

## TABLE OF CONTENTS

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### Chapter 1 - Before You Begin

Introduction / Module Overview .....	1
Installation:	
<i>Tick-It! Trak Pro</i> Validation Module Installation.....	3
Registration / Module Activation .....	9
Network (Multi-user) Considerations .....	10

### Chapter 2 – Station Configuration

The Main Menu .....	11
General Setup:	
Station ID.....	12
Gates .....	13
Data Source / Practicing on a Sample Data Set .....	15

### Chapter 3 – Using the Validation Module

Validating Tickets Manually .....	18
Validating Tickets Automatically .....	20

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# Tick-It!

## Trak Pro

# OVERVIEW

### 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

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

#### The **POS** Module

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This is the actual 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 transactions with the public, selling tickets, refreshments, souvenirs, etc.

#### The **REPORT** Module

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This is another management tool that allows you to produce a variety of canned and custom 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 available separately from Business Objects. In large organizations, there is usually a copy of **Crystal Reports** already on hand, as it is a very common and popular report writing program.

#### The **INVENTORY** Module

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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.

## Chapter 1 - Before You Begin

### The **VALIDATION** Module

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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. This is the module covered by this manual.

### The **PACKAGE** Module

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The Package Module allows you to sell very flexible, multiple attraction packages in a few steps. With the Package Module, you can easily 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", and specify revenue splits and more.

### The **KIOSK** Module

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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

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This is an independent web based application based on Microsoft's IIS **Active Server Pages** technology. This application is actually licensed for use on your server on a per transaction basis. A server within your domain at your box office 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 own seats after seeing the view from a given section. Additional explanation and details regarding Internet Ticketing appear later in this document.

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

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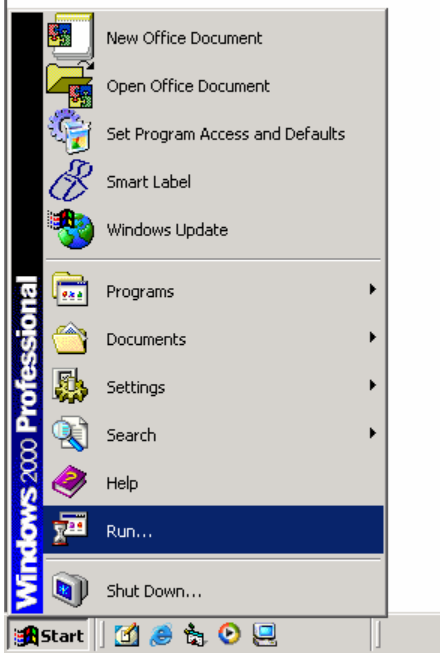
This is the report writer used by the **Tick-It! Trak Pro** system. Existing reports can be modified, and new ones created. While strictly speaking it is an optional component, it is strongly recommended that you get a copy of this. As mentioned above, this is an industry standard report writer, and you might want to inventory your own software, to check to see if you already own this package. You might be surprised to learn you already have it.

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

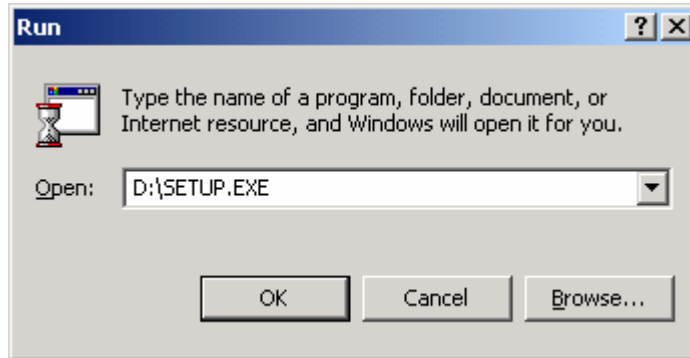
The purchase of any module allows the end user to run it on a single machine. Network licenses for the **Tick-It! Trak Pro** system are sold such that you will be allowed to use ANY Module on any number of machines, up to the limit of your network licenses that you purchase.

## Chapter 1 - Before You Begin

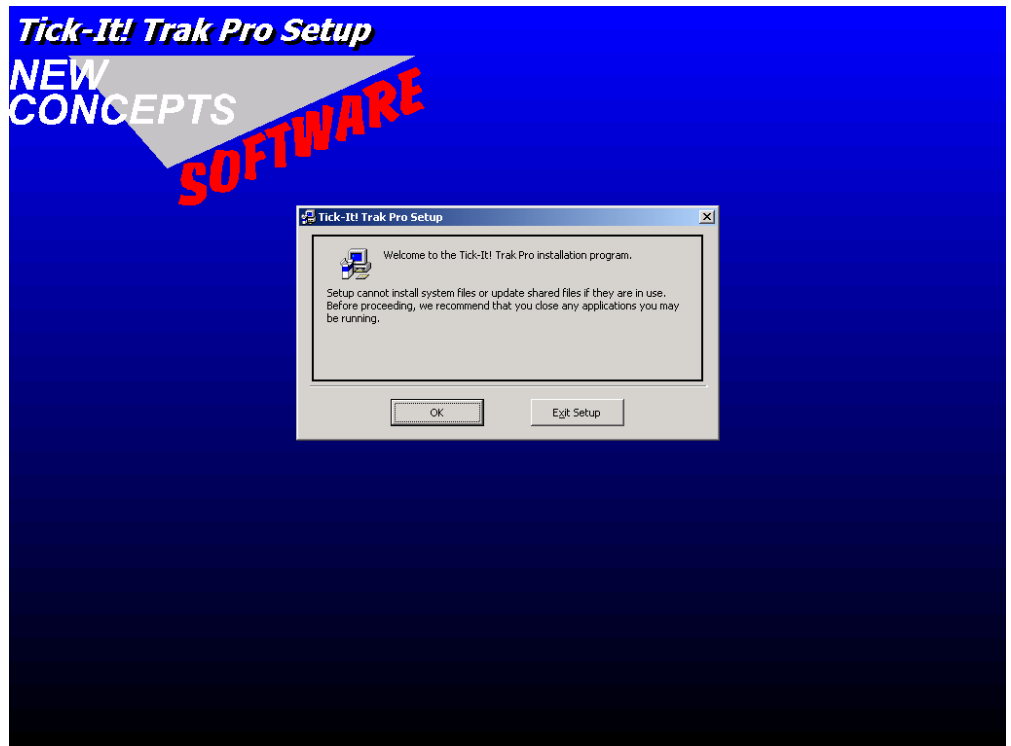
### INSTALLING TICK-IT! TRAK PRO:



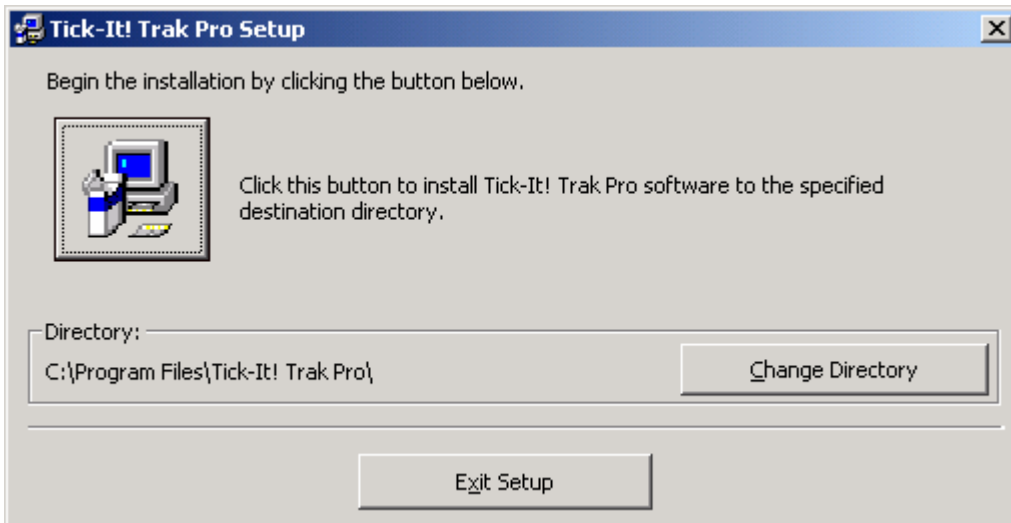
Insert the **Tick-It! Trak Pro** CD-ROM into your computer's CD-ROM drive.  
Click on the START menu.  
Select RUN  
Type D:\SETUP.EXE (where D is the letter of your CD-ROM drive)



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



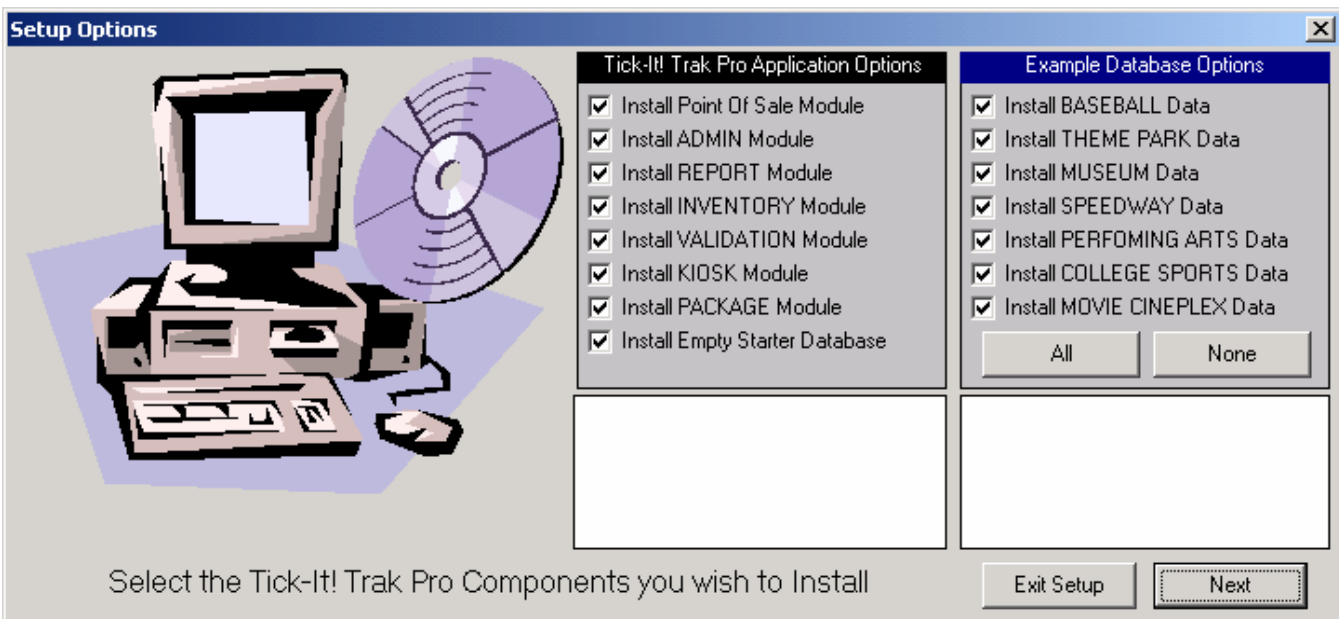
## Chapter 1 - Before You Begin



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

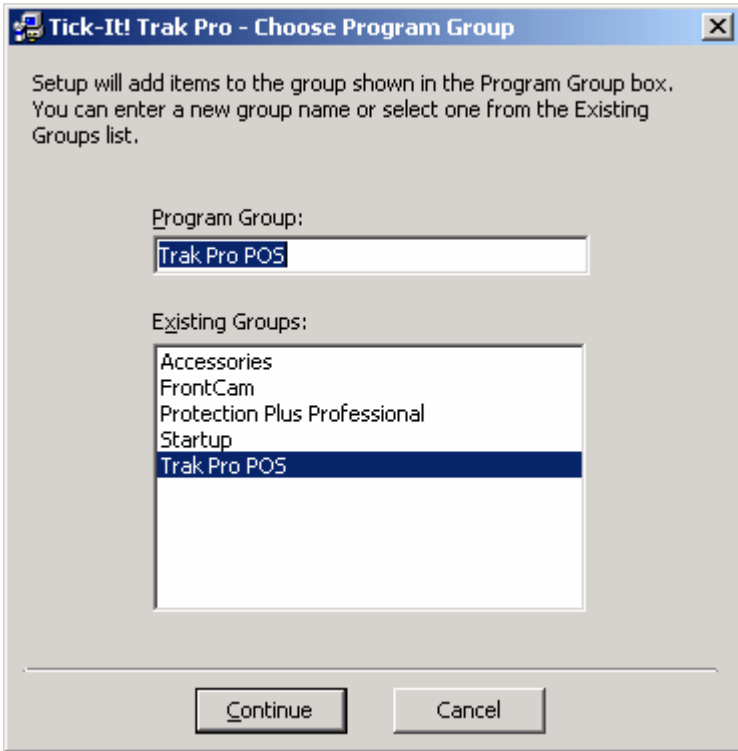
As shown above, the program modules will install in the directory: **C:\Program Files\Tick-It! Trak Pro\** by default. As long as your local drive C has enough space, it is the preferred installation directory.

