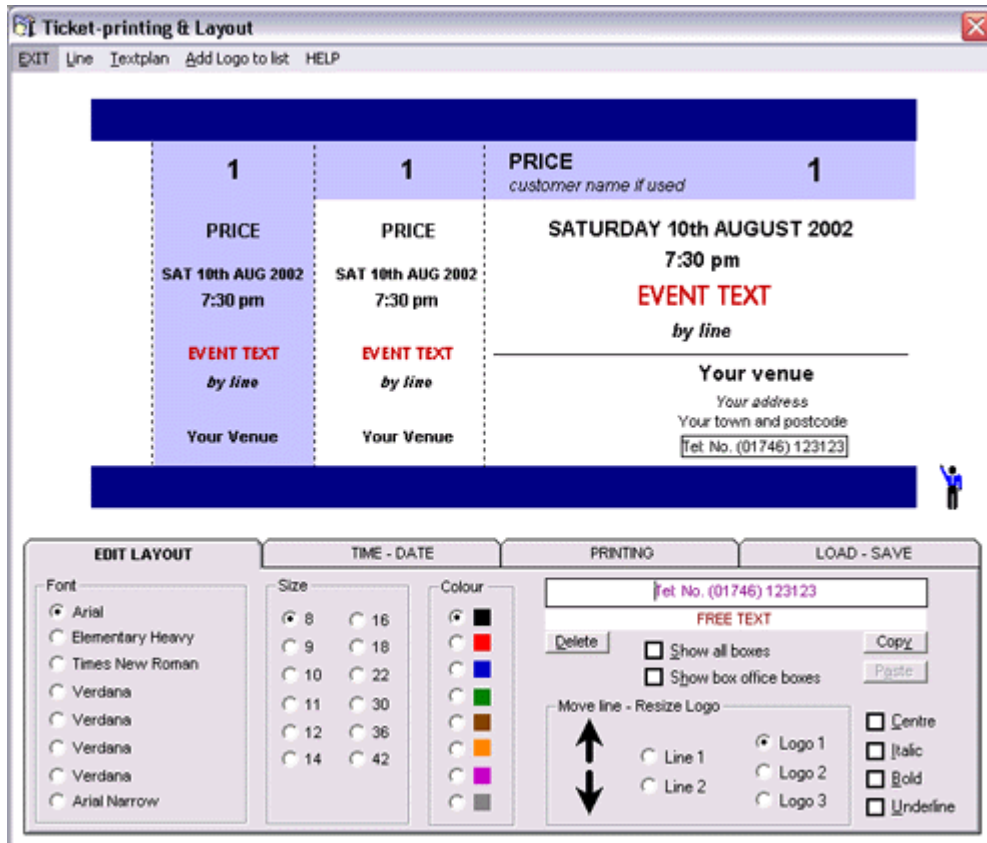
To enter new text, select an empty text box in the appropriate section of the ticket. (Press enter to move to the next text box). Type in the text and position the text box by dragging and dropping it to the correct position. Uncheck **Centre** if necessary.

Apply Font, Size, Colour, Bold, Italic and Underline

Click the item of text to 'select' it. The 'selected' text-box is the one with a black rectangle around it. Change the formatting of the text by clicking the required Font-name, Point-size or Colour radio buttons and the Bold, Italic and Underline check-boxes. Only the 'selected' text-box is affected.

Cont...

Apply Font.. etc. Continued



Selected item of text (Tel No.) - Font, size and colour radio buttons.

Choosing Alternative Fonts

The fonts assigned to the font buttons are initially set to default values - mostly Arial. Double-click on a font button to open the Font Dialogue box to assign a different font to a button.

Copying text between text-boxes.

Several ways of copying text from one part of the ticket to another are included to speed up creation of layouts. The copy and Paste, buttons located either side of the main text entry box, will copy text from one text box to another.. Select the text-box to be copied and click Copy. Move to the destination text box and click Paste.

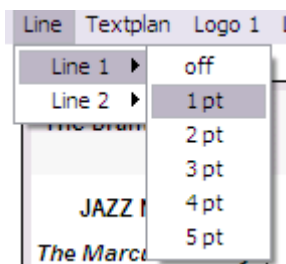
Double-click a text box in either of the two smaller sections to copy the text and formatting to the other.

Right-click a text box in any of the two smaller sections to copy the entire section to the other.

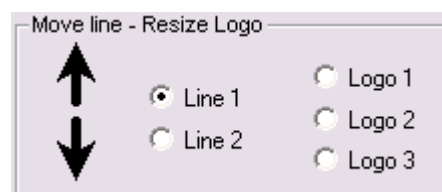
Adding Lines

Up to two horizontal lines can be added to the main section of the ticket.

Click **Lines** on the top menu bar and drag the cursor down and across to the size of line required.



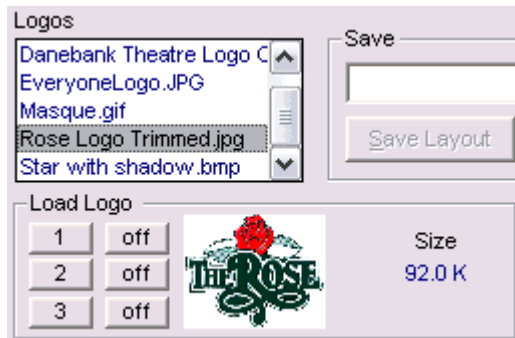
Line 1 is selected with a width of 1 point.



Select line and click arrows.

Adding a Logo

Three logos or simple pictures can be added to the ticket. Click 'Add Logo to list' on the top menu to add a logo to the list of available logos. The supported formats are:- JPG, BMP and GIF



List of available logos with 'Rose Logo' selected

Select a logo in the list of logos. The logo along with its size are displayed below the logo list.

Click button **1**, **2** or **3** to add the displayed logo to the ticket.

Drag and drop the logo to the correct position on the ticket and use the two large arrows to resize. To remove a logo from the layout - click the **off** button.

