REPORT MODULE MANUAL

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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; as well as 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!

In addition to this manual, use the SEARCH or CONTENTS feature of the HELP Engine to look for a specific topic.

Tick-It! Trak Pro Software Modules

The ***Tick-It! Trak Pro*** system consists of software modules that are purchased and deployed to provide the functionality required for the intended application. At a minimum, there are three modules that are required to deploy the system, and they are indicated as such below. The modules 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)
The **PACKAGE** Module (optional, but needed for easy multiple event sales and seat renewals)
The **INTERNET TICKETING** ASP Application (optional, but needed for Web Based Sales, if desired)
The **CRYSTAL REPORTS** writer from Crystal Decisions (optional, but strongly recommended, as it is needed for custom reporting, if desired)

A brief description of the functions of each module follows:

The **ADMIN** Module

This is the module that supervisors or administrators use 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.

The **POS** Module

This is the Point of Sale interface, which allows transactions to take place. It is written to take advantage of touch screen stations, although a standard keyboard and mouse will also work. This is the module that does the actual transactionswith the public, selling tickets, refreshments, souvenirs, etc.

The **REPORT** Module

This is another management tool that allows you to produce a variety of pre made and custom reports. All the 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 available separately from Business Objects. In many organizations, there is usually a copy of ***Crystal Reports*** already on hand. It is a common report writing program. This is the module covered by this manual.

The **INVENTORY** Module

This module allows you to enter inventory items for retail sale, and to lay out and configure your POS Station Menus for sale of such items. You can maintain lists of suppliers (vendors), issue purchase orders to them and receive inventory from them.

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The **VALIDATION** Module

The Validation Module is an interface for "scanning" barcodes on your tickets to record and track actual usage. This module can be used manually, with an attendant scanning tickets or entering in the ticket ID number, or this module can be interfaced to custom turnstiles, which will unlock automatically upon presentation of a valid ticket. In amusement park environments, season passes and multi-use tickets are often issued, frequently in the form of tough plastic cards. As long as they have the proper barcode issued by ***Trak Pro***, this module will read 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 customer (if available) from one season to the next. You can mix venues, mix seating types, allow for "Customer Chooses X Attractions from Y Selections", specify revenue splits and more.

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 **A**ctive **S**erver **P**ages technology. This application is licensed for use on your server on a per transaction basis. A server within your domain becomes your 24/7 Internet ticketing processor. Ticket sales are performed using your live database and are recorded in real time. Users can select their 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. Existing reports can be modified, and new ones created. Strictly speaking, it is an optional component. However, it is strongly recommended that you obtain Crystal Reports. It is an industry standard report writer. Check your current software, to see if you already own this package.

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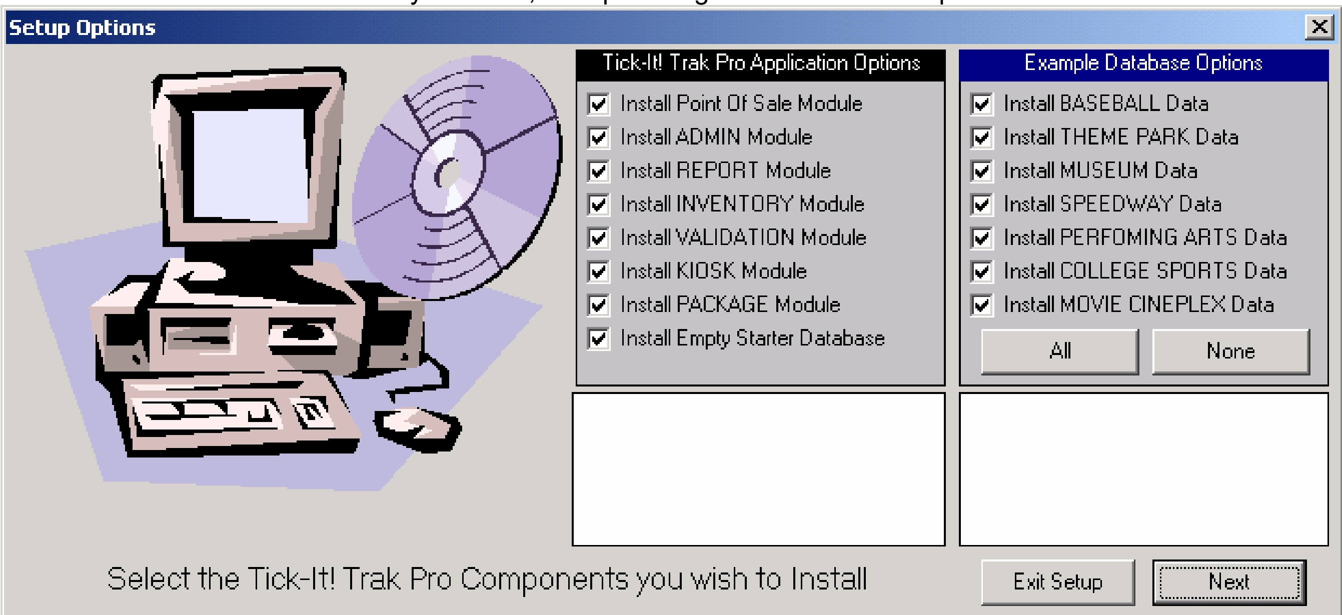
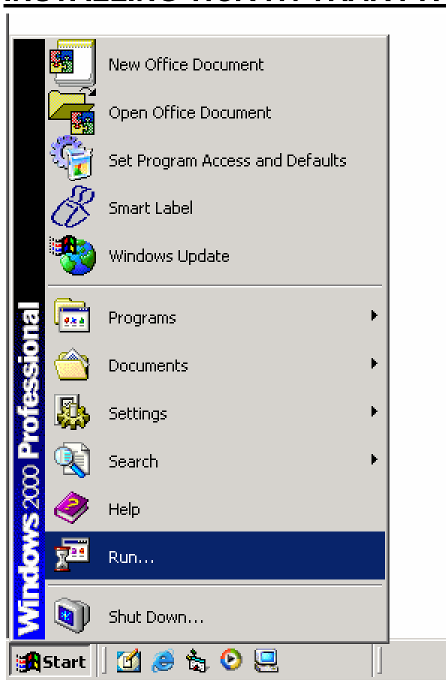
Module Installation

When ***Tick-It!*** ***Trak Pro*** was initially installed, the option is given to install the report module.



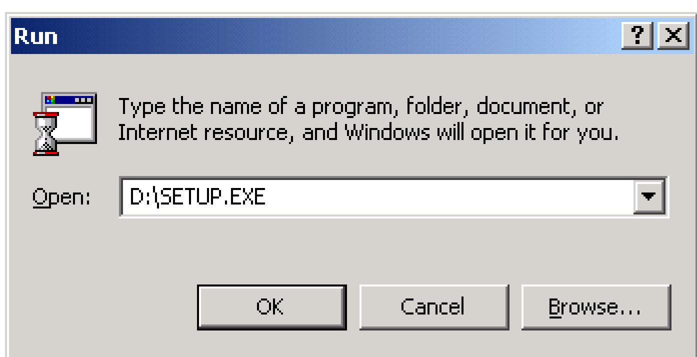
If the report option was not selected at the initial set up, follow these instructions to install ***Tick-It!*** ***Trak Pro:***

INSTALLING *TICK-IT! TRAK PRO*:



Insert the ***Tick-It! Trak Pro*** CD-ROM into your computer's drive. Start the SETUP process by clicking on the START menu.
Select RUN.

Type D:\SETUP.EXE (where D is the letter of your CD-ROM drive)



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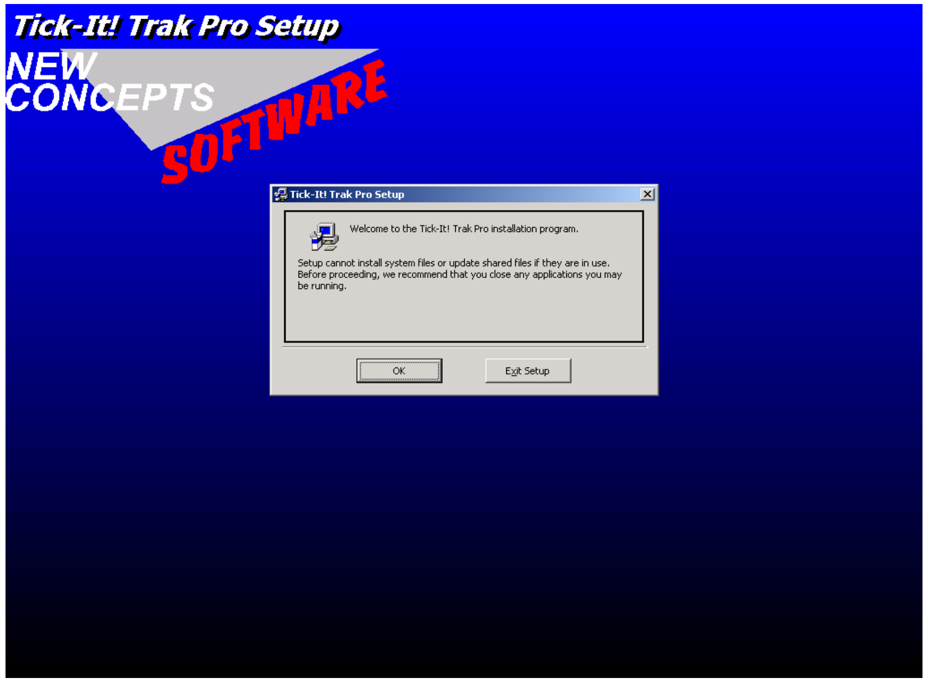

The SETUP welcome screen will appear. Make sure that no other programs are running.

Click the OK button to proceed.

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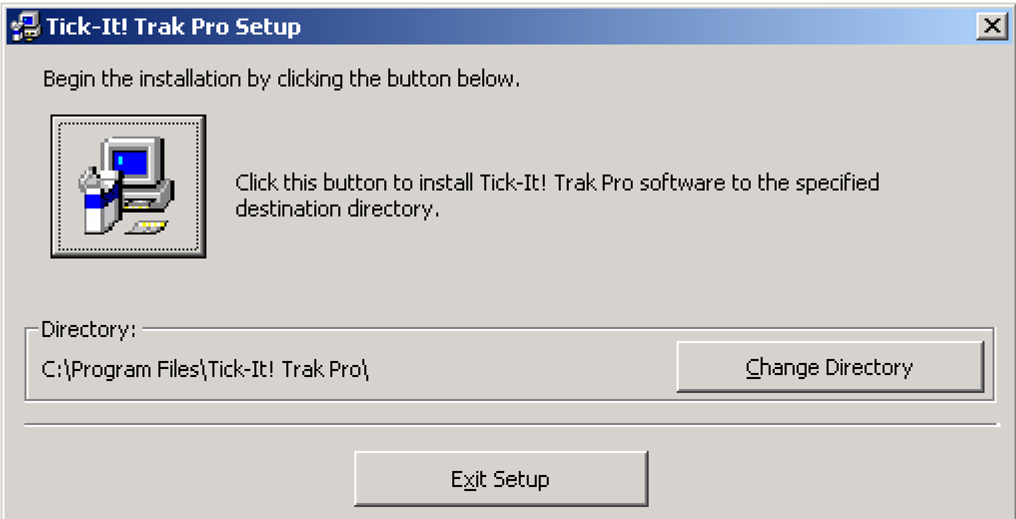


Click on the Square Button to automatically install Tick-It! Trak Pro. It will install in the default directory:

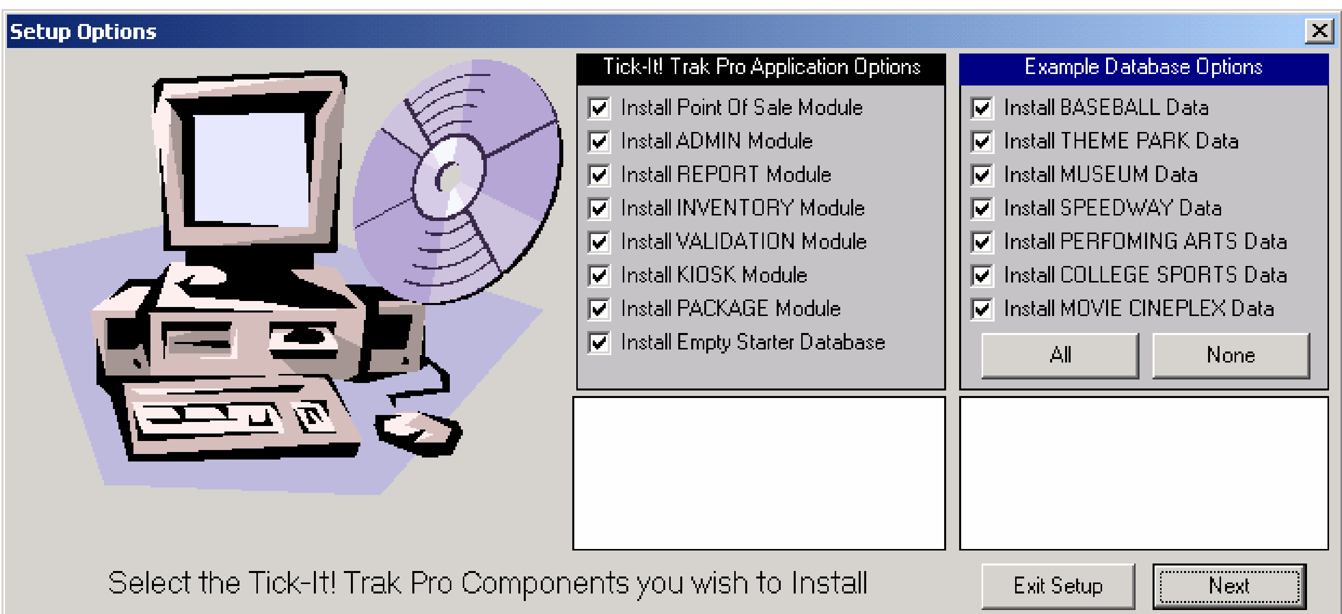
C:\ProgramFiles\Tick-It! Trak Pro

If you do not want to install the program to Drive **C,** you will be given an opportunity to change the destination installation directory.

As long as your local drive C has sufficient space, the default installation directory is the preferred installation directory.

Once you select the destination directory, you are presented with a dialog of components and sample data for installation. Check the desired modules and sample data, and click NEXT…

NOTE: Make sure that **Install REPORT Module** is checked.



