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# OVERVIEW

## Tick-It! Trak Pro Software Modules

The **Tick-It! Trak Pro** system consists of several software modules. There are three essential modules required to run the system, and other optional modules.

These are:

The **ADMIN** Module (required)

The **POS** Module (required)

The **REPORT** Module (required)

The **INVENTORY** Module (optional, but needed for retail sales operations)

The **VALIDATION** Module (optional, but needed for Census tracking and scanning barcodes)

The **PACKAGE** Module (optional, but needed for quick multiple event sales and seat renewals)

The **INTERNET TICKETING** ASP Application (optional, but required for Web Based Sales)

The **CRYSTAL REPORTS** writer from Crystal Decisions (optional, but recommended. Required for custom report writing) **Crystal Reports** is available separately from Business Objects

A brief description of the functions of each module follows:

### The **ADMIN** Module

---

This module is used to set up Attraction Schedules, Ticket Prices, Ticket Designs, POS Station Options, Operator Security settings and other “manager” duties. From this module, your season of attractions is entered and maintained. This is the module that “bosses” or administrators use

### The **POS** Module

---

This is the actual Point of Sale (POS) interface, which allows transactions to take place. It is written to take advantage of touch screen stations, but a standard keyboard and mouse will also work. This module does the actual sales transactions. This is the module covered by this manual.

### The **REPORT** Module

---

The **REPORT** module allows you to produce a variety of reports. All reports of the **Tick-It! Trak Pro** system are designed and maintained using **Crystal Reports**, and can be modified using that program. **Crystal Reports** is sold separately. You may have a copy of **Crystal Reports** already on hand.

### The **INVENTORY** Module

---

This module assists you in managing your Inventory. It allows you to enter inventory items for sale, and put together your POS Station Menus for the sale of those items. You can maintain lists of suppliers (vendors), issue purchase orders to them and receive inventory from them.

## Chapter 1 – Before You Begin

### The **VALIDATION** Module

---

The Validation Module is used to scan barcodes on your tickets to record and track actual use. This module can be used manually, with an attendant scanning tickets or entering in the ticket ID number. It can also be interfaced to turnstiles, which will unlock automatically upon presentation of a valid ticket. Season passes and multi-use tickets are often sold in the form of tough plastic cards. As long as they have the proper barcode issued by **Trak Pro**, this module reads them like any other ticket.

### The **PACKAGE** Module

---

The Package Module allows you to sell flexible, multiple attraction packages in a few steps. With the Package Module, you can re-assign the same seats to your customers from one season to the next. You can mix venues, seating types, allow for customer choice of attractions and specify revenue splits.

### The **KIOSK** Module

---

The Kiosk Module allows you to set up self service stations so that customers may purchase tickets with a credit card. As of this writing, this module is still under development.

### The **INTERNET TICKETING ASP** Application

---

This is an independent web based application based on Microsoft's IIS **Active Server Pages** technology. This application is licensed for use on your server on a per transaction basis. Ticket sales are performed using your live database and are recorded in real time. Users can select their own seats after seeing the view from a given section.

### **CRYSTAL REPORTS** from Crystal Decisions

---

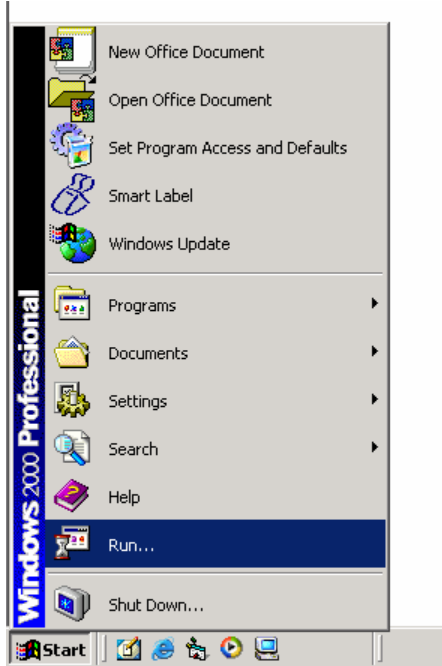
This is the report writer used by the **Tick-It! Trak Pro** system. Strictly speaking, it is an optional component, but is strongly recommended. It is required if you want to create new reports, or modify existing reports. You may already have **CRYSTAL REPORTS** in your software inventory.

### **RUNNING MODULES ON A NETWORK:**

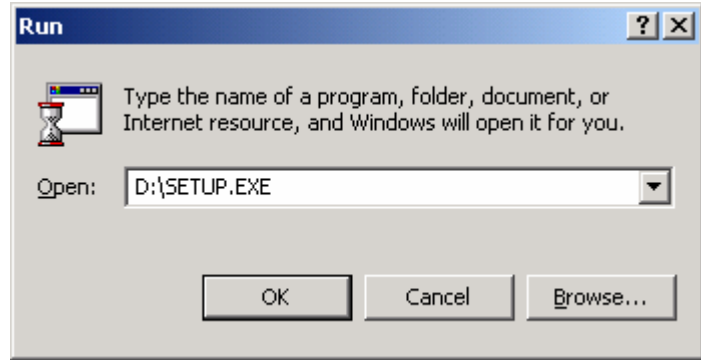
The purchase of any module allows the user to run it on a single machine. Network licenses are required to allow the use of ANY Module of the **Tick-It! Trak Pro** system on more than one machine. You must purchase one license for each machine running the **Tick-It! Trak Pro** system.

## Chapter 1 – Before You Begin

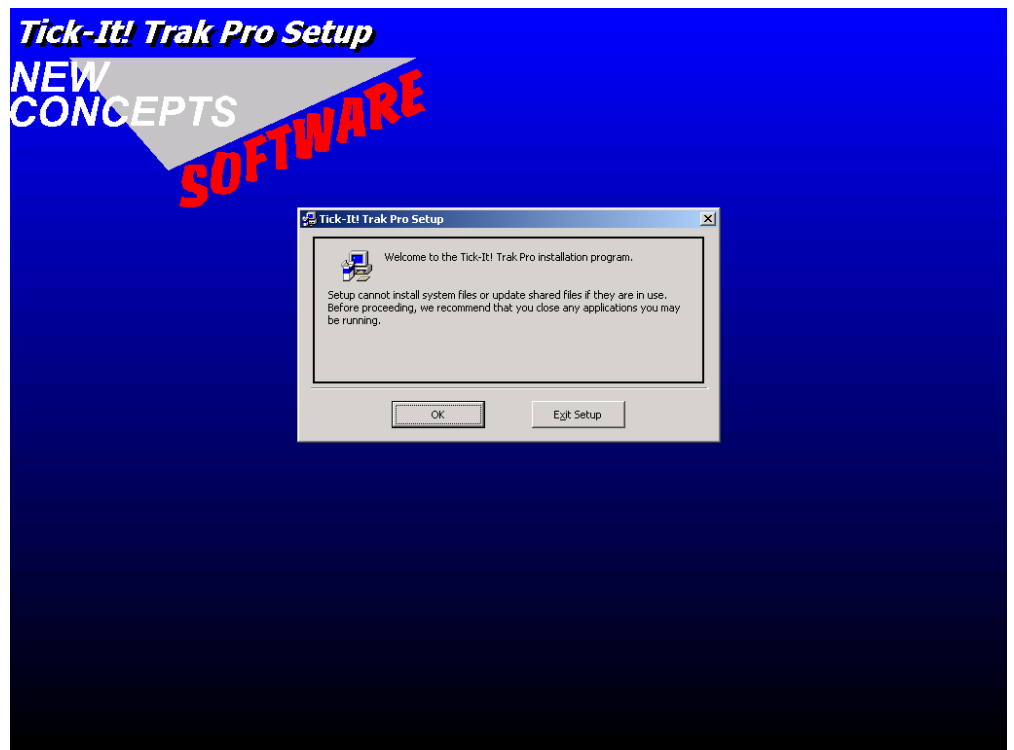
### INSTALLING TICK-IT! TRAK PRO:



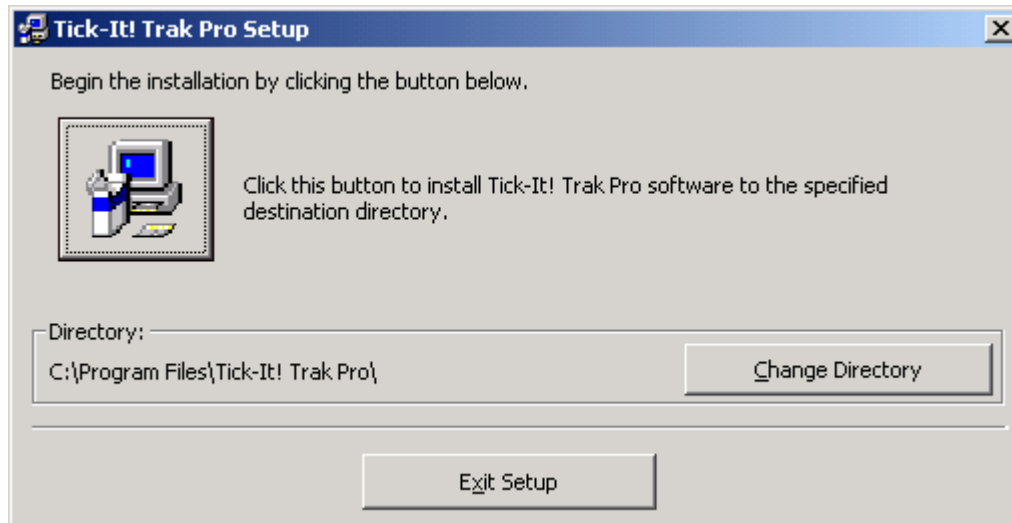
Insert the **Tick-It! Trak Pro** CD-ROM into your computer's CD-ROM drive.  
Click on the START menu.  
Select RUN  
Type D:\SETUP.EXE (where D is the letter of your CD-ROM drive)



The SETUP welcome screen will appear.  
When you are sure that no other programs are running, click the OK button to proceed.



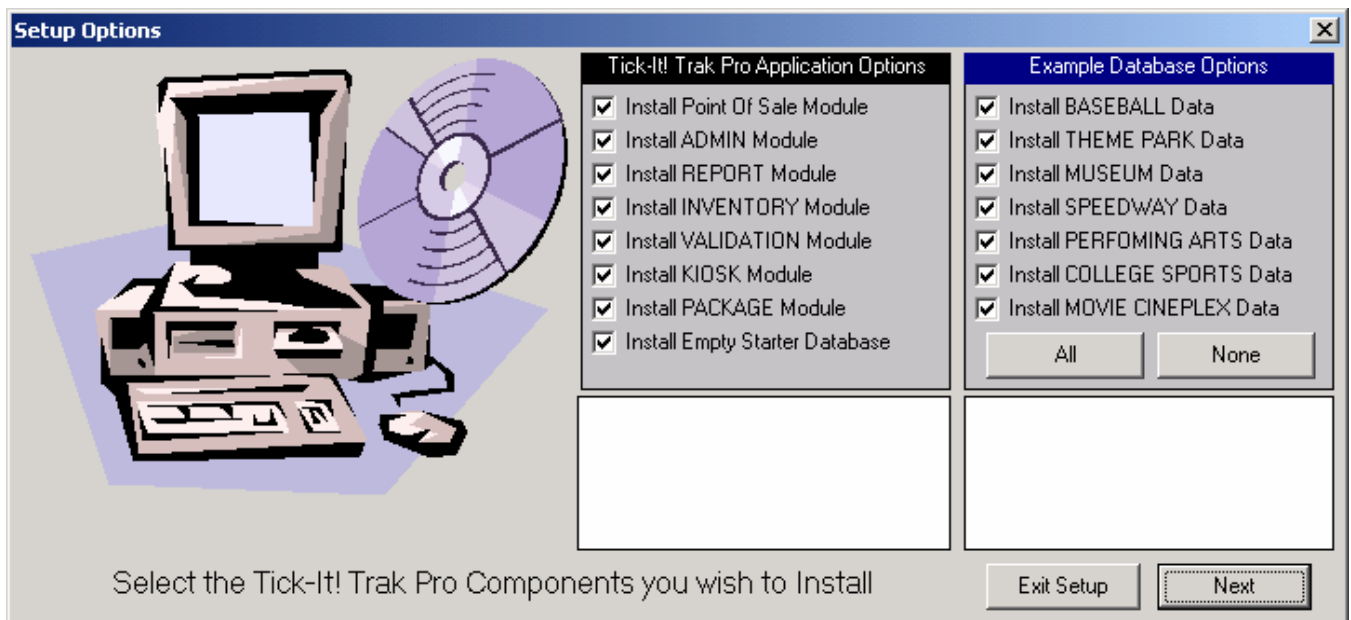
## Chapter 1 – Before You Begin



You will be given an opportunity to change the installation directory.

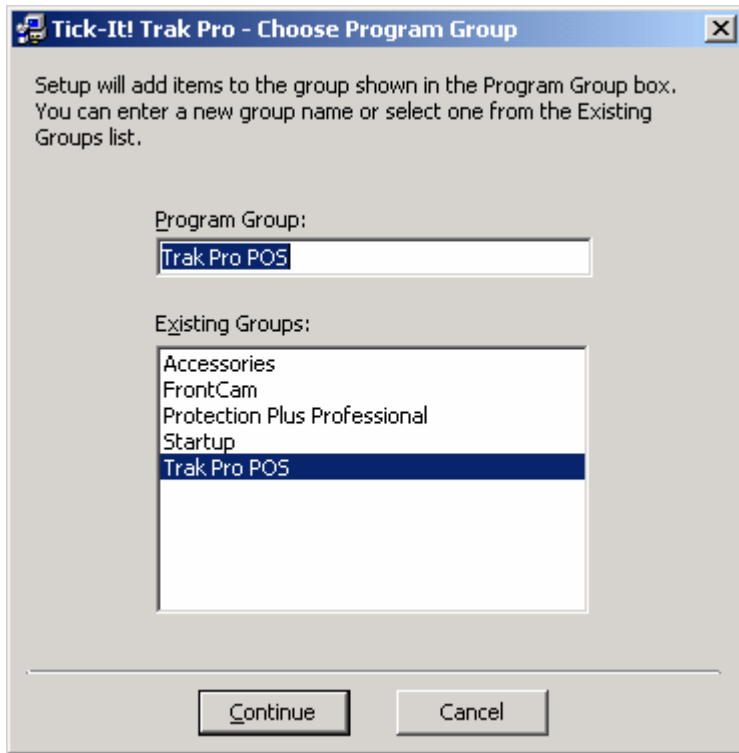
As shown above, the program modules will install in the directory: **C:\Program Files\Tick-It! Trak Pro\** by default. As long as your local drive C has enough space, it is the preferred installation directory.

Once you select or accept the destination directory, you will be presented with a dialog of components and sample data. Check the desired modules and sample data, and click NEXT...



If this is the first time you are installing **Tick-It! Trak Pro**, it is strongly recommended that you select at least one of the sample databases for training and testing purposes.

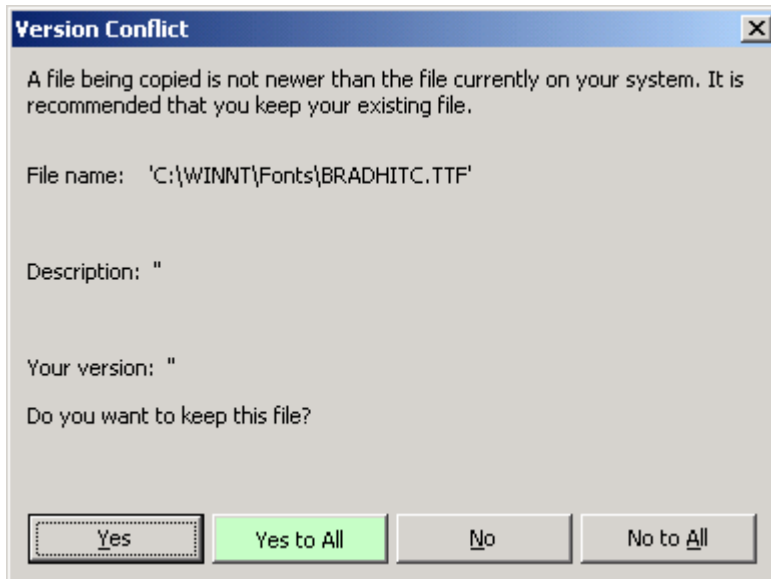
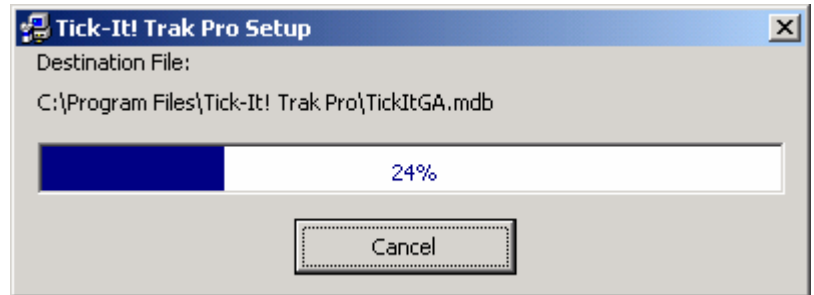
## Chapter 1 – Before You Begin



For each of the selected Modules, you will be able to specify a Windows Program Group. The default is to put a shortcut to each module and its corresponding help file in its own group. You may change these groups to suit your own desktop / menu organizational style.

Once you have chosen the groups for the Modules, files will begin copying.

During the file copy process, a status bar will be displayed, indicating progress.



If, during the copying process, SETUP identifies a file that is OLDER than a file currently on your system, SETUP will pause, and prompt you for a decision. You will be asked if you wish to KEEP the NEWER file.

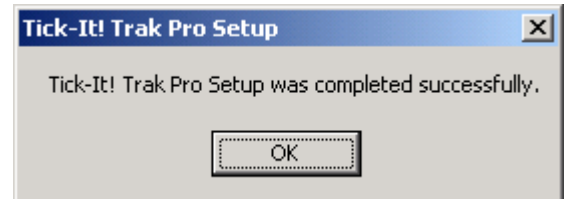
Notice that the YES TO ALL button is highlighted in green. We recommend that you select YES TO ALL if a new file is detected.

## Chapter 1 – Before You Begin



Once all file copying is completed, any sample database sets you have selected will be initialized for first use. You will be shown a progress dialog. This procedure might take a few minutes.

After initialization of any sample databases is finished, the program is installed. You will see the following confirmation.



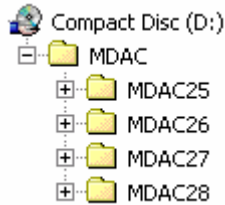
You will be gently reminded to register your purchase, and thanked for your business.

Once the program modules are installed, you might have to upgrade the **Microsoft Data Access Components (MDAC)**. You will also need to install the **DSI Client** for Mercury Payments if you are using the POS Module, ADMIN Module, KIOSK Module or PACKAGE Module.

## UPDATING MICROSOFT DATA ACCESS COMPONENTS (MDAC):

The *Tick-It! Trak Pro* system requires Microsoft Data Access Components (MDAC) version 2.7 or higher to communicate with your ticketing database. If you do not have at least version 2.7, you need to update your MDAC components.

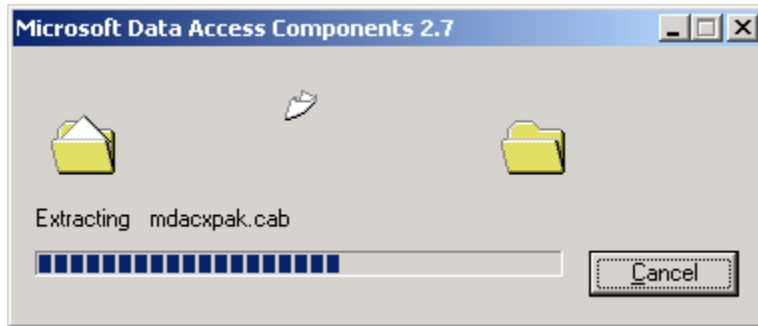
The *Trak Pro* distribution CD-ROM includes a variety of versions of MDAC, so that you can install the version of MDAC that will work best on your system. We recommend 2.7 if you run *Trak Pro* and experience errors on start up or shut down.



On the *Trak Pro* CD-ROM you will see an MDAC subfolder with subfolders, as shown on the left.