A logo is always placed behind the ticket text. Text will always print over the top of a logo.



Logo 1 placed in position on ticket layout (Style 1)

Date, Time etc.

Use the **Date tab** to enter a sample date and time. Double-click the calendar to enter a date on all three sections of the ticket. Adjust the layout formatting as required. This date (and time) will be replaced by the actual event date and time when a ticket is printed by the box-office booking form.

The Event name can also be entered from the **Date tab**. Check that the name of the event is not too long for the formatting. Select an appropriate headline font. It will be necessary to set up several different layouts to encompass the range of event names encountered.

If you intend to use the External booking category for selling some of the tickets outside the box office, pay special attention to the way the price is set-up on the ticket. For external tickets, each price is listed along with the category across the ticket:

Main section of the ticket A £6.00 C £4.00 G £4.50 F £0.00 S £2.00

The stubs: A C G F S

This allows the correct category to be circled or highlighted at the point of sale.

If the price text box is positioned over to the right of the ticket, the text may be fine for normal box office use but will run out of space when printing External tickets.

The ideal is to leave the price centred and not too large with nothing either side of it to get in the way.

NB: In the above example, five payment categories are in use. When External tickets are printed, only the categories used by the event are printed on the ticket.

Reference number on ticket

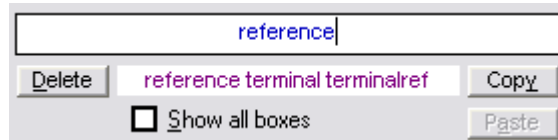
The booking reference or terminal letter (or both) can be printed on the ticket when booking. Find the correct line by selecting the lines in turn (each press of enter will select the next line). The indicator 'reference terminal terminalref' will indicate that the correct line is selected. Type in any of the three choices.

reference for the booking reference

terminal for the computer terminal letter

terminalref for the booking reference and terminal letter

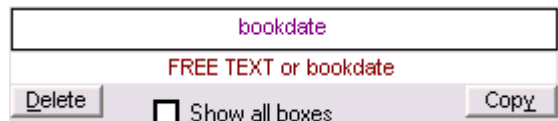
The text can be upper or lower case.



Adding the reference to the correct line of the ticket layout

Ticket printed date on ticket

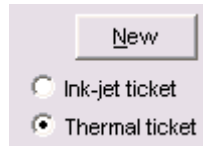
The date that a ticket is printed can be added to the ticket by adding 'bookdate' to the correct line of the ticket. Locate the line with the indication 'FREE TEXT or bookdate' and enter 'bookdate'



Adding 'bookdate' to the correct line of the ticket layout

Thermal / Ink-jet ticket select

The type of ticket layout can be changed from Ink-jet to Thermal by the radio buttons under the New command button.



Thermal ticket selected

With 'Thermal ticket' selected the layout is changed to a two part thermal ticket.



Thermal ticket layout

The layout is designed for 140mm x 76mm continuous fanfold thermal ticket stock. See our web-site for full specifications.

Ticket Book Printing Overview

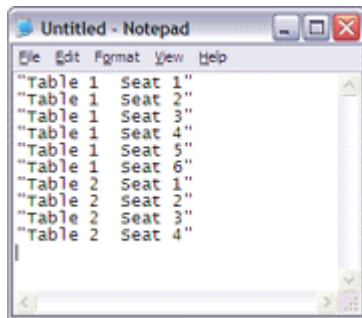
Tickets can be printed directly from this part of the program without using the booking form. Tickets can be printed on to two or three part ticket stock. All of the proceeding section about ticket layout applies except that the details are printed as entered and are not replaced by the box office event details.

Seating Plan

If the tickets are to be reserved (seat names) as opposed to just numbered, it will be necessary to load a seating plan. From the File tab, click the name of the seating plan to be used. The Plans list box contains all of the box office plans.

Text Seating Plan

To print tickets for a plan which is not prepared for the box-office, a text list of the seat names can be created. Use WINDOWS Notepad to create a list of the seat names, one per line, enclosed in double quotes.



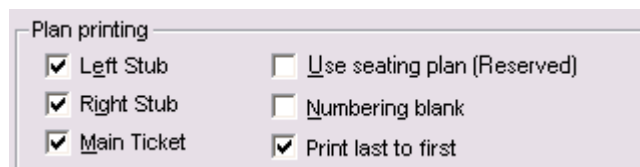
Creating a text plan for tables

Save the plan with a suitable name such as **Tables.txt**. This plan can be loaded by clicking on **Textplan** on the top menu bar.

Printing Tickets for ticket books

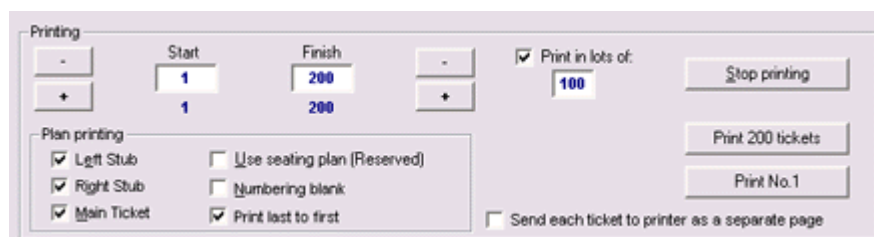
Click on the Printing tab. To use the loaded seating plan for reserved seat names, Click the '**Use Seating plan (Reserved)**' check for seating plan names. To print a ticket number, uncheck this checkbox. To disable the numbering completely, check the **Numbering Blank** checkbox. This will disable all numbering whether reserved or not.

The numbering for a particular stub can be turned off if needed by unchecking the appropriate checkbox. This is sometimes necessary when printing vouchers or adding an advertisement to one of the stubs.

A screenshot of the "Plan printing" dialog box. It contains several checkboxes:
 Left Stub
 Right Stub
 Main Ticket
 Use seating plan (Reserved)
 Numbering blank
 Print last to first

Set to print ticket numbers (unreserved) on all three sections.