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.

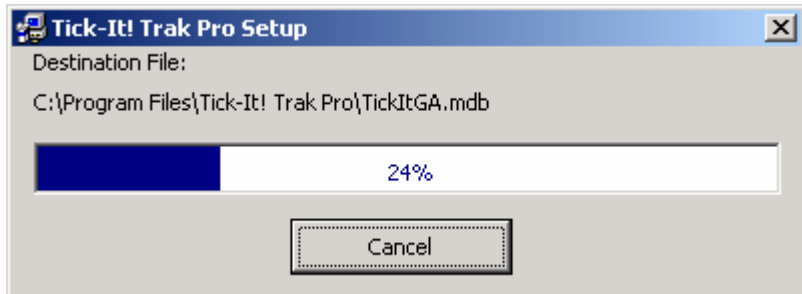
## Chapter 1 - Before You Begin



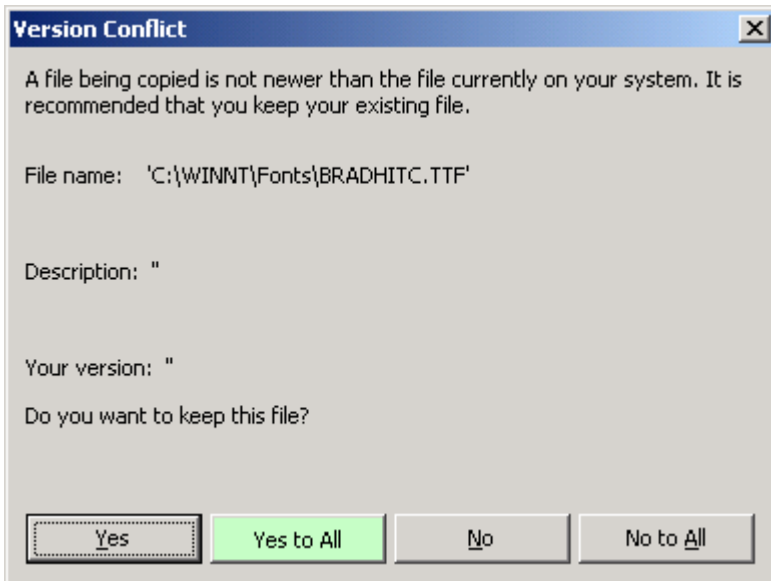
For each of the selected Modules, you will be able to specify a Windows Program Group. The default is to put a shortcut to each module and its corresponding help file in its own group. You may change these groups to suit your own desktop / menu organizational style.

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.



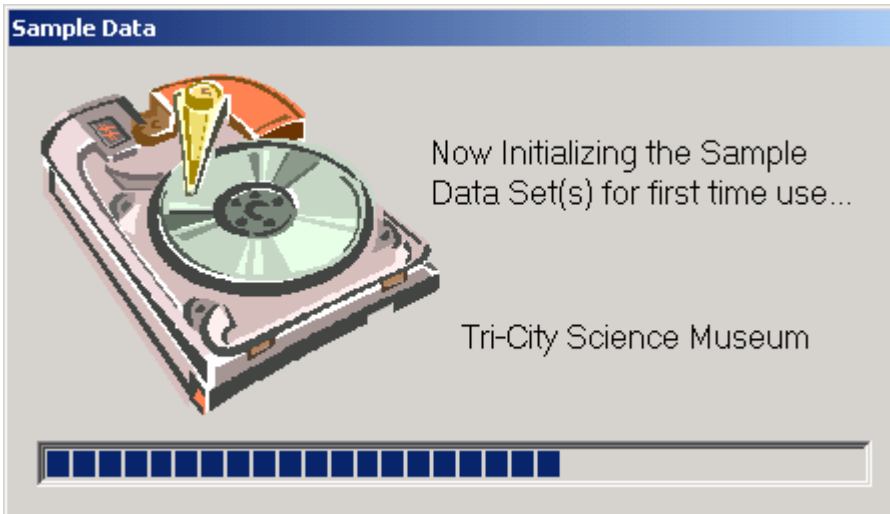
will



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.

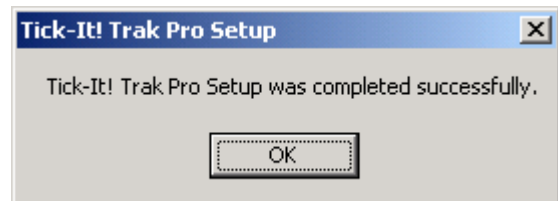
Notice that the YES TO ALL button is highlighted in green. We recommend that you select YES TO ALL if a new file is detected.

## 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, KIOSK Module or PACKAGE Module.

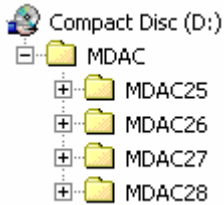


## Chapter 1 - Before You Begin

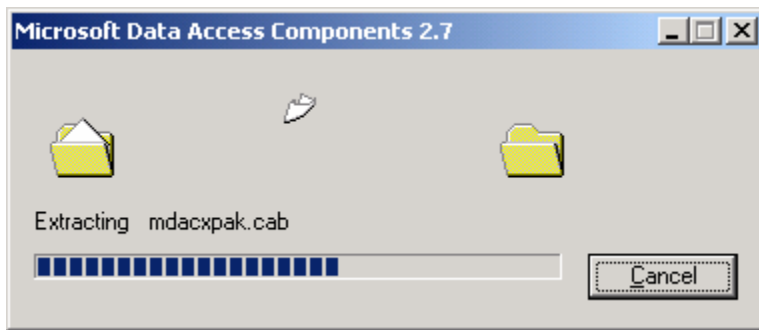
### UPDATING MICROSOFT DATA ACCESS COMPONENTS (MDAC):

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.