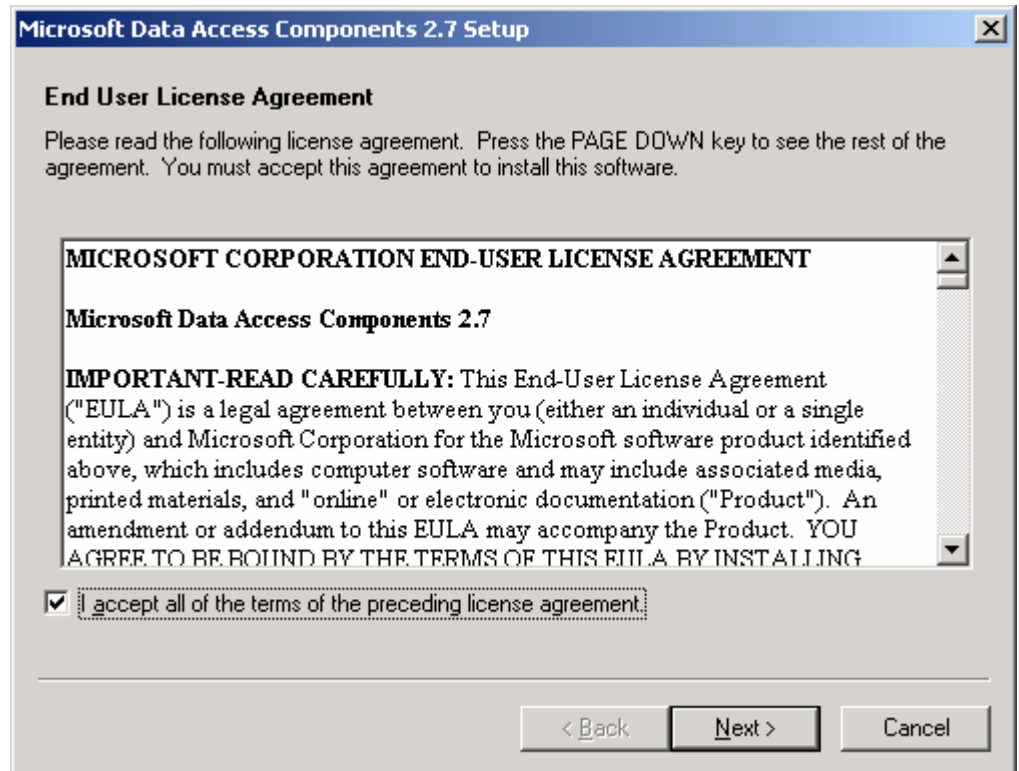
Double click on the MDAC27 folder.

Then, double click on the MDAC installation icon, shown to the right.

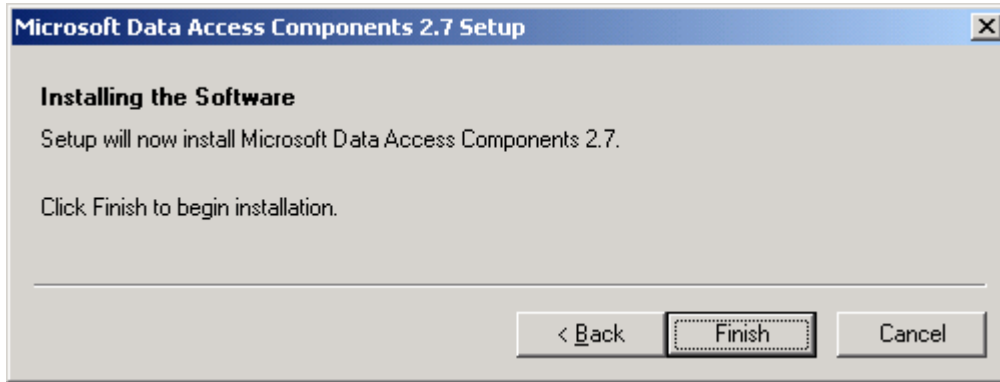


The MDAC 2.7 components will begin to extract and install themselves on your machine.

You will be asked to accept the Microsoft End User License Agreement for MDAC 2.7 components. Check the option indicating you accept the license, and click NEXT...

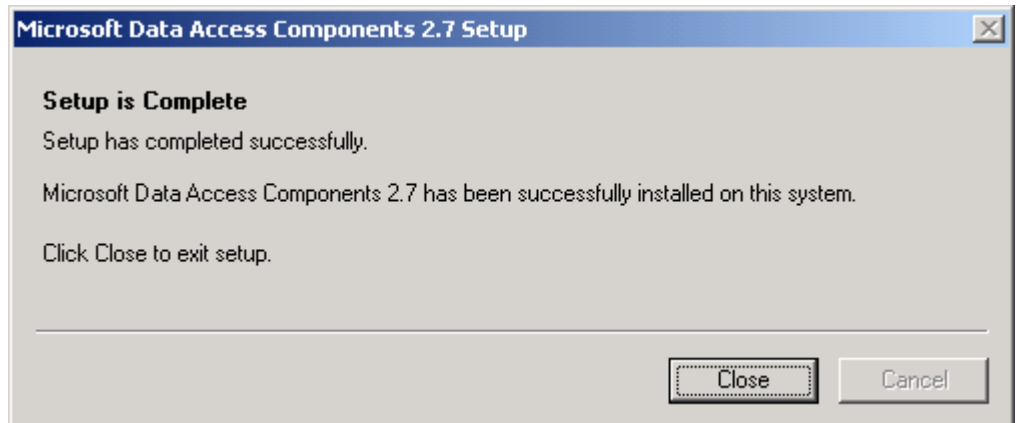


## Chapter 1 – Before You Begin



Once the preliminary initialization is complete, you will be prompted to begin installation by clicking FINISH.

After the MDAC components have been updated, you will see this confirmation dialog.

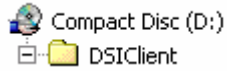


Depending on your system, you might need to reboot your computer after this procedure.

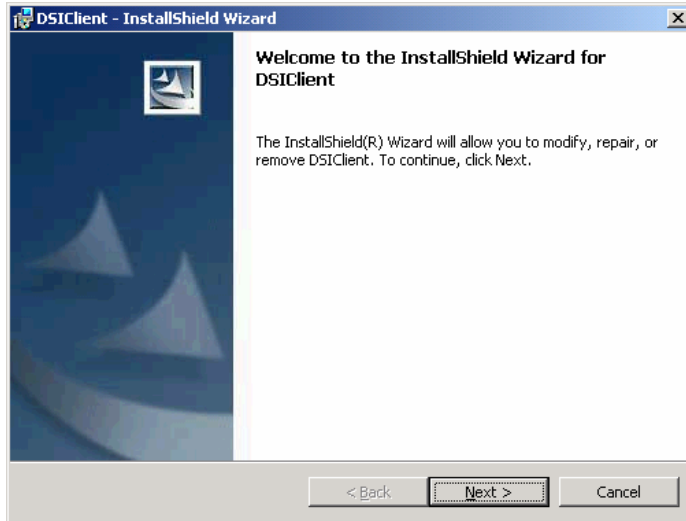
## Chapter 1 – Before You Begin

### INSTALLING THE DSI CLIENT SOFTWARE FOR MERCURY PAYMENTS:

The *Tick-It! Trak Pro* POS Module uses DSI Client communication components to facilitate credit card processing with Mercury Payment Systems. You must install the DSI Client if you install the POS Module, ADMIN Module, PACKAGE Module or KIOSK Module, even if you are not planning to use Mercury Payments for credit card processing,.

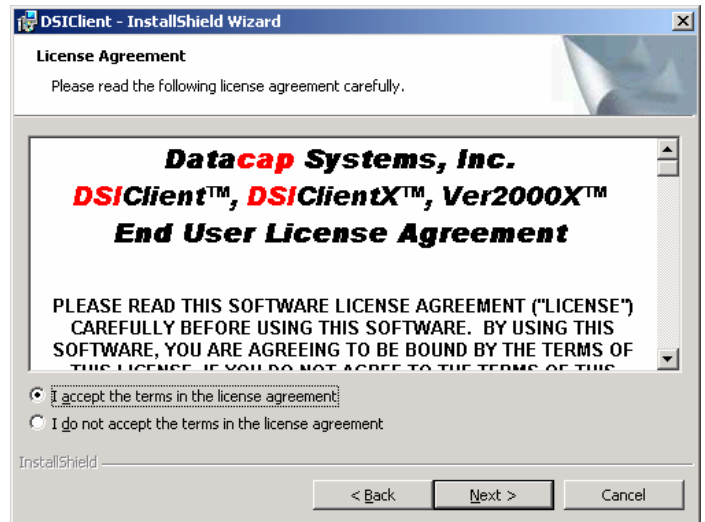


On the *Trak Pro* CD-ROM you will see a DSIClient folder, as shown to the left. Double click on the DSIClient folder. Then, double click on the DSI Client installation icon shown here.



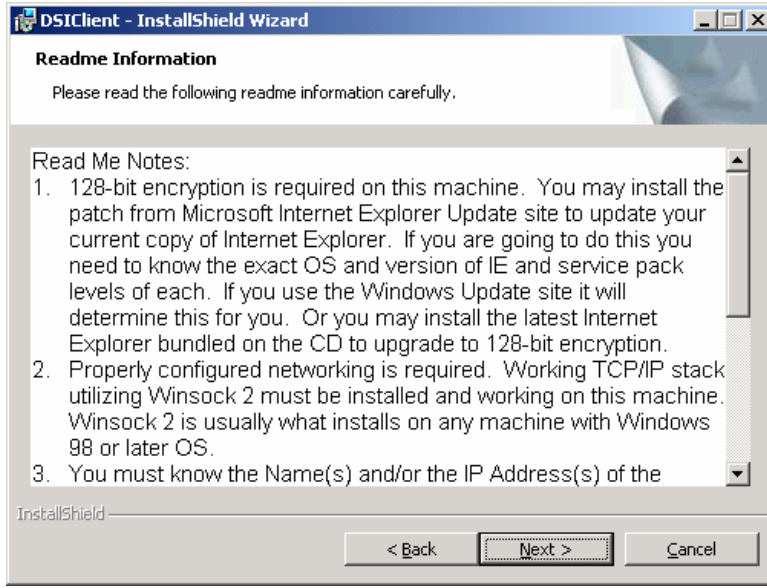
The DSI Client setup welcome screen will appear. After verifying that no other programs are running, click NEXT to proceed.

You will be asked to agree to the Datacap Systems Inc. End User License Agreement. Select the button indicating that you accept the terms of the license. Then, click the NEXT button.



Communication used in passing credit card information requires 128 bit strong encryption. This can be obtained by installing the US Version of MS Internet Explorer version 6 or higher. The next step in the installation will remind you of that and other DSI Client system requirements.

## Chapter 1 – Before You Begin

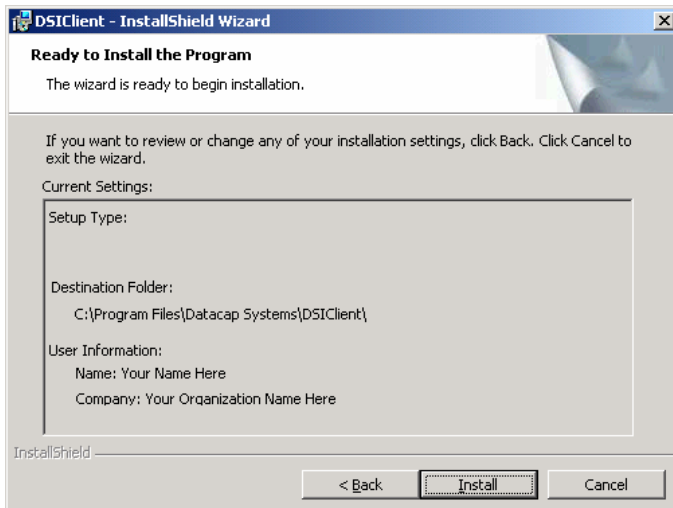
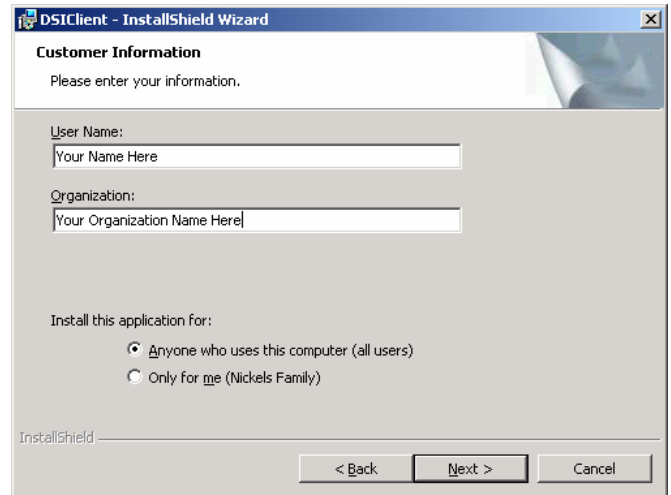


Review these “Read Me Notes”, to make sure that your system meets or exceeds these requirements. Then, click Next.

Enter your company information. Be sure to check the option:

**ANYONE WHO USES THIS COMPUTER (ALL USERS)**

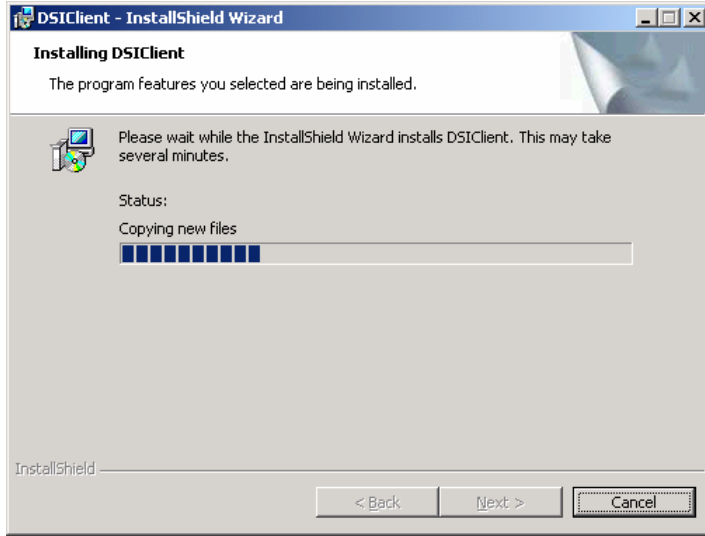
This allows all users who log to process credit cards without communication problems.



Setup will pause to allow you to confirm your settings and go back to make any changes.

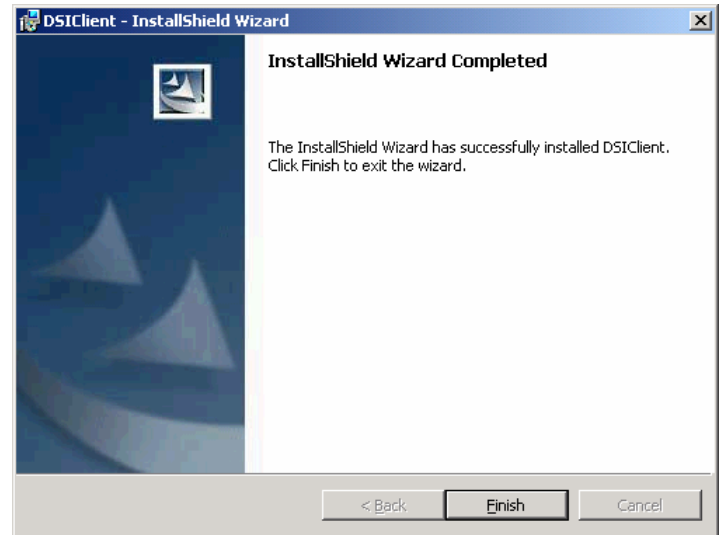
Click **INSTALL** to proceed.

## Chapter 1 – Before You Begin



The DSI Client Setup will begin copying files, and display a progress dialog, as shown here.

When the DSI Client is successfully installed, you will be shown a confirmation dialog, pictured here.

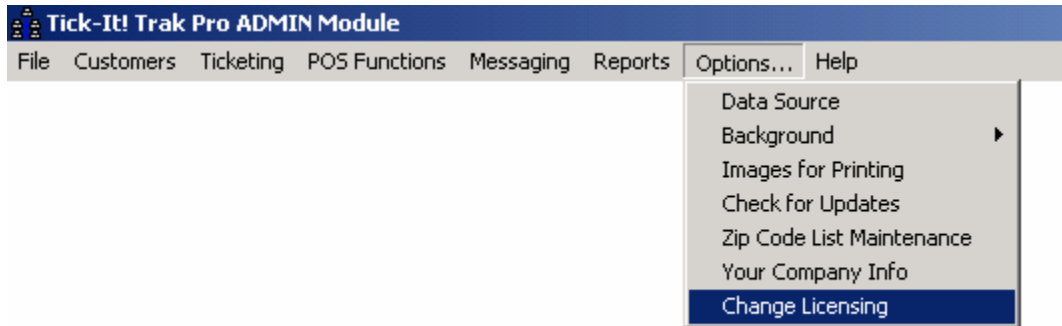


You are now able to interface with the Mercury Payment Systems credit card processing service.

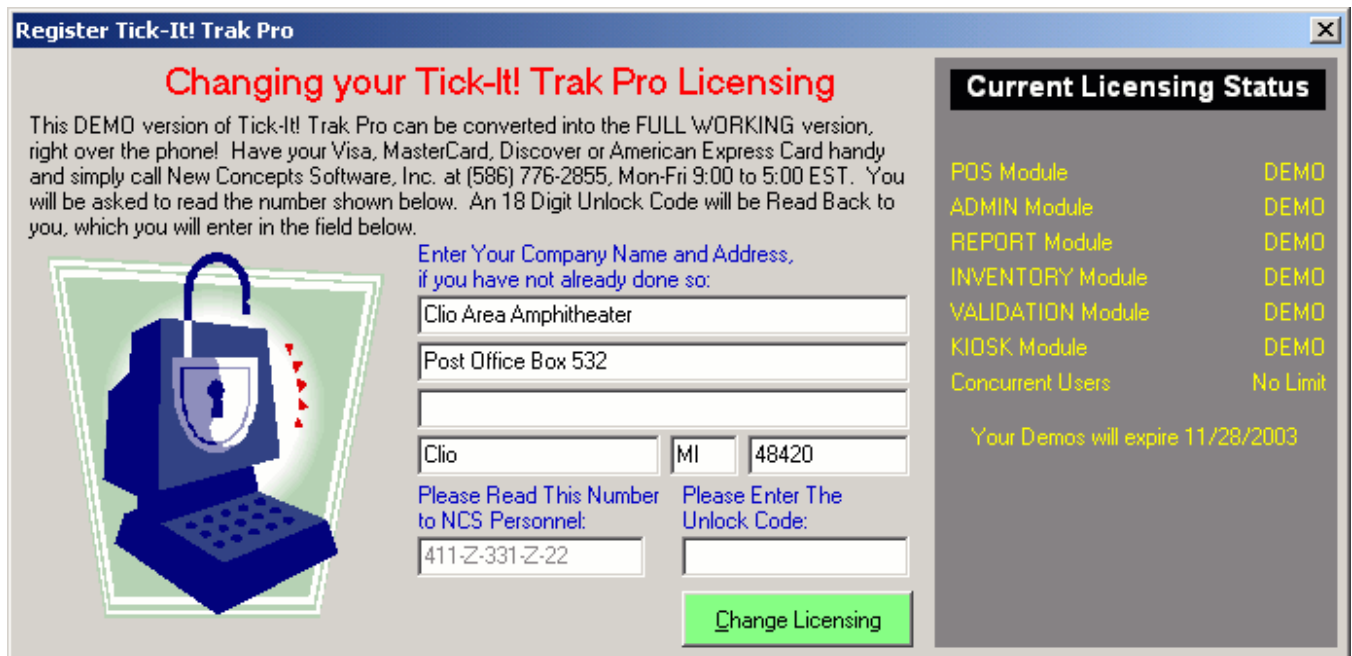
## REGISTRATION / MODULE ACTIVATION:

When you initially install the ***Tick-It! Trak Pro*** Modules on your computer, the default license is for a 30 day demo on all modules. With your purchase of ***Tick-It! Trak Pro***, you will be issued an UNLOCK code.

From the ADMIN Module, select CHANGE LICENSING from the OPTIONS menu:



Enter your company name, and address. Then, enter the unlock code in the field indicated.



When you are certain the unlock code is entered correctly, click on the CHANGE LICENSING button. You will need to restart any ***Trak Pro*** modules currently running on the computer for the licensing change to take effect.

This procedure will need to be repeated at all stations with ***Tick-It! Trak Pro*** installed.

## NETWORK (MULTI-USER) CONSIDERATIONS:

If you are running *Tick-It! Trak Pro* on multiple stations:

**Each** workstation must have the appropriate *Trak Pro* Modules installed. You must run the SETUP program at each computer, and specify a LOCAL drive for the destination. The system is designed to share the **data** from your server, **NOT** the **program**.

Each POS, PACKAGE, KIOSK or VALIDATION station MUST have a UNIQUE ID specified in the station options. This is VERY IMPORTANT. The Station ID is used to resolve record locking and possession conflicts. **NO TWO STATIONS can share the SAME ID!**

If you are using MS-ACCESS 2000 as the “Back End” database, make sure you have NETBIOS enabled for your networking protocols.

The *Trak Pro* modules expect to be able to use their installation directory as a “scratch pad” space for temporary files and such. Make sure that your network users have privileges to read, write, create and delete files in the *Trak Pro* installation directory.

## Chapter 1 – Before You Begin

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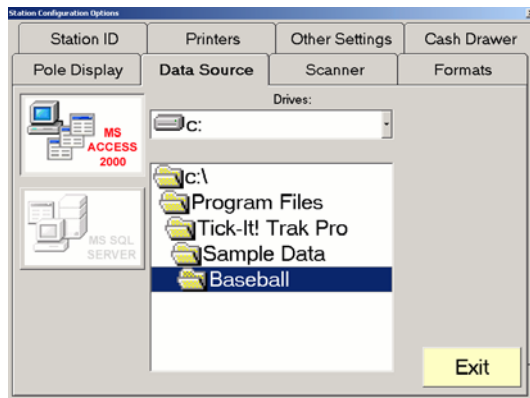
## OVERVIEW

This is the **Tick-It! Trak Pro** Point of Sale (POS) interface, which does the actual sales transactions. This is the module you will use for most of your day to day work. This program works with touch screen stations, or with a standard keyboard and mouse.