Tickets will be printed in the range indicated below the Start and Finish boxes. Numbered tickets start at one and continue to the size of the seating plan. Both the start and finish can be altered by clicking on the + and - each side of the **Start** and **Finish** or by entering a number into the box above the Start or finish.

A screenshot of the "Printing" dialog box. It shows the "Start" box set to 1 and the "Finish" box set to 200. The "Print in lots of:" box is set to 100. There are buttons for "Stop printing", "Print 200 tickets", and "Print No.1". Below the "Print in lots of:" box is a "Plan printing" section with the same checkboxes as the previous dialog. At the bottom right, there is a checkbox for "Send each ticket to printer as a separate page".

Ready to print tickets from 1 to 200

Cont...

Printing Tickets for ticket books continued...

Click the lower 'Print button' to check the printing set-up. This button prints just the first ticket.

Make any adjustments necessary before clicking the main Print button.

Tickets are printed from the last ticket to the first so as to be in the correct order for making into ticket books.

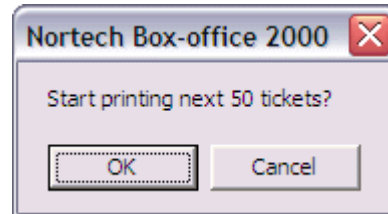
Click **Stop printing** at any time to stop the program sending any more tickets to the printer for printing. You may need to cancel the tickets that have already been sent to the printer. Most printers have a dialogue box displaying the progress of the printing along with a 'Stop' or 'Cancel' button.

To print the tickets in small batches, check the **Print in lots of:** check-box and enter an amount. When printing, only 50 tickets are sent to the printer and a dialogue box will prompt for the printing of the next 50 until all the tickets are printed.



Print in lots of:
50

50 tickets entered



Nortech Box-office 2000
Start printing next 50 tickets?
OK Cancel

Start Next lot of 50 dialogue box.

Dual Pricing

If two prices are use in different parts of the venue - stalls & balcony for example - follow the following procedure.

Click the **Price 2** check box on the Date & Time tab. This will enable the second price entry box and the printing range boxes. (From and To).

In the example - price 1 (£6.00) is the first price and will print from 1 to 175. The second price is £4.00 and will print on the tickets from 176 to 200. Click SAVE to save these setting for future use. (They will be automatically loaded the next time that Price 2 is checked).



Event
SAVE
Price 1 Price 2 From To
£6.00 £4.00 176 200

Dual pricing enabled

Settings

Settings Form Overview

Select **SETTINGS** from the top menu on the Booking Form. All of the box office options are displayed on this form on three tabs. The options can be changed and **SAVED** before returning to the main booking screen.

Main Options tab

Amount	Each ticket	Reason
5.00	<input type="checkbox"/>	Deposit (Payment)
1.00	<input type="checkbox"/>	Booking fee
-0.10	<input checked="" type="checkbox"/>	Ticket refund fee
0.28	<input type="checkbox"/>	Postage
0.00	<input type="checkbox"/>	
0.00	<input type="checkbox"/>	
0.00	<input type="checkbox"/>	
0.00	<input type="checkbox"/>	
0.00	<input type="checkbox"/>	
0.00	<input type="checkbox"/>	

Main options tab

Booking categories

There are ten sets of booking category names. Any of the ten sets of category names can be chosen when setting up an event. Click any of the text boxes to place the text cursor and edit the category name. Choose an alternative set with the drop down list box.

Selecting an alternative category names set

The light blue category can have a 'minimum amount of seats reminder' (group size) assigned to it when setting up an event. This can be used for party or group bookings.

Adjustments

Up to ten pre-set adjustments can be entered. These are made available in a list box when making payment. The adjustment can be added for each seat (per ticket) or as an overall adjustment for the booking. Check the 'Per ticket' checkbox if the adjustment is to be applied for each ticket. Uncheck if the adjustment is to be applied just once.

An adjustment can be an additional fee or a discount. Use the minus sign to enter discounts.

An adjustment can also be part of the booking payment - as with a deposit. Enter the word 'Payment' into the description to inform the booking payment section that an adjustment is to be treated as part of the payment and not an additional amount.

Cont....

Adjustments continued

Adjustment payment example .

An adjustment payment called 'Deposit payment' is created (£5 for example). This can be used when making a provisional booking.

Lets make a booking of 4 x £5 seats. Booking total £20

When confirming the booking the deposit adjustment will be automatically selected and deducted - payment requested will be £15, £5 less than the booking total as £5 has already been paid. If it was a normal adjustment it would not be taken off the booking total.

Total amount paid £5 + £15 = £20

If an adjustment called 'Booking Fee' is created (£1 for example) as a 'standard' adjustment (the word payment not included in the description), for the same provisional booking above, the amount requested when confirming the booking will be £20.

Total amount paid £1 + £20 = £21

Credit card fee

Enter the fee applied when taking payment by credit card. This will appear in the Payment tab of the booking screen and will be added to a booking if selected manually or if automatic credit card fee is checked along with selection of the card payment category.

Title

This list of titles appears in a drop down box when entering an address. Double-click to edit one of the lines.

Address User Text and User Checks

There are two text fields and 8 user check-boxes made available in the customer address database. These can be named by entering text directly into the two text boxes and by double-clicking the user check lines.

Venue Name

Enter the venue name that you want to appear on the receipts.

Permit Bookings for 'No Customer Selected'

Check the box if you want to be able to make a booking without specifying a customers name.

Marketing Categories

Double-click any of the 25 marketing categories to change the entries.

