

## Introduction

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*Tick-It! 2K* comes packaged with a ***Ticket and Receipt Designer*** that gives you the capability to design your own unique ticket and receipt formats to fit the specific needs of your company. This designer works best when you are printing to a dot matrix, laser or ink jet type printer. If, however, you are printing to a thermal printer you would be much better off investing in our ***FGL Designer Utility***, which is much more suited for formatting tickets in FGL.

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## How to Install and Run this Designer

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The ***Ticket and Receipt Designer*** module is automatically installed when you install your ***Tick-It! 2K*** software. It is installed under the same directory that the software is installed which is generally C:\Program Files\Tick-It!2K\

If you want to install the Designer on a station by itself, you can use the original CD-ROM, and run the SETUP program found in the \Designer\ directory.

## An Overview of Ticket Design

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### An Overview of Ticket Design

There are a few things you need to get worked out before you can dive in and start designing tickets.

- You will need to select the printer for printing your tickets.
- You need to select the paper stock for printing the tickets on.
- You should take a *BLANK* sample of your ticket stock, and sketch out *BY HAND*, what you want your ticket to look like. This does not have to be perfect by any means, just a draft of your layout to go by. Doing this will help you see what is and is not practical for the style of ticket you are using.

The next thing you need to understand are the file formats to use with this designer and ***Tick-It! 2K***.

- All tickets must end in with the file extension \*.F97. You may have as many ticket formats as you like as long as the files end in the \*.F97 extension.
- Make sure your file names conform to the rules for the operating system you are running the program under. If the operating system you are using does not support long file names (i.e.: older Novell networks) then your format names can not exceed eight characters.
- All ticket formats must be saved to the same drive and directory where your ***Tick-It! 2K*** program is stored or else the program will not be able to find them. This is generally:  
C:\Program Files\Tick-It! 2K.

***Tick-It! 2K*** ships with several sample ticket format files, which you may use directly, or edit as needed. They are grouped by the targeted printer type. You'll find them if you browse to the

C:\Program Files\Tick-It! 2K\Samples\

directory, then select the directory of the sort of printer you are using. If you edit one for your use, be sure to save it in your Working Directory, so it will be recognized by ***Tick-It! 2K***.

## An Overview of Receipt Design

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Before you can start designing receipts you will need to select the printer and paper stock you intend to use for printing the receipts. Next, you need to understand a thing or two about receipt files and ***Tick-It! 2K***.

- You can design as many different receipt formats as you like, but you can only use one at a time. The ***Tick-It! 2K*** program is only capable of printing one receipt format and that format must be named RECEIPT.I97. So, once you have the receipt format the way you like it, name it RECEIPT.I97 and that is the one that will be used with the ***Tick-It! 2K*** program.
- The RECEIPT.I97 file must be saved in the same drive and directory where your ***Tick-It! 2K*** program is stored or else the program will not be able to find it. This is generally C:\Program Files\Tick-It! 2K

***Tick-It! 2K*** ships with several sample receipt format files, which you may use directly, or edit as needed. Some of the examples include:

**PEACHTRE.I97** – This format is designed to print on Peachtree Accounting compatible Service Invoices. We chose the service invoice because other invoices tightly defined with Qty, stock number, etc. and left little room for seat, event name and ticket descriptions. Such invoice forms are available from Deluxe and other suppliers, and come in both laser and continuous feed. Call Deluxe toll free at 1-800-328-0304 and specify either #80805 for laser or #90805 for continuous feed.

**VIKING.I97** – This format is designed to print on a generic, seven inch invoice form offered by Viking Office Products. Their stock number is Form No 885233B. You may contact Viking Office Products directly on their order line at 1-800-421-1222.

**40COL.I97** – This format is designed to print on a small, 40 column receipt printer, often sold along with point of sale equipment, such as cash drawers and pole displays.

**PLAIN.I97** – This is just a plain paper, 8 ½ by 11 inch invoice, and is the default invoice created by the ***Tick-It! 2K*** program if it can not find the file RECEIPT.I97. Treat this as an example or use it as a last resort.