## GENERAL SETUP – DATA SOURCE:

**Tick-It! Trak Pro** accepts either a **Microsoft Access 2000** database or a **Microsoft SQL Server** database as the source for its information. Each station running any **Trak Pro** Module requires that the Data Source be specified. The setup procedure is slightly different depending upon your data source. Click or press the STATION DATA button. Select the DATA SOURCE tab Touch or Click the **Microsoft Access 2000** Database button:

### FOR A MICROSOFT ACCESS 2000 DATA SOURCE:



*The directory you select will have already been created on the server by your network administrator, and the necessary files for the program to work already copied there.*

In the example shown to the left, the data source is set to one of the sample databases provided in the software, the Chicken Hawks Baseball demo.

### FOR A MICROSOFT SQL SERVER DATA SOURCE:

For SQL Server operations, there are four fields to be filled in for the system to access your data:

#### **SQL Server:**

Enter the name or IP Address of your MS SQL Server machine. This field is REQUIRED.

#### **User ID:**

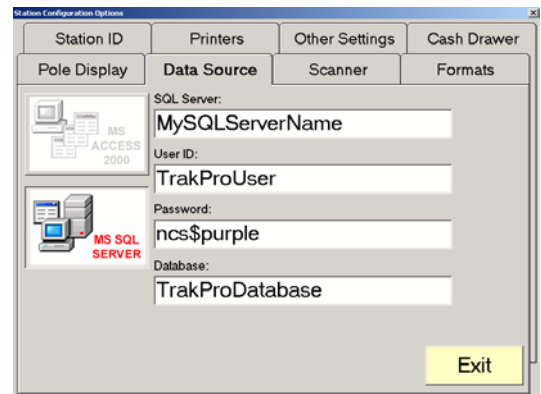
Enter the name of the SQL Server Login ID to use to attach to the database. This field is OPTIONAL, if your system is set to use “Trusted Connections” instead of SQL Authentication. The normal entry here is **TrakProUser**.

#### **Password:**

Enter the password for the SQL Server Login ID to use to attach to the database. This field is OPTIONAL, if your system is set to use “Trusted Connections” instead of SQL Authentication. The normal entry here is **ncs\$purple**.

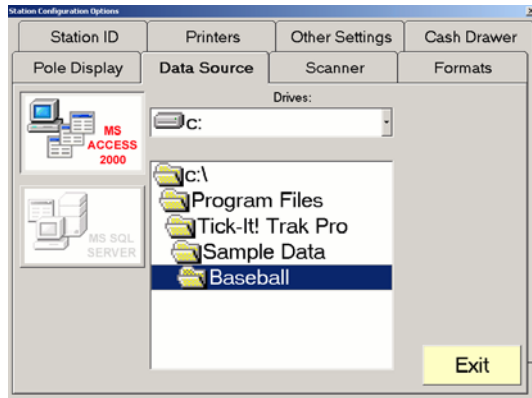
#### **Database:**

Enter the name of the SQL Server Database to use. This field is REQUIRED. Normal entries here are either **TrakProDatabase** for live operations, or **TrakProTraining** for training operations.



Once the Data Source has been changed, the program will need to re-start, in order to load the new data.

### PRACTICING WITH A SAMPLE DATA SET



When **Tick-It! Trak Pro** was set up, The ADMIN is given the opportunity to install any or all of seven different sample data sets.

Practicing with a sample data set allows you to become familiar with the program.

From the MAIN START UP SCREEN, click or touch the “Station Setup” button. Click or touch the “Data Source Tab.” Click or press the MS Access 2000 button. You will see a screen similar to this. Select your sample database.

The seven sample data sets are:

#### **Baseball**

This example uses the “Podemska Chicken Hawks” minor league ball club to illustrate sporting event ticketing. There is a 71 game season pre-programmed for the Chicken Hawks at their home of Podemska Field, which has 16,361 reserved seats and 2000 general admission bleacher seats. Concessions and souvenirs are included.

#### **Cineplex**

This sample uses a Movie Cineplex called the Stellar Cinemas. There are 8 theaters and a pre-loaded schedule of movies. All seats offered are General Admission. Concessions and souvenirs have also been added.

#### **College Sports**

Podemska City College has two venues for its sporting events:

- (a) Podemska Football Field with 36035 Reserved Seats and 2000 General Admission Seats
- (b) Podemska Arena with 6967 Reserved Seats and 2000 General Admission Seats

Concessions and souvenirs have also been added.

#### **Science Museum**

The Tri-City Science Museum is an example of museum ticketing. The museum is a general admission facility, with an IMAX theater and Planetarium. There are some special events which require reserved seating. Concessions and souvenirs have also been added.

#### **Performing Arts**

The AMB Performing Arts Center is a large facility with 3 different venues:

- (a) There is the large Amphitheater, with 3000 General Admission Lawn Seats and 6421 Reserved Seats
- (b) There is the Main Stage Theater with 699 Reserved Seats and
- (c) The Bantam Theater, with 184 Reserved Seats.

Concessions and souvenirs have also been added.

#### **Motorsports**

The AMB Motorsports Speedway is home to all kinds of exciting racing. Admission is mixed with 4000 General Admission Grandstand seats, as well as 2140 Reserved Seats along with Pit Access. Concessions and souvenirs have also been added for you.

#### **Theme Park**

The World of Fun Amusement park is actually two parks in one! There is World of Fun, a conventional “roller coaster” type park, as well as “World of Water”, a super-splashing and sliding water park. Admission to the parks is separate, and there are some reserved seating shows, and special park rides that tickets can be purchased for. Concessions and souvenirs have also been added for you

Select a sample data set that most closely matches your organization. **Note:** Not all of these choices may be available, if they were not installed.

## STATION SETUP - Overview

The POS module is the actual Point of Sale (**POS**) interface, which allows transactions to take place. For security reasons, POS operators cannot change data and operating rules. The **ADMIN** user makes those changes.

### STATION USE TOPICS:

#### Station Name

Each station needs to have a UNIQUE ten (10) character identifier, set up by the **ADMIN**. It is better to use a term that reflects either the station's function, or location, or both. It is generally a BAD idea to choose the name of the user. Employees can come and go, leaving you with station names that no longer make sense.

Your ADMIN user should have set up a unique Workstation ID for every station on your network. It is import that each POS station on your network is assigned a unique ID. The ID number is used for tagging seats, reporting operator activity and other system functions.

#### Log In ID and Password

Your ADMIN user should have set up a unique Log In ID and password for each user. The password is a four (4) or five (5) digit number between 1000 and 99999. Do not share your password with others.

#### What is allowed to be sold at each station?

Some POS stations might only be allowed to sell tickets. Others might be allowed to sell concession items, or souvenirs. At some stations you might be able to sell EVERYTHING. Your ADMIN user is responsible for defining any sales limits.

#### Broadcast Messages

Each POS station is able to Broadcast one of five preset messages to all users of the system. These messages are set up by the ADMIN, and cannot be changed at the POS Station. Examples of routine broadcasts are: MISSING CHILD ALERT, or OUT OF TICKET STOCK, or MANAGER REQUIRED AT STATION.

### SALES OPERATION TOPICS:

#### What forms of Payment are you able to accept?

Your ADMIN should have decided on the forms of payment your facility will accept, and which employees are authorized to accept them.

### TICKETING OPERATION TOPICS:

#### Ticket Refunds

For security reasons, all POS operators may not issue refunds. Your ADMIN will assign your POS operator rights.

#### Do you sell Ticket Packages?

If so, you will use the PACKAGE Module to sell any ticket packages. Your ADMIN user creates the Packages.

### RETAIL INVENTORY TOPICS:

#### Will you be using *Trak Pro* to sell general merchandise, such as Concessions and Souvenirs?

If so, you will need to consider several related issues, such as:

- What Merchandise Sales Categories to you want to organize your POS Menu by?
- Are there any restricted categories, such as Alcohol or Tobacco?
- Are there special sales tax considerations?
- Do you want the system to only record sales, or also track inventory levels?
- Will you be using bar code scanners for sales?

## Chapter 3 – Station Setup

### Station Setup

Before you can begin to use the *Tick-It! Trak Pro* POS Module to sell tickets and merchandise, you must set up the following:

#### REQUIRED:

##### Assign a Station ID

Each POS Station MUST have a UNIQUE 10 Character ID. The ADMIN makes assignments from the ADMIN Module. Each station must select its ID from a pull down list.

##### Specify the Data Source

*Tick-It! Trak Pro* retrieves data from either an MS Access 2000 database, or an MS-SQL Server. You must specify the location and type of data you are using.

##### Assign an Attraction Display Mode

Attractions are displayed in one of two ways: Daily or Whole Season Mode.

##### Specifying Your Ticket Printers

##### Specifying Your Receipt Printer

You must specify the type of each printer attached to your POS Station, and whether these printers are to be enabled or not.

#### OPTIONAL:

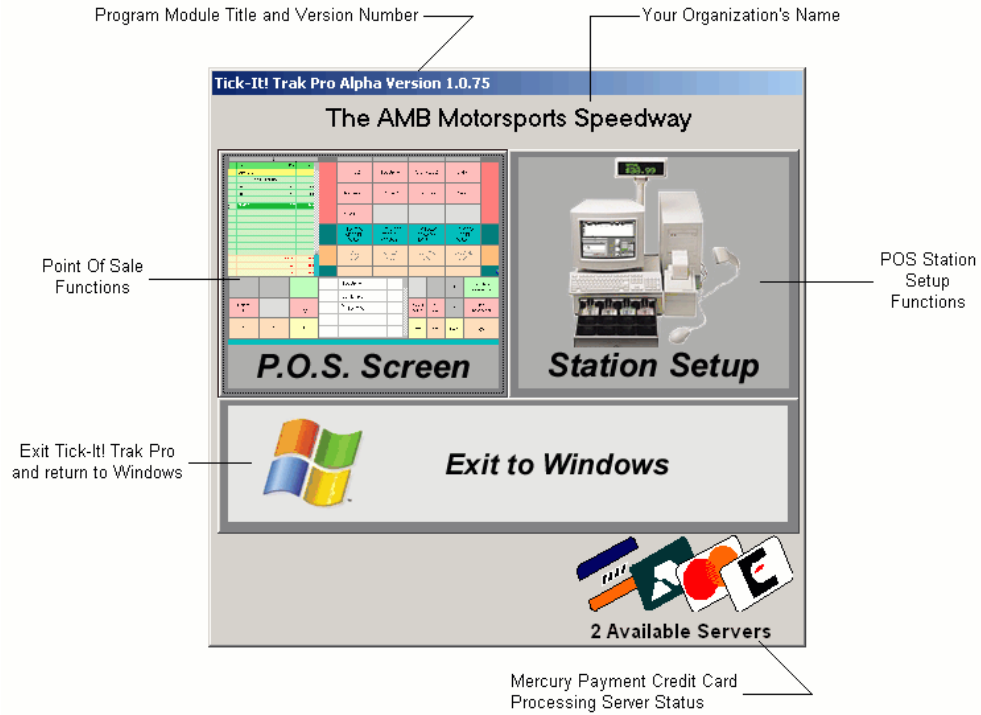
##### Set Up a Cash Drawer

Your POS Station may or may not be equipped with a serial cash drawer.

##### Set Up a Pole Display

Your POS Station may or may not be equipped with a serial pole display.

## Chapter 3 – Station Setup



From the POS Screen, touch or click the “Station Setup” button.

You will be presented with the “Station Configuration Options.” Touch or click the Station ID tab to begin the set up process.

## Specifying the Workstation ID

The screenshot shows a window titled "Station Configuration Options" with a close button (X) in the top right corner. The window has a tabbed interface with the following tabs: "Cash Drawer", "Pole Display", "Data Source", "Station ID" (which is selected and highlighted), "Printers", and "Other Settings". In the "Station ID" tab, there is a label "Workstation ID:" followed by a pull-down menu currently displaying "POS-18712". Below the menu, there is a block of text: "Select the Unique Workstation ID for this station on your Network. This will be used in setting POS Options and reporting Operator Activity. Your System ADMIN will have set up a list of ID's for you to choose from." In the bottom right corner of the dialog, there is a pink "Exit" button.

Select a unique Workstation ID for every station on your network.

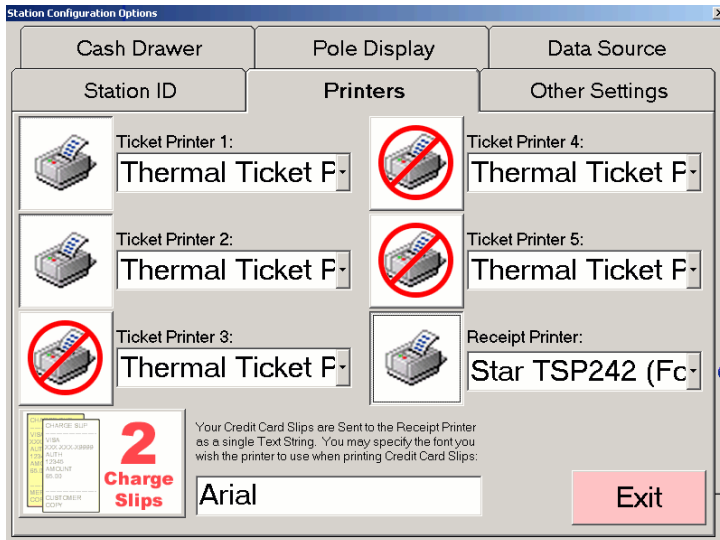
The ID number is used for tagging seats, reporting operator activity and other system functions. Each POS station on your network **must** have a unique ID.

A suggested ID will be generated the first time the program is launched at the station, using the default format POS-DEMO. ID numbers are generated by the ADMIN user. Select the correct ID from the pull down list.

Click or touch the **Exit** button to return to the POS Start Screen.

## Specifying Your Ticket Printers

**Tick-It! Trak Pro** controls up to 5 ticket printers for each POS Station. You can print tickets and wristbands for different attractions on different stock at the same time. Click or touch the “Printer” tab to view a screen similar to this:



Note the printer icons shown with a red circle and line drawn through them. This means that the particular printer has been disabled. Click or touch the icon to enable the desired ticket printers.

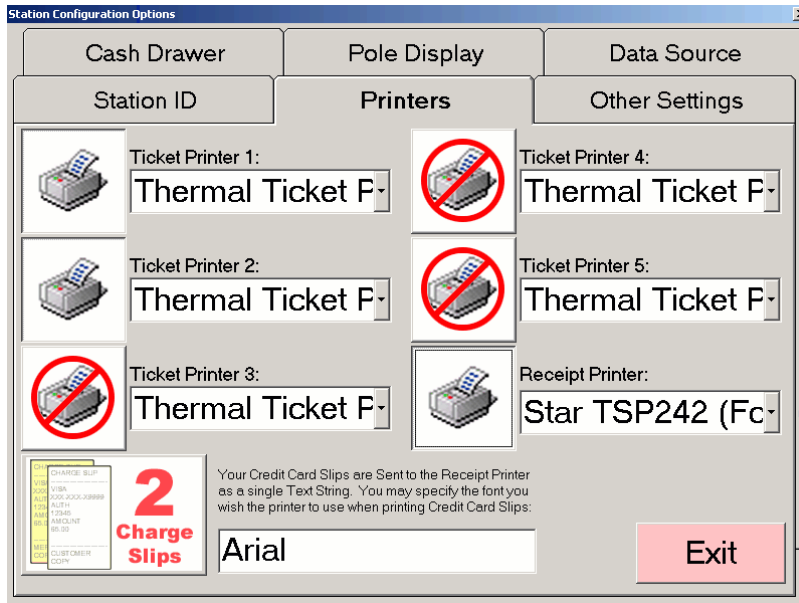
Using the **Ticket Printer** pull down menu, click or touch the pull down menu to reveal printer types. If the pull down area is blank, you must specify your printers first.

Locate your printer type on the pull down menu. Click or touch the screen to enter the type.

Click or touch the **Exit** button to return to the POS Start Screen.

## Specifying Your Receipt Printer

Note the printer icons shown with a red circle and line drawn through. This means the option has been turned off. Click or touch the icon to enable the option.



Using the **Receipt Printer** pull down menu, click or touch the pull down menu to reveal printer types. If the pull down area is blank, you must specify your printers first.

Locate your printer type on the pull down menu. Click or touch the screen to enter the type.

Click or touch the **Exit** button to return to the POS Start Screen.

## Specifying the Data Source

**Tick-It! Trak Pro** retrieves data from an MS Access 2000 database, or an MS-SQL Server. You must specify the location and type of data you are using. **NOTE:** A manager or your IT department may add or change information.

### **For MS Access 2000 Databases:**

Touch or Click the MS Access 2000 button.

Select the drive and directory where the file TICKITGA.MDB is located, as pictured above.

Once a new drive and directory are selected, you will need to re-start the POS Module.

Touch or click the exit button.

### **For MS SQL Server Databases:**

The MS Structured Query Language server is preferred for larger databases.

Touch or Click the MS SQL Server Database button. Enter the required information.

#### **SQL Server**

The system ADMIN will enter the network name of the machine running the server.

#### **User ID**

The default User ID is **TrakPro User**

#### **Initial Password**

The default Initial Password is **ncs\$purple**

#### **Data Base**

New Concepts Software will set up 2 databases: a Trak Pro Database, and a Trak Pro Training Database.

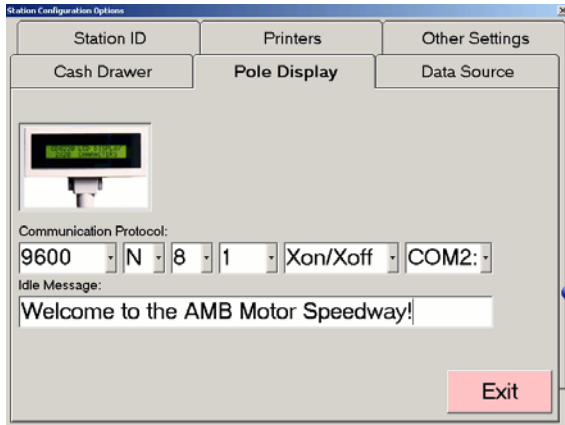
The screenshot shows a window titled "Station Configuration Options" with a tabbed interface. The "Data Source" tab is selected. On the left, there are two icons: "MS ACCESS 2000" and "MS SQL SERVER". The "MS SQL SERVER" icon is highlighted. The main area contains the following fields:

- SQL Server: MySQLServerName
- User ID: TrakProUser
- Password: ncs\$purple
- Database: TrakProDatabase

An "Exit" button is located in the bottom right corner of the dialog.

Once a new drive and directory are selected, you will need to re-start the POS Module. Touch or click the exit button.

## Setting Up a Pole Display



**Tick-It! Trak Pro** supports SERIAL pole displays controlled by one of your RS-232 COM ports. ( COM1: COM2: COM3: or COM4: )

The program defaults to the following protocol when communicating with the Pole Display:  
 2400 Baud  
 8 Data Bits  
 1 Stop Bit  
 No Parity

If your pole display uses a different communication protocol, select the correct protocols from the pull down menus.

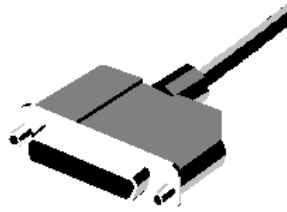
Determine the COM port address of the connector you are using. Use your computer's documentation, or trial and error, since there are only four possibilities. Enter the correct COM port setting:

Identify your COM ports on the back of your computer by finding those with connectors that have either 9 or 25 pins. These connectors SHOULD HAVE PINS, NOT HOLES. If you find a 25 Hole connector, it is for your printer. It is **NOT** a suitable connection for ANY serial device.

Depending on the brand of Pole Display you purchase, it may look like one of these examples:



DB 9 CONNECTOR



DB 25 CONNECTOR

You may find you have a 9 pin connector, and a 25 pin cable from your pole display. In that case, you will need a device called a DB25 to 9 adapter.

If you are not using a pole display, touch or click on the icon to disable the feature.

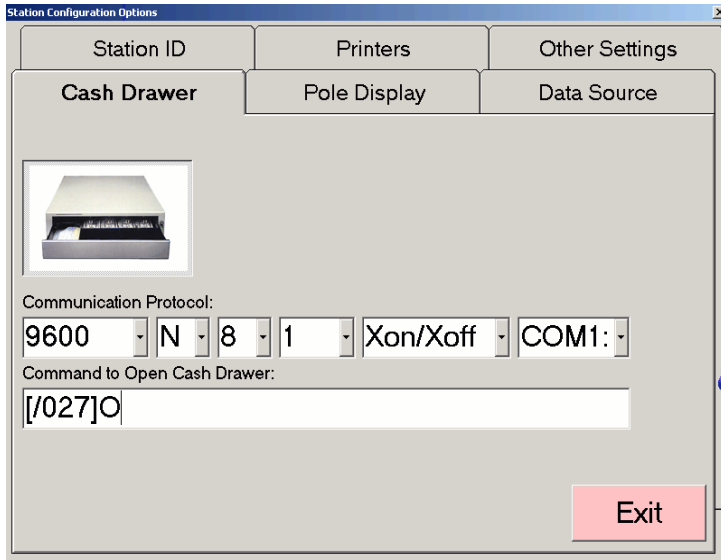


Once you touch or click on the icon, you will see a red circle with line drawn through it indicating the feature has been disabled.