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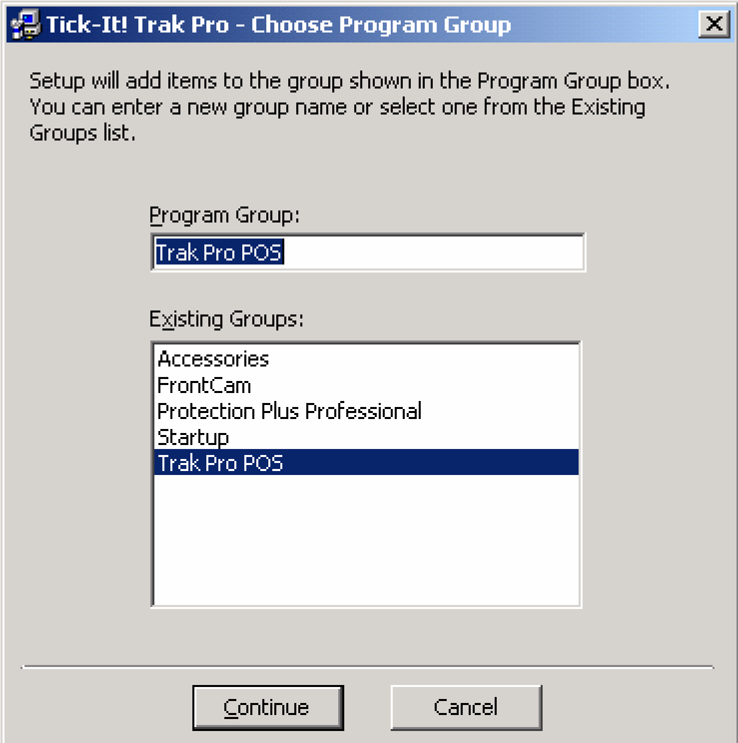
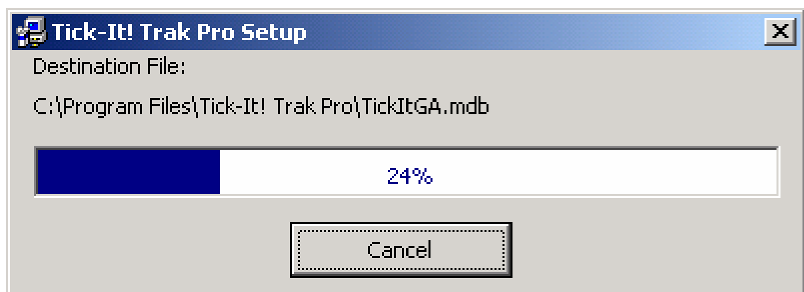
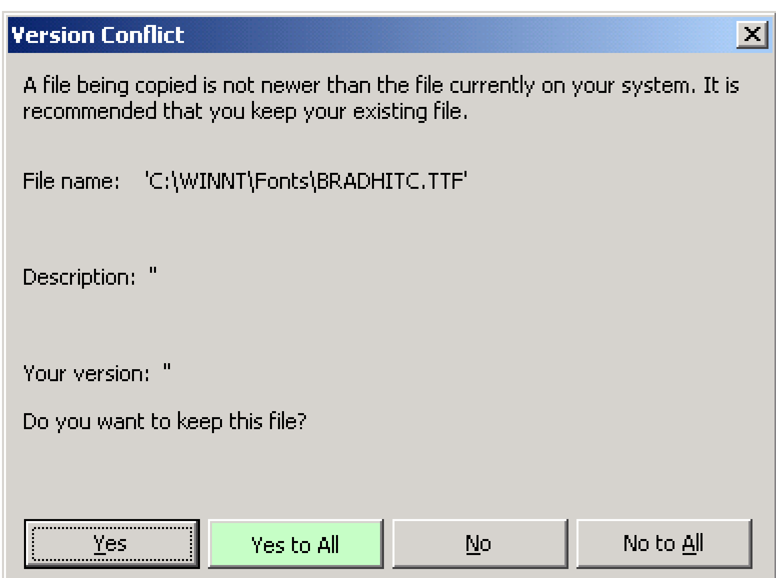


For each of the selected Modules, you will be able to specify a Windows Program Group. The default is to put a shortcut to each module and its corresponding help file in its own group. You may change these groups to suit your own desktop / menu organizational style.

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

During the file copy process, a status bar is 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. It is our recommendation that you select YES TO ALL if a new file is detected.

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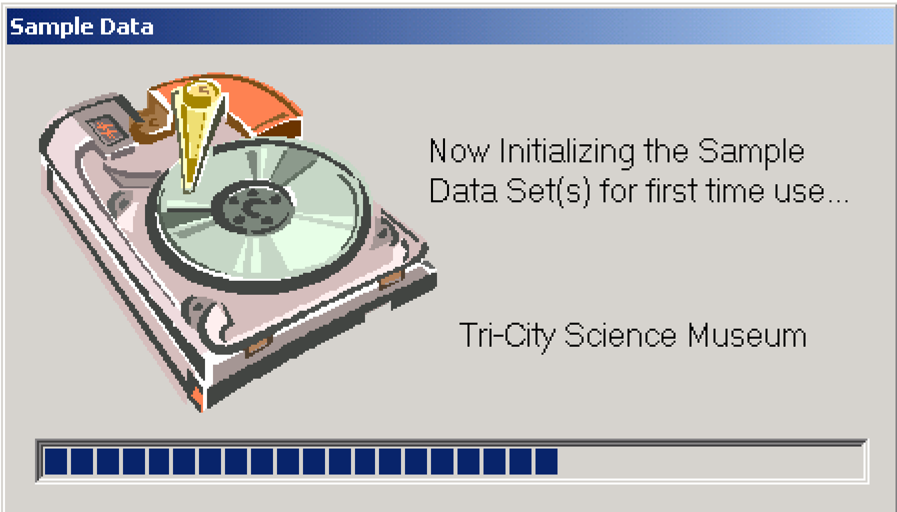

Once all file copying is complete, any sample database sets you have selected will be initialized for first use. You will be shown a progress dialog, as this procedure might take a few minutes.

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

At the end of the installation, a gentle reminder to register your purchase will appear.

Once the program modules are installed, you might have to upgrade the **M**icrosoft **D**ata **A**ccess **C**omponents (**MDAC**). You will have to install the ***DSI Client*** for Mercury Payments if you have installed the POS Module, KIOSK Module or PACKAGE Module. Refer to the ADMIN Module for upgrading MDAC.

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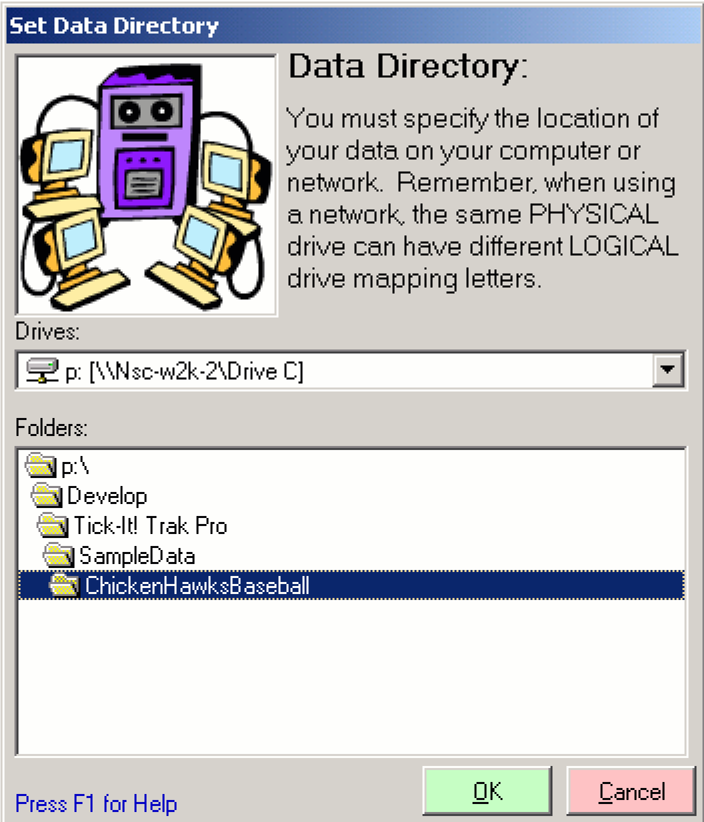
Data Source



The "Data Source" is the location specified for the program to search for database, report, configuration and other needed files.

At installation, the default is the directory (or "Folder") where you installed the program.

If you are running in a networked environment, and need to share the data with other users, you will most likely need to change the working directory on each station running the program. T

Typically, the directory would have been already created on the server by your network administrator, and the necessary files already copied.

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

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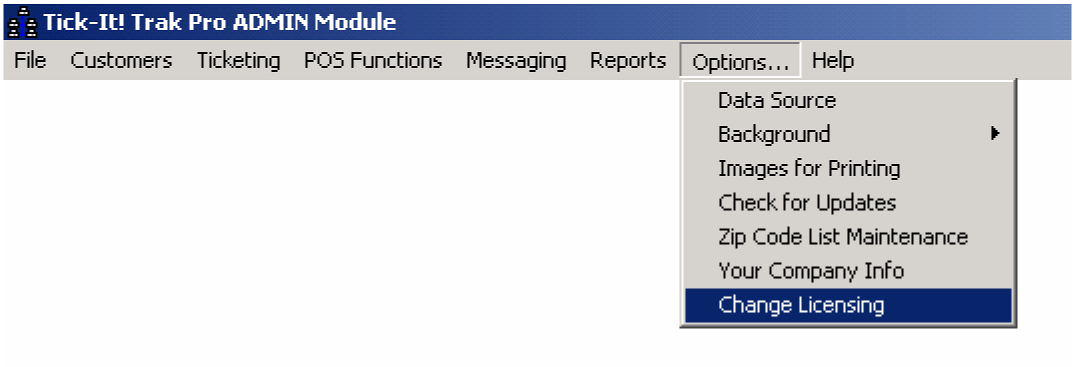
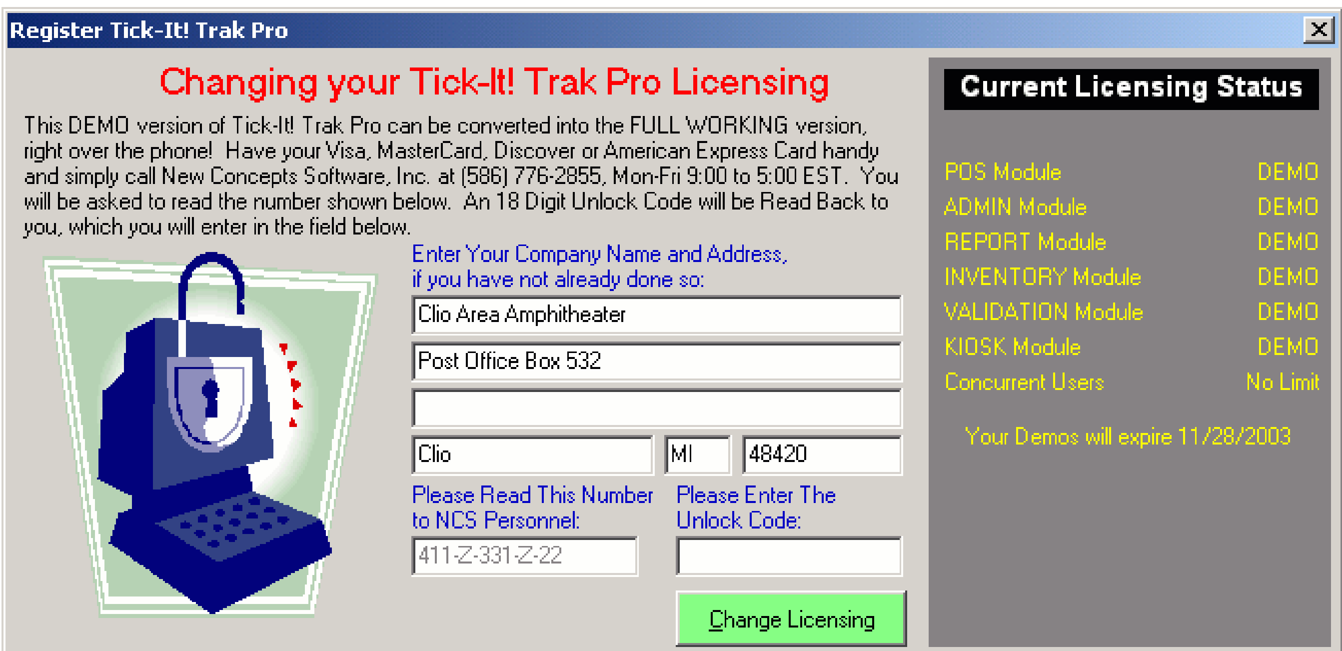
REGISTRATION / MODULE ACTIVATION:

When you 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 if ***Tick-It! Trak Pro***, you are issued an UNLOCK code.

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



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



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

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

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NETWORK (MULTI-USER) CONSIDERATIONS:

If you are running ***Tick-It! Trak Pro*** on multiple stations in a networking environment, here are some deployment considerations to keep in mind:

Each workstation must have the appropriate ***Trak Pro*** Modules installed LOCALLY. This means 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, as 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, then 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.

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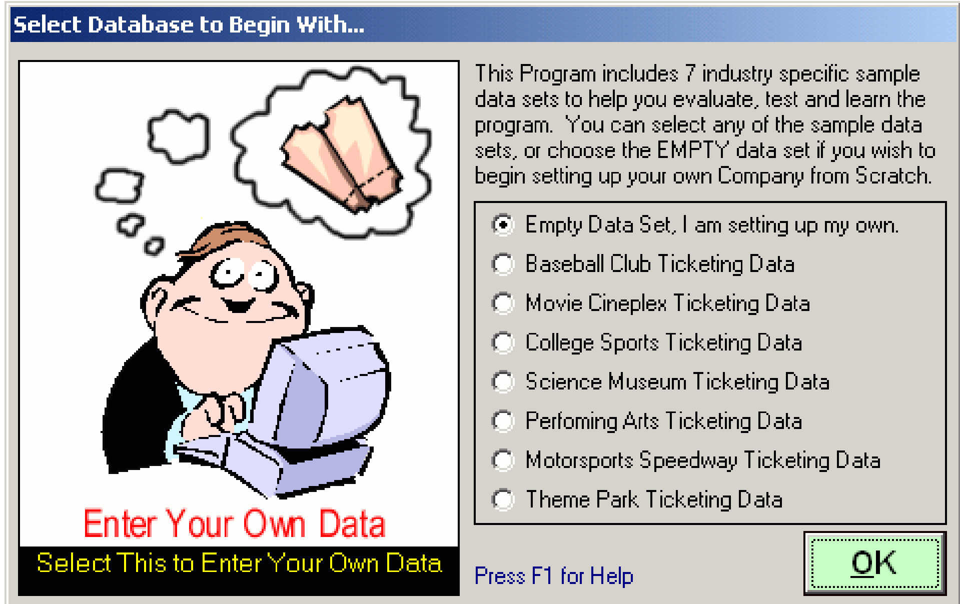
Selecting a Sample Data Set

When ***Tick-It! Trak Pro*** is set up, you are given the opportunity to install any or all of seven different sample data sets. Working with a sample data set allows you to evaluate the program.

At the initial start-up of any ***Tick-It! Trak Pro*** Module, you are presented with a choice of data sets.

Note: All of these choices may not be available to you, if they were not installed during the program set up.



In addition to an "empty" data set to begin work for your own organization, the seven sample data sets are as follows:

Baseball
This example uses "Podemska Chicken Hawks" minor league ball club to illustrate typical 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 have also been added for you.

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

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 for you.

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

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 for you.

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

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there are some reserved seating shows, and special park rides that tickets can be purchased for. Concessions and souvenirs have also been added.

In the example above, the operator has selected the Science Museum Data set to begin work with.

The best way to either evaluate our software demo, or to initiate user training, is to select a sample data set that most closely matches your organization.