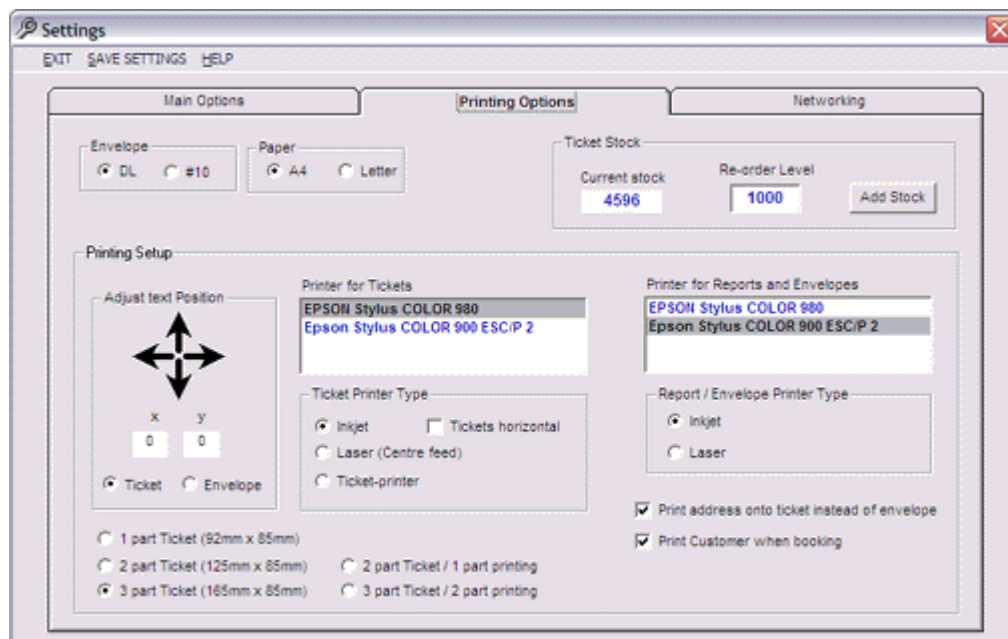
Departments

Double-click any of the 25 departments to change the entries.

Payment categories

The names of the five payment categories cab be changed if needed. The function of each is indicated along side each box.

Printing Options tab



Printing options tab

Envelope and Paper

Select the size of envelope to be used when printing addresses on to envelopes and the size of paper for the reports.

Ticket Stock

Each ticket printed by the box-office reduces the ticket stock total by one. The minimum level of ticket stock can be pre-set by entering an amount in the re-order level box. If the total amount of tickets falls below this amount a message is displayed on the booking screen.

Click the Add stock button to set the starting amount of tickets and to add further amounts of tickets when purchased.

Printing Set-up

Select the printer to be used for tickets from the left hand list box. A different printer can be specified for the reports and envelopes or the same printer can be used for both. There are advantages to using two printers - the second printer can be loaded with envelopes during normal operation.

The type of printer used for tickets and reports can be chosen using the option buttons.

The position of the printed text on the tickets and envelopes can be adjusted if needed in the direction of the arrows in 1mm increments. Select Ticket or Envelope and make the adjustment by clicking the arrows.

Select the size of the ticket stock - 1, 2 or 3 part and the required printing.

Check the box if the customers name is to be printed onto the tickets.

If only using one printer the address can be printed onto a ticket and used with a windowed envelope by checking the 'Print address onto ticket instead of envelope' check.

Network tab



Network tab

Network settings

If the software is used on a single computer no entries need to be made in this section.

If network operation is required one of the computers will be used to set-up the events with the other computers accessing those events over the network.

The set-up of the first 'main' computer just requires the selection of a terminal letter from the drop down box. 'A' for instance.

The other computers also need to be assigned terminal letter 'B', 'C', 'D',.....etc. They also need the drive mapped drive letter choosing from the 'Select Drive' drop down box. If you do not see an entry for a networked drive in the dropdown list despite having a network path available to your computer, then the network path hasn't been 'Mapped' to a drive letter. Ask your network administrator to assign a drive letter (called mapping) to the network on the computer.

This just entails right-clicking the network path in 'My Network Places - WINDOWS XP' or 'Network Neighbourhood - WINDOWS 98' and selecting the 'Map to drive letter' option. It is common to assign the letter 'N' to the network.

Be sure to **SAVE** the settings from the top menu before leaving the settings form.

Backup

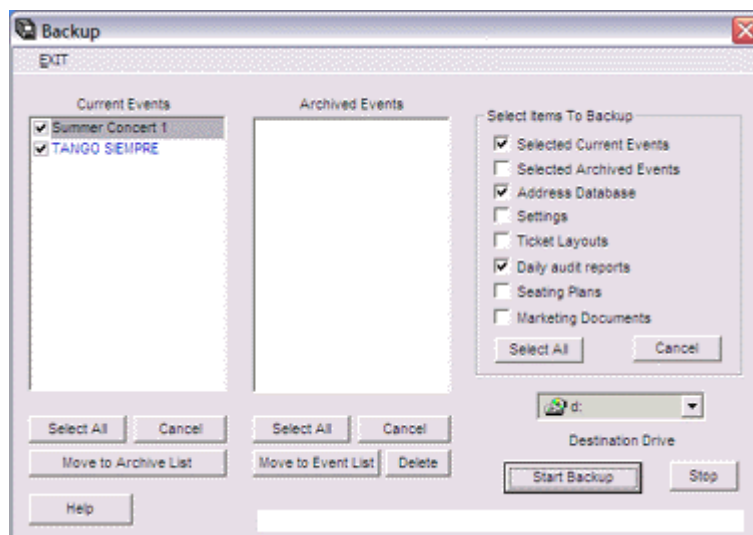
Backup Form Overview

The Backup form is selected by clicking **BACKUP** on the Booking Form top menu. Everything from a single event to a complete backup can be carried out from this form.

An important consideration is what device to use for backup. The floppy drive is ok for backing up individual events and the box office settings but for a full backup a larger capacity drive is required. Many PCs are supplied with a CD Re-writer. This is an excellent choice for backup. When a CD Rewriter is installed, a program such as Direct CD will probably be installed at the same time. This program prepares a re-writable CD for use and gives access to the CD for reading and writing through the CD drive letter. This drive letter can be selected for the backup destination from the Destination Drive list on the Backup form. Use a re-writable CD which has been previously formatted ready for use. When a blank unformatted CD is placed in the CD re-writer Direct CD will format it ready for use.