To reactivate the pole display option, click or touch the icon to remove the red circle.

## Setting Up a Cash Drawer



**Tick-It! Trak Pro** supports SERIAL cash drawers controlled by one of your RS-232 COM ports. ( COM1: COM2: COM3: or COM4: ) It also supports cash drawers that are connected to SERIAL printers, such as the STAR DP8340.



If you are not using a cash drawer, touch or click on the icon to disable the feature.



Once you touch or click the icon, you will see a red circle with line drawn through it indicating the feature has been disabled.

To reactivate the cash drawer option, click or touch the icon to remove the red circle.

## Chapter 3 – Station Setup

If you are using a cash drawer, determine the type you are using, from the information supplied by the manufacturer. *Tick-It! Trak Pro* considers cash drawers in two broad categories; pulse type and command driver type.

### Pulse Type cash drawer

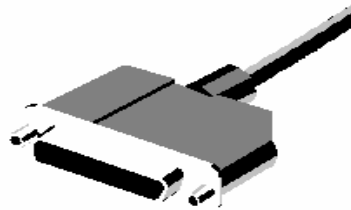
These cash drawers operate by sensing any electrical activity to open the drawer. The command string does not matter. However, you must specify the correct COM port.

Identify your COM ports on the back of your computer by finding those with connectors that have either 9 or 25 pins. These connectors SHOULD HAVE PINS, NOT HOLES. If you find a 25 Hole connector, it is for your printer. It is **NOT** a suitable connection for ANY serial device.

Depending on the brand of Cash Drawer you purchase, your COM port may look like one of these:



DB 9 CONNECTOR



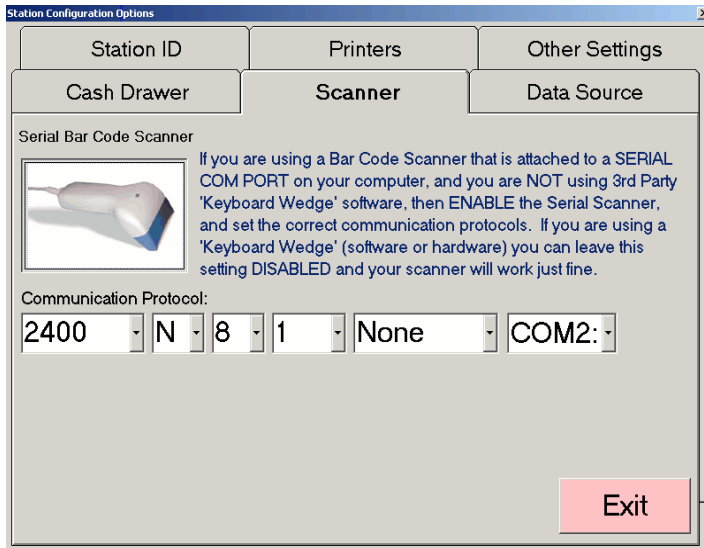
DB 25 CONNECTOR

You may find you have a 9 pin connector, and a 25 pin cable from your cash drawer. In that case, you will need a device called a DB25 to 9 adapter

### Command driver cash drawer

If you are using a command driver, set the communication protocol to match the drawer used. Set the BAUD rate, DATA bits, STOP bits, PARITY and HANDSHAKING for your cash drawer. Enter the necessary command or string of characters required to open your cash drawer. If your cash drawer documentation details ASCII control codes for the command to open your drawer, specify those codes using this syntax: [/nnn] Where nnn is a three digit number between 000 and 255. For example, your drawer's documentation states that the drawer will open when ASCII code 28 (decimal) or ASCII code 1C (hexadecimal) is sent to the drawer. You can specify this as: [/028]

## Setting Up a Serial Scanner



**Tick-It! Trak Pro** supports SERIAL Barcode Scanners controlled by one of your RS-232 COM ports. (COM1: COM2: COM3: or COM4:)

The program defaults to the following protocol when communicating with the SERIAL Barcode Scanner:  
 2400 Baud  
 8 Data Bits  
 1 Stop Bit  
 No Parity

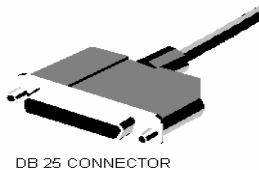
If your SERIAL Barcode Scanner uses a different communication protocol, select the correct protocols from the pull down menus.

Determine the COM port address of the connector you are using. Use your computer's documentation,

or trial and error, since there are only four possibilities. Enter the correct COM port setting:

Identify your COM ports on the back of your computer by finding those with connectors that have either 9 or 25 pins. These connectors SHOULD HAVE PINS, NOT HOLES. If you find a 25 Hole connector, it is for your printer. It is **NOT** a suitable connection for ANY serial device.

Depending on the brand of SERIAL Barcode Scanner you have, it may look like one of these examples:



You may find you have a 9 pin connector, and a 25 pin cable from your SERIAL Barcode Scanner. In that case, you will need a device called a DB25 to 9 adapter.



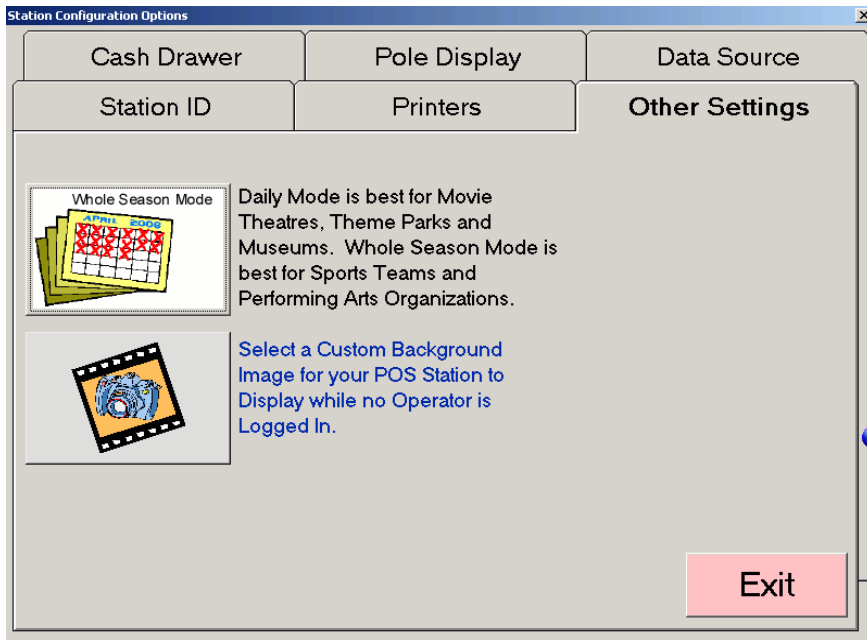
If you are not using a SERIAL Barcode Scanner, touch or click on the icon to disable the feature. If you are using a Keyboard Wedge Scanner, you **MUST** disable this feature.



Once you touch or click on the icon, you will see a red circle with line drawn through it indicating the feature has been disabled.

To reactivate the Serial Barcode Scanner option, click or touch the icon to remove the red circle.

Other Station Settings



*Tick-It! Trak Pro* allows you to display attractions in one of two ways:



Daily Mode

In Daily Mode the program only displays the Attractions and Events that are taking place on the current date. Timed attractions disappear from the menu as their start times expire. This mode is best for Cineplexes, Theme Parks, Zoos or other places where almost all of your ticketing is done for events taking place on that day.



Whole Season Mode

**Whole Season Mode** displays ALL Attractions and Events taking place from the current date onward. This mode is best for Sports Venues, Theatres and Performing Arts Centers, or places where almost all tickets are sold for events taking place in the near or far future.

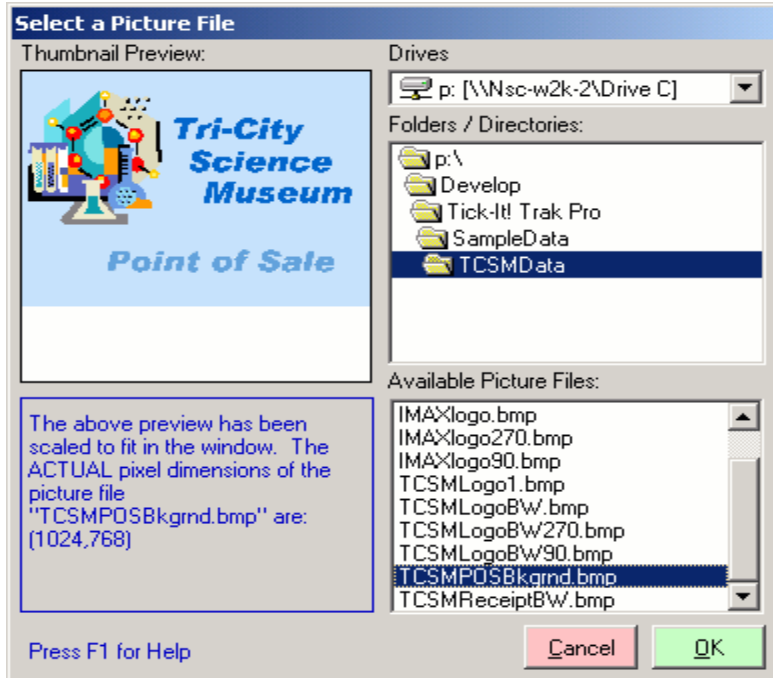
Click on the button to toggle between Daily and Whole Season Modes

## Custom Background

You can specify a custom background to display when the POS Module is idle, and no operator is logged in. Click on this button:

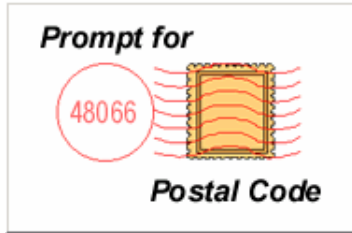


A File Dialog window will appear:



Scroll to the file you want to use as a background and select it. Click or Press **OK**.

### Prompt for Postal Code



POS operators can enter a zip code during sales to the Default Anonymous Customer. This is useful for demographic reporting for sales. Click or press the button to enable or disable this feature.

### Audio Feedback



Some functions, such as credit card approval, can provide audio feedback. Click or press the button to enable or disable this feature.

### Default Transaction



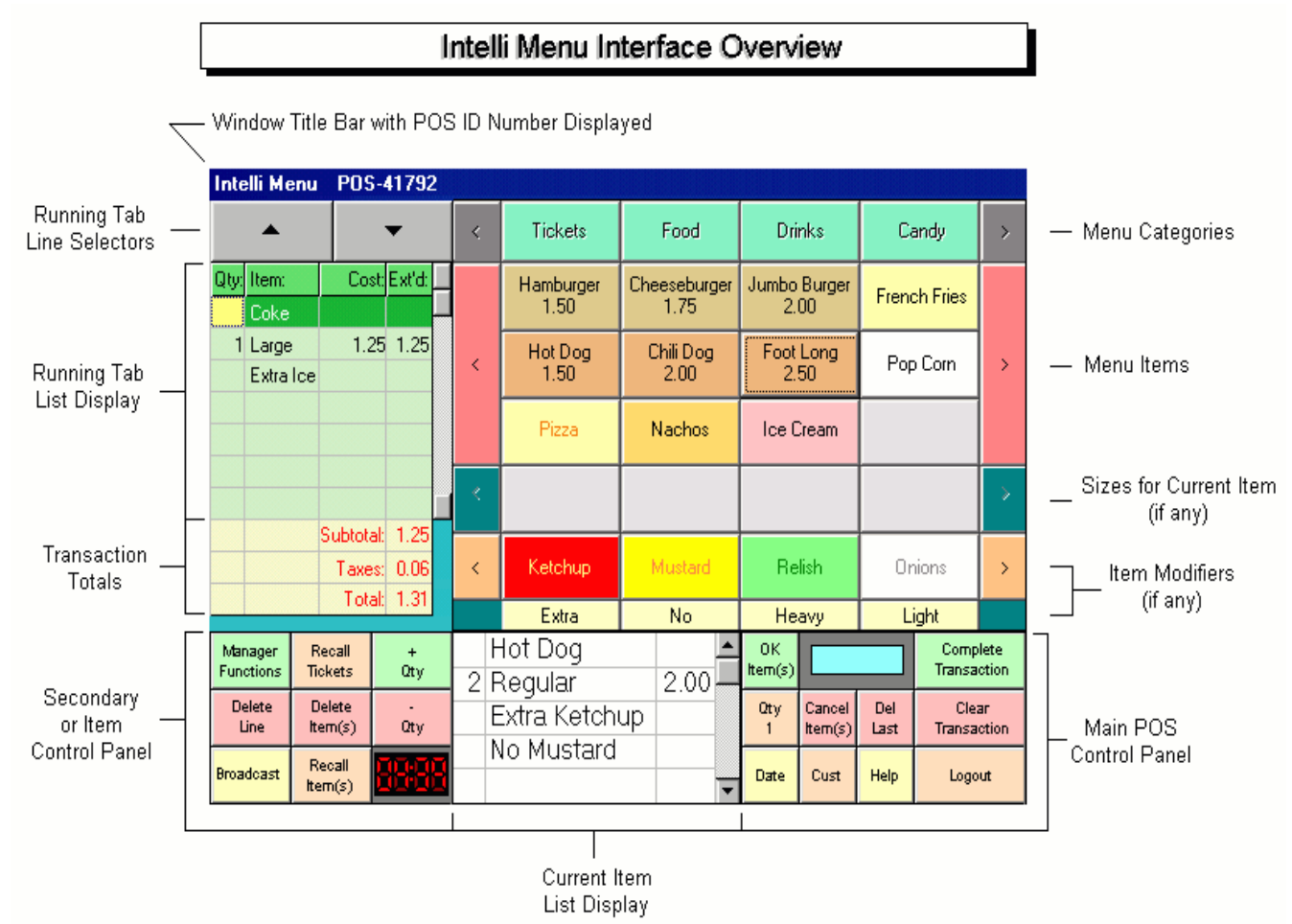
Transactions at each POS station can be tagged as IN PERSON, PHONE, MAIL, or EMAIL orders. Click or press the button to set the station default. You can change the transaction type from the IntelliMenu screen. Click on the icon in the lower left hand corner.

### Database Validation



It is recommended that you validate your database at each start-up. Slow network connections may bypass this feature. Click or press the button to enable or disable this feature.

## Intelli Menu Interface

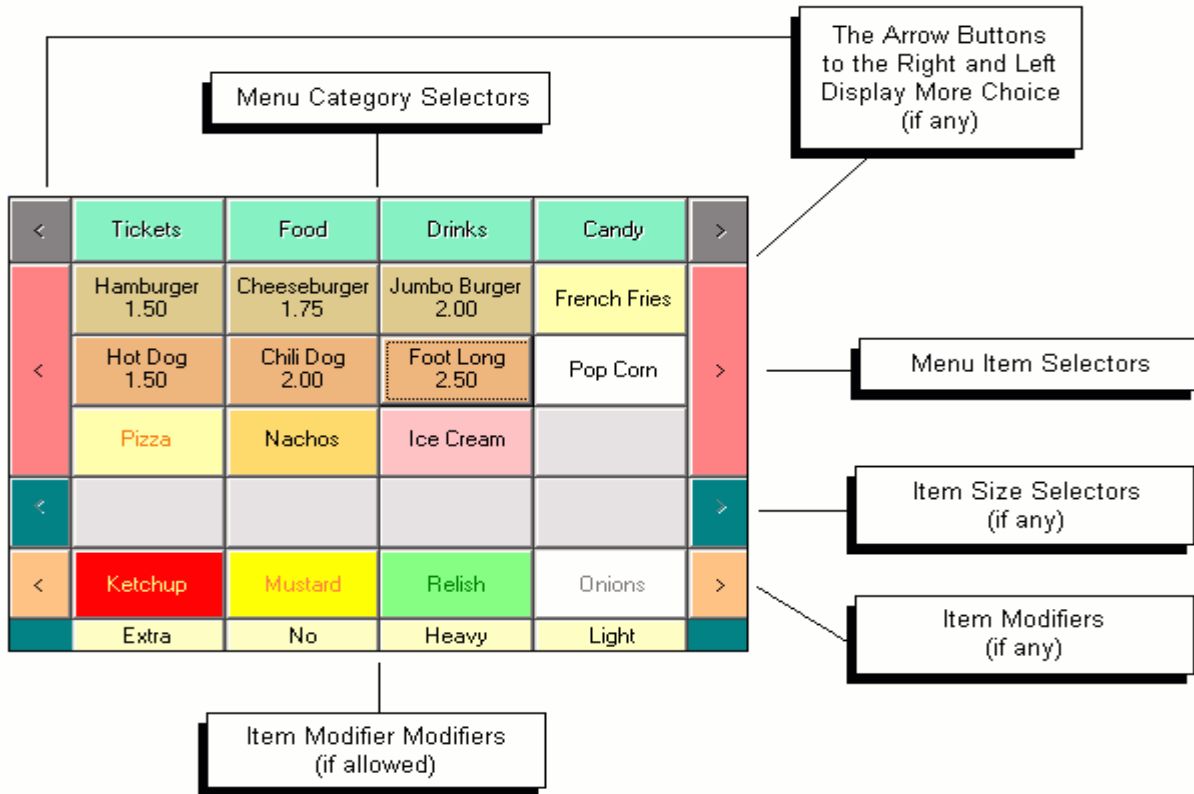


**Please Note:**

The Intelli Menu is fully configurable. Your button colors and captions may vary from this example.

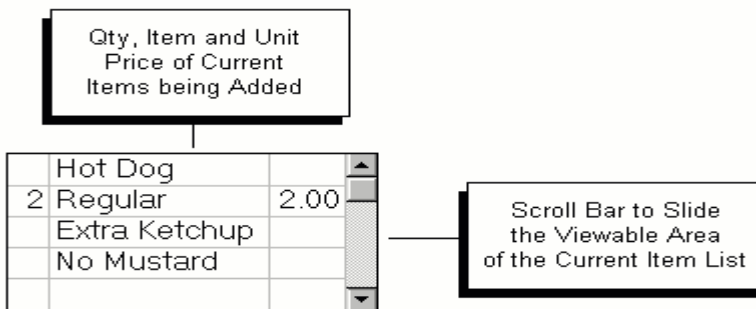
## Chapter 4– The POS Intelli-Menu Interface

The menu screen is divided into five main sections.



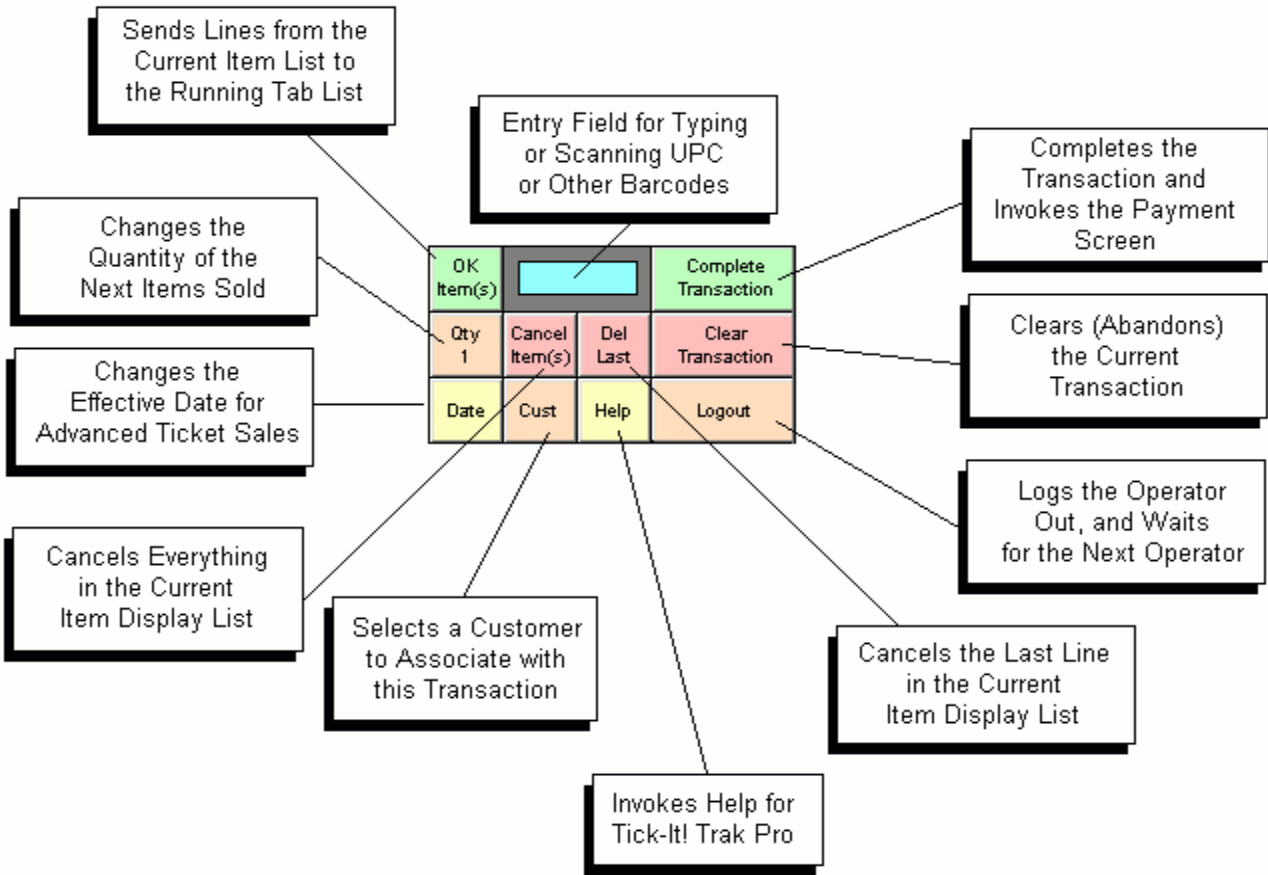
This grid of buttons displays items available for sale, either merchandise or tickets. The example above is showing typical concession stand items. Items are selected from the top-down. You start at the top of the grid by selecting a CATEGORY. Then move down to select a specific ITEM. Move down to select a SIZE for that item. Finally, select any MODIFIERS for that item. Items you have selected will appear in the next section of the screen:

Current Item Display List:



This list displays the current choices being made from the Item Selection Menu. In this example, the operator has chosen two regular hot dogs with extra ketchup and no mustard.