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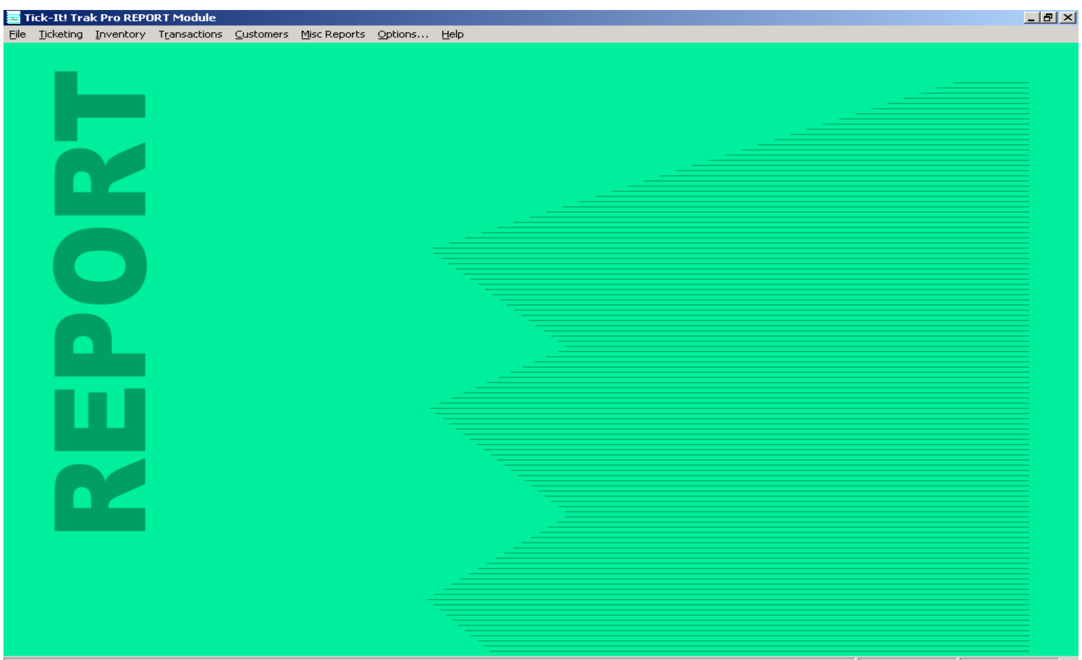
Accessing the Report Module

From the ADMIN Module Menu, select **Reports**.

This opens the Report Module. You will see a screen similar to this:



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The Main Menu

The Main Menu of the Report Module is where you select reports or other operations. As with other standard Windows applications, menus are positioned at the top of the form, and drop down to reveal your choices.

NOTE: If you do not have the optional ***Tick-It! Trak Pro INVENTORY Module***, your Main Menu will *NOT* include the **Inventory** selection.

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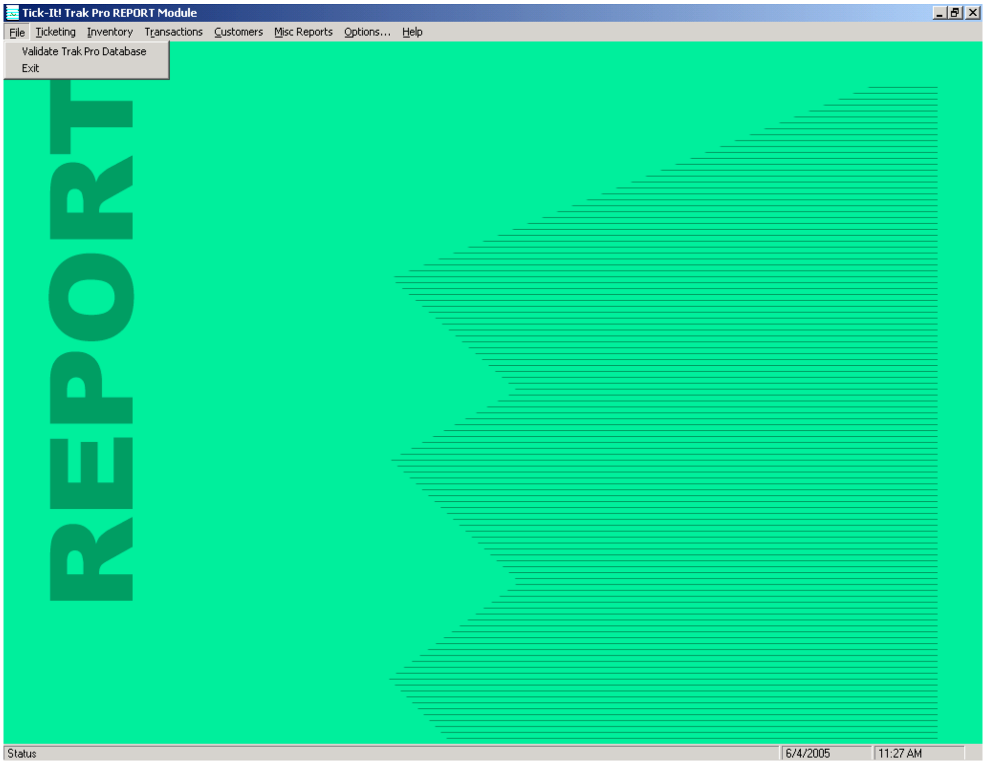
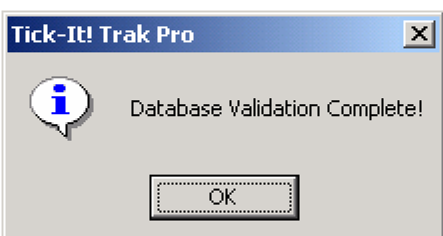
The File Menu

The selections on the File Menu are to Exit the program, and Validate the Data Base. The other menu choices offer report groupings, configuration options or help. Shortcut keys are underlined. For example, drop down the **Customers** Menu by pressing **ALT-C**.



When you have finished working in the Report Module, click or press **Exit** to exit the program.

It is recommended that you validate your database at each start-up. Click or press **Validate TrakProDatabase** to begin validation.



You will see this screen when validation is complete. The process takes less than one minute.

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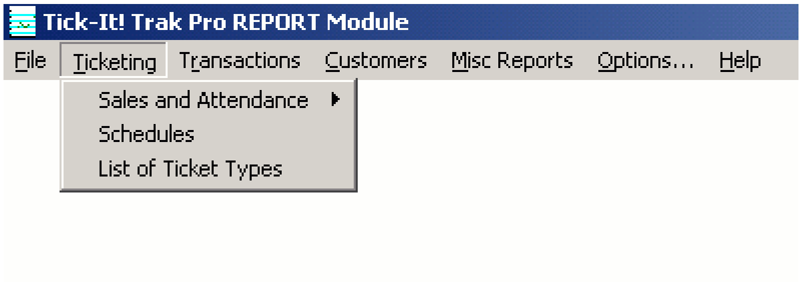
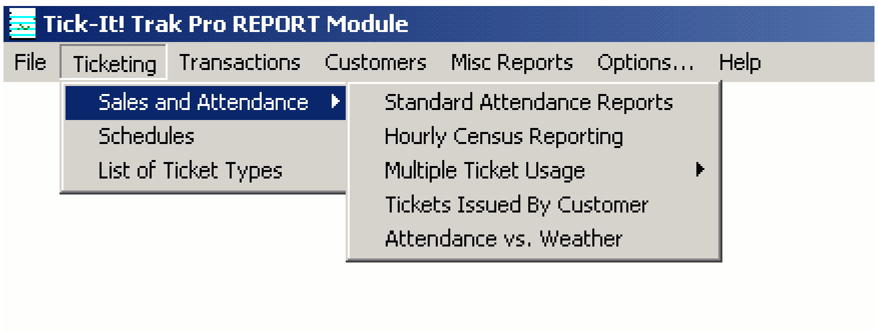
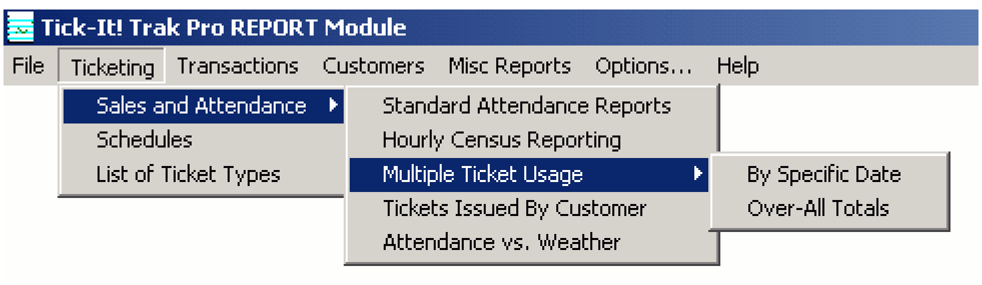
The Ticketing Menu



From Ticketing Menu you access all reports relating to Tickets, Ticket Sales and Attendance. There is a Sub Menu for Sales and Attendance Reporting:



From the Sales and Attendance Sub-Menu, there is another Sub-Menu for Multiple Ticket Usage Reports:



The following reports are available from this menu.

Attraction Schedule Report
List of Ticket Types
Standard Sales and Attendance Reports
Hourly Census Report
Ticket Usage by Date Report
Ticket Usage Over-All Totals Report
Ticketing by Customer Report
Attendance vs. Weather Report

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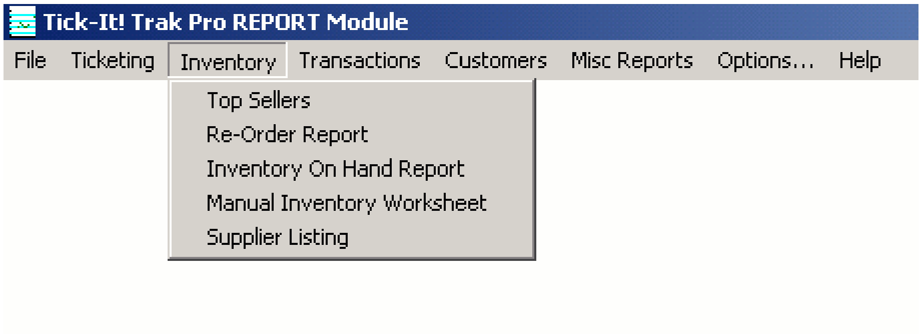
The Inventory Menu

NOTE: If you do not have the optional ***Tick-It! Trak Pro INVENTORY Module***, your Main Menu will *NOT* include the **Inventory** selection



All reports based on Inventory Items and Suppliers are found here.

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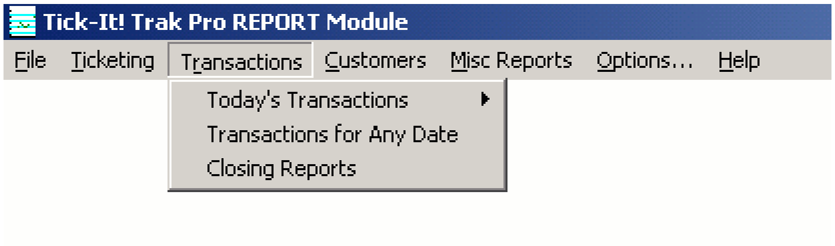
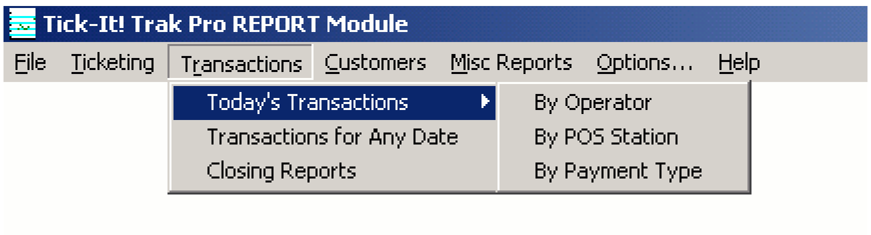
The Transactions Menu



The Transactions Menu allows you to run reports based on Point of Sale transactions. For convenience, there is a Sub-Menu of reports that automatically take today's date as input, to show you transactions for the day. That Sub-Menu is shown here:



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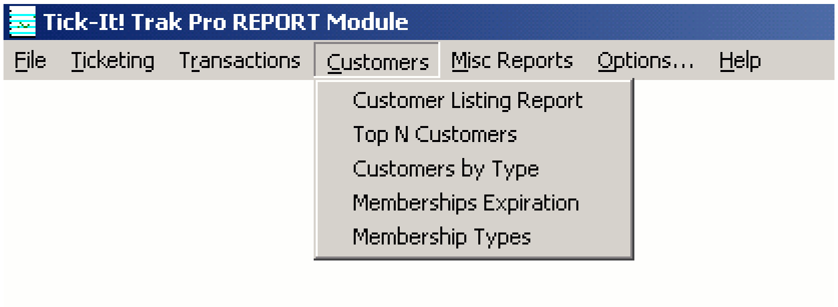
The Customers Menu



All reports based primarily on Customer Records and Memberships can be found here.

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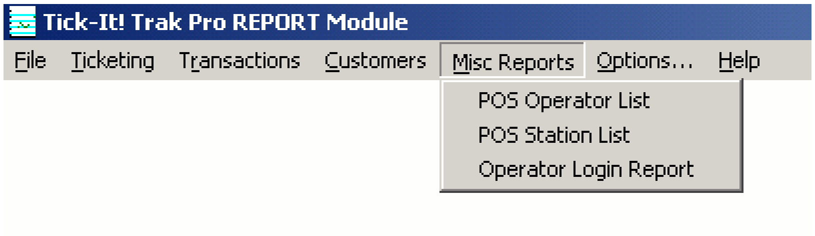
The Misc (Miscellaneous) Reports Menu



This menu contains reports that did not lend themselves to being grouped with the others.

POS Operator List Report
POS Station Report
Operator Login Report

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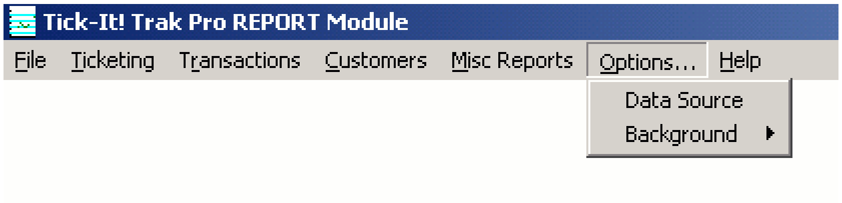
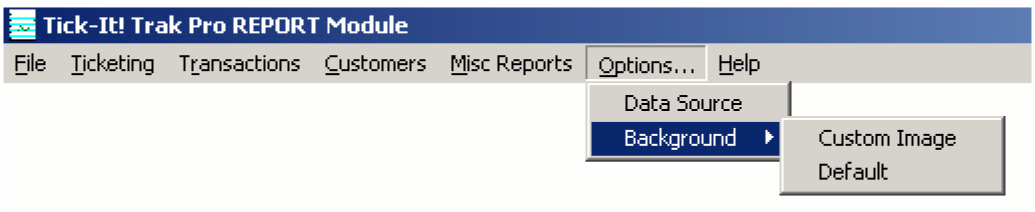
The Options Menu



There are two options to set for the Report Module:

(1) Your Data Source, and
(2) Any Background Image for the Main Screen of the Report Module

When selecting your background appearance for the program, the Options Menu expands to give you your background choices as shown here:



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Selecting A Picture

For setting the computer background, or for printing a design, select either a Windows Bitmap (BMP) or Compressed (JPG) picture file.

This form acts as a file location browser, and displays a thumbnail view of any highlighted image file. The **ACTUAL** picture size in pixels (dots) is also shown.

To select a picture, browse the Drive and Folder/Directory lists.

Click on the desired file.

A preview will appear, allowing you to determine that it is the correct file.

In this example, this "Chicken Hawks" Logo is 150 x 150 pixels, a good size for printing on a receipt.

Click the **OK** button to confirm your selection.

Click **CANCEL** if you change your mind.