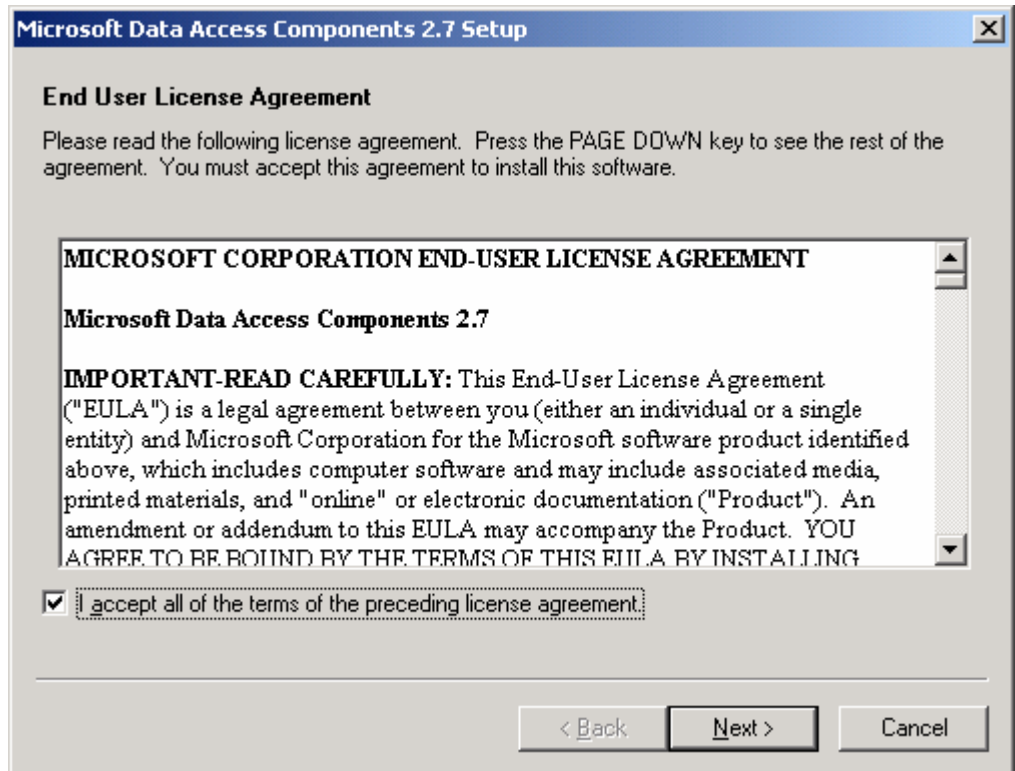


On the *Trak Pro* CD-ROM you will see an MDAC subfolder with subfolders, as shown on the left. Double click on the MDAC27 folder. Then, double click on the MDAC installation icon, shown to the right.

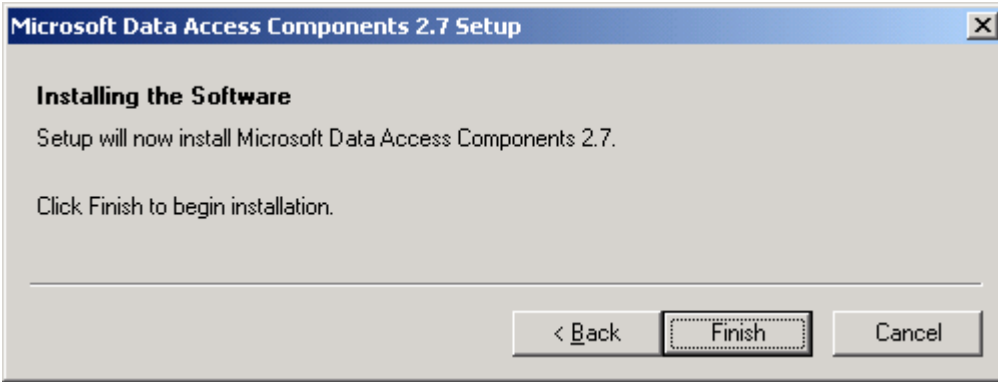


The MDAC 2.7 components will begin to extract and install themselves on your machine.

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.



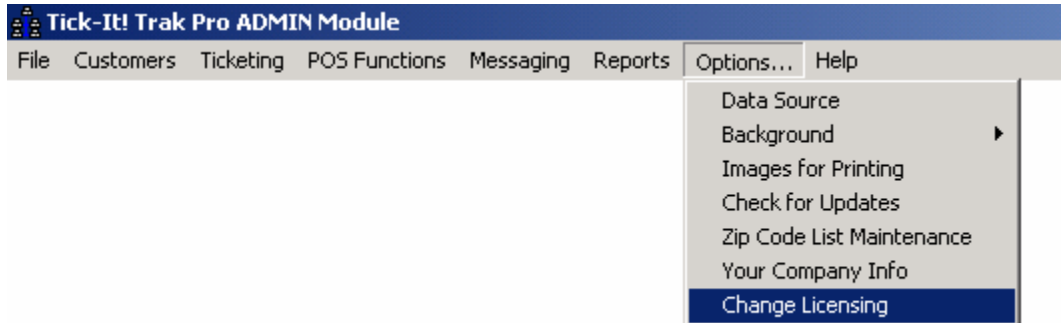
Depending upon your system, you might need to reboot your computer after this procedure.

## Chapter 1 - Before You Begin

### 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.

The image shows a screenshot of the 'Register Tick-It! Trak Pro' dialog box. The title bar reads 'Register Tick-It! Trak Pro'. The main heading is 'Changing your Tick-It! Trak Pro Licensing'. Below the heading is a paragraph of text explaining the process of converting a demo version to a full working version. To the left of the form is an illustration of a blue padlock on a computer keyboard. The form contains several input fields: 'Enter Your Company Name and Address, if you have not already done so:' with a text box containing 'Clio Area Amphitheater'; 'Post Office Box 532' with a text box; 'Clio' with a text box, 'MI' with a text box, and '48420' with a text box; 'Please Read This Number to NCS Personnel:' with a text box containing '411-Z-331-Z-22'; and 'Please Enter The Unlock Code:' with an empty text box. At the bottom right of the form is a green button labeled 'Change Licensing'. On the right side of the dialog box is a section titled 'Current Licensing Status' which contains a table of module licenses. Below the table is a note: 'Your Demos will expire 11/28/2003'.