## Setting Up Your View

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There are several settings for the designer screen that you will want to look at. Setting the screen up the way you like it will make using this utility a little bit more friendly. So, play with the view, until you have it set the way you like it.

To adjust the view just click on **View** from the main menu or press **Alt V**. Then pick your selections the drop down menu.

**Inches** – There are ruler marks along the sides of the preview section of the screen (the top half of the screen is the preview section). If you want the ruler to mark off distance in inches, click on **Inches** or press **I** to place a check mark next to inches. (Note: You can have either Inches or Centimeters checked but not both.)

**Centimeters** – If you would like the ruler marks along the side of the preview section to be marked off distance in centimeters, click on **Centimeters** or press **C**. (Note: You can have either Inches or Centimeters checked but not both.)

**Auto Preview** – If you would like the preview to automatically update as you make changes to the commands, then click on this option or press **A** to place a check mark next to the option. If you would rather manually update the preview section of the screen, leave this option unchecked.

**Preview Window** – Clicking on this option or pressing **P** will open a side list with the choices **Small** and **Large**. Click on **Small** or press **S** to make the preview section of the screen about half of the total area. Click on **Large** or press **L** to make the preview section of the screen cover about two-thirds of the screen.

The default for the view are as follows:

- The ruler will be set to **Inches**.
- **Auto Preview** will be checked.
- The Preview Window will be set to **Small**.

The view settings will go back to the default settings every time you re-open the program

## Some Basic Menu Choices

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This section covers some of the basic menu choices that do not directly effect the design of the ticket or receipt, but are important none the less.

### File Maintenance:

**New Format** – To open a new format and start with a blank ticket or receipt, click on **File** from the menu bar (or press **Alt F**) then click on **New Format** from the drop down menu (or press **N**). Choose the type of format you wish to open, **Ticket** (or press **T**) or **Receipt** (or press **R**) from the side list. This will open up the **Specify Form Size** window. Fill in the numbers to define the size of the form you are using. Once you have the **Specify Form Size** window completed, click on the **OK** button or press **Alt O** to insert the @FORMSIZE command. If you no longer wish to start a new format, click on the **Cancel** button or press **Alt C** to cancel the new format. If you prefer to use icons, just click on the first icon on the tool bar. The one that looks like a sheet of paper with the upper/left corner folded.

**Open Format** – If you would prefer to start with a ticket or receipt that has already been designed, which is a good idea, just click on **File** from the menu bar (or press **Alt F**) then click on **Open Format** from the drop down menu (or press **O**). This will bring up the Open File dialog box and allows you to pick an existing format. If you prefer to use the icon, just click on the second icon from the left off the tool bar. The one that looks like a file folder opening up. If you have a previously loaded format up, that you have made changes to, you will be asked if you would like to save the changes prior to loading in the new file.

**Save Format** – Once you have completed the design of a new format or the modification of an existing format, you will want to save it. Click on **File** from the menu bar (or press **Alt F**) then click on **Save Format** from the drop down menu (or press **S**). If you prefer to use the icon, just click on the third icon from the left off the tool bar. The one that looks like a diskette. This will bring up the standard Windows dialog box for saving files and will allow you to save the file in the directory of your choice with the name of your choice. Just remember that all ticket formats must be saved with the extension of **\*.F97**, receipts must be saved with an extension of **\*.I97**, and your final receipt format must be saved as **RECEIPT.I97**.

## Some Basic Menu Choices

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**Print** – Once you have your format the way you want it and the preview looks good, you will need to print a sample ticket or receipt to verify that the printed output will also look good. To print a sample click on **File** from the menu bar (or press **Alt F**) then click on **Print** from the drop down menu (or press **P**). If you prefer to use the icons, just click on the symbol of a printer (fourth one from the left) on the tool bar.