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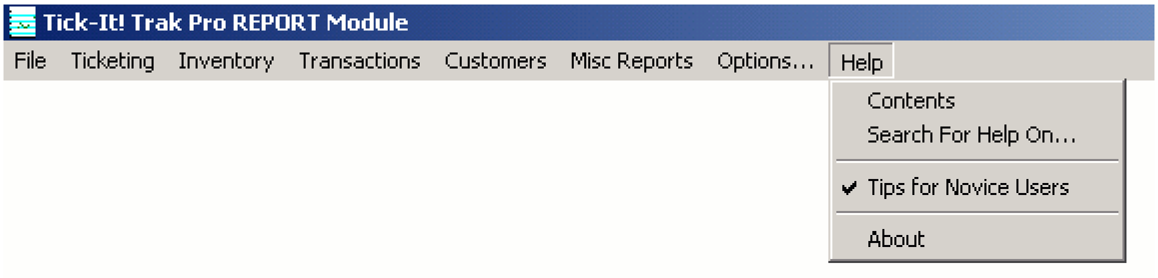
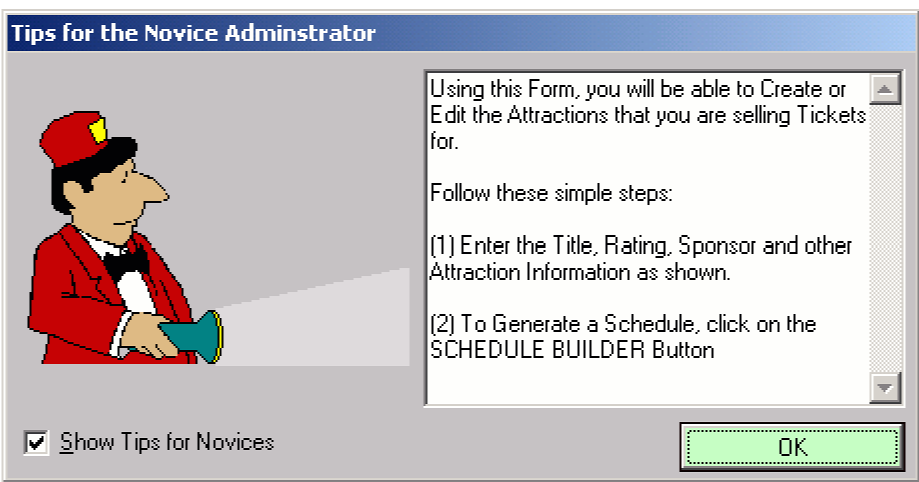
The Help Menu



The Help Menu provides assistance for users of the program. In addition to calling up this Help File, the **Tips for Novice Users** feature can be enabled. This allows helpful hints to automatically pop up during complex areas of the program.

Help can also be summoned from any portion of the program by pressing **F1**.

Tips for Novice Users



This feature automatically displays a helpful hint window during complex operations. This is intended as a passive training tool.

Once you are comfortable with the system, turn this feature off if it annoys you.

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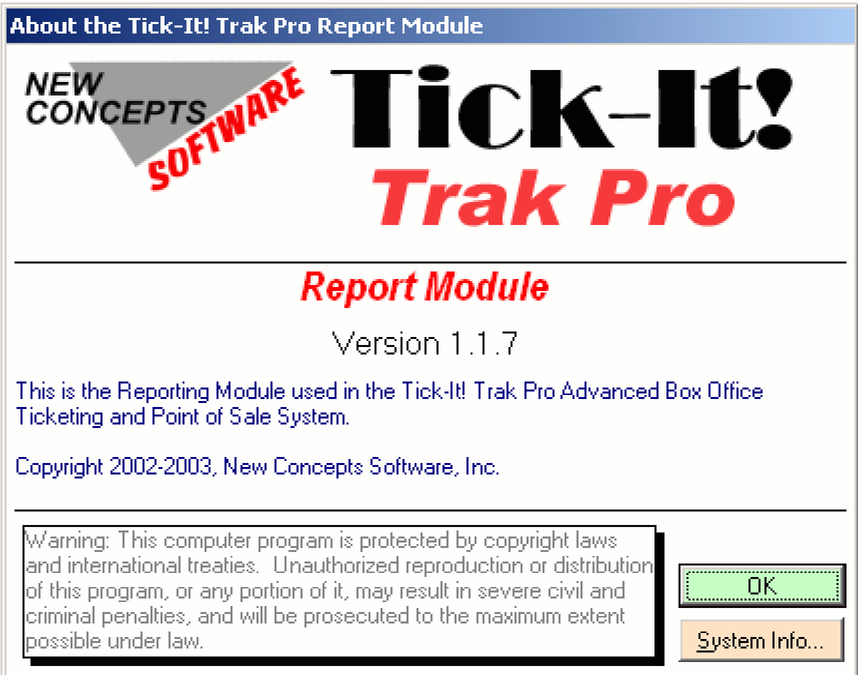
About the Program

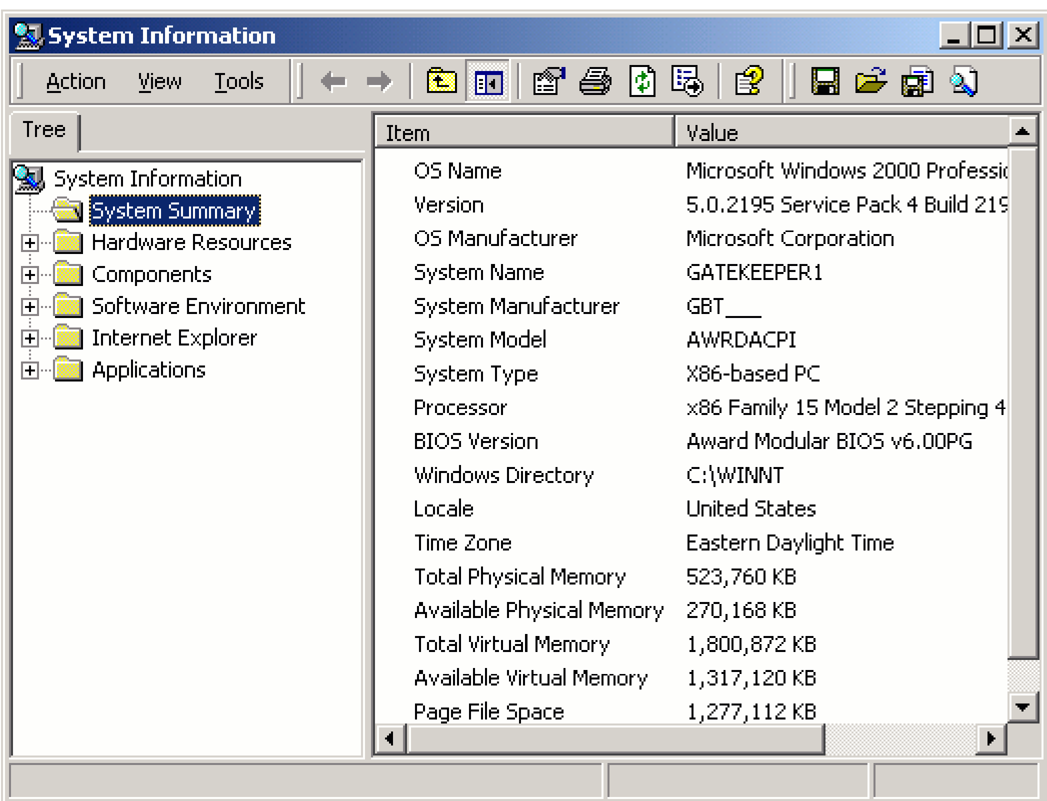


This window details the version number and licensing information for the currently running copy of the Program. View computer system information as well from this selection.

When calling for tech support, NCS personnel might request that you open this window to check the version number.

Click on the SYSTEM INFO button, to view a detailed listing of your computer's hardware and software

A manifest will be produced, as shown below:



An NCS Tech Support representative might ask you to open this form.

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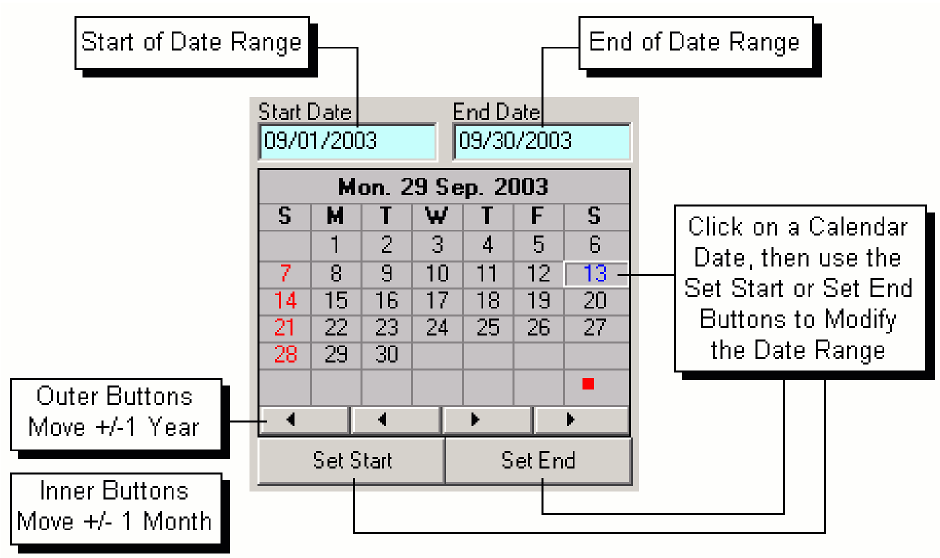
Specifying a Date Range for a Report

Many reports allow or require a date range in order to run. Specifying a date range for any report operation is the same, no matter which report you are running. Below is the cluster of controls common to all date range entry forms:



The **Start Date** and **End Date** entry fields are shaded light blue. This indicates that the field is locked. You cannot type in this field.

Enter dates by selecting them from the calendar on the screen. This prevents the entering of invalid dates, such as 02/31/2003.

Below the calendar are 4 arrow buttons. The outer buttons increase or decrease the displayed calendar by 1 year. The inner buttons increase or decrease the displayed calendar by 1 month.

To set the Start Date or End Date, click on the desired date. Then, click the **SET START DATE** or **SET END DATE** button, located below the calendar arrow buttons.

These controls do an instant check for “foolish” entries. If you specify an END DATE that is prior to the START DATE, the program will automatically switch them. Keep this in mind when setting your dates. Try setting the END DATE first, to avoid the program switching dates unexpectedly.

These reports allow or require a date range:

Transaction Related Reports:
Transaction Reports
Top Merchandise Sellers
Operator Login Report
Cash Drawer Closing Reports

Attraction / Ticketing Related Reports:
Attraction Schedule Report
Standard Sales and Attendance Reports
Attendance vs. Weather Report
Ticketing by Customer Report

Customer Related Reports:
Customer Listing Report
Expired Memberships Report
Top N Customers Report

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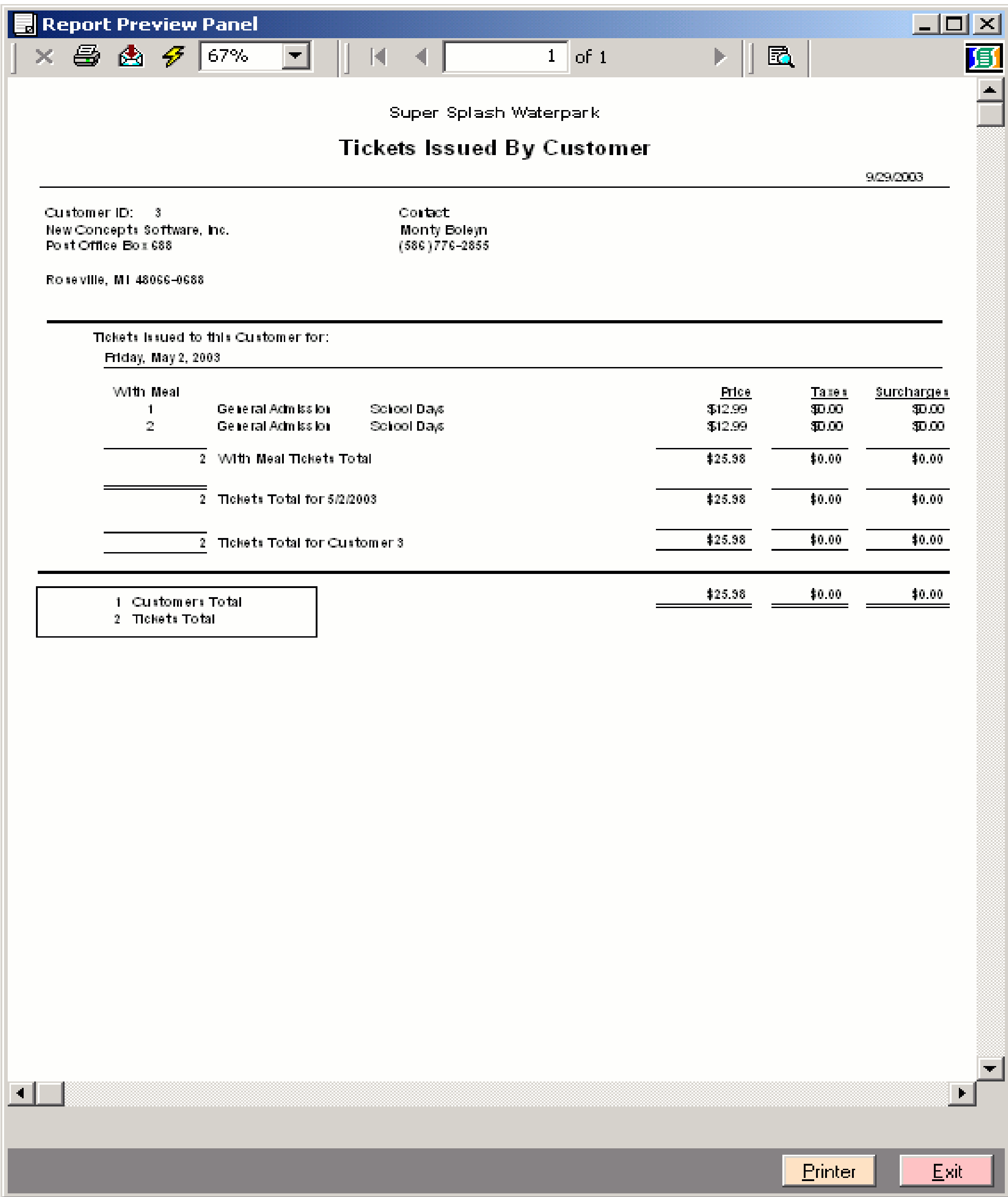
The Crystal Report Viewer

Most reports generated by the ***Tick-It! Trak Pro Report Module*** are created and maintained using the Crystal Reports Designer, available from Crystal Decisions.
(their website is www.CrystalDecisions.com)

When you run a Crystal Report from the Report Module, a Preview Form will appear:



By default, the viewer will set the scaling to attempt to show you the entire page of the report, assuming that it is formatted for an 8 ½ by 11 sheet of paper.