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.

## Chapter 1 - Before You Begin

### **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.

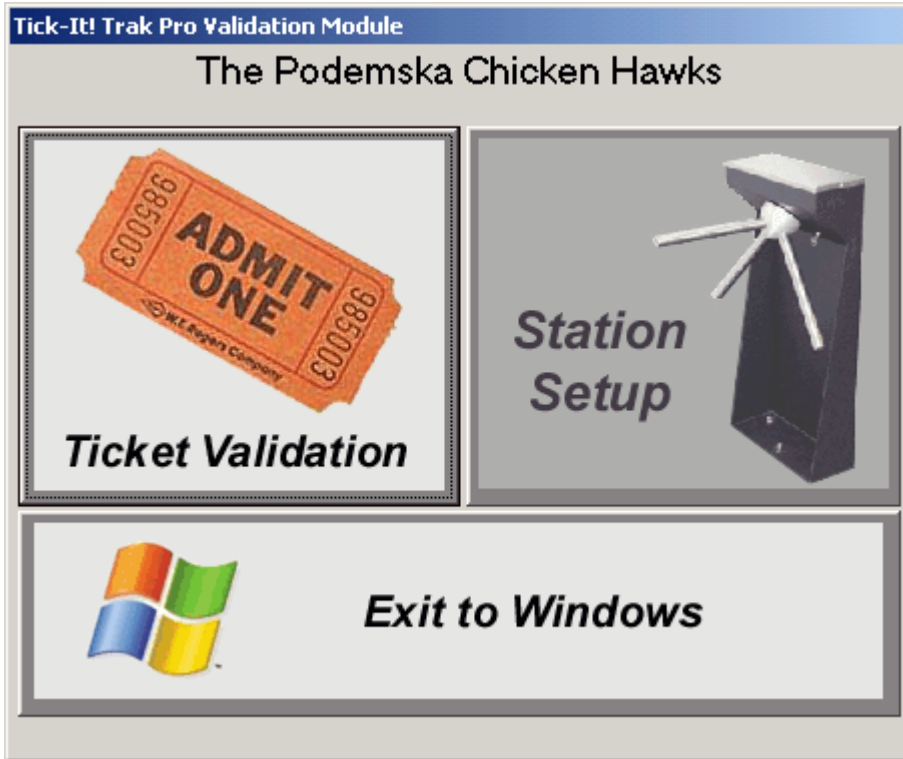
Each POS, PACKAGE, KIOSK or VALIDATION station **MUST** have a UNIQUE ID specified in the station options. This is **VERY IMPORTANT**. The Station ID is used to resolve record locking and possession conflicts. **NO TWO STATIONS can share the SAME ID!**

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.

## The Validation Main Menu

This is the Main Menu for the Validation Module.



You have three choices:

Click on the **TICKET VALIDATION** button to proceed to scan and check tickets.

Click on the **STATION SETUP** button to configure the hardware options for the module.

Click on the **EXIT TO WINDOWS** button to terminate the Validation Module.

## Validation Station Configuration

Configuration of the Validation Module consists of three steps:

### Validation Station Identification:

The screenshot shows a window titled "Station Configuration Options" with a close button (X) in the top right corner. The window is divided into four tabs: "Station ID", "Gates 1-4", "Gates 5-8", and "Data Source". The "Station ID" tab is selected and contains a "Workstation ID:" label and a text input field with the text "MAIN\_GATE". A red "Exit" button is located in the bottom right corner of the window.

You must specify a UNIQUE ID for the Validation Station. This ID can be up to 10 characters long. The only restriction is that it CANNOT be the same as any other station.

## Chapter 2 – Station Configuration

### Automated Gate Configuration:

*(Note: This feature requires custom programming by NCS to function)*

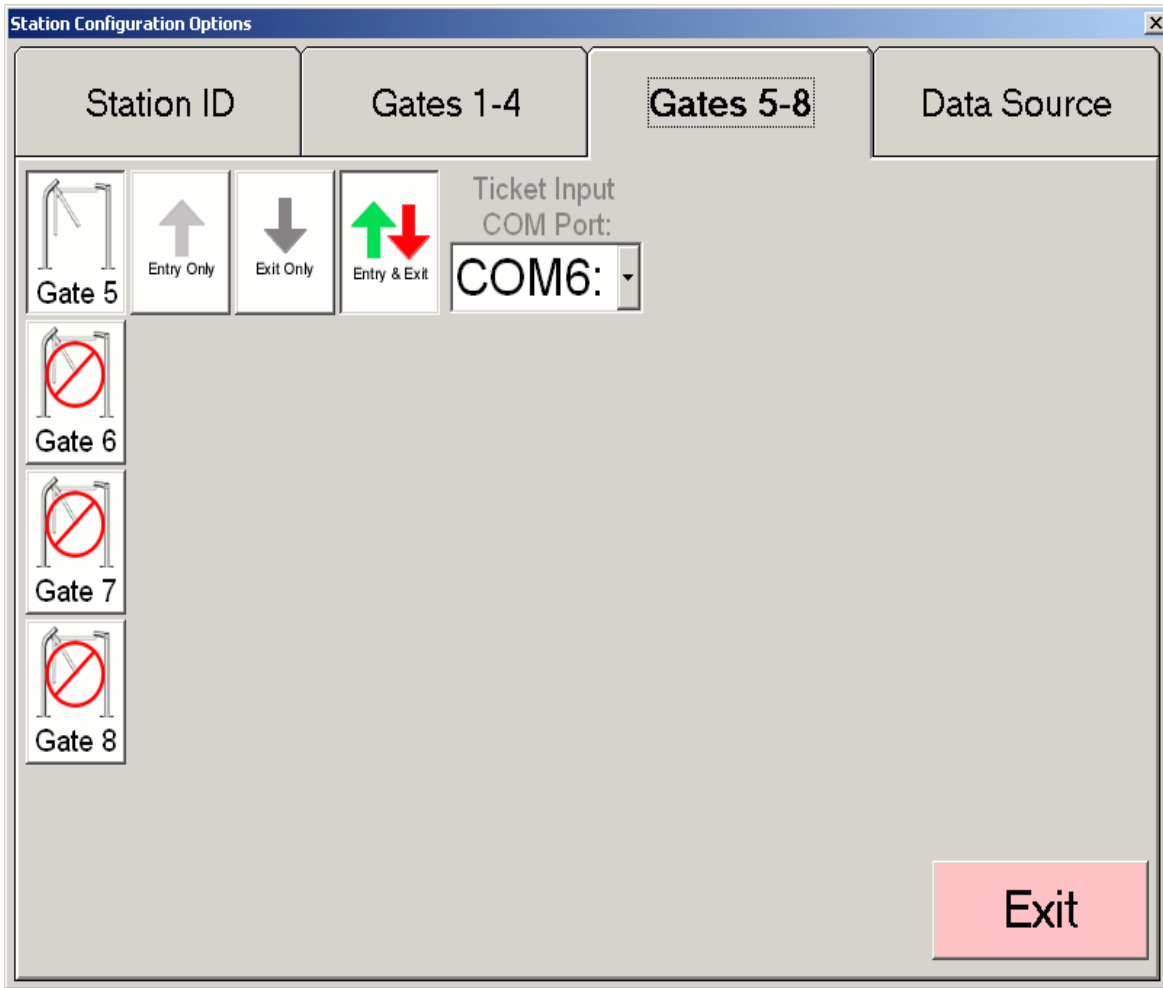
The screenshot shows a software window titled "Station Configuration Options" with a close button (X) in the top right corner. The window is divided into four main sections: "Station ID", "Gates 1-4", "Gates 5-8", and "Data Source". The "Gates 1-4" section is currently selected and contains a table of configurations for four gates. Each gate row includes a gate icon, three directional buttons (Entry Only, Exit Only, and Entry & Exit), and a "Ticket Input COM Port" dropdown menu. Gate 1 is configured as Exit Only with COM2. Gate 2 is configured as Entry Only with COM3. Gate 3 is configured as Entry & Exit with COM4. Gate 4 is configured as Entry & Exit with COM5. An "Exit" button is located in the bottom right corner of the window.