**Main POS Control Panel:**

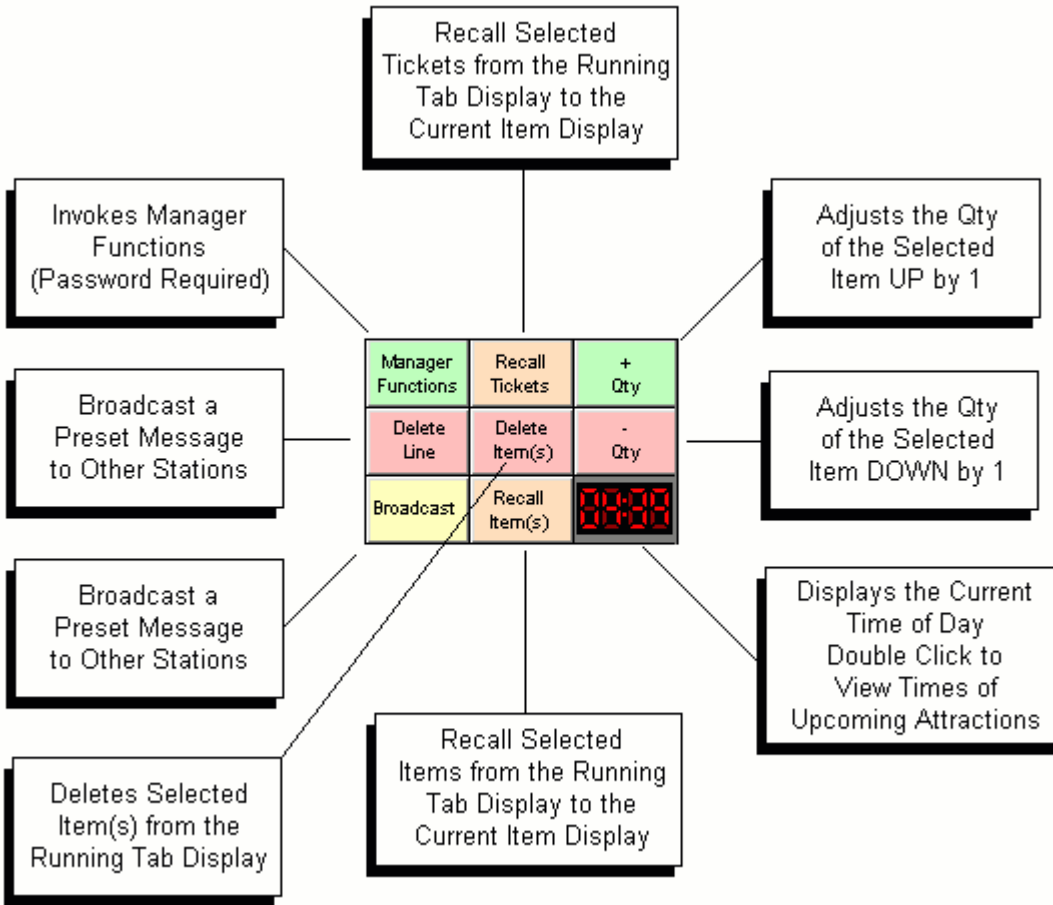


The Main POS Control Panel has functions likely to be used over and over again. You can OK the current selection, cancel or complete a transaction, change the date, get help or logout.

Once you select **OK item**, the item is transferred to the next section of the screen.

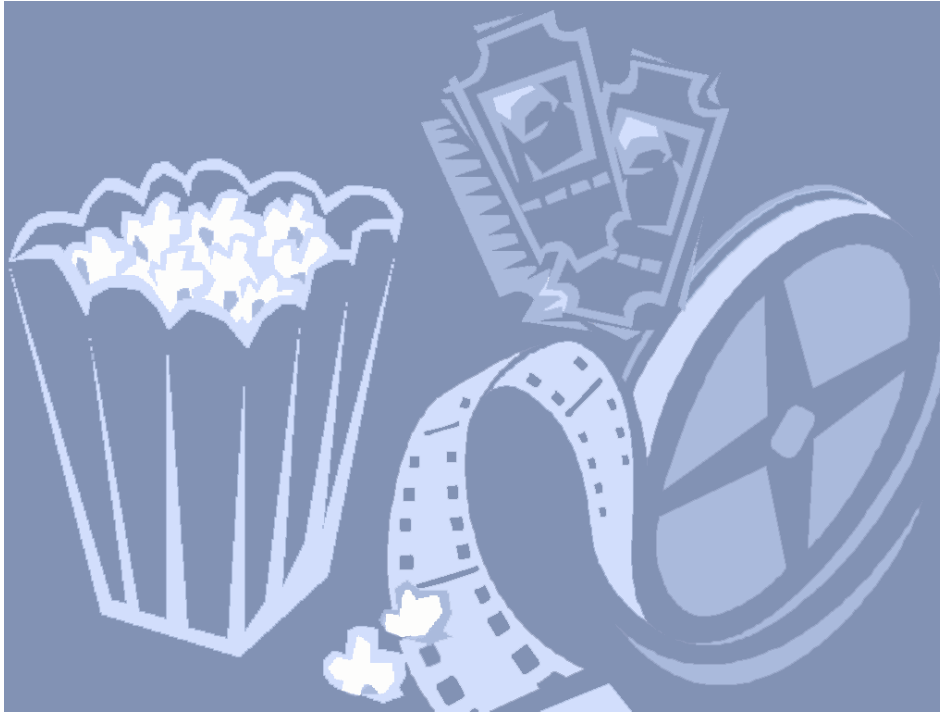


**Secondary or Item Menu:**




This menu primarily operates on items in the Running Tab List. Here the operator can delete items if the customer has changed their order, or bump quantities, or invoke Manager Functions.

Logging In



Click or touch the screen once to bring up the **Login Key Pad**:

<b>Enter Your Server ID or Swipe your Employee ID Card</b>				1000
C	/	*	-	 <p>Your Employee ID Number is Expected Now.</p>
7	8	9	+	
4	5	6	←	<p>This is a 4 or 5 Digit Number between 1000 and 99999.</p>
1	2	3		
0	.	Enter		

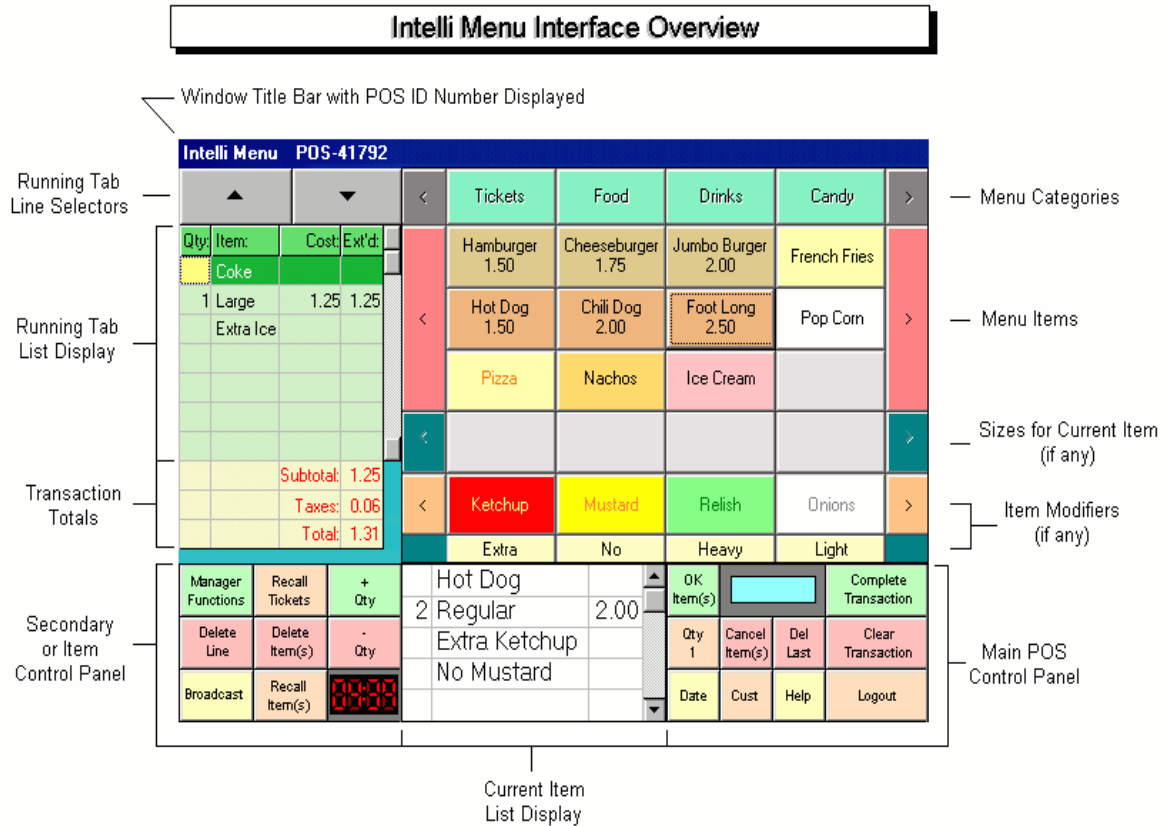
Type in your Server ID, or swipe your employee ID badge.

Click on or touch the number keys to input your ID number.

If you make an error, click or touch the **C** button to clear typing and start over.

When you have correctly typed or swiped your ID, click or touch the **Enter** key located in the bottom right corner.

LOGGING OUT



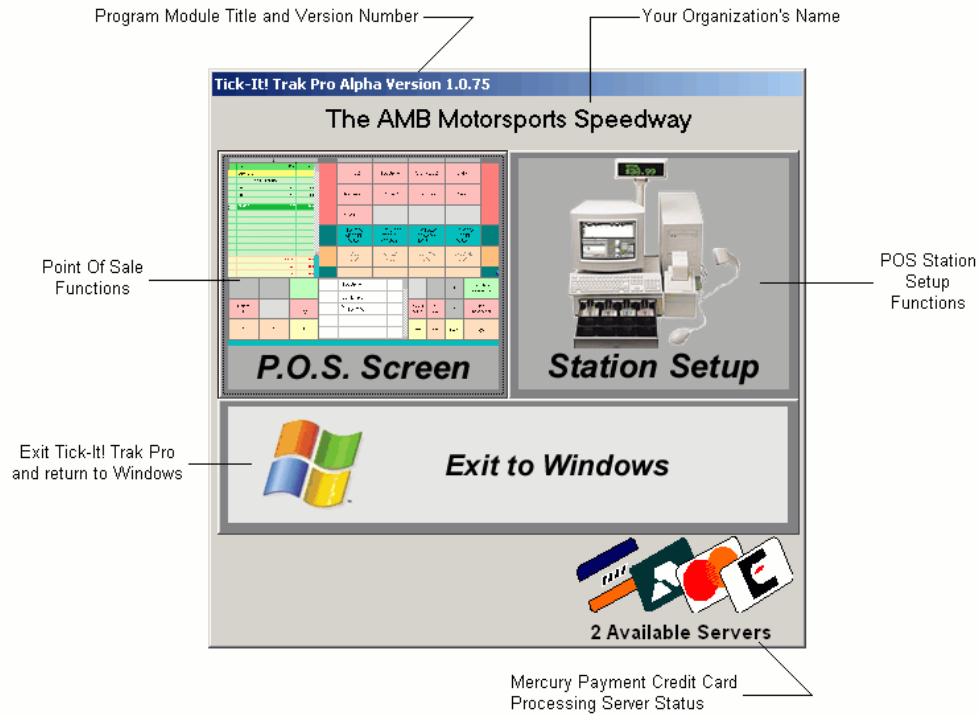
When you are ready to log out, click or touch the **Logout** button in the lower right hand corner. You will return to the transaction screen:



Click or touch the screen to exit the transaction screen.

## EXITING THE PROGRAM

After you exit the transaction screen, you will return to the Main Menu screen:



Click or press **Exit to Windows** exit the program.

### Merchandise Sales Example



Selling Concessions and other merchandise is straightforward with **Tick-It! Trak Pro**. To learn how to conduct retail sales, we will walk through an example.

**Note: The Menus and Colors on your System will probably be different! But, your concession stand will likely offer similar items.**

For example:

A customer places the following order:

- 1 Foot Long Hot Dog with
  - Ketchup
  - Mustard
  - Chili
  - NO Onions
- 1 Cheeseburger with
  - Ketchup
- 2 Large Fries
- 2 Large Diet Cokes, one with Extra Ice

Begin by clicking on the FOOD category button at the top of the POS Main Menu.

<	Tickets	Food	Drinks	Candy	>
<	Hamburger 1.50	Cheeseburger 1.75	Jumbo Burger 2.00	French Fries	>
	Hot Dog 1.50	Chili Dog 2.00	Foot Long 2.50	Pop Corn	
	Pizza	Nachos	Ice Cream		
<					>
<	Ketchup	Mustard	Relish	Onions	>
	Extra	No	Heavy	Light	



Touch or Click FOOT LONG

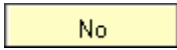


Touch or Click KETCHUP

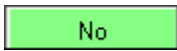
## Chapter 5– Transactions



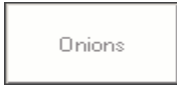
Touch or Click MUSTARD



Touch or Click NO



The NO Button will change color to indicate you are about to Modify a Modifier

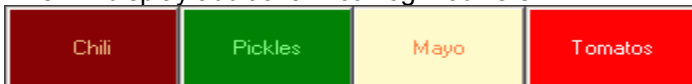


Touch or Click ONIONS



Touch or Click the Right Arrow for the Modifier List

This will display additional Hot Dog Modifiers:



Touch or click Chili

The following will appear in the Current Item List:

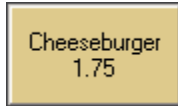
1	Foot Long	2.50
	Ketchup	
	Mustard	
	No Onions	
	Chili	

Touch or Click the OK Items Button.

OK Item(s)	<input type="text"/>		Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

## Chapter 5– Transactions



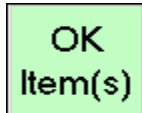
Touch or Click CHEESEBURGER



Touch or Click KETCHUP

The following will appear in the Current Item List:

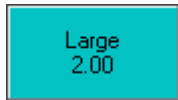
1	Cheeseburger	1.75
	Ketchup	



Click on the OK Items Button.



Touch or Click FRENCH FRIES

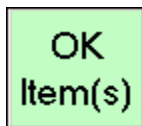


Touch or Click LARGE Twice

The following will appear in the Current Item List

	French Fries	
2	Large	2.00

**Note:** Clicking on LARGE twice gives you a quantity of two for that item. For small orders, this is faster than using the QTY button. For large group orders, use the QTY button to enter the number sold.



Click on the OK Items Button

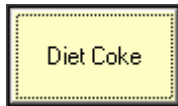
## Chapter 5– Transactions



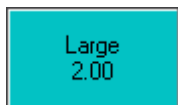
Touch or Click DRINKS

The Drinks Menu will appear:

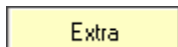
<	Tickets	Food	Drinks	Candy	>
<	Coke	Diet Coke	Cherry Coke	Vanilla Coke	>
	Vernor's	Diet Vernor's	Sprite	Diet Sprite	
	Dr Pepper	A and W Root Beer	Water	Iced Tea	
<	Small 1.00	Medium 1.50	Large 2.00	Refill 3.50	>
<	Ice				>
	Extra	No	Heavy	Light	



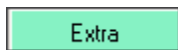
Touch or Click DIET COKE



Touch or Click LARGE



Touch or Click EXTRA



The EXTRA Button will change color to indicate you are about to Modify a Modifier



Touch or Click ICE

## Chapter 5– Transactions

The following will appear in the Current Item List

	Diet Coke	
1	Large	2.00
	Extra Ice	

**OK  
Item(s)**

Click on the OK Items Button.

<	Tickets	Food	Drinks	Candy	>
<	Coke	Diet Coke	Cherry Coke	Vanilla Coke	>
	Vernor's	Diet Vernor's	Sprite	Diet Sprite	
	Dr Pepper	A and W Root Beer	Water	Iced Tea	
<	Small 1.00	Medium 1.50	Large 2.00	Refill 3.50	>
<	Ice				>
	Extra	No	Heavy	Light	

Touch or Click DIET COKE

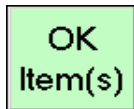
**Large  
2.00**

Touch or Click LARGE

## Chapter 5– Transactions

The following will appear in the Current Item List

	Diet Coke	
1	Large	2.00



Click on the OK Items Button.

The entire order will appear in the Running Tab Grid:

Qty:	Item:	Cost:	Ext'd:
1	Foot Long	2.50	2.50
	Ketchup		
	Mustard		
	No Onions		
	Chili		
1	Cheeseburger	1.75	1.75
	Ketchup		
	French Fries		
2	Large	2.00	4.00
	Diet Coke		
1	Large	2.00	2.00
	Extra Ice		
	Diet Coke		
1	Large	2.00	2.00
		Subtotal:	12.25
		Taxes:	0.17
		Total:	12.42

OK Item(s)	<input type="text"/>		Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Touch or Click the COMPLETE TRANSACTION Button

Please Note that Not All of these Buttons will be active at once.

Your customer will now pay for the order.





## Selling Tickets



Selling tickets is the heart of *Tick-It! Trak Pro*. The ticket selling process is straightforward. It requires these steps:

- Select the Attraction
- Select the Time/Date
- Select the Ticket Types (for General Admission Tickets) - or –
- Select Specific Seats from the Venue Browser (for Reserved Seating Tickets)
- Select a Customer (optional, the default Cash Customer will be assumed)
- Complete the transaction, or repeat for additional tickets.

Selling tickets is different than selling general merchandise and concessions. A ticket is a claim on a **FUTURE VALUE**. Tickets are unique, and may be **SERIALIZED** and tracked for redemption. Finally, you cannot oversell or overbook your venue, and you cannot allow two stations to sell the same ticket to two different customers.

Procedures for selling tickets are different than selling general merchandise. In particular, once you begin the process of selling a ticket to someone, that ticket is considered sold by other stations until you complete or cancel the sale.

There are different procedures for “backing out” of a ticket sale. But, once a ticket has been sold and printed, it must be “voided” if a return is necessary.



## Chapter 5– Transactions

	Tickets	Food	Drinks	Candy	
<	Dream Catcher	FAT GREEK	MIB 2	STAR WARS 2	>
<	Terminator 3	The HULK	X-Men 2		>
<					>
<	03/14/2003 04:24 PM 400 Seats	03/14/2003 06:52 PM 397 Seats	03/14/2003 09:20 PM 400 Seats	03/14/2003 11:48 PM 400 Seats	>
<	ADULT GA 7.00	CHILD GA 5.00			>
	Terminator 3		OK Item(s)		
	03/14/2003 06:52 F		Qty 1	Cancel Item(s)	Clear Transaction
	2 ADULT GA	7.00	Date	Cust	Help
	1 CHILD GA	5.00			Logout

Click on the Ticket Types you want to sell.

Clicking on the same ticket type increases the quantity by one.

In this example, we clicked on ADULT GA twice, and CHILD GA once.

Notice that the button for the 6:52 showing reflects the 3 seats deducted from the available pool. The number 397 is now displayed.

Click the OK ITEMS Button.

OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

## Chapter 5– Transactions

Qty:	Item:	Cost:	Ext'd:
	Terminator 3		
	03/14/2003 06:52 PM		
2	ADULT GA	7.00	14.00
1	CHILD GA	5.00	5.00
		Subtotal:	19.00
		Taxes:	0.19
		Total:	19.19

**NOTE:** You will see “Line Item Up” or “Line Item Down” instead of the arrow up and arrow down buttons.

The tickets will appear in the PENDING ITEMS list. You are ready to select more tickets or other items

If this completes the order, click on the COMPLETE TRANSACTION Button.