Whatever backup device is used, it is important to know which drive letter the device is using. The floppy drive is usually drive A. The CD re-writer is likely to be drive D if it is the only CD drive. If you have a normal CDROM drive and a CD-rewriter installed the CD-rewriter may be drive E.

All the drives are listed in the Destination Drive list at the bottom right of the Backup form.



A typical daily backup to drive D

Archiving Events

All events are stored in a folder named Events. All the Events in this folder are loaded into the Booking Form Eventlist. When an event is completed it may be convenient to move it to the Archive folder. This stops it cluttering the list of events. Click the checkbox along side the event(s) in the Eventlist to be moved to the Archive list and click **Move To Archive List**. All files for the selected events are moved to the archive folder. Events can be moved back by checking the events in the Archive list and **clicking Move To Event List**.

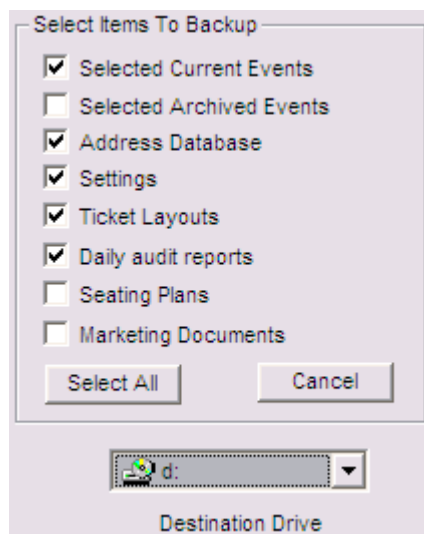
Deleting Events

Events which have been moved to the Archive List can be deleted. Click the checkbox next to the event(s) to be deleted and click on Delete.



2 event selected for deletion

Backing Up To The Destination Drive



Items selected for backup

The above shows a typical daily backup. Select all of the events to backup from the Eventlist.

Select the Destination Drive to backup the selected items to. In the example above, drive D is selected as the destination. Click on the Start Backup button below. If the drive cannot be written to, an error message will be reported.

Restore

Restore Form

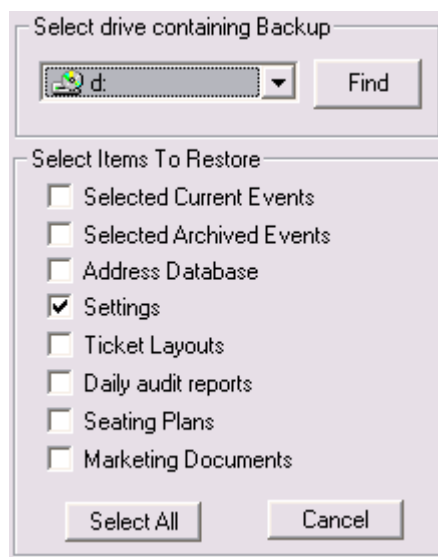
The restore form can be used for copying the entire Box Office data (not the program) to another computer. The main reason that a backup is necessary is in the event of computer failure. Not a common occurrence but one that has to be planned for. If a backup is carried out at regular intervals, no data need be lost. Most failures occur at switch on, so if a full backup was carried out the previous day, no data will be lost at all. If the Box Office is already installed on another machine, a restore on this machine can be carried out in minutes.

Restoring a Settings File

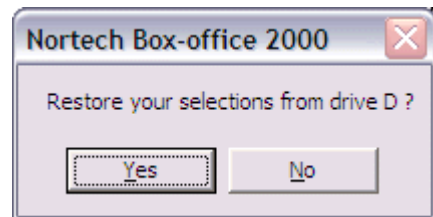
To restore one of the setting files. Place the backup disc in the drive. Either CD or floppy depending on the device used for backup. (The settings files are quite small so a floppy is easily large enough).

Select the drive containing the backup from the drop down list.

Check Settings in the list of items to restore.



Settings selected



Restore dialogue box

Click on Start Restore. A dialogue box 'Restore your selections from drive D?' is displayed.

The settings files are presented one after another with the question; Do you want to overwrite? Click YES to the file that you want to restore and NO to the others.

If a file is actually missing the file is automatically replaced.

Restoring an Event

Select the drive containing the backup from the drop down list. Click **Find** to list all of the backed up Events and Archived events in the list boxes. Choose which event(s) to restore by clicking the checkbox along side the event. Click **Selected Current Events**. Click **Start Restore**. You will be prompted to overwrite any existing files. Answer **yes** to the file that you want to restore and **no** to the others.

Marketing

Marketing Form Overview

The Marketing form is accessed from the main booking screen by clicking 'Marketing' on the top menu. The marketing form provides a means of selecting customers from the customer list. Customers can be selected by any combination of the following.

1. Amount of bookings in one or more marketing category.
2. By booking date.
3. By Membership date.
4. By postcode.
5. Notes text.
6. The two 'User Text' fields.
7. The eight 'User Check' boxes

The matching customers are made available in an MS Access database for use with MS Office.

The customers selected can also be printed onto envelopes or printed as a list. The MS Access database can be merged with Word documents. Some examples are included in a list box at the bottom of the form. These can be used as the basis for your own documents. The merge documents provided will require MS Office. Any of the following can be combined to target particular customers. With no criteria selected, all records will be returned when searching.

Selecting by category

Click the **Select by Category** checkbox.

To select customers who have previously booked seats for a particular category of event, check the relevant category or categories and click 'Find'. All customers with more than one booking in each of the selected categories will be added to the search results list. The amount of bookings per category is initially set to one, but can be increased using the drop-down box. The amount of customers selected is reported in the 'Found' box.

Selecting by last booking date

The date of the last booking made by a customer is updated every time a new booking is made. This 'last booking date' can be used to select customers. The search date is selected by clicking a date on the calendar (select the 'Booking' option button at the bottom of the calendar). Selection by date can be used to select customers who have not booked for a period of time and perhaps need a reminder. It can also be used to select the customers that have recently attended and perhaps prioritised for a particular promotion.