Gate ID	Entry Only	Exit Only	Entry & Exit	Ticket Input COM Port
Gate 1	Up Arrow	Down Arrow	Up/Down Arrows	COM2
Gate 2	Up Arrow	Down Arrow	Up/Down Arrows	COM3
Gate 3	Up Arrow	Down Arrow	Up/Down Arrows	COM4
Gate 4	Up Arrow	Down Arrow	Up/Down Arrows	COM5

Here, Gate 1 is designated as EXIT ONLY, and Gate 2 is designated ENTRY ONLY.

Gates 3 and 4 are BI-DIRECTIONAL Gates, where patrons can enter or exit

## Chapter 2 – Station Configuration



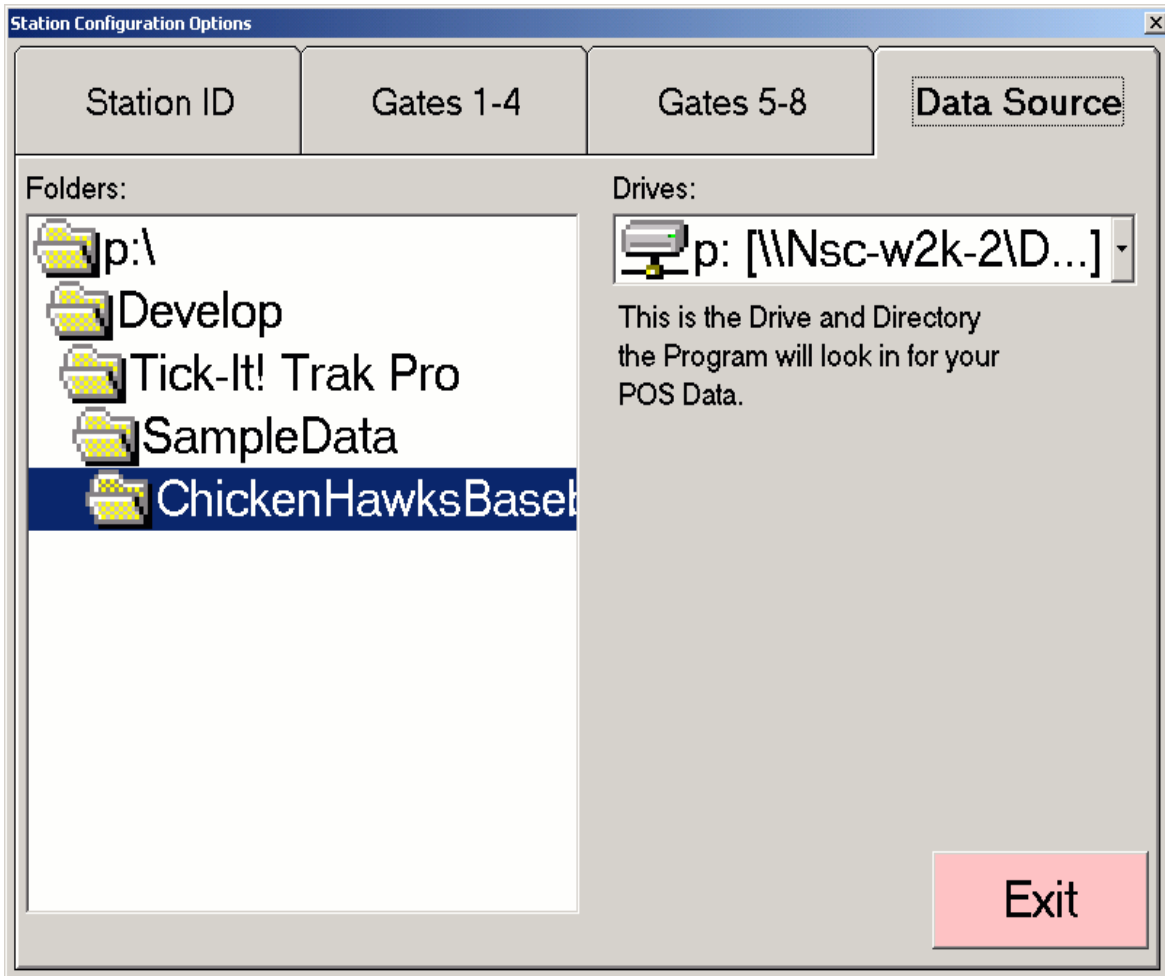
Gate 5 is setup as BI-DIRECTIONAL Gate.