**Print Preview** – As you are making changes to the format you will want to preview, from time to time, how those changes look. The ticket preview on the top half of the screen will automatically update if you selected Auto Preview, under View. If you did not select Auto Preview, under View then the preview section will not automatically update. To update the preview and view your changes you will need to do a **Print Preview**. There are two ways to refresh the **Print Preview**. The easiest way is to just click anywhere on the preview section of the screen. This will automatically refresh the view. The other method is to use the menu bar. Click on **File** from the menu bar (or press **Alt F**) then click on **Print Preview** from the drop down menu (or press **V**).

**Exit** – When you are finished using the *Designer* and have saved your work you can leave the program by clicking on **File** from the menu bar (or press **Alt F**) then click on **Exit** from the drop down menu (or press **X**). If you did not remember to save your work first, you will get a warning “Do You Wish to Save Your Changes.” Click on **Yes** (or press **Y**) to save the changes or **No** (or press **N**) if you do not wish to save your changes. If you are working with an existing format and you have clicked on **Exit** you will no longer have the ability to do a Save As. The program will just overwrite the original format, so be careful to save your changes before exiting the program!

## Some Basic Menu Choices

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### **Edit:**

The editing section of the menu bar and tool bar are the most detailed part of the program. This is where you go to draw lines and boxes, insert logos, ticket counters and printer commands, and set positioning. The next two sections will detail those types of commands. What we are going to discuss here are the more common editing functions.

**Copy** – As with any Windows program you have the ability to copy and cut items to the clipboard and then paste them to another part of the format or into different format. So, if you find a piece of a ticket format that you particularly like and would like to paste that into your format you can do so. When copying and pasting you will be working with the commands on the lower half of the screen. To start you will highlight the section you wish to copy. Then click on **Edit** from the menu bar (or press **Alt E**). Click on **Copy** from the drop down menu (or press **C**). You have now copied the commands to the Windows clipboard. You can also perform a copy by highlighting the section and pressing **Ctrl C**.

**Paste** - Once you have a section of commands copied to the clipboard you will probably want to paste them somewhere. You can paste the commands back into the same format or close that format and paste the commands into a different format. Once you have copied something to the clipboard it will stay there until something else is placed in the clipboard to replace it. This means you can open and close formats, or programs for that matter, without losing what is in the clipboard. To paste from the clipboard, just place your cursor where you want the commands to start and then click on **Edit** from the menu bar (or press **Alt E**). Next, click on **Paste** from the drop down menu (or press **P**). You can also perform a paste by pressing **Ctrl V**.

## Twips – What Are They and Why Are They Important

Once you start getting into the design using the Tick-It! Commands, one of the first things you will notice is that most of the commands you will be using define a starting position for the command. This starting point is a number, pointing to an intersection of a horizontal and vertical location, and this number is scaled in twips. It is helpful to understand what a twip is, so that you can use it as a unit of measurement.

A twip is a standard unit of measurement for displaying graphic information on any device (i.e. video screen, printer, plotter, etc.) The twip is the same no matter what device you use or what country you use it in. Dots or pixels change depending on the fonts used and the capability of the device displaying the information, so that would not work as a standard measurement. Measuring things in inches or centimeters won't work either, because these measurements change depending on what country you live in. So, some smart folks at Microsoft designed the twip as a very standard unit of graphic measurement.

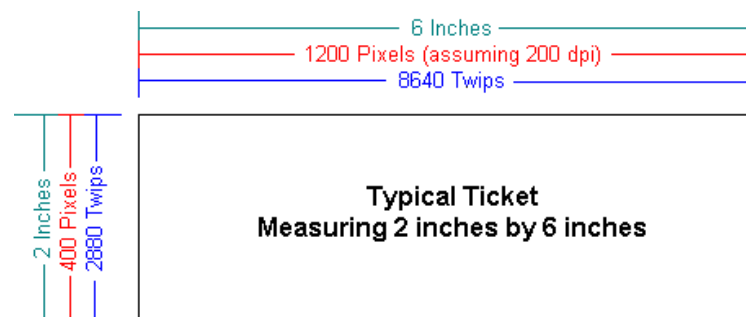
Here are some common twip measurements:

There are approximately 1440 twips per inch.