Select by membership date

Customers can be selected by membership date. Either before or after a selected date. Click the calendar to select the date. (select the 'Membership' option button at the bottom of the calendar).

Selecting by text

The postcode, notes, and both user text fields can be searched for text. Click the required checkbox(s) and enter the search text.

Selecting by User Check

The search can return all records which have the selected User Check boxes checked. Check any of the eight User Check boxes to include them in the search

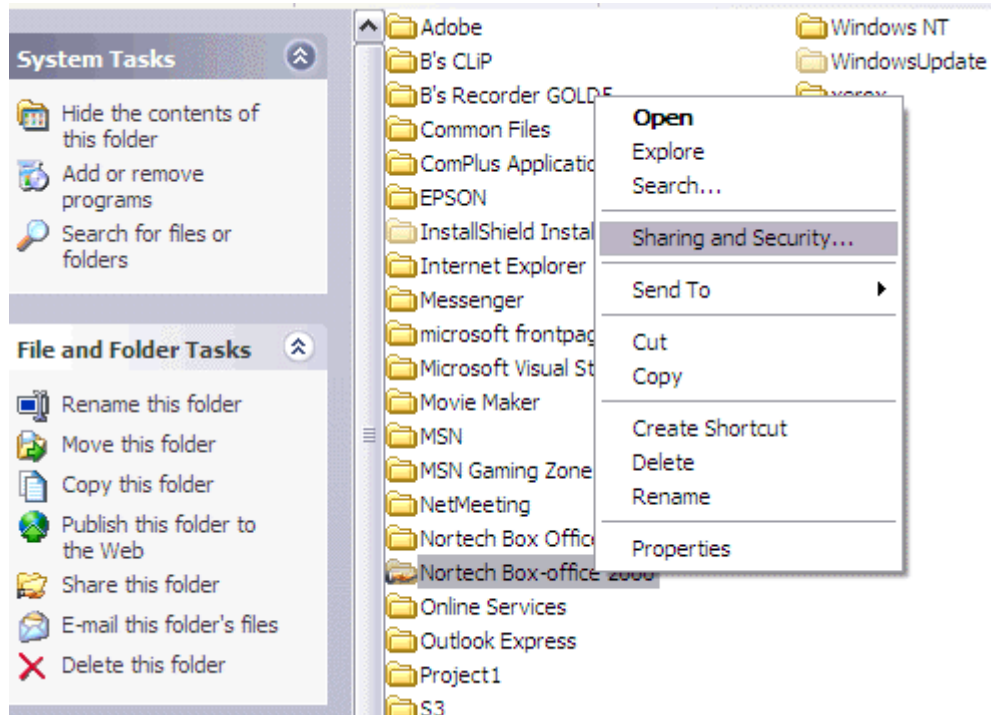
Network Operation

Network Operation Overview

For network operation, the software is installed on each computer (using the same installation folder on each will make things easier).

The events are set-up on one computer - designated LOCAL - and all others access the event files and customer address database via the network.

The drive or the Box-Office installation folder on the LOCAL computer must be shared. (browse to the folder, right-click and choose 'Sharing and Security')



Sharing and Security selected for the Box-office folder

Click both options and enter a 'Share name' - i.e. Box-office



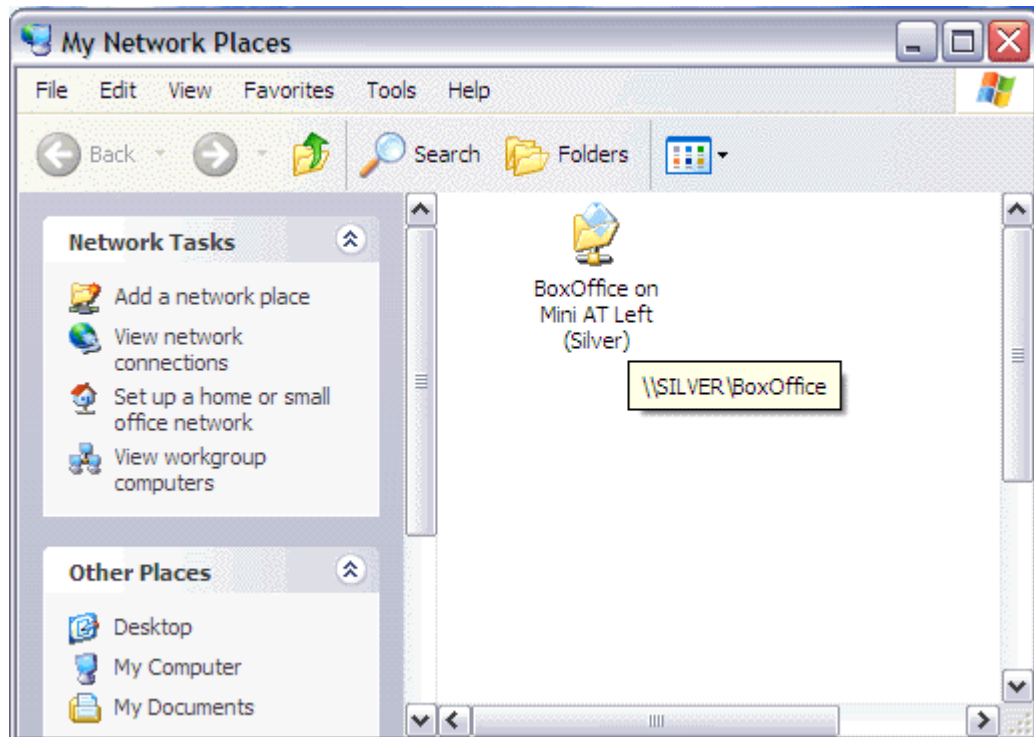
Share options selected

Click OK. The set-up of the LOCAL machine is complete. This folder is now made available to the network and will appear in 'My Network Places' on all computers

Cont...