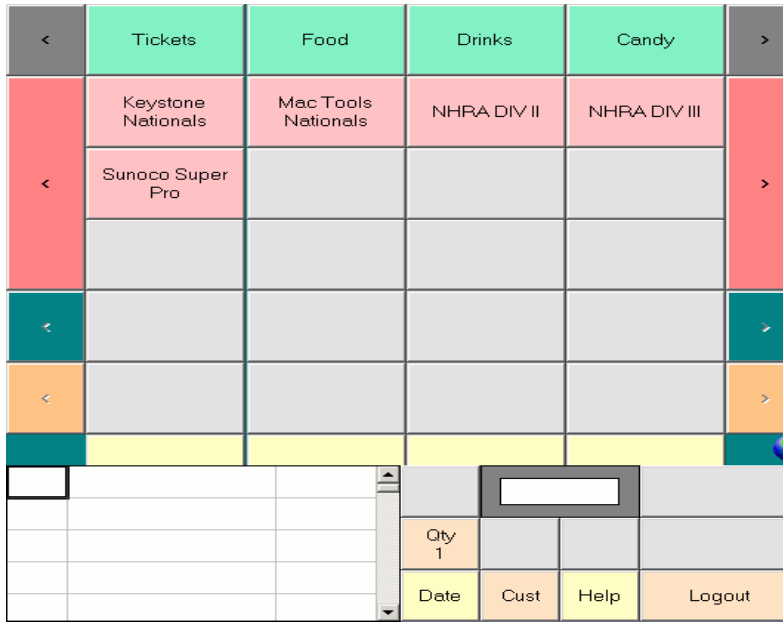
OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

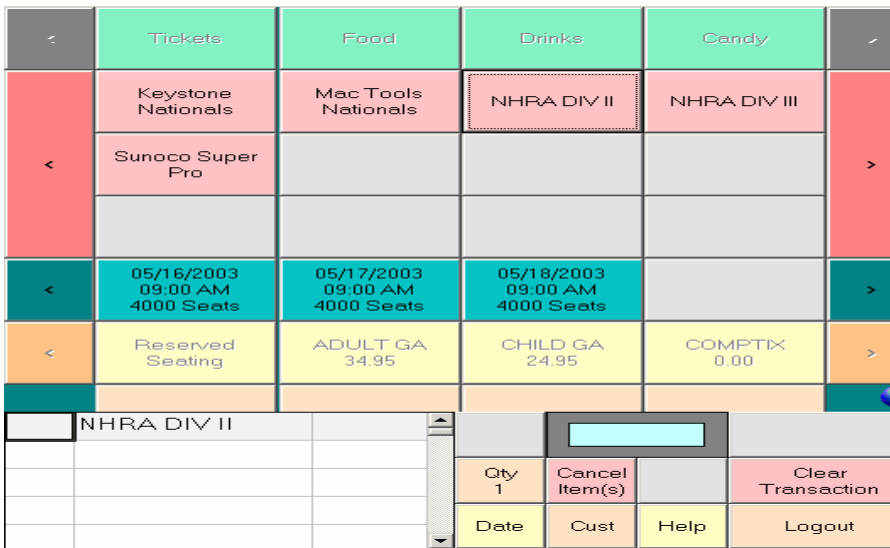
Finish the transaction the same as for Merchandise.

Selling Reserved Seats

Select the TICKETS Category from the central POS Menu:



The menu buttons will refresh to display the Attractions available for ticketing.



In this example, both reserved seating and general admission tickets are offered.

Click on the desired Attraction. Here, we selected the **NHRA DIV II Races**.

Select the desired time and date. Here, we selected the 05/16/2003 day of racing of **NHRA DIV II**

## Chapter 5– Transactions

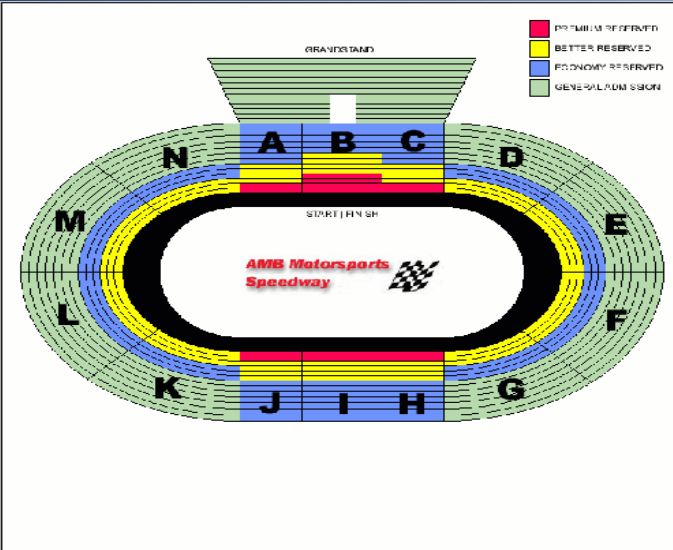
	Tickets	Food	Drinks	Candy	
<	Keystone Nationals	Mac Tools Nationals	NHRA DIV II	NHRA DIV III	>
	Sunoco Super Pro				
<	05/16/2003 09:00 AM 4000 Seats	05/17/2003 09:00 AM 4000 Seats	05/18/2003 09:00 AM 4000 Seats		>
<	Reserved Seating	ADULT GA 34.95	CHILD GA 24.95	COMPTIX 0.00	>
Click the RESERVED SEATING Button.					
NHRA DIV II		05/17/2003 09:00 A		Qty 1	Cancel Item(s)
				Date	Clear Transaction
				Cust	Logout
				Help	

Click the RESERVED SEATING Button.

**NOTE:** DO NOT click the TICKET TYPE BUTTONS!  
Those are for GENERAL ADMISSION (GA) tickets!

After you click the RESERVED SEATING Button, you begin to “drill down” to the desired seats. In this example, we will use SECTION A. From the Main Seating Diagram, Touch or Click Section A:

**Graphical Seating Overview**



- PREMIUM RESERVED
- BETTER RESERVED
- ECONOMY RESERVED
- GENERAL ADMISSION

**Main Seating Chart for AMB Motorsports NHRA Division II Event on 05/16/2003 at 09:00**

The AMB Speedway has 4000 General Admission Seats and 2140 Reserved Seats

**End Selection**

Graphical Seating Overview

**START | FINISH**

AMB Motorsports  
Speedway

- PREMIUM RESERVED
- BETTER RESERVED
- ECONOMY RESERVED
- GENERAL ADMISSION

Sections A-B-C NHRA Division II Event on 05/16/2003 at 09:00 AM

The Best seats for Start and Finish Action

End Selection

Click on Section A to bring up a seating chart showing seat positions and status

Seating Selection Display

SECTION A

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

Back

Sections

Seat Types

\$ Categories

Ticket Types

Zoom IN Zoom OUT

Clear List

3 Seats

End Selection

Edit Tickets

- No Seats Selected
- Better Reserved
- Economy Reserved
- Premium Reserved

Section A NHRA Division II Event on 05/16/2003 at 09:00 AM

The operator has clicked on the \$ CATEGORIES button to view seats by price.

The customer selected seats D-5, D-6 and D-7.

Drag your finger on the touch screen, or, use your mouse to highlight and select those seats.

## Chapter 5– Transactions

The ticket-pricing window will appear:

1 - 6			Seat	Ticket	Price
ADULT PRM 54.95	ADULT BET 49.95	ADULT ECO 44.95	1 Sec A Seat D-5	ADULT PRM	54.95
CHILD PRM 44.95	CHILD BET 39.95	CHILD ECO 34.95	2 Sec A Seat D-6	CHILD PRM	44.95
COMPTIX 0.00	Group *Enter Price*		3 Sec A Seat D-7	CHILD PRM	44.95

Set Remainder To:	Variable Ticket Price:	Tickets:	Total:
ADULT PRM 54.95	<input type="text"/>	3	144.85

Click or touch the desired ticket type

Touch or click the OK Button

Repeat this procedure to select more seats

Graphical Seating Overview

Main Seating Chart for AMB Motorsports NHRA Division II Event on 05/16/2003 at 09:00

The AMB Speedway has 4000 General Admission Seats and 2140 Reserved Seats

End Selection

When you are finished, click or press the END SELECTION button located in the lower right corner of the screen.

You will return to the Main POS screen.

Click on the OK Items Button

OK Item(s)	<input type="text"/>	Complete Transaction	
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

## Chapter 5– Transactions

Your tickets will be transferred to the PENDING ITEMS list. You are ready to select more tickets or other sales items.

Qty:	Item:	Cost:	Ext'd:
	NHRA DIV II		
	05/16/2003 09:00 AM		
1	A:D-5(ADULT PRM)	54.95	54.95
1	A:D-6(ADULT PRM)	54.95	54.95
1	A:D-7(ADULT PRM)	54.95	54.95
		Subtotal:	164.85
		Taxes:	1.65
		Total:	166.50

**NOTE:** You will see “Line Item Up” or “Line Item Down” instead of the arrow up and arrow down buttons.

To complete the order, click on the COMPLETE TRANSACTION Button on the main control panel.





## Payment Screen Overview












The payment screen is divided into three sections.

The left side of the payment screen shows the **Amount Due**, **Tendered**, **Balance Due** (in red), and **Items tendered**.

The middle section looks like a calculator key pad.

Click or press the numbers to enter amounts. Use the **Clear** button to remove the entire entry. Use the **Del** button to remove the last item entered.

Complete Transaction			
Amount Due:	<b>77.39</b>		
Tendered:	<b>100.00</b>		
Change Due:	<b>22.61</b>		
Items Tendered:	Cash 100.00		
Remove			
Currency in Effect: U.S. Dollars			
   			

Clear		Del		 
7	8	9	 	
4	5	6	 	
1	2	3	 	
00	0	.	 	
				

The right side of the screen contains two columns of payment methods. There are five buttons to help you complete cash sales. There are also buttons for credit, debit and gift certificate sales.

The top buttons on the right side of the screen are the **Cancel** and **Finish** buttons.



Use the **Cancel** button if the customer has changed their mind.



Use the **Finish** button when the transaction is complete.

## Chapter 5– Transactions

This screen has several short cuts to help you enter payment with a minimum of keystrokes and mouse clicks. Use these shortcuts to save time:

### The Customer is Paying Cash with Exact Change:



Click the dollar icon button. You don't have to type or key in the amount. The program will enter the exact amount.

### The Customer is Paying Cash with a Common Bill (\$5,\$10, \$20 or \$50):



Click the button with the appropriate cash icon. You don't have to type or key in the amount



### The Customer is Paying the Next Dollar Value Up:



A customer may tender an amount of cash that is the next dollar value higher than the total due. For example, if the amount due is \$11.45, a customer might give \$12.00. Click the next dollar up button. You don't have to type or key in the amount. The program calculates the next higher dollar value and the change due.

### The Customer is Paying the Entire Amount by Credit Card:



Click the credit card button. You don't have to type or key in the amount. The program will enter the total amount, and call up the Credit Card Interface.

### The Customer is Paying the Entire Amount by Check:



Click or touch the check button. You don't have to type or key in the amount. The program assumes exact change.

Enter Check Information	
Amount:	Check Number:
37.39	4436
Account Number:	
45-77595-998	
Cancel	OK

You will be prompted to enter in the Check Number, and the Checking Account.

**NOTE:** This option is only available if you have selected a customer other than the Default Cash Customer.

## Chapter 5– Transactions

### Accepting Checks as Payment

When accepting checks as payment, you must select a customer record.

Customer Search Form

All Customer Types
Last Name
Phone Number
Prev ID Number
Include Inactive Records

Company Name
ID Number
All Fields

Search Now

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9	*	Clear	

New Customer	Default Customer		
This Customer	Cancel		

CustomerID	LastName	FirstName	CompanyName	PhoneNumber
4854	Smith	Fred and Joan		466-0193
19432	SMITH	GARY	KREWE OF CAVALIERS	
5046	Smith	Gerald		9063416646
15168	Smith	Glen		906-789-6207
▶ 27268	Smith	Guy	Spankees Club	214-739-4760
12150	Smith	Henry		906-563-8928
9516	Smith	James		9067795661
6134	Smith	James	MFC First National Bank	9067895211
17452	Smith	James		9063846837
582	Smith	Jan		9064667490
6462	Smith	Janet		906-474-7101
16497	Smith	Janice		751-756-2798
8453	Smith	Jerry		9067867238
18257	Smith	John		9064660102

**NOTE:** You **cannot** enter check information if one of the **DEFAULT** customers is selected.

Enter the Check Number and Checking Account Number. Click or press OK.

Enter Check Information

Amount:

37.39

Check Number:

4436

Account Number:

45-77595-998

Cancel

OK

If you change your mind, click or press the CANCEL button.

**The Customer is Paying by Gift Certificate:**



Gift Certificates are processed by entering the Serial Number of the Gift Certificate. The computer will apply any remaining balance left on the certificate to the current transaction amount. This way, a customer can keep their Gift Certificate until it is entirely used. Using the Numeric Keypad, enter the Serial Number of the Gift Certificate. Click the button with the Gift Certificate Icon.

**The Customer is NOT Paying right now, but putting it on a “House Account”:**



House Accounts allow you to extend credit to customers. Click the House Account Icon button.

**Note:** There are some limits. This option is not available if you have selected the Default Cash Customer. The customer selected must have a **Net Days to Pay** entry greater than zero, and a **Credit Limit** greater than the transaction amount.

## Chapter 5– Transactions

### SPLITTING PAYMENTS:

A customer may want to split their payment with different forms of tender.

For example: A customer owes \$77.39, and presents a \$40.00 Gift Certificate with a serial number of 2361 and \$50.00 Cash. Here is how to enter those payments...

<b>2361</b>		
Clear	Del	
7	8	9
4	5	6
1	2	3
00	0	.

Using the numeric keypad in the center of the payment screen, enter **2361**. This is the serial number of the Gift Certificate or Payment Card. The computer will look up the remaining balance.



Click or press the Gift Certificate button.



Click or press the \$50 Cash button.

The transaction screen will look like this:

Complete Transaction	
Amount Due:	<b>77.39</b>
Tendered:	<b>90.00</b>
Change Due:	<b>12.61</b>
Items Tendered:	
Gift 40.00	
Cash 50.00	
Remove	
Currency in Effect: U.S. Dollars	

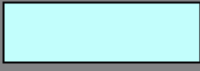
Clear			Del		
7	8	9			
4	5	6			
1	2	3			
00	0	.			

<del>CANCEL</del>	<b>FINISH!</b>
<b>\$5.00</b> Cash	
<b>\$10.00</b> Cash	<b>CREDIT</b>
<b>\$20.00</b> Cash	
<b>\$50.00</b> Cash	<b>CHECK</b>
<b>Next Dollar Up</b> Cash	

Click or press **Finish** to complete the sale.

## Canceling a Transaction

There are times when you need to abandon the current transaction, and start over. To cancel the entire transaction, at any time, touch or click the **Clear Transaction** button.

OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these  
Buttons will be active at once.

The entire transaction will be cleared. Begin the transaction again.

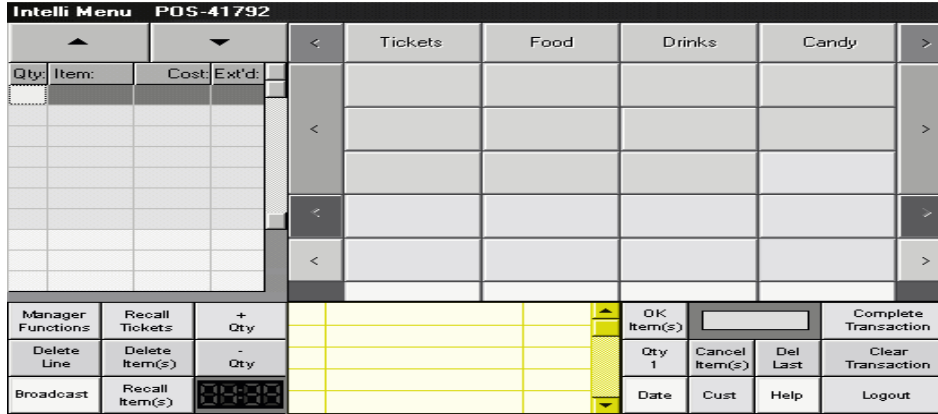
**NOTE:**

If there are tickets listed in the Running Tab Display, you must recall those tickets. This will return them to the pool of tickets for sale.

## Recalling Tickets

If the customer changes their mind about a ticket order, you must “recall” the tickets. The procedure will depend on what stage you are at when the customer changes their mind.

### Condition 1:



The tickets selected are in the Current Item Display, and you have not yet hit **Ok Items** to “park” the items on your Running Tab Display.

This is the easiest case, since the tickets have not been put into a pending sale state.

Condition 1:  
The Tickets are listed in the Current Item Display

The Tickets are listed in the Current Item Display:

	All Star	
	07/09/2003 04:00 PM	
	2 ADULT	15.95
	1 CHILD	12.95

Touch or Click **Cancel Items**.

OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

This will clear the tickets and allow you to start again. Using the **Clear Transaction** button at this point will also remove these tickets and any merchandise in the running tab list. Start the transaction again.

## Chapter 5– Transactions

### Condition 2:

The tickets selected are in the Running Tab Display, but you have not yet hit the **Complete Transaction** button.

Condition 2:  
 The Tickets are  
 listed in the  
 Running Tab Display

This case is a little more complicated. The tickets have been placed into a pending sale state. This means they are past the initial stage of operator selection.

**NOTE:** You will see “Line Item Up” or “Line Item Down” instead of the arrow up and arrow down buttons.

Recall all tickets back to the Current Item Display. Use the “Line Item Up” or “Line Item Down” buttons above the Running Tab Display to select the ticket(s) you want to recall. Once a selection is made, the **Recall Tickets** button will become available.

Qty	Item	Cost	Ext'd
	All Star		
	07/09/2003 04:00 PM		
2	ADULT	15.95	31.90
1	CHILD	12.95	12.95
			Subtotal: 44.85
			Taxes: 0.45
			Total: 45.30

Use these buttons to change the highlighted line in the Running Tab List

Whenever you have tickets listed in the Running Tab Display, you **MUST** Recall them to the Current Item Display before you can cancel the tickets or the whole transaction

Manager Functions	Recall Tickets	+ Qty
Delete Line	Delete Item(s)	- Qty
Broadcast	Recall Item(s)	Current Time <span style="font-size: 1.2em; color: red;">04:39</span>

Please Note that Not All of these Buttons will be active at once.

Touch or Click the **Recall Tickets** button to return the tickets to your Current Item Display.

## Chapter 5– Transactions

OK Item(s)	<input type="text"/>		Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

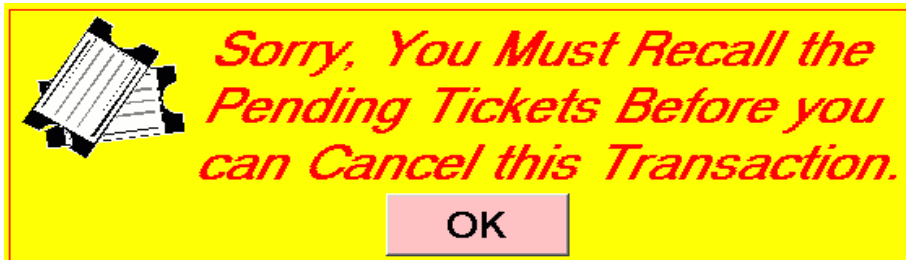
Please Note that Not All of these Buttons will be active at once.

Touch or Click **Cancel Items**.

This will clear the tickets and allow you to start again.

Using the **Clear Transaction** button at this point will also remove these tickets and any merchandise in the running tab list. You will be able to start the transaction again.

If you touch or click the **Clear Transaction** or the **Logout** button while you have any tickets in the Running Tab Display, you will be prompted with this message:



Click or press the OK button and proceed to recall the pending tickets.

## Completing the Transaction

When the order is correct, click or touch the **Complete Transaction** button.

OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

The payment screen will appear:

Enter the payment information.



When you have finished, click or touch the finish button:

The Completing Transaction Status screen will appear:


If the customer is due any change, this screen will wait for the operator to confirm that change has been given back.

Click or touch the change due amount to confirm that change was given.

You will return to the IntelliMenu Screen, ready to enter another transaction.

## Customer Record

Primary customer information is shown on the first panel of the Customer Record form.

Customer Record				
Primary	Secondary	User Defined	Tickets Held	History
Customer ID: <b>19734</b>	First Name: JAMES	Last Name: SMITH	Customer Type: Standard Customer	
	Contact Title:	Company Name: ACME WIDGETS, INC	Phone Number: 888-777-1234	Extension:
 Active	Billing Address (Line 1): 7331 ELK PATH LANE		Fax Number:	
	Billing Address (Line 2):		EmailAddress: JSmith234@aol.com	
	Billing Address City: HOLLYWOOD	State: FL	Postal Code: 34444	Country: US
Comments: Prefers an Aisle Seat where Possible			Record Created:	
			Last Modified:	4/22/2005
			Expiration Date:	12/31/2007
<input type="button" value="Update"/>		<input type="button" value="Cancel"/>		

When the record is displayed, all fields are locked, and cannot be altered. This is a precaution to avoid accidental changes to your customer records from stray keystrokes or touching the screen.