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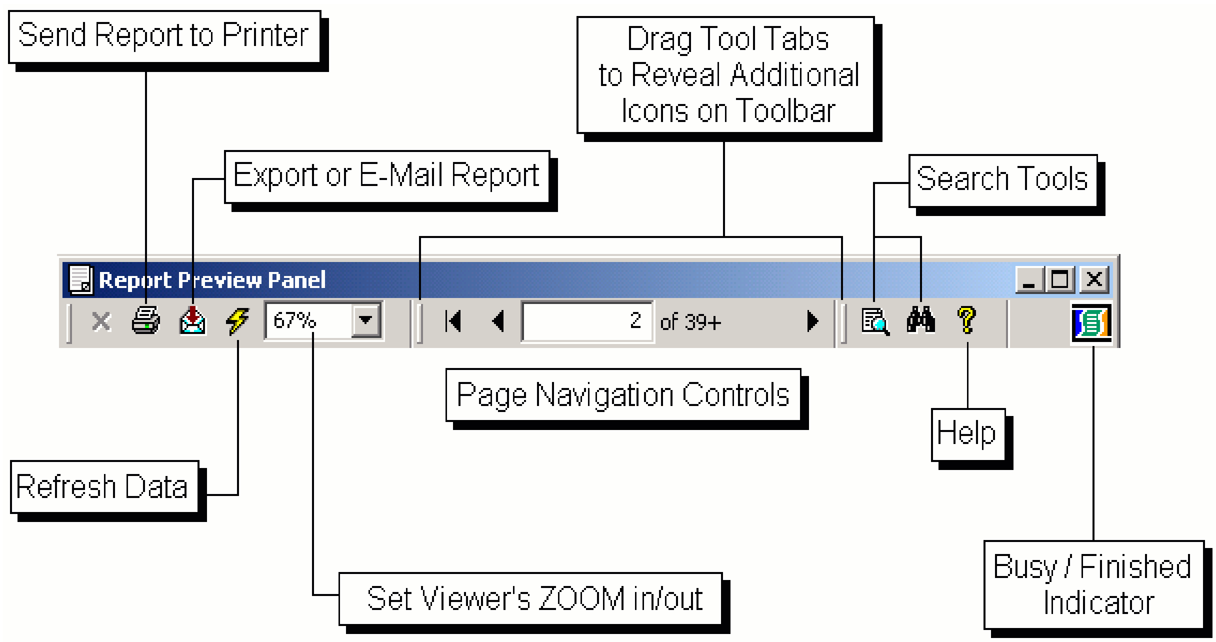
At the top you will see a set of controls. These allow you to work with the report you are previewing. Here is a detailed explanation:



Clicking on the printer icon sends the report to your default printer. To change printers, click on the PRINTER button at the bottom of the viewer.

Clicking on the envelope icon allows you to export the report in a variety of formats. The exported file can be sent to a disk. The file can also be emailed, if you have the appropriate email client and web connection.

Clicking on the lightning bolt icon causes the report to be re-generated, using the latest available data. This is useful in networking environments, where transactions are occurring all the time, and you want to see current results.

The pull down control with percentages allows you to set the zoom level of the preview. The report image can be enlarged or reduced.

The middle controls are for page navigation through the report.

The icon with the magnifying glass invokes a search wizard, to allow you to quickly locate an item of interest in a lengthy report.

The Following are NOT Crystal Reports:

These reports are generated from internal code used by ***Tick-It!*** ***Trak Pro***, and are built into a spreadsheet for viewing prior to printing. You cannot modify these reports using the Crystal Reports editor. These reports ***ARE NOT*** displayed using the Crystal Reports Viewer.

Hourly Census Report
Repeating Ticket Usage by Date Report
Repeating Ticket Usage Over-All Totals Report

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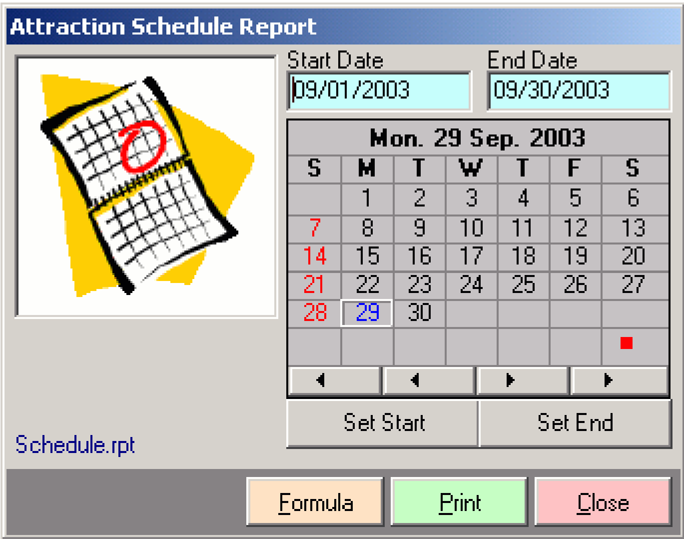
Attraction Schedule Report



Click on the date controls to set a date range for the report.

Select the desired report from the pull down list.

Click the **PRINT** button to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This can be a useful aid in learning how to write custom reports, and debugging custom reports you have written.

This report is defined by the file:
Schedule.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
Schedule.rpt

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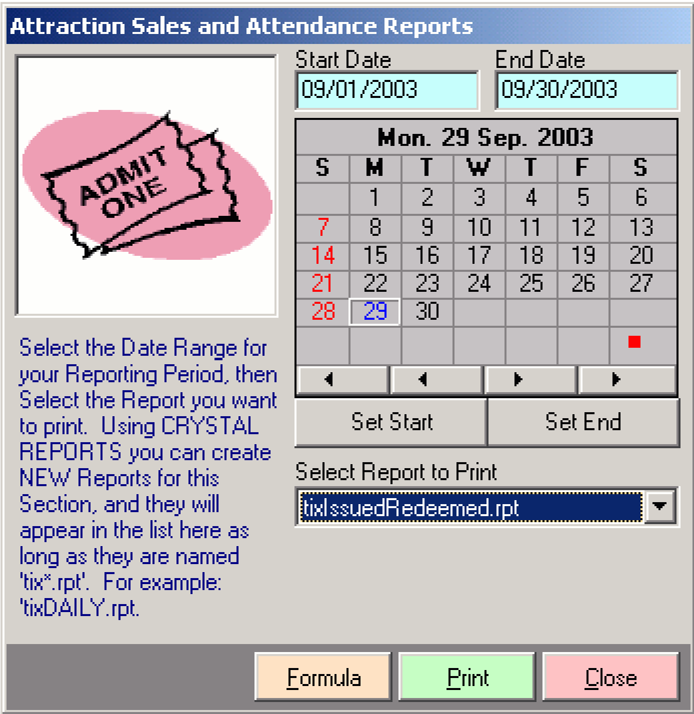
Attraction Sales Reports



Attraction Sales Reports allow you to see your ticketing sales / attendance for a specified date range.

Tick-It!* *Trak Pro ships with several pre-defined Attraction Sales Reports created using Crystal Reports. All templates for transactions reports start with the letters "TIX", and end with the file extension ".RPT".

Tick-It!* *Trak Pro assumes that any file matching this pattern found in your working directory is an Attraction Sales Report template. Use this to your advantage, when creating custom attraction sales reports. Name them ***"TIXsomething.RPT,"*** *and* they will automatically appear in the selection list .

Click on the date controls to set a date range for the report. Select the report you want from the list in the pull down control. Click **PRINT** to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This can be useful in learning to write custom reports, and debugging custom reports you have written.

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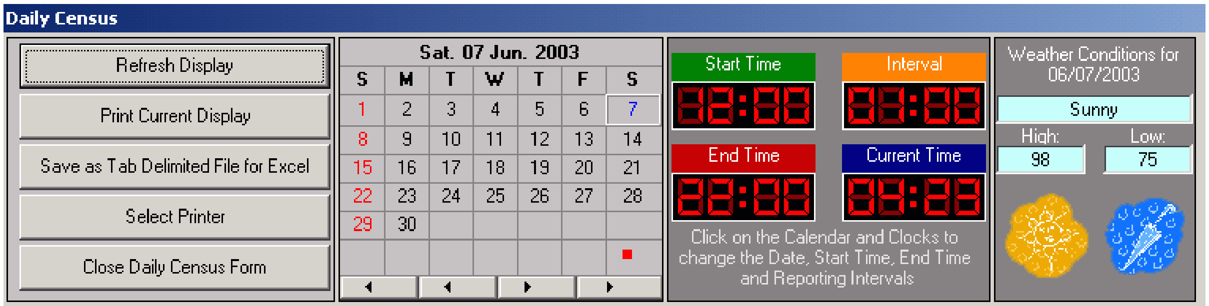
Hourly Census Reports

This reporting tool is essential for large, all day attractions such as amusement parks, fairs, zoos, museums and trade shows. A breakdown of attendance for any selected date in your schedule, in intervals as short as 15 minutes can be obtained.



Ticket Type	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm	9:00pm	10:00pm	Total
General	74	81	95	92	75				1			418
Junior	6	22	22	19	10							79
Senior	1	1	1	1								4
Group 26-99		23										23
Group 500-1000							3		4	3		10
Comp			1	1			3	5	3			13
Renewal	17	17	21	22			83	56	45	11		272
Pre-Season	25	27	22	63			205	107	39	36		524
Up-Grade Daily A			3				4	2		3		12
Come Back $9.99		8					14	4				26
After 4 Gen					54		83	69	9	1		216
Up-Grade Daily B	2						1	1		1		5
Up-Grade Daily C			5									5
Up-Grade Daily D	1											1
Up-Grade Daily F								2				2
After 4 JR					10		17	5	1			33
Hourly Totals:	126	179	170	198	149		413	251	102	55		
Cumulative Totals:	126	305	475	673	822	822	1235	1486	1588	1643	1643	1643

Click on the Calendar and Clocks to change the Date, Start and End Times and reporting intervals.

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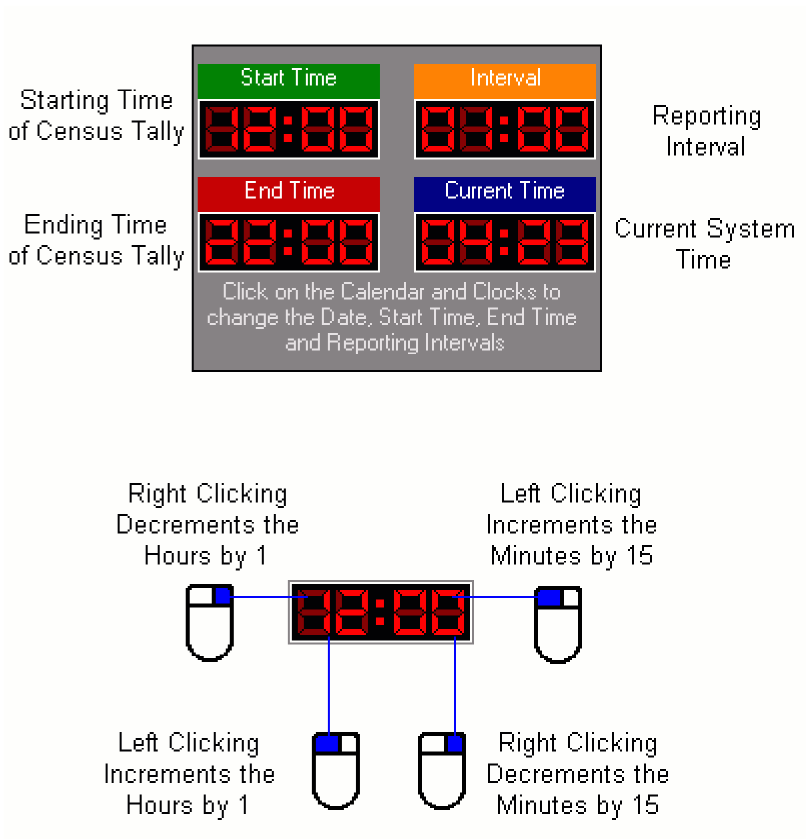
Follow these steps to analyze your day's attendance:



Select the starting time, ending time and reporting interval using the digital clocks, as shown above.

Click on the desired date for reporting on the calendar.
Click on the **REFRESH DISPLAY** button.

This report could take a few minutes to generate.

Once the report has been tabulated, print the grid by clicking on the **PRINT CURRENT DISPLAY** button.

To save the report as a tab delimited file for importing into ***MS Excel*** or other application, click on the **SAVE AS TAB DELIMITED FILE FOR EXCEL** button.

Note that this is one of the few reporting features that is *NOT* based on a Crystal Report. You cannot modify them externally.

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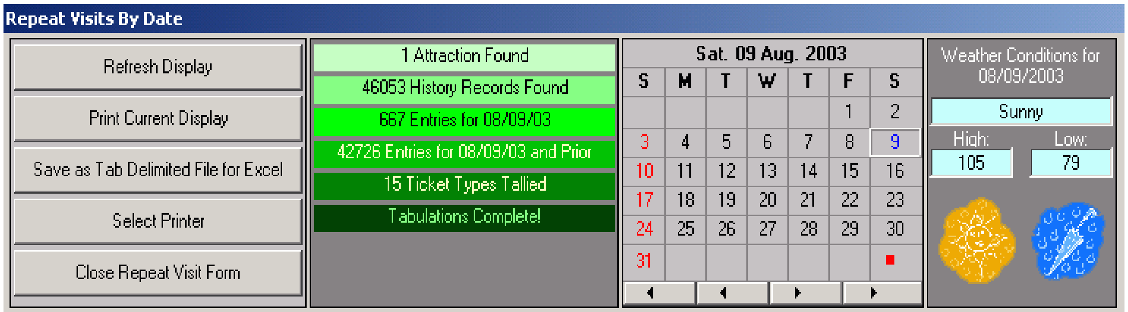
Repeat Visits by Date Report

A breakdown of repeated ticket usage (for Attractions that allow multiple visits) from validated attendance for any selected date is available.

This reporting tool is essential for large attractions such as fairs, zoos, amusement parks, museums and trade shows that allow repeat visits using a single ticket purchase.



Ticket Type	1 Visit	2 Visits	3 Visits	4 Visits	5 Visits	6 Visits	7 Visits	8 Visits	9 Visits	10+ Visits	Total
Employee Season Pass	-	-	1	-	-	1	-	-	-	-	2
In-Season	1	4	2	2	1	7	2	-	1	3	23
MALL PASS	-	1	2	-	2	5	-	-	-	1	11
Pre-Season	5	25	38	34	37	30	28	23	14	94	328
Renewal	5	19	11	21	23	20	14	10	15	82	220
Season Parking	-	-	1	-	-	-	-	-	-	-	1
Up-Grade A	1	-	-	2	-	-	-	-	-	-	3
Up-Grade C	1	-	1	-	1	-	-	-	-	1	4
Up-Grade Daily A	4	2	1	-	-	1	-	-	-	3	11
Up-Grade Daily B	-	-	-	1	2	1	-	-	-	1	5
Up-Grade Daily C	-	-	-	-	1	-	-	-	-	-	1
Up-Grade Daily D	-	-	-	-	-	-	1	-	-	-	1
Up-Grade Daily E	-	-	1	-	-	-	-	-	-	-	1
Up-Grade H	3	1	4	-	-	-	-	-	-	-	8
Up-Grade I	24	15	4	3	2	-	-	-	-	-	48
Cumulative Totals:	44	67	66	63	69	65	45	33	30	185	667

Follow these steps to analyze your day's attendance:

Click on the desired date for reporting on the calendar.

Click on the **REFRESH DISPLAY** button.

This report could take a few minutes to generate.

Once the report has been tabulated, print the grid by clicking on the **PRINT CURRENT DISPLAY** button.

Save the report as a tab delimited file for importing into ***MS Excel*** or other application by clicking on the **SAVE AS TAB DELIMITED FILE FOR EXCEL** button.

NOTE: This is one of the few reporting features that is _NOT_ based on a Crystal Report. You cannot modify this report.