Gates 6, 7 and 8 are disabled.

In this example, there are 5 active turnstiles, with 3 inactive.



**Data Source:**

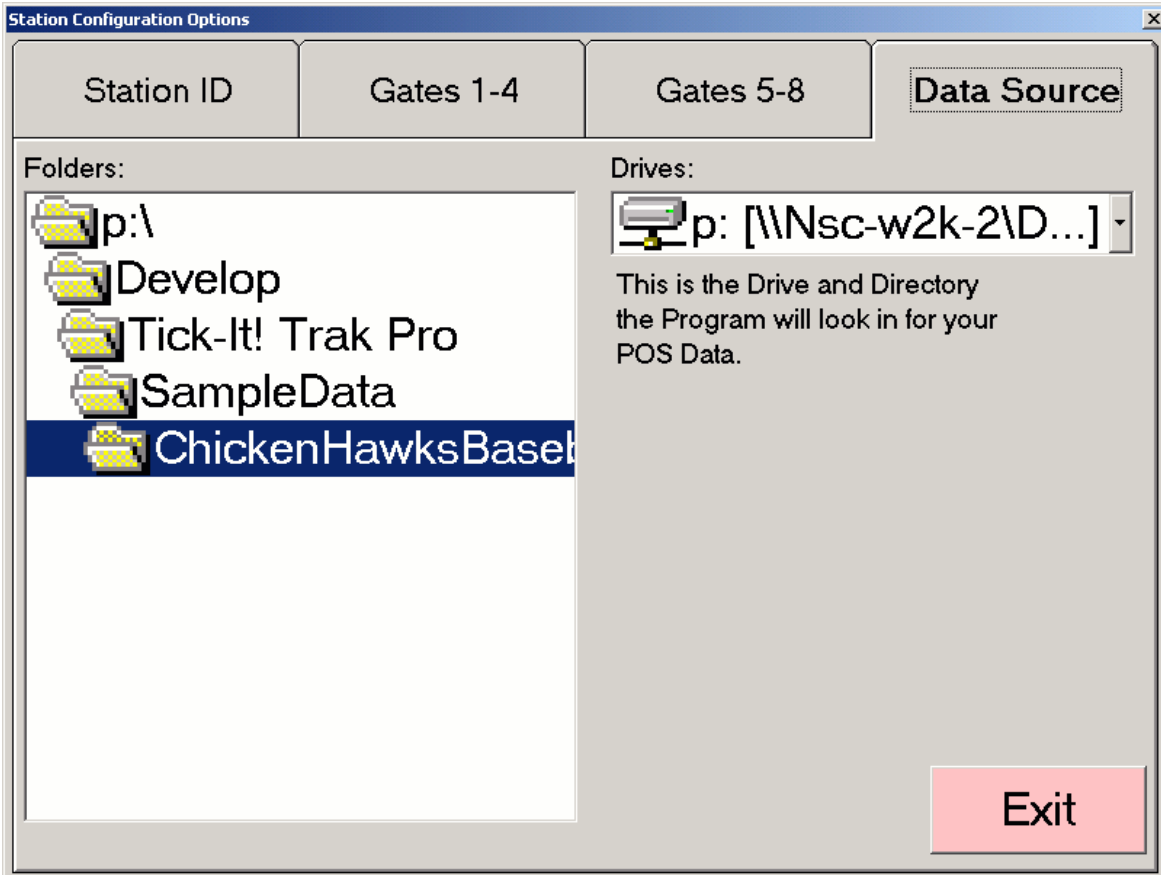


Specify the location of the database that the program will use to check the validity of tickets. In this example, the sample database from the Podemska Chicken Hawks is shown .

## 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. This allows you to evaluate the system using various ticketing applications. Upon the initial start-up of any **Tick-It! Trak Pro** Module, you are presented with a choice of data sets.

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



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 have also been added.

### **Cineplex**

This sample uses a Movie Cineplex called the Stellar Cinemas. There are 8 movie 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.

## Chapter 2 – Station Configuration

### 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.

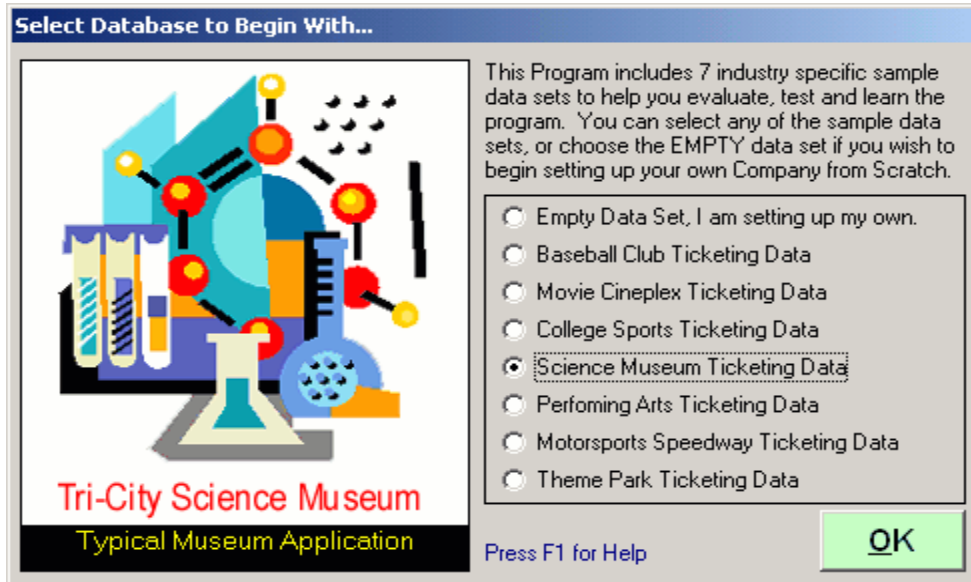
### Motorsports

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.




In this example, the operator has selected the Science Museum Data set.

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

## Validating Tickets Manually


Tickets may be validated manually, meaning an attendant is at the gate taking and checking tickets. The attendant may enter ticket serial numbers by hand, or use a bar code scanner for faster processing.