When a field is LOCKED, it is displayed in YELLOW:

A Locked Field:

An Unlocked Field:

To unlock the fields, press the green EDIT button



Customers can be tagged as ACTIVE or INACTIVE.

Inactive customers are excluded from ordinary searches and reports. If you have customers that you do not want to pester with mailers, or who are inactive for any other reason, click on the **Active Customer** button, to change the customer record. To reactivate an inactive customer, click on the **Inactive Customer** button, to change the customer record.

## Chapter 6– Customers

### Secondary Information

Secondary Information about your customer is displayed on the second panel of the Customer Record. This is information that you would like to have, but don't need to see every time you look at a customer.

If your customer's Billing Address and Shipping Address are the same, copy the Billing Address by clicking on the **Copy Bill To Address** button.

The **PREVIOUS ID** field allows you can to tie the customer record in **Tick-It! Trak Pro** to another system used by your organization.

**Customer Record**

Primary	Secondary	User Defined	Tickets Held	History
Previous ID: S8803	Spouse First Name: JULIE	Spouse Last Name:	This Customer is EXEMPT from these Taxes:	
			ID	Tax
			1	State Sales Tax 04.000%
Ship To Address (Line 1): 7331 ELK PATH LANE				
Ship To Address (Line 2):				
Ship To City: HOLLYWOOD			State: FL	Postal Code: 34444
			Country: US	Select a Tax to add to the Exemption List: Select a Tax
Seats Preferred by this Customer:				
Section	Row	Seat	Usage	
SEC 12	A		4 3	
SEC 12	A		5 3	
SEC 12	A		6 2	
SEC 12	A		7 2	
				Net Days: 45
				Credit Limit: 999.99
<input type="button" value="Update"/> <input type="button" value="Cancel"/>				

In this example, the customer “**JAMES SMITH** from **ACME WIDGETS**” has been assigned a Customer ID number of **19734**. (See the primary information illustration).

In a previous system used by the organization, this customer was assigned an ID of S8803. Entering that ID in the Previous ID field allows you to cross-reference the two systems. So, you will know that **Tick-It! Trak Pro** customer #**19734** is the same as customer **S8803** in the other system.

You can view the customer's preferred seats by sales history. In the example above, Mr. Smith has purchased seats A-4 and A-5 more often than any other seats in his history. Presumably, Mr. Smith prefers sitting there.

User Defined Information

User Defined Information is displayed on the third panel of the Customer Record.

ID	Membership	Expires	MP
1	Platinum	04/22/06	0

There are 4 text fields that can be labeled for your organization.

There is a maximum limit of 255 characters. These labels are assigned in the ADMIN module.

You can see that Mr. Smith has visited the Internet ticketing portal, and has given himself a login ID of “J-Dog” with a password of “Number1Fan”


Notice that Mr. Smith is a “Platinum” member, which was a paid membership. If your system ADMIN has configured any FREE memberships, they would appear as a drop down selection for you to assign to the customer.

## Chapter 6– Customers

### Tickets Held

Customer Record											
Primary			Secondary			User Defined			Tickets Held		History
#	Ticket ID	Trans ID	Type	Quadrant	Sect	Row	Seat	Attraction	Date	Time	
22	0000887	46	ADULT	SEC 12	SEC 1;	A	4	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
23	0000888	46	ADULT	SEC 12	SEC 1;	A	5	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
24	0000889	46	ADULT	SEC 12	SEC 1;	A	6	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
25	0000890	46	ADULT	SEC 12	SEC 1;	A	7	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
26	0000891	46	ADULT	SEC 12	SEC 1;	A	8	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
27	0000892	46	ADULT	SEC 12	SEC 1;	A	9	Chicken Hawks vs. Blue Devils	04/24/05	04:00PM	
28	0000893	46	ADULT	SEC 12	SEC 1;	A	4	Chicken Hawks vs. Torpedoes	05/02/05	04:00PM	
29	0000894	46	ADULT	SEC 12	SEC 1;	A	5	Chicken Hawks vs. Torpedoes	05/02/05	04:00PM	
30	0000895	46	ADULT	SEC 12	SEC 1;	A	6	Chicken Hawks vs. Torpedoes	05/02/05	04:00PM	
31	0000896	46	ADULT	SEC 12	SEC 1;	A	7	Chicken Hawks vs. Torpedoes	05/02/05	04:00PM	
32	0000875	45	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	
33	0000876	45	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	
34	0000877	45	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	
35	0000878	45	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	
36	0000879	45	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	
37	0000653	42	ADULT					Chicken Hawks vs. Torpedoes	05/03/05	04:00PM	

Unused
Redeemed
Revoked
Expired



REPRINT

Update	Cancel
--------	--------

This section displays tickets currently held by your customer.

POS operators with assigned privileges can reprint customer tickets from this screen.

Printing privileges are assigned by the ADMIN.

#### To reprint tickets:

Click or touch the desired ticket to highlight that ticket. You can select more than one ticket by using combinations of the SHIFT and CTRL keys along with Mouse Clicks or Arrow Keys. Click on the REPRINT button.

Transaction History

Customer Record									
Primary		Secondary		User Defined		Tickets Held		History	
Up		Down		Payments		Merge		REPRINT	
Transactions for this Customer									
	Trans	Date	Opr	Sales	Tax	Paid in Full	Balance	Payment	
1	46	04/22/2005	1000	119.20	0.19	Yes			
2	45	04/22/2005	1000	62.25	0.23	No	62.48		Pay
3	42	04/20/2005	1000	661.20	7.21	No	144.55		Pay
4				842.65	7.63		207.03	0.00	

To make SINGLE or MULTIPLE Payments on a SINGLE Transaction, select the transaction and Click the PAYMENTS Button.

To Spread a SINGLE PAYMENT across MULTIPLE Transactions, Enter the Payment Amount to be Applied to EACH Transaction (or click the PAY Button to Enter the Balance), then click the PAYMENTS Button.

To View the Details for ANY Transaction, Double Click the Transaction in the Grid.

Update Cancel

The customer transaction history allows you to view all purchases the customer has made. You can accept payments from the customer on any outstanding transactions, or reprint tickets from this screen.

**To reprint tickets for any transaction:**

Click or touch the desired ticket to highlight the transaction.  
Click on the REPRINT button.

**To accept payment on a SINGLE Transaction:**

Click or touch the desired ticket to highlight the transaction.  
Click the PAYMENTS button.

**To accept a SINGLE payment on MULTIPLE Transactions:**

A customer with several outstanding invoices might tender a SINGLE payment to cover all of the balances. This is often done with a Credit Card, where it is inconvenient and expensive to “run” the card for individual payments.

For each of the transactions you wish to record a payment for, enter the payment amount in the PAYMENT column of the grid. For your convenience, if you are going to record a payment for the entire balance, you can simply click the PAY button to the right of the PAYMENT column.  
Click the PAYMENTS button.

## Chapter 6– Customers

### Customer Search

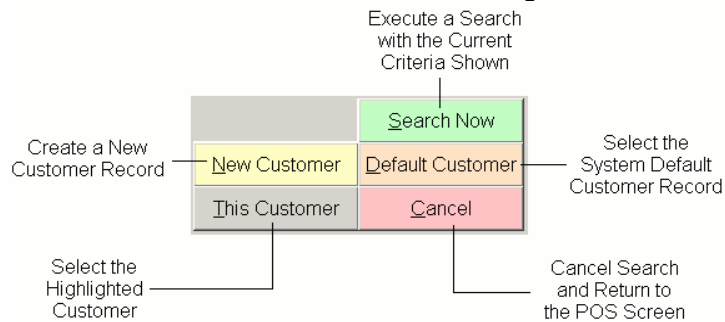
If you do not want your current transaction entered under the default customer record, assign a customer to the transaction. Search your customer records to select a specific customer.

**Customer Search Form**

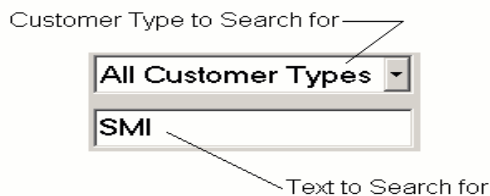
A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9	*	Clear	

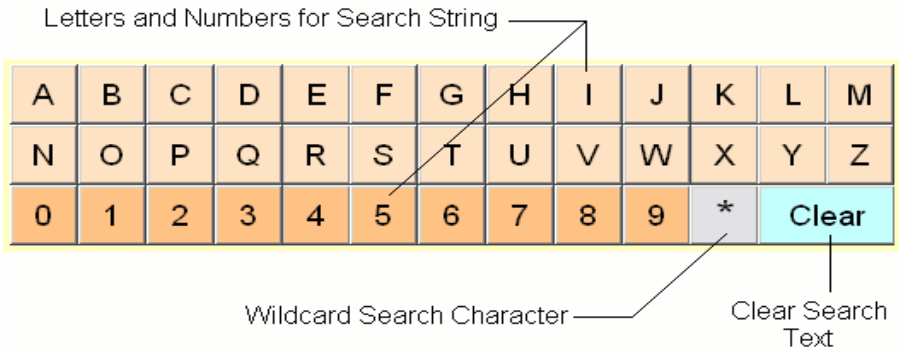
CustomerID	LastName	FirstName	Company Name	PhoneNumber
4854	Smith	Fred and Joan		466-0193
19432	SMITH	GARY	KREWE OF CAVALIERS	
5046	Smith	Gerald		9063416646
15168	Smith	Glen		906-789-6207
▶ 27268	Smith	Guy	Spankees Club	214-739-4760
12150	Smith	Henry		906-563-8928
9516	Smith	James		9067795661
6134	Smith	James	MFC First National Bank	9067895211
17452	Smith	James		9063846837
582	Smith	Jan		9064667490
6462	Smith	Janet		906-474-7101
16497	Smith	Janice		751-756-2798
8453	Smith	Jerry		9067867238
10257	Smith	John		906-466-0193

The customer search form has the following controls:



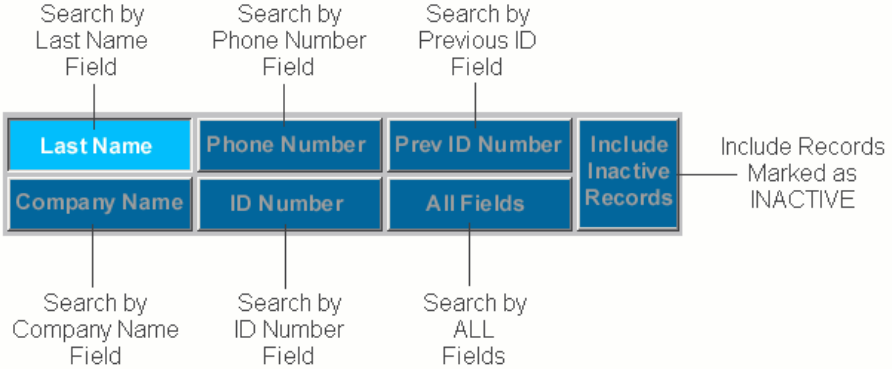
You can search for a specific customer type, or enter characters to search for in particular fields.





These command buttons perform the specific tasks in the Search Screen.

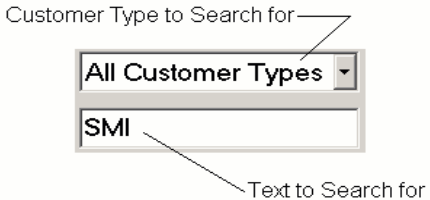
These touch screen active controls allow the operator to key in characters without resorting to the use of the keyboard.



You can search by Last Name, Phone Number, Previous ID Number, Company Name, ID Number, or search all fields.

If you want the search to include inactive records, click or press the **Include Inactive Records** button.

In this example, the query is run against the LAST NAME field, where the field entry starts with SMI



Customer Search Form

All Customer Types

SMI

Search Now

New Customer

Default Customer

This Customer

Cancel

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9	*	Clear	

CustomerID	LastName	FirstName	CompanyName	PhoneNumber
4854	Smith	Fred and Joan		466-0193
19432	SMITH	GARY	KREWE OF CAVALIERS	
5046	Smith	Gerald		9063416646
15168	Smith	Glen		906-789-6207
27268	Smith	Guy	Spankees Club	214-739-4760
12150	Smith	Henry		906-563-8928
9516	Smith	James		9067795661
6134	Smith	James	MFC First National Bank	9067895211
17452	Smith	James		9063846837
582	Smith	Jan		9064667490
6462	Smith	Janet		906-474-7101
16497	Smith	Janice		751-756-2798
8453	Smith	Jerry		9067867238
10057	Smith	Joe		9064660100

When you locate the desired customer, highlight that line.

Click the **THIS CUSTOMER** button.

Continue with your transaction.

## Chapter 6– Customers

### Creating a New Customer

If you cannot find the customer in your database, then create a new record for that person. Click on the NEW CUSTOMER button. You will be presented with a blank customer record.

The screenshot shows a 'Customer Record' form with the following fields and values:

Primary	Secondary	User Defined	Tickets Held	History
Customer ID: 19734	First Name: JAMES	Last Name: SMITH	Customer Type: Standard Customer	
Contact Title:	Company Name: ACME WIDGETS, INC	Phone Number: 888-777-1234	Extension:	
Billing Address (Line 1): 7331 ELK PATH LANE	Fax Number:		Email Address: JSmith234@aol.com	
Billing Address (Line 2):	Billing Address City: HOLLYWOOD	State: FL	Postal Code: 34444	Country: US
Comments: Prefers an Aisle Seat where Possible	Record Created:	Last Modified:	Expiration Date:	
		4/22/2005	12/31/2007	

Buttons: Update, Cancel

Enter the customer information on the primary and secondary screens.

If the bill to address is the same, touch or click the **Copy Bill to Information** button to transfer the information.

When you finish entering the information, touch or click the **Update** button.

To edit information, touch or click the green **Edit** button. Type the desired information. Click or touch update.

When you finish entering information for the customer, click or touch close.

You will return to the IntelliMenu screen to continue your transaction.

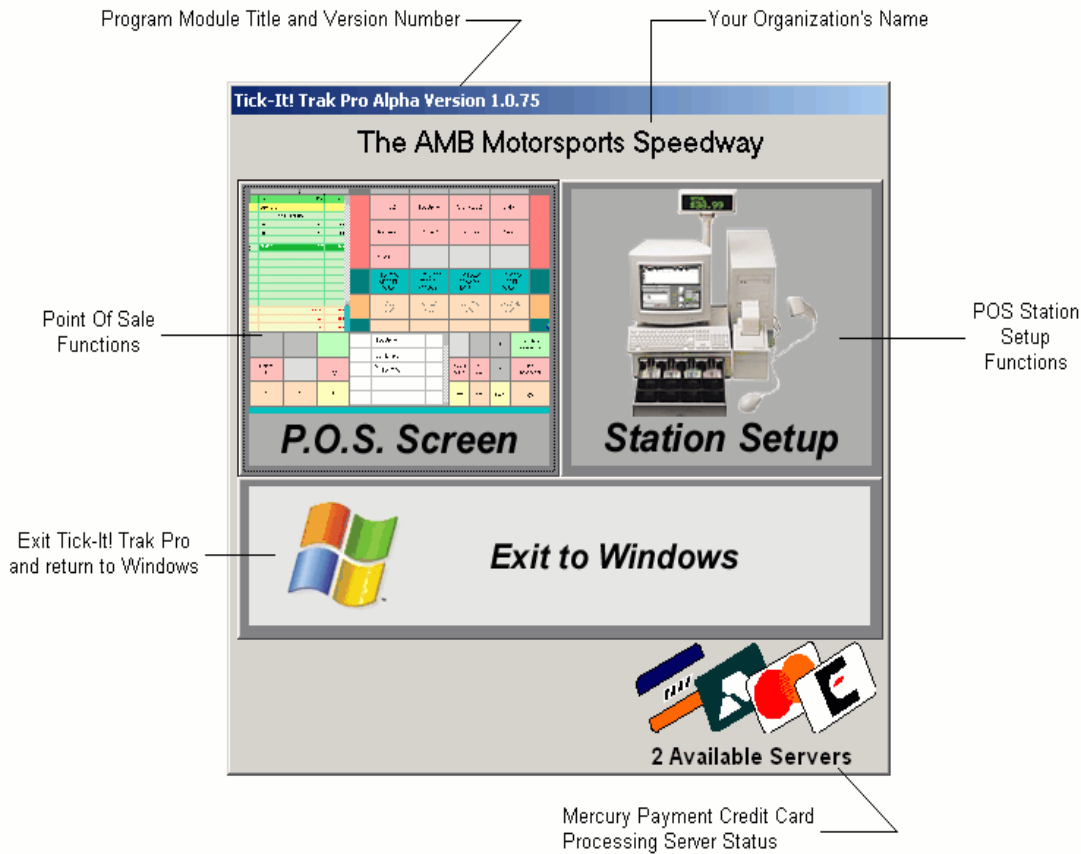
## Tick-It! *Trak Pro* Product Overview



**Tick-It! Trak Pro** is a member of the **Tick-It!** family of box office software. It is designed to offer fast and efficient sales for General Admission Attractions, such as Theme Parks, Cinemas and Museums, or Reserved Seating events, such as Sports Venues and Performing Arts Centers.

**Tick-It! Trak Pro** also provides the same fast and easy user interface for your Concession and Souvenir Sales!

This is the **Point Of Sale (POS)** Start up screen:




From this screen you can launch the Point of Sale Menu, the Station Setup Screen, or exit **Tick-It! Trak Pro** and return to **Windows**.

Logging In



NOTE: Your screen may have a custom graphic displaying your organization’s logo or other picture

Click or touch the screen once to bring up the **Login Key Pad**:

<b>Enter Your Server ID or Swipe your Employee ID Card</b>				<b>1000</b>
C	/	*	-	 <p style="color: blue; font-weight: bold;">Your Employee ID Number is Expected Now.</p> <p style="color: blue; font-weight: bold;">This is a 4 or 5 Digit Number between 1000 and 99999.</p>
7	8	9	+	
4	5	6	←	
1	2	3	↵ Enter	
0		.		

Type in your Server ID, or swipe your employee ID badge. Click or touch the number keys to enter your ID number.

If you make an error, click or touch the **C** button to clear typing and start over.

When you have correctly typed or swiped your ID, click or touch the **Enter** key located in the bottom right corner.

You will be taken to the **Intelli Menu** or main menu screen. You are now ready to sell tickets and merchandise.

## Logging Out

From the **POS Screen**:

Click or touch the “**Logout**” button

OK Item(s)	<input type="text"/>		Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

You will return to a background screen similar to this:



NOTE: Your screen may have a custom graphic displaying your organization’s logo or other picture

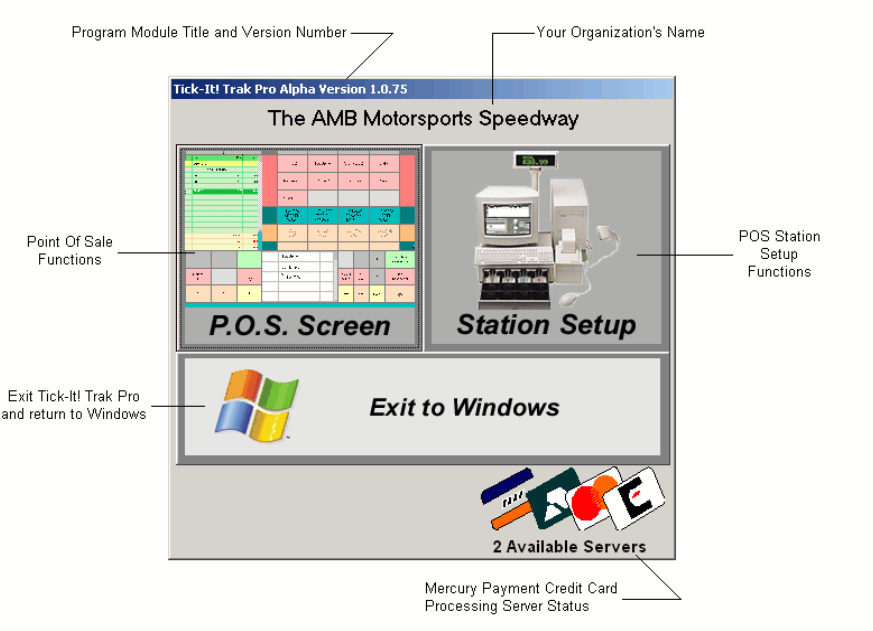
## Exiting the Program

From the **POS Screen** Click or touch the “**Logout**” button

OK Item(s)			Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

Please Note that Not All of these Buttons will be active at once.

You will return to the Login Screen.



Click or touch the **Exit** button to return to the start screen.