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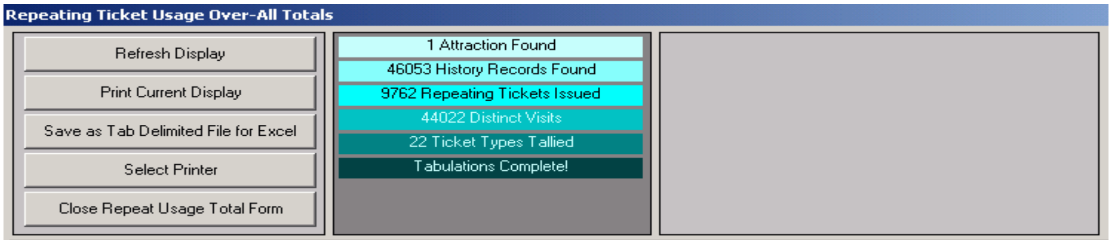
Repeating Ticket Usage Over-All Totals

A breakdown of repeated ticket usage (for Attractions that allow multiple visits) from actual validated attendance for your entire season to date is available.



Ticket Type	1 Visit	2 Visits	3 Visits	4 Visits	5 Visits	6 Visits	7 Visits	8 Visits	9 Visits	10+ Visits	Total
Complimentary Season Pass	1	3	-	-	-	-	-	-	-	-	4
Employee Season Pass	-	-	1	-	-	1	-	-	1	3	6
ID Replacement	2	1	-	-	-	-	-	-	-	-	3
In-Season	52	86	72	55	38	40	19	19	8	24	413
MALL PASS	31	11	10	13	10	5	1	1	-	-	82
Pre-Season	524	748	663	547	465	365	279	169	123	492	4375
Renewal	382	428	454	367	317	252	129	123	122	511	3085
Season Parking	4	-	-	-	-	-	1	-	-	-	5
Up-Grade A	15	11	14	7	1	-	1	2	-	-	51
Up-Grade B	1	3	6	1	-	-	-	-	-	-	11
Up-Grade C	15	9	6	1	2	-	-	-	-	-	33
Up-Grade D	-	2	-	-	-	-	-	-	-	-	2
Up-Grade Daily A	30	33	27	18	11	14	6	2	3	4	148
Up-Grade Daily B	22	19	10	6	8	3	1	2	-	3	74
Up-Grade Daily C	6	1	3	-	-	1	-	-	-	-	11
Up-Grade Daily D	6	7	1	-	-	1	-	-	-	-	15
Up-Grade Daily E	3	5	2	10	4	-	1	-	-	-	25
Up-Grade Daily F	2	1	2	-	1	-	-	-	-	-	6
Up-Grade E	2	-	-	-	-	-	-	-	-	-	2
Up-Grade F	-	1	2	-	-	2	3	-	-	-	8
Up-Grade H	40	39	15	14	14	7	1	-	-	6	136
Up-Grade I	123	62	34	18	4	5	1	-	-	-	247
Cumulative Totals:	1261	1470	1322	1057	875	696	443	318	257	1043	8742
Avg Visits Per Ticket:	4.51										
Max Visits on 1 Ticket:	71	2234									

This report is essential for attractions such as fairs, zoos, amusement parks, museums and trade shows that allow repeat visits using a single ticket purchase.

Follow these steps to analyze your season’s repeating ticket attendance:

Click on the **REFRESH DISPLAY** button. The program uses the system date to determine the end date.

This report could take a few minutes to generate.

Once the report has been tabulated, print the grid by clicking on the **PRINT CURRENT DISPLAY** button. Save it as a file for importing into ***MS Excel*** or other application by clicking on the **SAVE AS TAB DELIMITED FILE FOR EXCEL** button.

NOTE: This is one of the few reporting features that is *NOT* based on a Crystal Report. You cannot modify this report externally.

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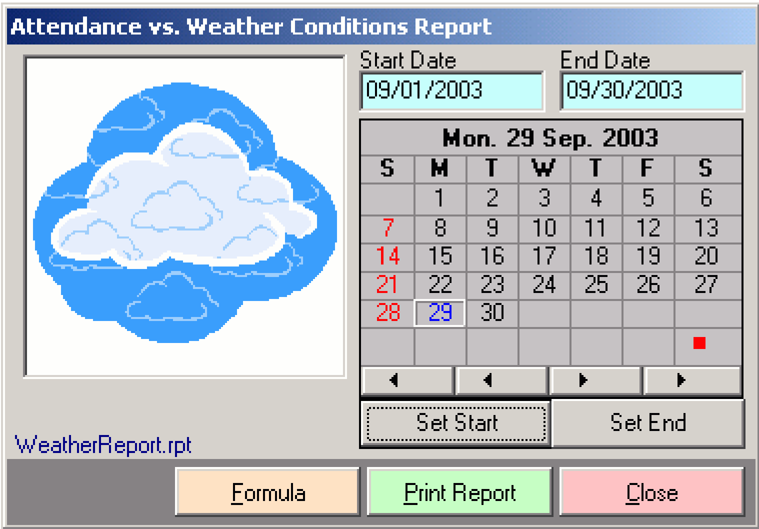
Attendance vs. Weather Report

This is a report detailing each day of your facility's attendance along with the weather conditions for that day.



This reporting tool is essential for large outdoor attractions such as fairs, amusement parks, zoos, amphitheaters and trade shows.

Select the desired Start and End Dates.

Click the **PRINT REPORT** button.

This report is defined by the file:
WeatherReport.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
WeatherReport.rpt

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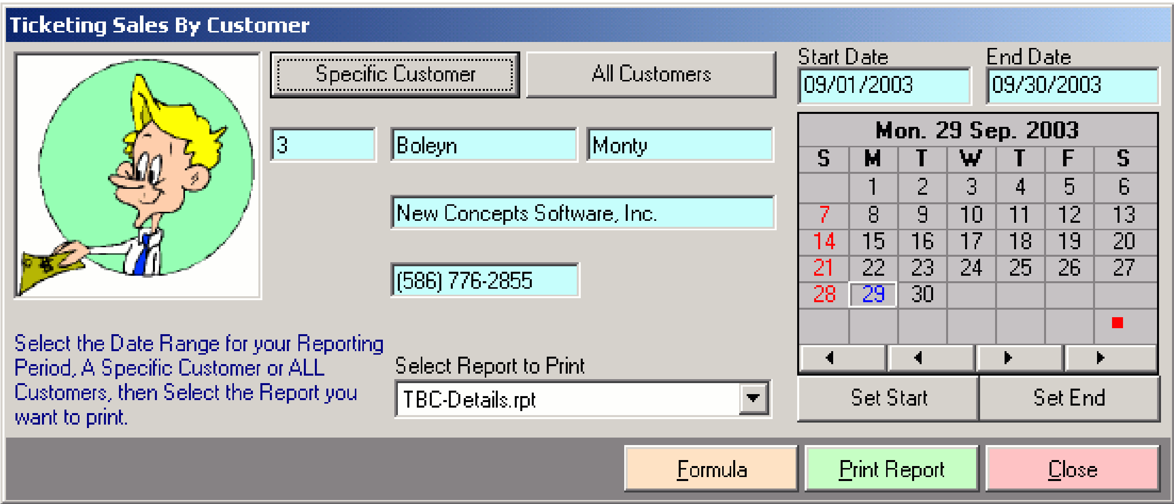
Ticketing Sales by Customer



Tick-It! ***Trak Pro*** is shipped with several pre-defined Tickets By Customer Reports created using Crystal Reports. These templates for transactions reports start with the letters “TBC”, and end with the file extension “.RPT”.

Tick-It! ***Trak Pro*** assumes that any file matching this pattern that it finds in your working directory is a Tickets By Customer Report template. Use this to your advantage, when creating custom tickets by customer reports. Name them ***“TBCsomething.RPT”*** and they will automatically appear in the selection list

Click on the date controls to set a date range for the report. Select the desired report from the pull down list. Click the **PRINT** button to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This can be a useful aid in learning how to write custom reports, and debugging custom reports you have written.

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List of Ticket Types

This report prints a listing of all defined Ticket Types and Default Prices. No user input is required to produce the report. This report is defined by the file: ***TicketType.rpt***

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file: ***TicketType.rpt***

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Inventory Re-Order Report

This report prints a listing of all inventory items that have a Quantity On Hand lower than the Re-Order Point. No user input is required to produce the report.

Use this report to help decide what you need to buy to bring your stock up to normal operating levels.

This report is defined by the file:
InventoryReOrder.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
InventoryReOrder.rpt

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Inventory On Hand Report

This report prints a listing of all inventory items in your database. No user input is required to produce the report. Use this report to detail the actual worth of your merchandise on hand.

This report is defined by the file:
InventoryOnHand.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
InventoryOnHand.rpt

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Supplier Listing Report

This report prints a listing of all Suppliers (vendors) in your database. You would use this report as a handy phone book or reference for authorized vendors for your organization. No user input is required to produce the report.

This report is defined by the file:
SupplierListing.rpt
To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
SupplierListing.rpt

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Today's Transactions by Operator

This report prints a listing of all transactions for the day, grouped by Operator. No user input is required to produce the report.

This report is defined by the file:
TransByOperator.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
TransByOperator.rpt

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Today's Transactions by POS Station

This report prints a listing of all transactions for the day, grouped by POS Station. No user input is required to produce the report.

This report is defined by the file:
TransByStation.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
TransByStation.rpt

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Today's Transactions by Payment Type

This report prints a listing of all transactions for the day, grouped by Payment Type. No user input is required to produce the report.

This report is defined by the file:
TransByPayment.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
TransByPayment.rpt

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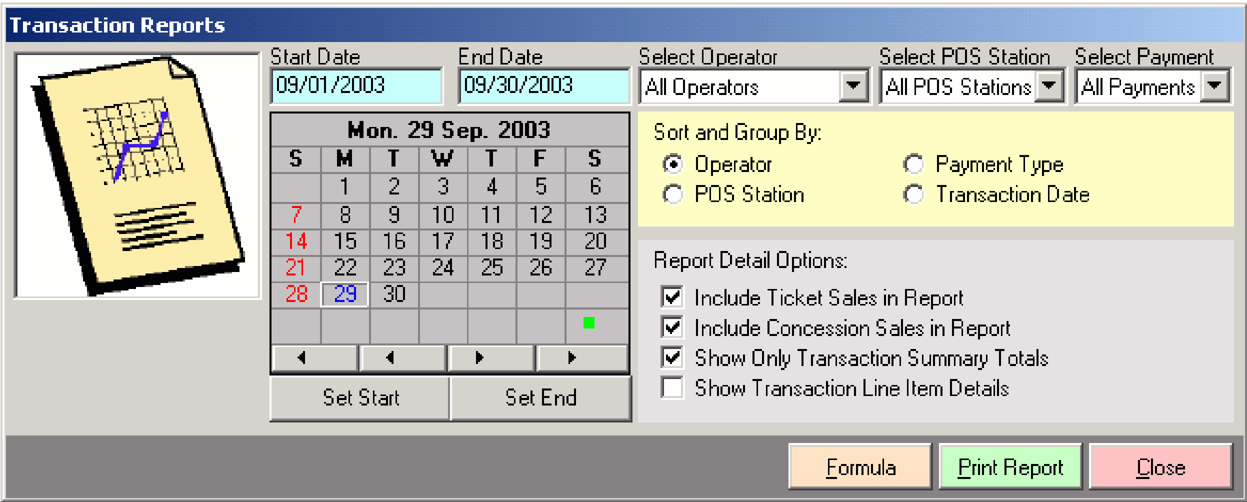
Transaction Reports



Click on the date controls to set a date range for the report. Select desired report from the pull down list.

Click the **PRINT** button to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This is useful when learning how to write custom reports, and debugging custom reports you have written.

This report is defined by the file:
TRN-Skeleton.rpt
To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
TRN-Skeleton.rpt

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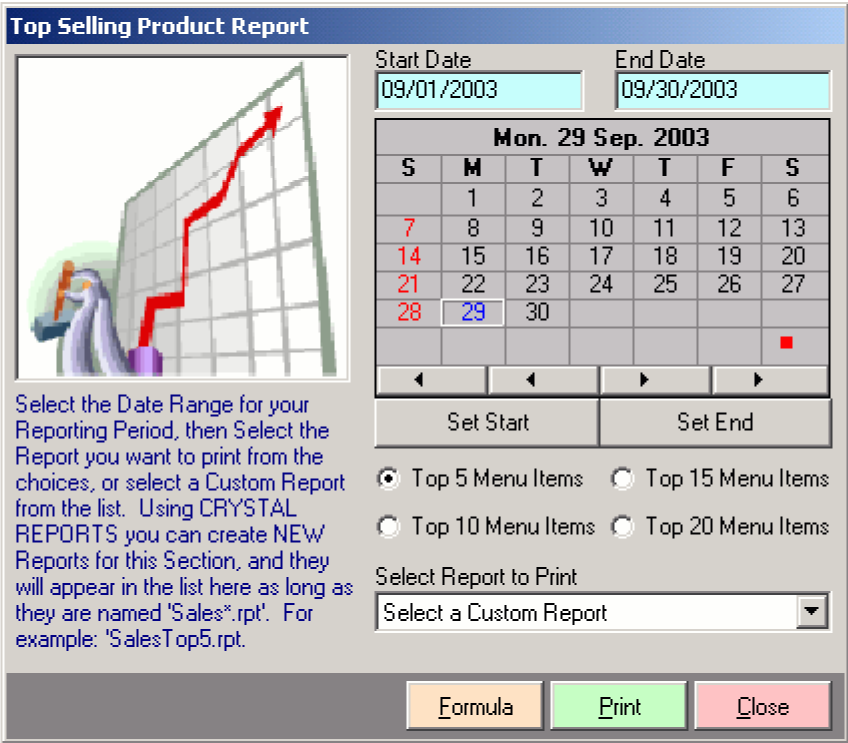
Top Product Sellers



Tick-It! Trak Pro is shipped with several pre-defined Top N Sales Reports constructed using Crystal Reports.

All templates for transactions reports start with the letters “SALES”, and end with the file extension “.RPT”.

Tick-It! Trak Pro assumes that any file matching this pattern that it finds in your working directory is a Top N Sales Report template. Use this to your advantage when creating custom attraction sales reports. Name them ***“SALESsomething.RPT”*** and they will automatically appear in the selection list as shown.

Click on the date controls to set a date range for the report. Select the desired report from the pull down list.

Click the **PRINT** button to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This is a useful aid when learning how to write custom reports, and debugging custom reports you have written.

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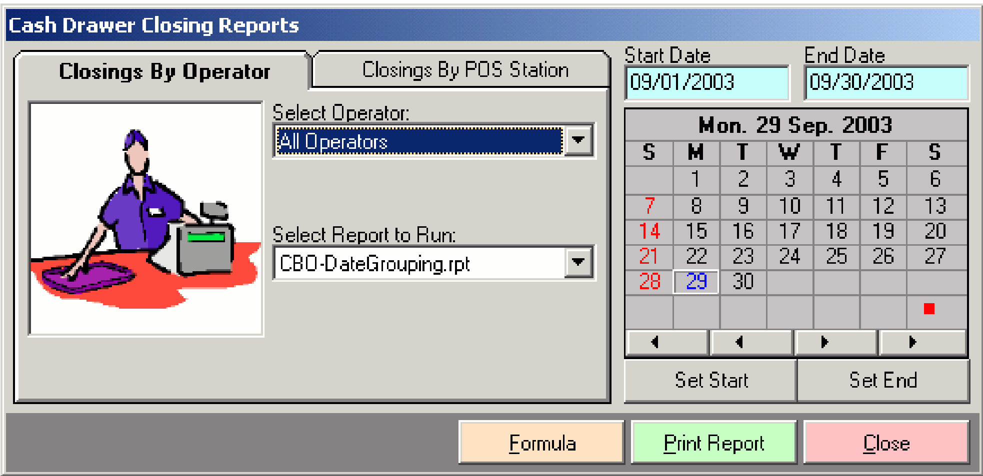
Cash Drawer Closing Reports

Tick-It! Trak Pro is shipped with several pre-defined Cash Drawer Closing Reports constructed using Crystal Reports.