Network Operation continued

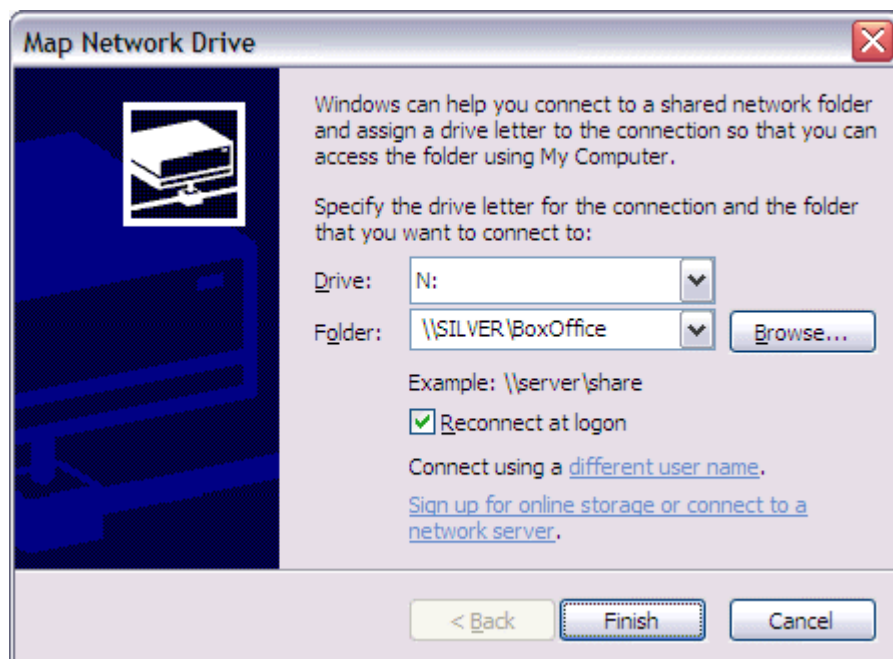
The other computers need to access this 'Shared folder'. On the REMOTE computers locate the 'Shared folder' as named above



The 'shared folder' or 'Network place'

This 'Network Place' has to be assigned a drive letter, called 'Mapping'

Select: 'Tools' and 'Map Network Drive' from the top menu.



Assigning a drive letter to the shared folder on the REMOTE machines

The letter 'N' is commonly used for a network drive but this may already be assigned to another network place. Choose any available letter and note the letter chosen. Browse to the correct network place - Box-office - as set-up previously. Click Finish.

Cont....

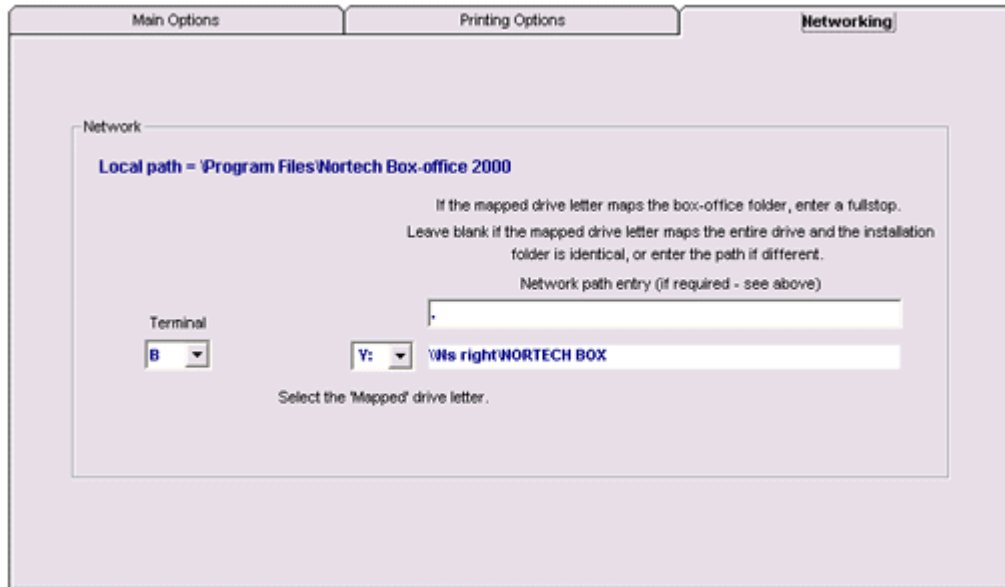
Network Operation continued

Start the Box-office software on the REMOTE machine(s) and select 'Settings' after logging on. Select the Network tab. Select the mapped drive letter from the drop-down box.

Network path

There are three possibilities for the Network path.

1. If the drive letter refers to the actual box-office folder, type a 'fullstop' into the Network path box.
2. Leave blank if the drive letter is mapping the entire drive containing the box-office folder and the installation folder is the same as the local installation path.
3. If as 2 but the path is different to the local path, enter the installation path.



The drive letter of the 'Network place' is selected

The Terminal number

Each computer can be assigned a terminal letter which is used to differentiate the bookings made by each. The bookings grid displays the terminal letter for each booking. The column is headed 'T'.

The terminal letter is also used for reports. The daily audit files from each computer or 'Terminal' can be sent to the 'LOCAL' computer by selecting the audit file-date in the date box and clicking SEND.



The Monday 21st July audit file selected ready to send to the LOCAL computer

The LOCAL computer can choose to include the audit files of any or all terminals when reporting.

Note

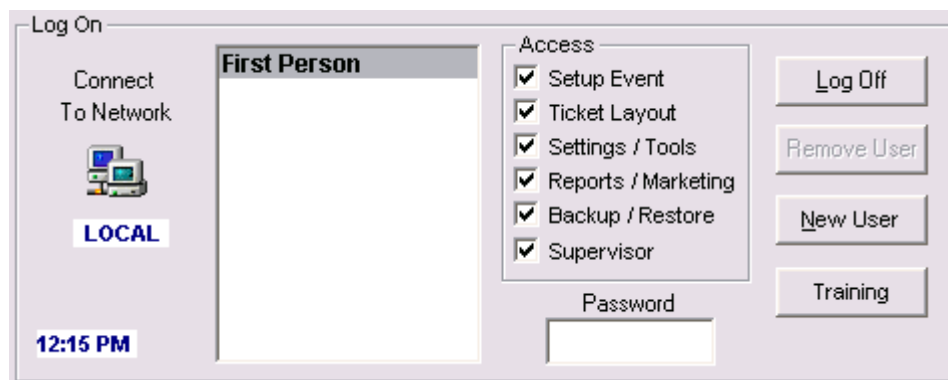
Each computer has its own printer and network options. When networked, the main options are provided by the designated LOCAL computer (the computer which stores the events).