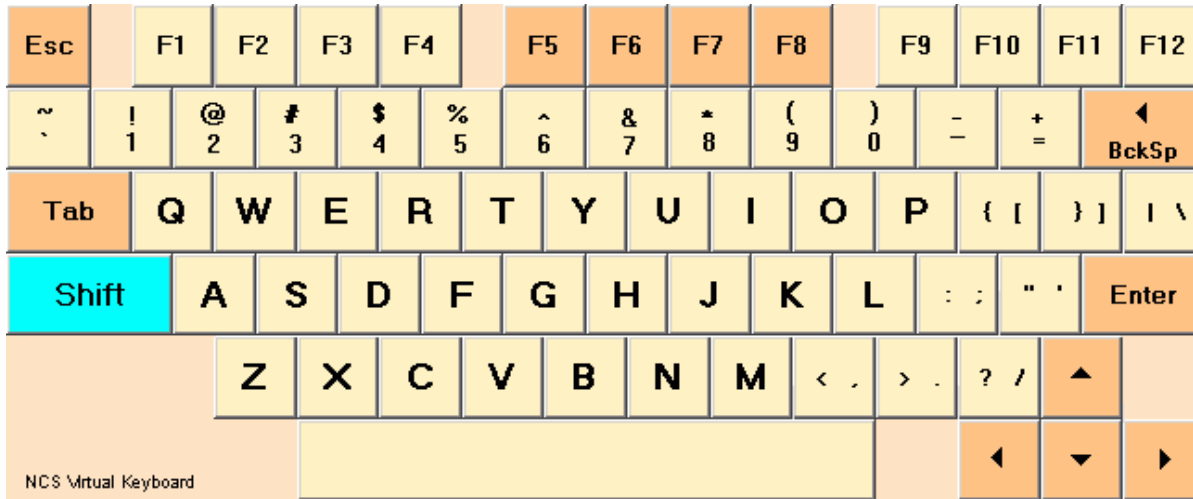


If you have finished working for the day, click or touch the “Exit to Windows” button to end the program.

If you are not finished, click or touch another section to continue working with ***Tick-It! Trak Pro***.

## Using the On Screen Alpha Keyboard

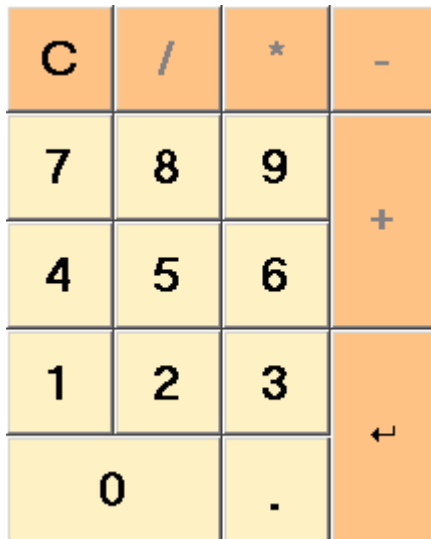
If you are using a Touch Screen Monitor, there are times when you would like to perform some entry tasks without moving your fingers to the computer keyboard.



If a field is touch screen enabled, you can call up this keypad on the screen by tapping that field.

Use the virtual keyboard in place of the actual keyboard.

## Using the On Screen Numeric Keypad



If you are using a Touch Screen Monitor, there are times when you would like to perform some entry tasks without having to move your fingers to the computer keyboard. If a field is touch screen enabled, you can call up this keypad on the screen by tapping on the field. Use this virtual number keypad in place of the actual keyboard.

## Transaction Help Menu

You have asked for HELP at the Point Of Sale Screen (POS). What would you like help with?

### Ticket Topics



- Selling Tickets
  - General Admission Ticket Sales
  - Reserved Seat Ticket Sales
- Recalling Tickets
- Mailing Tickets and Will Call Pickup
- Reprinting Tickets
- Seeing a Ticket Summary

### Retail Sales Topics



- Merchandise Sales Example
- Canceling a Transaction
- Changing the Quantity
- Edit Merchandise Entry
- Cancel Merchandise Entry

### Manager Topics



- Manager Functions
- Voiding Transactions
- Manager Password
- Returning Merchandise

### Miscellaneous Topics



- Broadcasting Messages to Other Stations
- Exiting the POS Module

## Manager Functions



Manager Point of Sale Functions	
Return Item(s)	Void a Transaction
Over-Ride Price	Credit Card Terminal
Clear Pending Seats	Over-Ride Limit
Reprint	Done

Manager functions are password protected, and are intended for use by Supervisory Employees. Manager functions allow you to void transactions, return merchandise, clear pending reserved seating selections and other potentially risky operations.

The buttons perform these functions:

### Return Item(s):

This button puts the POS Station into “RETURN ITEMS” mode, where all merchandise selected will have a NEGATIVE QUANTITY. This allows returns to be done securely, only by supervisors. **NOTE:** Only MERCHANDISE such as Concessions or Souvenirs may be returned. Tickets must be voided individually at an ADMIN station. Or, the entire ticket transaction can be voided at the station where the transaction took place.

### Void a Transaction:

This button brings up a screen showing all the transactions performed at this station for the day, in reverse chronological order. You will be able to select a transaction to void.

### Over-Ride Price:

This button puts the POS Station into “PRICE OVER RIDE” mode, where all merchandise pricing may be changed by the operator. This allows pricing adjustments to be done securely, only by supervisors. **NOTE:** Only MERCHANDISE such as Concessions or Souvenirs may have their prices altered.

### Credit Card Terminal:

This button allows a Manager direct access to the Credit Card Terminal. Any charge backs, additional charges or any other adjustments that might be necessary can be performed.

### Clear Pending Seats:

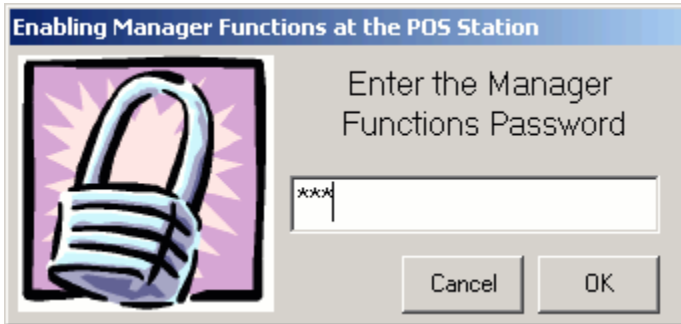
Sometimes, your computer experience problems in the middle of a transaction. For example, there may be a power outage, your network might have a problem. If this happens during a Reserved Seating Sale, there may be seats being held by this station in a “pending” state. Other stations cannot select these seats. This station might not be able to recall the seats held in this “pending” state. Clicking this button will free those seats, and allow the selection process to begin again.

### Done:

Click this button to exit the Manager Functions Screen

## Manager Password

# Tick-It! Trak Pro Manager Function



Manager Functions are protected by a Password. When you want to use a Manager Function, you must enter the appropriate password.

Enter the password. Click or press OK.

**Note:** If an incorrect password is entered three times, a broadcast is sent to the ADMIN stations, and the Manager Functions button is disabled.

## Voiding Transactions

# Tick-It! Trak Pro Manager Function

One of the most powerful Manager Functions is the ability to void a transaction. When a transaction is “voided”, it is “undone” by the system, as if it never occurred. Usually, this is done to correct a completed order that has been entered incorrectly.

Manager Point of Sale Functions	
Return Item(s)	Void a Transaction
Over-Ride Price	Credit Card Terminal
Clear Pending Seats	Done

When a transaction is voided:

- All merchandise is returned
- All tickets are returned
- All ticket serial numbers are marked as revoked
- All recorded payments are backed out

When you select **Void a Transaction** from the Manager Function Menu, the following screen will appear:

Voiding Transactions					Details for Transaction 41				
Station POS-18712 on 03/13/2003					Qty	Description	Price	Extended	
ID	Time	Sales	Taxes						
	423:25 PM	\$10.50	\$0.24		1	Cheeseburger	\$1.75	\$1.75	
▶	413:24 PM	\$10.75	\$0.17		1	Foot Long	\$2.50	\$2.50	
	403:23 PM	\$59.90	\$0.60			Extra Ketchup	\$0.00	\$0.00	
	393:15 PM	\$164.85	\$1.65			No Mustard	\$0.00	\$0.00	
						Heavy Onions	\$0.00	\$0.00	
						French Fries	\$0.00	\$0.00	
						2 Medium	\$1.50	\$3.00	
						Diet Coke	\$0.00	\$0.00	
						Extra Ice	\$0.00	\$0.00	
						1 Large	\$2.00	\$2.00	
						Sprite	\$0.00	\$0.00	
						1 Medium	\$1.50	\$1.50	
					Void Transaction 41		Done		

Transactions for each station are displayed in reverse chronological order. This makes it easy to find recent transactions.

Select a transaction from the list on the left side of the screen.

The details of that transaction will be displayed on the right hand side.

Select the transaction you want to void. Touch or click the **Void Transaction ###** button. You will be prompted to confirm the void.

Repeat this procedure to void as many transactions as needed. When you are finished, touch or click the **Done** button.

If the transaction was paid for by a credit card, you will need to invoke the credit card interface to adjust the customer’s account.

## Returning Merchandise



Manager Point of Sale Functions	
Return Item(s)	Void a Transaction
Over-Ride Price	Credit Card Terminal
Clear Pending Seats	Done

The “Return Merchandise” mode is a manager function. In this mode, the POS Station will treat all item quantities as NEGATIVE, which has the effect of returning items. Normally, this is done when you need to refund a portion of a customer’s order that has already been completed.

**Note:** If you need to refund an entire order, you should **Void that Transaction**.

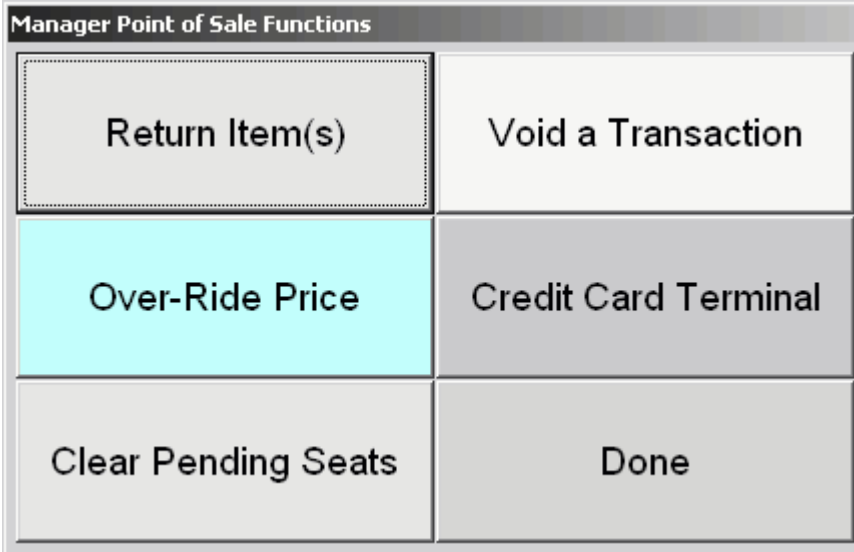
Once you place the POS Station in Return Merchandise Mode, this indicator will appear in the place of the **Manager Functions** button:



Touch or Click this button to end the Return Merchandise mode. The remaining items entered in that transaction will be treated as usual. This allows you to return an item or items, and enter any replacement items.

## Overriding Prices

# Tick-It! Trak Pro Manager Function



The "Price Over-Ride" mode is a Manager function. In this mode, the POS Station will allow the operator to alter the price and description of line items in the Current Item Display. This is done when you need to make some adjustment to satisfy a customer.

**NOTE:** If you are trying to adjust prices to account for a refund or return, you should use the **Return Merchandise Mode**.

Once you place the POS Station in Price Over-Ride Mode, this indicator will appear in the place of the **Manager Functions** button:



Touching or Clicking this button will end the Price Over-Ride mode. The remaining items entered in that transaction will be treated as usual. This will allow you to adjust the prices on some items, and then enter in any additional items, if needed.

## Changing The Quantity

Entering large group sales with *Tick-It! Trak Pro*.

A busload of 30 schoolchildren approaches your POS Station. The group Leader orders:

- 30 Tickets
- 30 Hotdogs
- 30 Small Cokes
- 30 French Fries...

How do you enter this order?

Touch or click the **QTY 1** button:

OK Item(s)	<input type="text"/>		Complete Transaction
Qty 1	Cancel Item(s)	Del Last	Clear Transaction
Date	Cust	Help	Logout

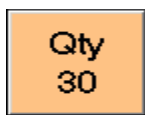
Please Note that Not All of these Buttons will be active at once.

This will display the Quantity Keypad:

QTY: <input type="text" value="30"/>			
C	/	*	-
7	8	9	+
4	5	6	
1	2	3	←
0		.	

Using either the computer keyboard or the touch screen, enter 30.

The **QTY 1** button will change color, and indicate the new default quantity.



As you select items and General Admission Tickets, a quantity of 30 is now assumed. You can change the quantity during a transaction as many times as needed.

## Clear Pending Seats



Your computer may malfunction during the middle of a transaction, or a power outage may occur. If this happens during a Reserved Seating Sale, there may be seats held in a “pending” state, preventing other stations from selecting them.

Manager Point of Sale Functions	
Return Item(s)	Void a Transaction
Over-Ride Price	Credit Card Terminal
Clear Pending Seats	Done

Click the “**Clear Pending Seats**” button to free up any held seats, and allow the selection process to begin again.


## Reprinting Tickets from Previous Transactions


Occasionally, your ticket printer may jam or misfeed, or data transmissions might become garbled, resulting in unreadable tickets. For such instances, a Manager Function of REPRINT TICKETS is available.


When this function is selected, the Operator is presented with a transaction list completed on the POS Station for today's date. This list is presented in reverse order. The LAST transaction is FIRST on the list.

**Reprinting**


Station NORTH_WIND on 11/15/2003				Details for Transaction 232			
ID	Time	Sales	Taxes	Qty	Description	Price	Extended
245	1:12 PM	\$187.00	\$0.00	0	Kenny Rogers	\$0.00	\$0.00
241	1:08 PM	\$189.00	\$0.00	0	06/15/2004 08:00	\$0.00	\$0.00
▶ 232	12:55 PM	\$242.00	\$0.00	1	CRGT5:M-32(6+ S	\$50.00	\$50.00
230	12:51 PM	\$85.00	\$0.00	1	CRGT5:M-30(6+ S	\$50.00	\$50.00
229	12:49 PM	\$112.00	\$0.00	1	CRGT5:M-34(Sing	\$55.00	\$55.00
228	12:46 PM	\$112.00	\$0.00	0	Bill Cosby	\$0.00	\$0.00
227	12:43 PM	\$100.00	\$0.00	0	07/24/2004 05:00	\$0.00	\$0.00
225	12:40 PM	\$112.00	\$0.00	1	CRGT5:N-4(6+ S	\$42.50	\$42.50
223	12:36 PM	\$81.00	\$0.00	1	CRGT5:N-2(6+ S	\$42.50	\$42.50
222	12:33 PM	\$102.00	\$0.00	1	Postage Fee for M	\$2.00	\$2.00
220	12:24 PM	\$103.00	\$0.00				
213	12:12 PM	\$187.00	\$0.00				







REPRINT




Click on the record.

Choose to print the Tickets and the Receipt; only the Tickets; or only the Receipt.

When you finish printing, click or press the Exit button.


## Ticket Sales Summary



Summary of Tickets for this Transaction:

Total Number of Tickets: 8  
 Total Number of Attractions: 2  
 Total Cost of Tickets Only: 408.00

List of Tickets in Transaction						
Line	Attraction:	Sec:	Row:	Seat:	Qty:	Price:
1	Bill Cosby 07/24/2004 05:00 PM	CLFT6	S	29	1	42.50
2	Bill Cosby 07/24/2004 05:00 PM	CLFT6	S	31	1	42.50
3	Bill Cosby 07/24/2004 05:00 PM	CLFT6	S	25	1	51.50
4	Bill Cosby 07/24/2004 05:00 PM	CLFT6	S	27	1	51.50
5	Kenny Rogers 06/15/2004 08:00 PM	LFT8	K	67	1	55.00
6	Kenny Rogers 06/15/2004 08:00 PM	LFT8	K	69	1	55.00
7	Kenny Rogers 06/15/2004 08:00 PM	LFT8	K	71	1	55.00
8	Kenny Rogers 06/15/2004 08:00 PM	LFT8	K	73	1	55.00

At any time during a transaction, you can press the  key to see a ticket summary like the one shown above. The POS Operator can make sure that the ticket order is correct by reading a summary back to the customer.

This screen is for inspection and verification only. You cannot change the ticket order from this view.

## Credit Card Interface



**Tick-It! Trak Pro** is integrated with the extremely fast Mercury Payment Systems IP Based Credit Card Processors. Using this system, you can obtain credit card authorizations in 3 seconds or less!

To process cards by swiping them, your POS station must be equipped with a Magnetic Card Reader.

Examples of such devices are:



A POS Keyboard with a built-in reader.



An Externally mounted Credit Card Slot Reader.

Your POS Station must have a full time connection to the Internet to pass information to and from the Mercury Payment Credit Card Servers.

The start up screen of the POS Module displays the status of the connection to the Mercury Payment Servers with this graphic:



## Chapter 7– Useful Information for Administrators

If you do not have credit card readers attached to your POS, or if the card you are presented does not read when you scan it, you need to enter the information manually.

Touch or click the MANUAL ENTRY button.

The Credit Card Interface screen will display a numeric keypad as shown here:

The screenshot shows the 'Credit Card Authorization' screen. On the left is a vertical menu with buttons: SALE (green), RETURN (green), VOID (green), VOICE (green), PRE AUTH (grey), CAPTURE (grey), and ADJUST (grey). The main area is titled 'Enter the Account Number and Expiration'. It contains several input fields: Transaction ID (03180004), Amount (7.28), Operator (1000), Account (4003450123456781), and Expiration (0809). Below these are Authorization and Reference Number fields. A numeric keypad is located at the bottom center, with buttons for digits 0-9, a decimal point, and function keys CE, C, and ENTER. To the right of the keypad are 'Process Card' (green) and 'Cancel' (pink) buttons. Callout boxes provide additional information: 'Transaction ID, Amount and Operator are Automatically Filled In' points to the top three fields; 'Not a Real Credit Card Number, so Don't Even Think About It!' points to the Account field; 'For Manual Entry, Click Here to Process Card' points to the Process Card button; 'Only Managers can Access Return / Void / Voice' points to the bottom of the left menu; and 'Keypad Appears for Manual Card Entry Only' points to the keypad.

**Credit Card Authorization**

Enter the Account Number and Expiration

Transaction ID: 03180004    Amount: 7.28    Operator: 1000

Account: 4003450123456781    Expiration: 0809

Authorization:    Reference Number:

7 8 9 CE  
4 5 6 C  
1 2 3 ENTER  
0 .

Process Card  
Cancel

Transaction ID, Amount and Operator are Automatically Filled In

Not a Real Credit Card Number, so Don't Even Think About It!

For Manual Entry, Click Here to Process Card

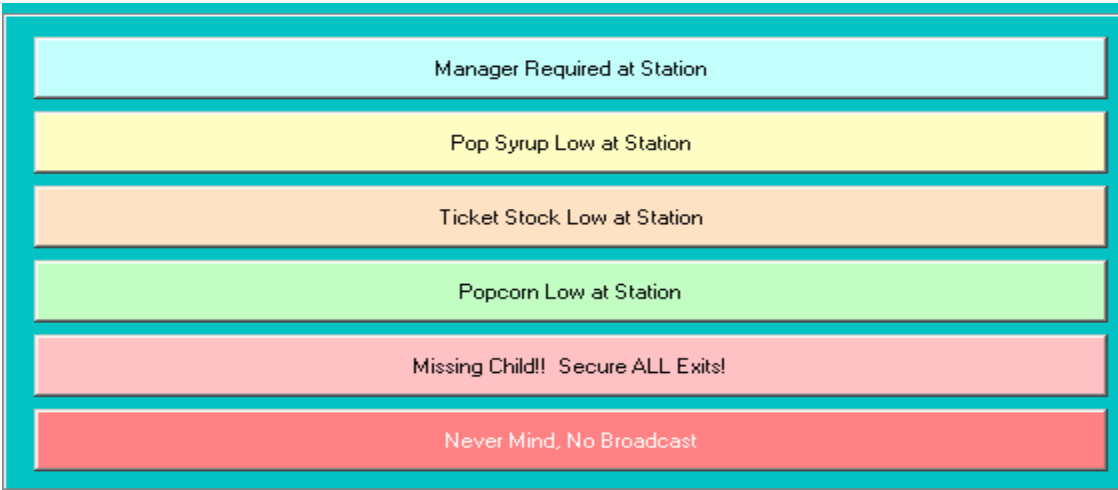
Only Managers can Access Return / Void / Voice

Keypad Appears for Manual Card Entry Only

Enter the card number manually. Click Process Card. Complete the transaction as usual.

## Broadcasting Messages to Other Stations

The ADMIN can define up to five (5) pre-set messages that can be delivered to all POS and ADMIN stations on your network. These messages should be used for common reasons to get other employee's attention.



Here are some examples of low stock or a general call for a manager to come to the station.

Perhaps the most important use of a “broadcast” would be to set up a message for a missing child alert. This is shown above on the second button from the bottom. If a parent reports a missing child, a message can be sent to all stations alerting all operators. With two mouse clicks or screen touches, employees are warned to secure all exits.

From the POS Screen, click or touch the “Broadcast button.”

The preset messages will appear, as in the example above. Click or touch the message to be sent.

## How to get Updates

# **Tick-It!** **Trak Pro** **Manager Function**

As of this writing, this feature is still under development. When it has been completed, automatic updates will be available from our website support center.