There are two kinds of Cash Drawer Closing Reports, Closing by Operator and Closing by POS Station. The report you use depends on how your organization closes cash drawers at the end of a shift.

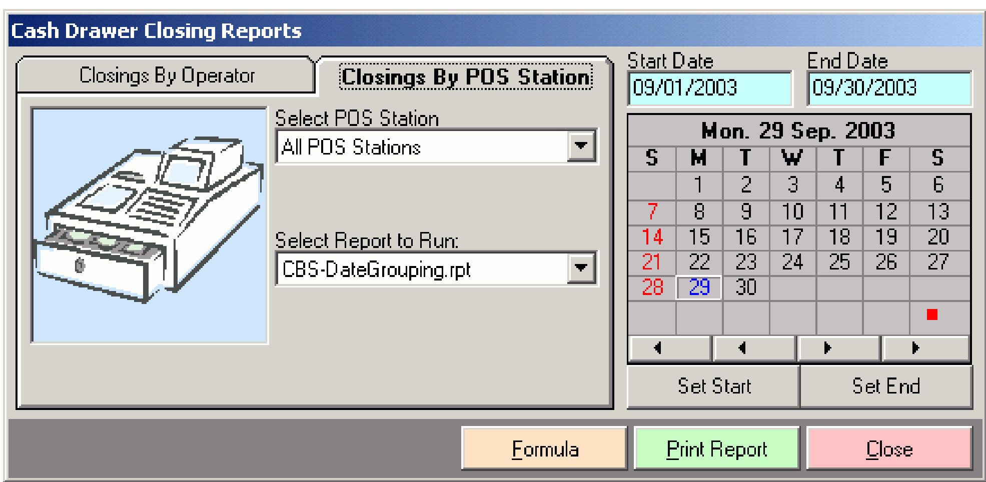


If you track cash drawers By OPERATOR (where each clerk is issued their own drawer to use wherever they work), use the **C**losings **B**y **O**perator reports.

These templates start with the letters “CBO”, and end with the file extension “.RPT”.

If you track cash drawers BY STATION (where each POS Station is issued its own drawer and multiple operators use that drawer during a shift), use the **C**losings **B**y **S**tation reports.

These templates start with the letters “CBS”, and end with the file extension “.RPT”.



Tick-It! Trak Pro assumes that any file if finds matching these patterns in your working directory is a Closing Report template. Use this to your advantage, when creating custom Closing reports. Name them ***“CBOsomething.RPT”*** or ***“CBSsomething.RPT”*** and they will automatically appear in the selection list.

Click on the date controls to set a date range for the report. Select the desired report from the list presented in the pull down control. Click the **PRINT** button to preview the report.

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This is useful aid when learning how to write custom reports, and debugging custom reports you have written.

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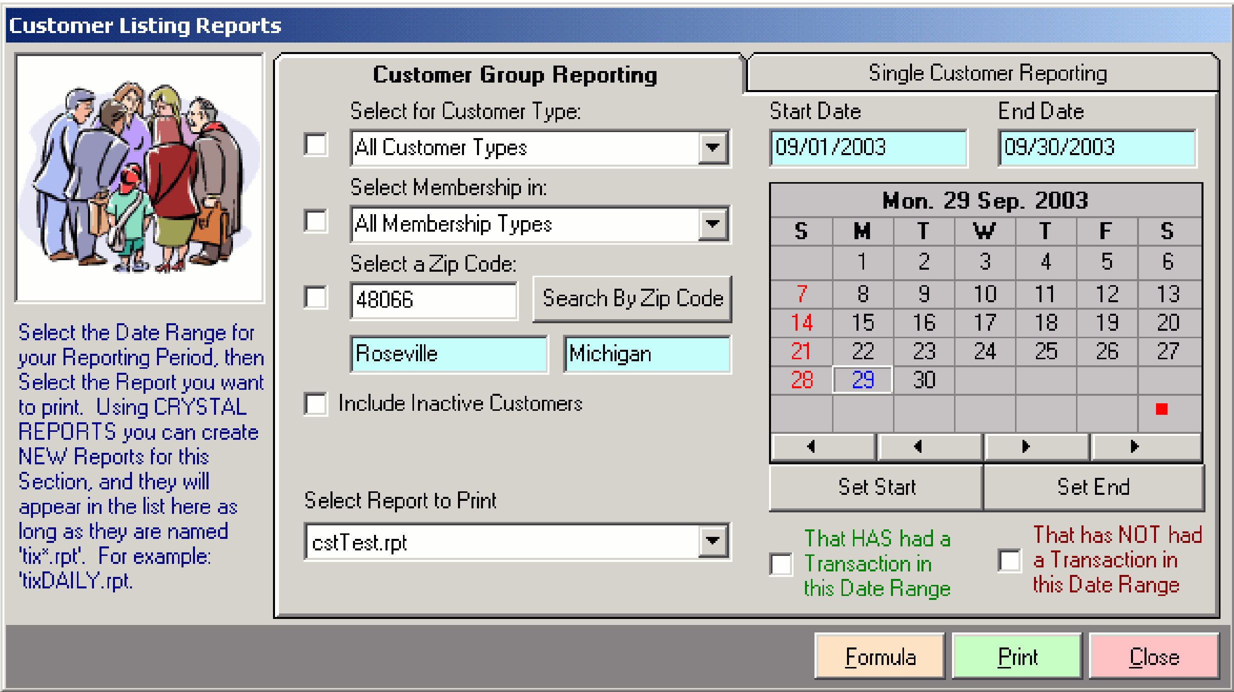
Customer Listing Reports

Customer Listing Reports allow you to view customer records using fairly complex selection criteria.

Generate reports for entire groups of customers:



Or, Search for a particular customer type, transaction date range, or membership status. Select groups of customers by city or zip code for mass mailings.

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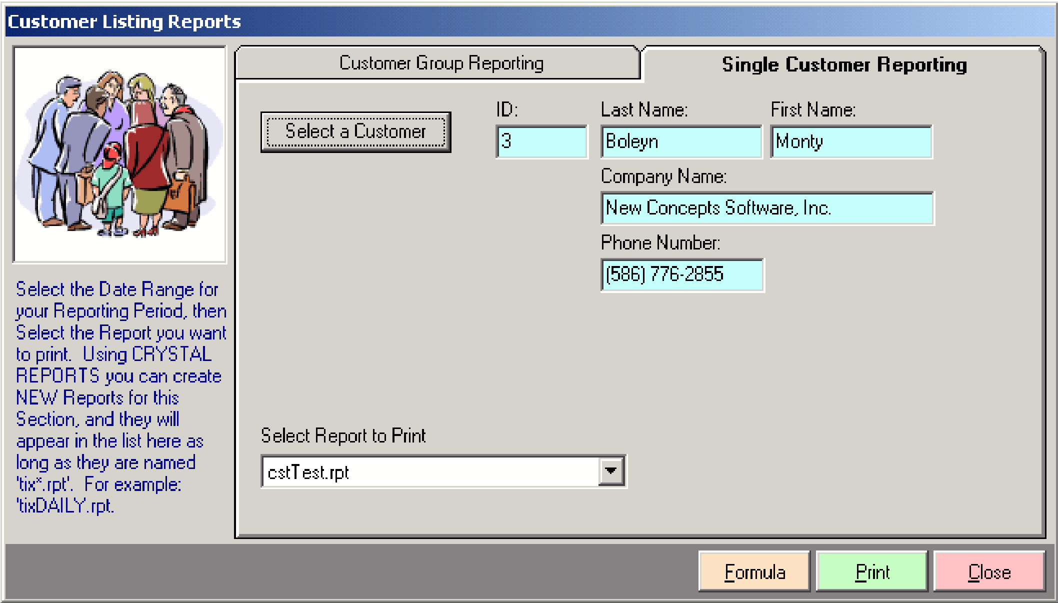
Generate reports based upon a single customer record, as shown here:



Tick-It! ***Trak Pro*** comes with several pre-defined Customer Listing Reports created using Crystal Reports. Templates for transactions reports start with the letters "CST", and end with the file extension ".RPT".

Tick-It! ***Trak Pro*** assumes that any file matching this pattern found in your working directory is a Customer Listing Report template. Use this when creating custom attraction sales reports. If you name report files as ***"CSTsomething.RPT"*** they will automatically appear in the selection list.

Click on the date controls to set a date range for the report. Select the desired report from the pull down list.

Click the **PRINT** button to preview the report.

To view the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This is useful when learning how to write custom reports, and debugging custom reports you have written.

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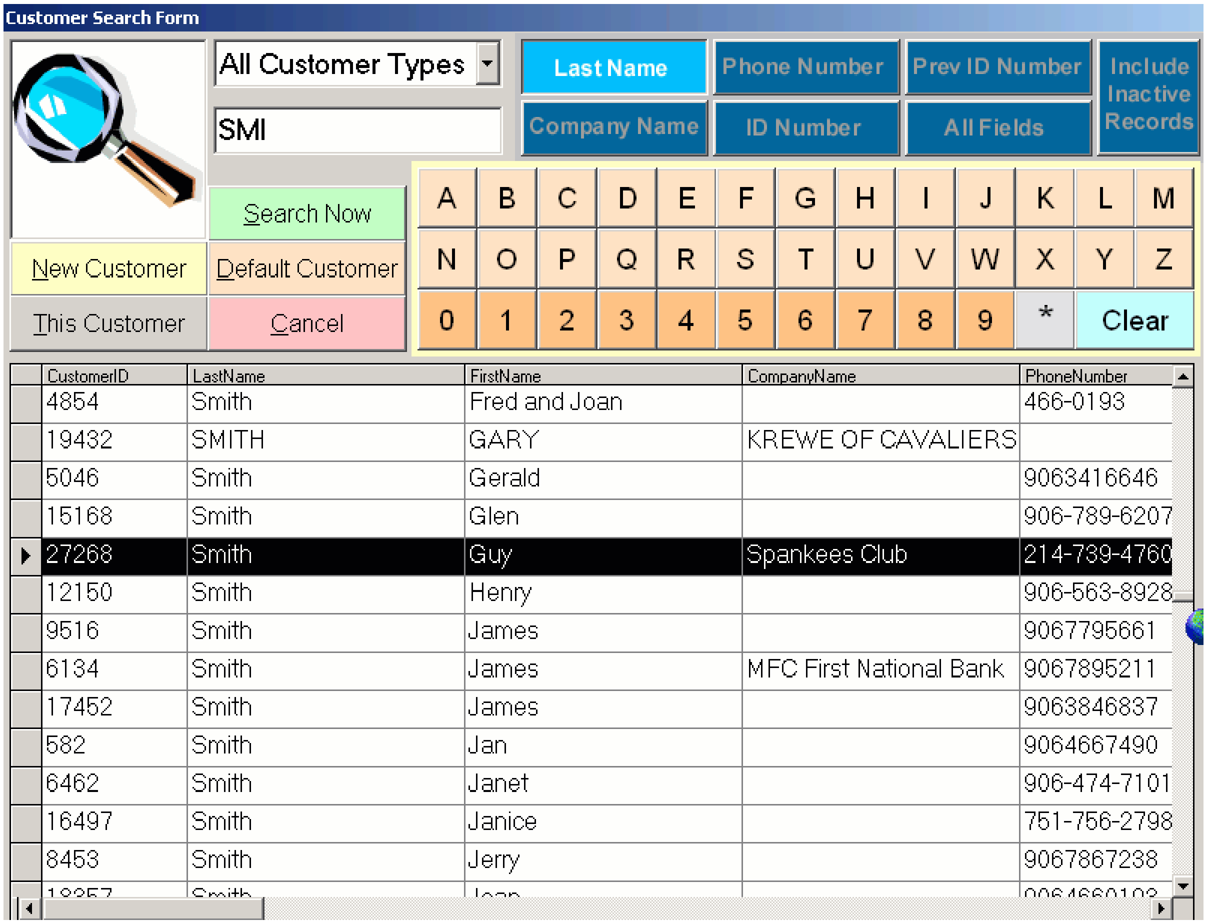
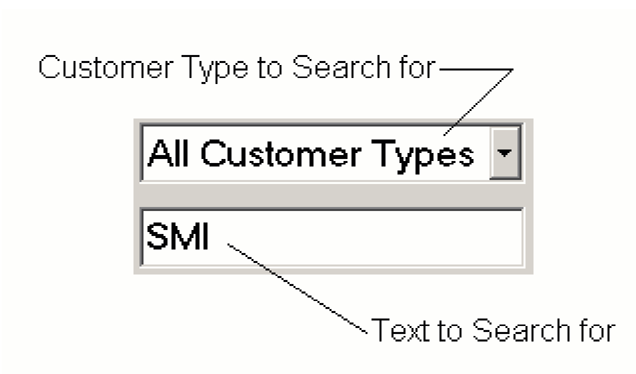
Customer Search



Some reports allow you to choose a specific customer. To search and browse through your customer database, use the Customer Search Form, pictured above.

The customer search form has the following controls:



Restrict your search by limiting it to a specific customer type, or entering text to search for in particular fields.

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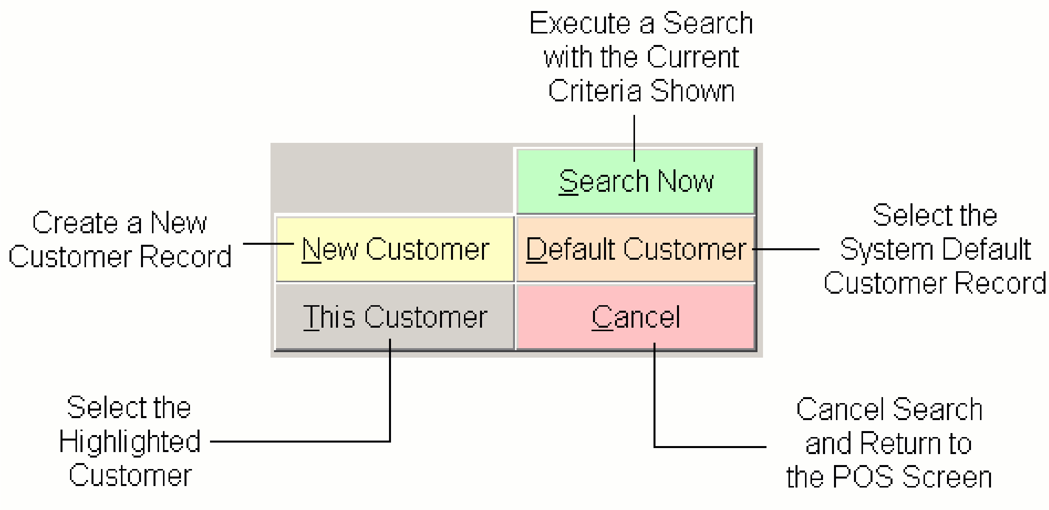
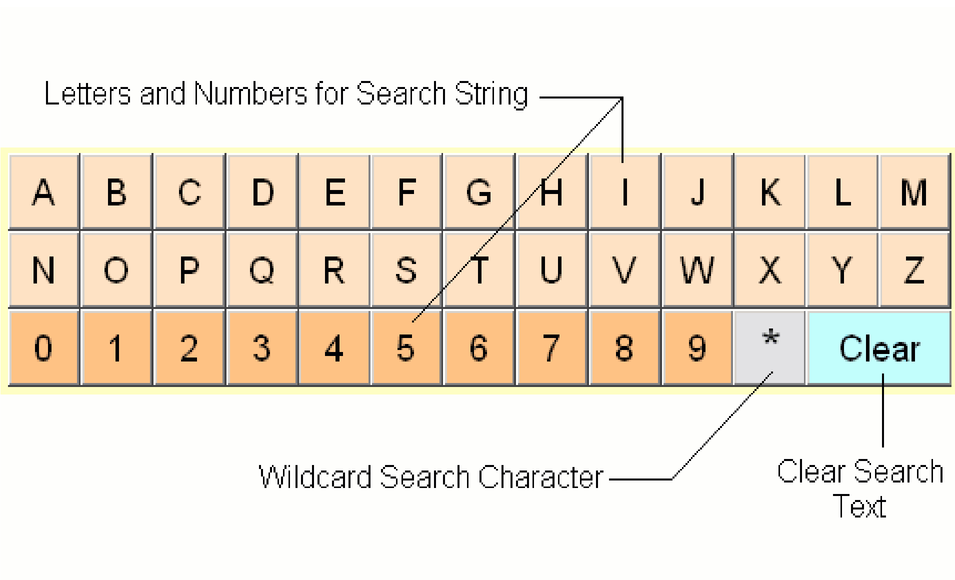


These command buttons execute the specific tasks noted in the Search Screen.