This screen shows the result of the presentation of a valid ticket:

Ticket Redemption / Admittance / Exit		Automated Entry / Exit																	
<p><b>Manual Entry / Exit</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>0000003</p> <p>Last Ticket Scanned</p>  </div> <div style="width: 50%; background-color: #f4a460; text-align: center; padding: 20px;"> <p>Check Ticket</p> </div> </div>																			
<p>Optimize for Keyboard Entry</p>		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> <td rowspan="3" style="background-color: #ffff00; text-align: center; vertical-align: middle;">                     1 Guest Leaving                 </td> </tr> <tr> <td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td>15</td><td>20</td><td>25</td><td>30</td><td>35</td> </tr> </table>		1	2	3	4	5	1 Guest Leaving	6	7	8	9	10	15	20	25	30	35
1	2	3	4	5	1 Guest Leaving														
6	7	8	9	10															
15	20	25	30	35															
<p><b>Ticket Is Valid!</b></p>		<p><b>Sat 04/24/2004 11:38:24 PM</b></p>																	
<p>This ticket is good for admittance to: Chicken Hawks vs. Blue Devils on 04/24/2004 at 04:00PM</p>		<p><b>Done</b></p>																	
<p>Mark as Used</p>	<p>Just Checking</p>																		

### Chapter 3 – Validating Tickets

This screen shows the result of the presentation of an invalid ticket:

Manual Entry / Exit		Automated Entry / Exit					
0000312	 Check Ticket	7	8	9	CE	Scan the Ticket with a Bar Code Scanner, or enter the Ticket ID Number using this Keypad or the Computer Keyboard.	
Optimize for Keyboard Entry		4	5	6	C		
	1	2	3	ENTER			
	0	.					
<b>Invalid Ticket ID!</b> No Record Exists for a Ticket with a Global ID Number of 0000312. Please have this ticket examined by a Manager on Duty.	OK	1	2	3	4	5	1 Guest Leaving
		6	7	8	9	10	
		15	20	25	30	35	
		<b>Fri 11/21/2003</b>					<b>Done</b>
		<b>11:27:36 PM</b>					

If your station is equipped with a bar code scanner, optimize the behavior of the program to accommodate fast scanning. Click the **Optimize Keyboard Entry** button so that it reads:

Optimize for Barcode Scanning

If you are processing serial numbers by entering them manually, or if you want to see more operator feedback, click the **Optimize for Barcode Scanning** button so that it reads:

Optimize for Keyboard Entry









## Validating Tickets Automatically

*(Note: This feature requires custom programming by NCS to function)*

If your station is equipped to send and receive signals from scanner equipped turnstiles, you can control up to eight turnstiles from a single computer.

Below is the live status monitor for a station communicating with 5 turnstiles.

Ticket Redemption / Admittance / Exit

Manual Entry / Exit		Automated Entry / Exit		
<div style="background-color: #000080; color: white; padding: 2px; font-weight: bold; font-size: small;">GATE 1</div>  <p style="text-align: center; font-weight: bold; font-size: small;">IDLE WAITING</p> <div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; font-size: small;">21</div> <div style="background-color: #FF0000; color: white; padding: 2px; font-weight: bold; font-size: small;">4</div>	<div style="background-color: #000080; color: white; padding: 2px; font-weight: bold; font-size: small;">GATE 2</div>  <p style="text-align: center; font-weight: bold; font-size: small;">IDLE WAITING</p> <div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; font-size: small;">21</div> <div style="background-color: #FF0000; color: white; padding: 2px; font-weight: bold; font-size: small;">4</div>	<div style="background-color: #000080; color: white; padding: 2px; font-weight: bold; font-size: small;">GATE 3</div>  <p style="text-align: center; font-weight: bold; font-size: small;">GOOD TICKET</p> <div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; font-size: small;">17</div> <div style="background-color: #FF0000; color: white; padding: 2px; font-weight: bold; font-size: small;">6</div>	<div style="background-color: #000080; color: white; padding: 2px; font-weight: bold; font-size: small;">GATE 4</div>  <p style="text-align: center; font-weight: bold; font-size: small;">BAD TICKET</p> <div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; font-size: small;">19</div> <div style="background-color: #FF0000; color: white; padding: 2px; font-weight: bold; font-size: small;">2</div>	<p>The Activity you see here is simulated, and is intended to show the over-all concept of Automated Entry and Exit Monitoring. With appropriate additional hardware, Tick-It! Trak Pro will be able to control up to 8 entry / exit gates with a single PC. If you have more than 8 entry / exit gates to monitor, you will need to dedicate another station.</p>
<div style="background-color: #000080; color: white; padding: 2px; font-weight: bold; font-size: small;">GATE 5</div>  <p style="text-align: center; font-weight: bold; font-size: small;">GUEST EXIT</p> <div style="background-color: #008000; color: white; padding: 2px; font-weight: bold; font-size: small;">16</div> <div style="background-color: #FF0000; color: white; padding: 2px; font-weight: bold; font-size: small;">5</div>	<div style="background-color: #cccccc; padding: 2px; font-weight: bold; font-size: small;">GATE 6</div> 	<div style="background-color: #cccccc; padding: 2px; font-weight: bold; font-size: small;">GATE 7</div> 	<div style="background-color: #cccccc; padding: 2px; font-weight: bold; font-size: small;">GATE 8</div> 	
<p>Displayed Counters Represent Activity since this Program Session was started. Activity Display Counters shown here are simply for operator feedback, and are reset to zero each time the program is launched. Actual Census counts are maintained in the database, and can be displayed with the Live Activity Monitor found in the ADMIN Module.</p>				
<div style="background-color: #FFC0CB; padding: 10px; font-size: large; font-weight: bold;">Done</div>				

Here, Gate 1 is designated as EXIT ONLY, and Gate 2 is designated ENTRY ONLY. Gates 3, 4 and 5 are BI-DIRECTIONAL Gates, where patrons can enter or exit. Gates 6, 7 and 8 are inactive.

Gates 1 and 2 are currently IDLE, meaning there is no activity going on at the moment. Someone has presented a GOOD TICKET at Gate 3, so the turnstile is being unlocked for 1 spin. Someone has presented a BAD TICKET at Gate 4, so the Gate remains locked. Someone is currently exiting through Gate 5.

The **GREEN** counters indicate the number of GUEST ENTRIES at that Gate since the program was started.

The **RED** counters indicate the number of GUEST EXITS at that Gate since the program was started.