The information that is shared with the LOCAL computer is as follows;

1. Event information file (one per event)
2. Event bookings file (one per date)
3. Event bookings backup file (one per date)
4. Ticket layouts assigned to events (one or two per event)
5. Seating plans including special category and restricted view settings
6. List of fonts
7. Message text

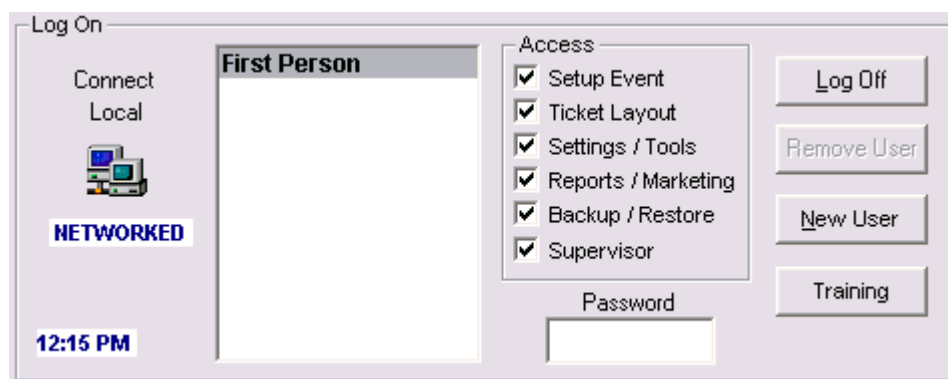
Changing from LOCAL operation to REMOTE (network) operation

To change to network operation, click the 'Connect to Network' icon on the LogOn tab.



Working locally

The availability of the network is established and the local fonts are checked for availability against the list of fonts used on the REMOTE computer. Any fonts which are not available are reported.



Working remotely (networked)

The event-list is loaded with the REMOTE events.

Access is restricted to the booking screen, Tools and Reports.

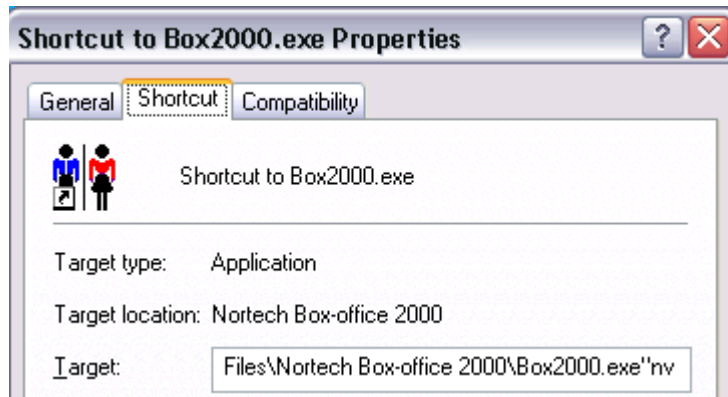
Return to LOCAL operation by clicking the icon on the LogOn tab.

To select remote operation automatically after logging on, start the box-office with an 'n' command line parameter.

Notes

Command line options

The box-office can be started with the following special options by adding the letter listed below to the box-office command line. A combination of letters can be added in any order.



n and v added to command line

N - Automatically connect to network after logging in

V - Make VOID available for 2 minutes only, after making a booking

D - Remove date formatting (th rd nd)

P - Switch off printing when an event is first loaded

Printing problems

The choice of printer for printing tickets can have a great effect on the perceived reliability of the whole system. There's no doubt that some printers have better paper handling than others - even from the same manufacturer. The most reliable printer, and the one that we recommend for use with this software is the Epson 980 Business ink-jet printer. The paper feed is outstanding. Tickets can be printed horizontally - which is quicker - and results in better quality type. It also has high capacity cartridges and is designed for high volume usage. The cost is only marginally greater than a typical 'home office' printer. Other printers which produce reasonable results are: Epson C66 /C86. See our web-site for latest details.

A blank ticket is ejected from the printer after printing a ticket

This can be caused by the printing on the ticket not quite fitting on a single ticket. This can be caused by one of two things. The first is that the ticket seat number is printing just outside of the printable area of the ticket when printing certain seat numbers. The solution is to move the seat number on the ticket layout. Centring the seat number on the template will maximise the space available. Secondly the printable area of the ticket is restricted by the printer settings. Select the printers folder and the properties of the printer. The printable area setting will likely be on the **Paper tab**. Set the printable area to the maximum available. Sometimes this means typing in a figure or selecting an option



Printable area set to maximum

Reports are not centred on the page

The printer is probably set to a size of paper other than the paper size chosen in the printing options in Settings.

Text not aligned correctly on ticket

Use the large arrows in Settings to move the text in the direction of the arrow in 1 mm increments. Save settings.

Cont....

Printing problems continued

Printing is slow

The printer needs to be set to its highest speed of printing. From the printer properties, select the options that result in the quickest printing. This usually means selecting 'Plain Paper' instead of one of the special media settings available. Some printers may need to be set to 'draft' printing.

Tickets are not printed when booking

Ensure that ticket-printing is turned on for the selected event. See the Tools menu. Check that the correct printer is selected in the box-office SETTINGS.

Ensure that the printer is ready to print. Try printing from another application to check the printer operation

The seat number has a number in brackets after the seat name; i.e. A 1 (4)

The Print 1 ticket per booking (Table style) is set for the selected event. Edit the event set-up to change if required.

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