These touch screen active controls allow the operator to key in characters without using the keyboard.

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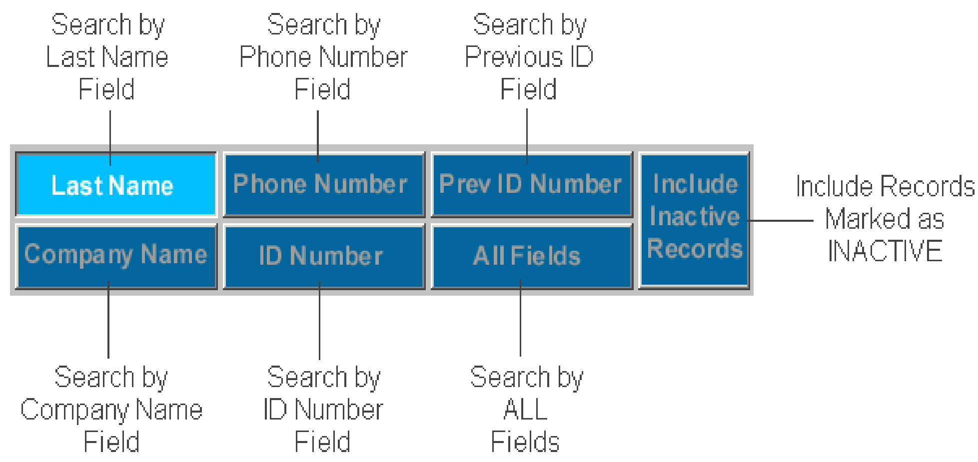
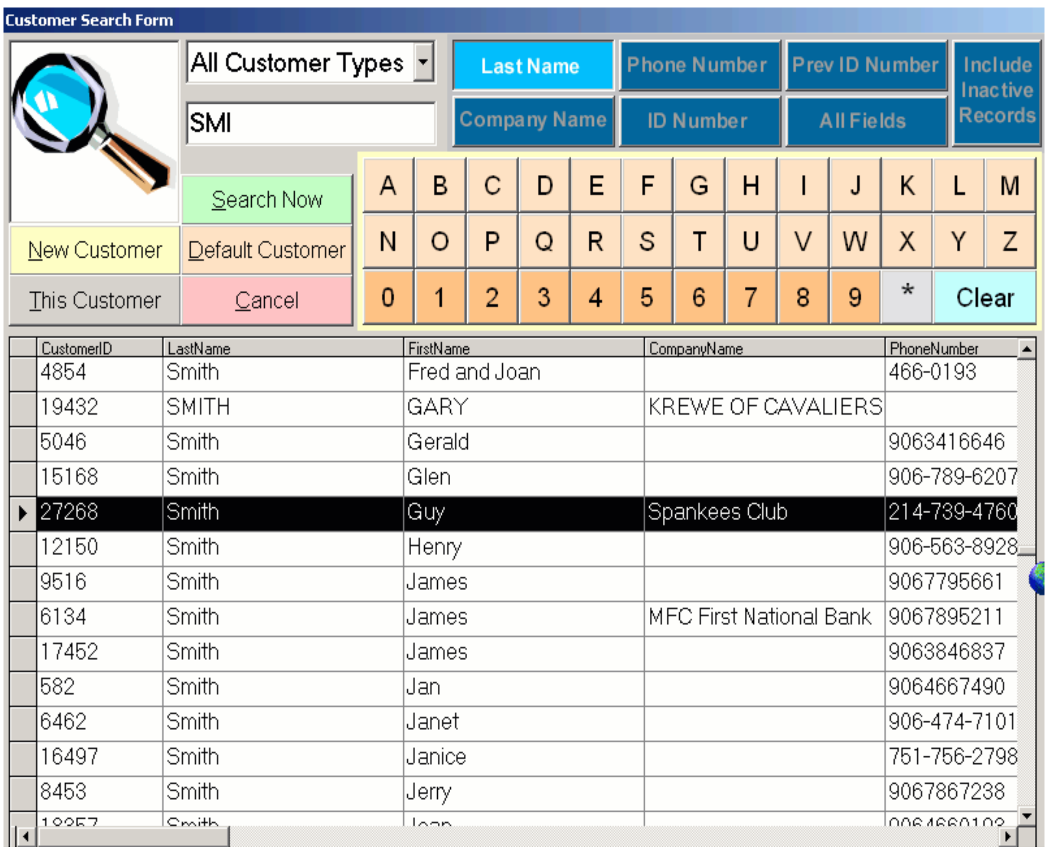


Select the field searched for the criteria entered.
In this example, the query is run against the LAST NAME field, where the field entry starts with SMI.



Highlight the desired customer.

Click the THIS CUSTOMER button.

If the customer is not found, create a new record for that person. Click on the NEW CUSTOMER button. Enter the information to create a new customer record.

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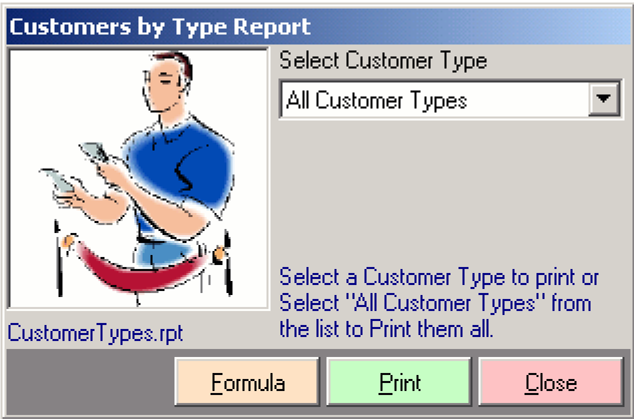
Customer Type Report



This report captures customer listings grouped by customer type. Select a single customer type, or a listing of all customer types.

This report is faster than the more comprehensive Customer Listing Report, which allows more selection criteria to be entered.

This report is defined by the file: ***CustomerTypes.rpt***

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file: ***CustomerTypes.rpt.***

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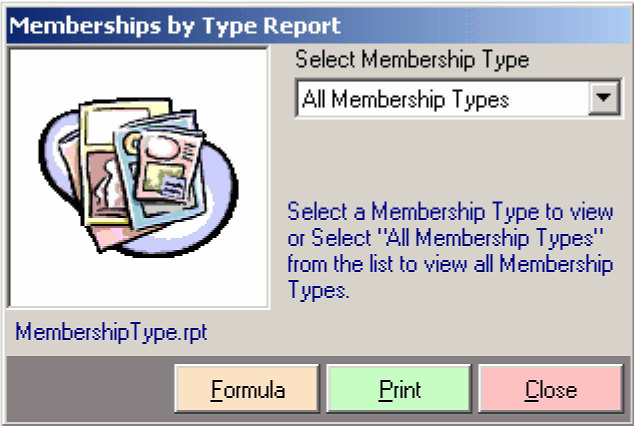
Membership Types Report

This is a listing of the Membership Types your organization offers.



Select a printout of All Membership Types, or a listing on the details of a single Membership Type.

This report is defined by the file: ***MembershipType.rpt***

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file: ***MembershipType.rpt***

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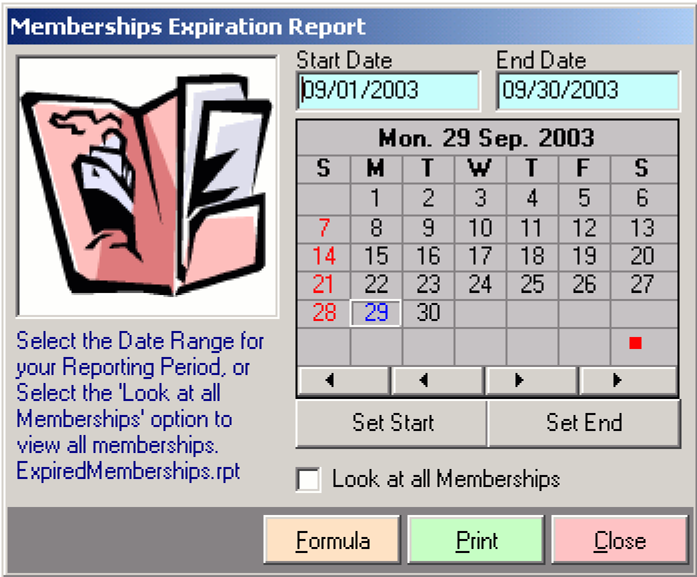
Expired Memberships Report



This report allows you to specify a date range to locate customers that have memberships expiring in that range.

This report is a useful marketing tool to follow up with these customers to convince them to renew their memberships with your organization.

This report is defined by the file:
ExpiredMemberships.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
ExpiredMemberships.rpt

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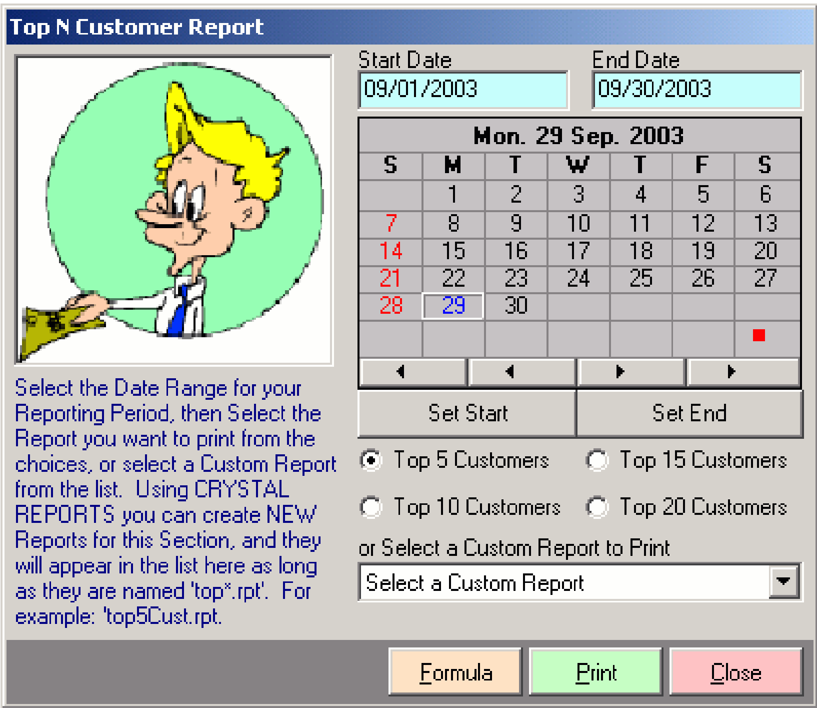
Top N Customers Report

Tick-It! Trak Pro is shipped with several pre-defined Top N Customer Reports created using Crystal Reports. The templates for transactions reports start with the letters “TOP”, and end with the file extension “.RPT”. ***Tick-It! Trak Pro*** assumes that any file matching this pattern is a Top N Customer Report template. Use this to your advantage, when creating custom attraction sales reports. Name them ***“TOPsomething.RPT”*** and they will automatically appear in the selection list.



Click on the date controls to set a date range for the report.

Select the desired report from the pull down list.

Click the **PRINT** button to preview the report

To see the report selection formula passed to the Crystal Report generator, click the **FORMULA** button. This is a useful aid in learning how to write custom reports, and debugging custom reports you have written.

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Miscellaneous Reports

Operator List Report

This report lists all POS Operator records, or a specific operator record.

This report captures employees allowed to operate POS Stations and the security permissions granted.

This report is defined by the file:
OperatorList.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
OperatorList.rpt

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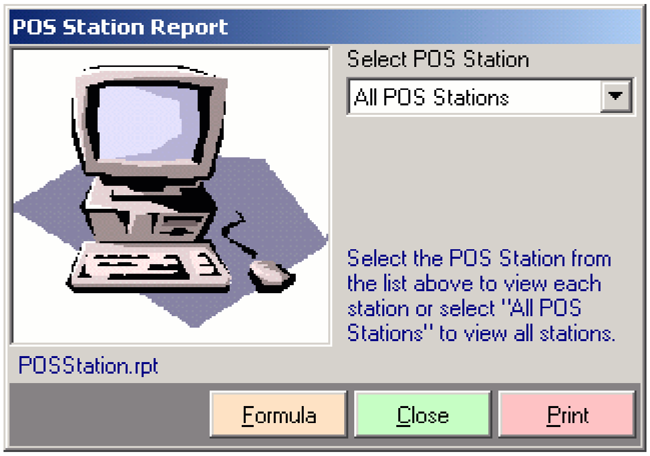
POS Station Report

This report is a listing of your POS Station Definitions

This report documents the type of sales activity allowed at each POS Station.

Select a single POS Station, or a listing of all Stations.



This report is defined by the file:
POSStationList.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
POSStationList.rpt

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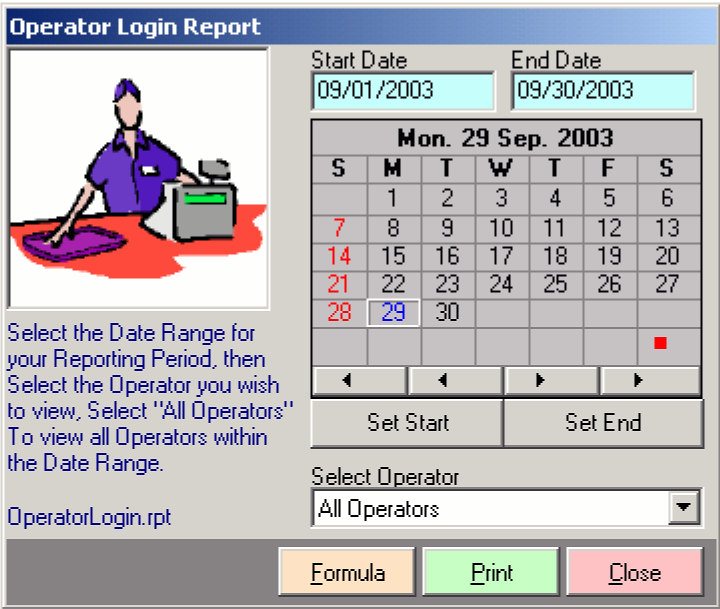
Operator Login Report

This report allows you to specify a date range to print POS Operator Login / Logout activity.



This report is useful as a management tool to track the work habits of your POS Operators.

This report is defined by the file:
OperatorLogin.rpt

To modify or customize this report, use the ***Crystal Reports Designer*** to edit the file:
OperatorLogin.rpt

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