There are approximately 567 twips per centimeter.

An 8 ½" by 11" sheet of paper will measure 12,240 by 15,840 twips.

A typical ticket size of 2" by 6" will measure 2,880 by 8,640 twips.



Now that you understand how we will be measuring Tick-It! Commands in twips, let's move on and detail the commands.

## The Tick-It! Format Commands

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If you are using a laser, dot matrix or ink jet printer, then the commands you will use for formatting your tickets and receipts will be Tick-It! commands. There are 15 of these commands and they are detailed in this section.

All of the Tick-It! commands start with an @ symbol. Each command should start on a new line. These commands can be either typed directly into your format or you can insert the command into your format using the designer program to help. There are two ways to insert commands. The first way to insert a command is to click on **Edit** from the main menu or press **Alt E**, then select **Insert Command** or press **I** from the drop down menu. The second method for inserting a command is to use the icons on the toolbar. (Note: If you are going to use the icons off the toolbar, be sure you have the correct toolbar selected under the View. The correct toolbar for this section will be Tick-It! Commands.) If you are not sure what an icon represents, just point your mouse at the icon and a description of the icon will be displayed underneath the icon. Once you insert a command using the program, it will open up a window to help you fill in the correct parameters.

Now we will detail the command in alphabetical order.

<b>@ASCII</b> .....	11
<b>@BCOLOR</b> .....	12
<b>@CIRCLE</b> .....	14
<b>@CR</b> .....	16
<b>@FCOLOR</b> .....	17
<b>@FIELD</b> .....	19
<b>@FONT</b> .....	27
<b>@FORMSIZE</b> .....	29
<b>@LINE</b> .....	31
<b>@NEWPAGE</b> .....	34
<b>@PICTURE</b> .....	35
<b>@POS</b> .....	38
<b>@SCALE</b> .....	40
<b>@SIZE</b> .....	41
<b>@SYNC</b> .....	43

## The Tick-It! Format Commands

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### **@ASCII**

Sends a character code to the printer. Useful for sending control codes and other “non-printable” characters to your printer for special instructions.

#### **FORMAT:**

@ASCII N

#### **WHERE:**

N is a number from 0 to 255 specifying the ASCII code to send to the printer

#### **EXAMPLES:**

*to send the “Escape” character to the printer:*

@ASCII 27

*to send the “Tab” character to the printer:*

@ASCII 8

## The Tick-It! Format Commands

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### @BCOLOR

This command is used for formatting tickets or receipts and only works if you have a color printer.

#### FORMAT:

@BCOLOR N

#### WHERE:

N represents the color you wish to print in the background of the ticket. Your options are a number 0 – 15, SECTIONCOLOR, PATRONCOLOR or DAYCOLOR. Here's how it works.

COLOR #	RESULT	COLOR #	RESULT
0	Black	8	Dark Gray
1	Dark Blue	9	Light Blue
2	Dark Green	10	Light Green
3	Dark Cyan	11	Light Cyan
4	Dark Red	12	Light Red
5	Dark Purple	13	Light Purple
6	Brown	14	Yellow
7	Gray	15	White

SECTIONCOLOR	Color will correspond with the colors on your house map.
PATRONCOLOR	Color will correspond with the patron type. Patron Type 1 (Adult) = Dark Blue Patron Type 2 (Child) = Dark Green Patron Type 3 (Senior) = Dark Cyan Patron Type 4 (Student) = Dark Red Patron Type 5 (Special) = Dark Purple Patron Type 6 (Group1) = Brown Patron Type 7 (Group2) = Gray Patron Type 8 (Comp Tix) = Dark Gray Patron Type 9 (Package) = Light Blue

## The Tick-It! Format Commands

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### Examples:

#### **@BCOLOR 2**

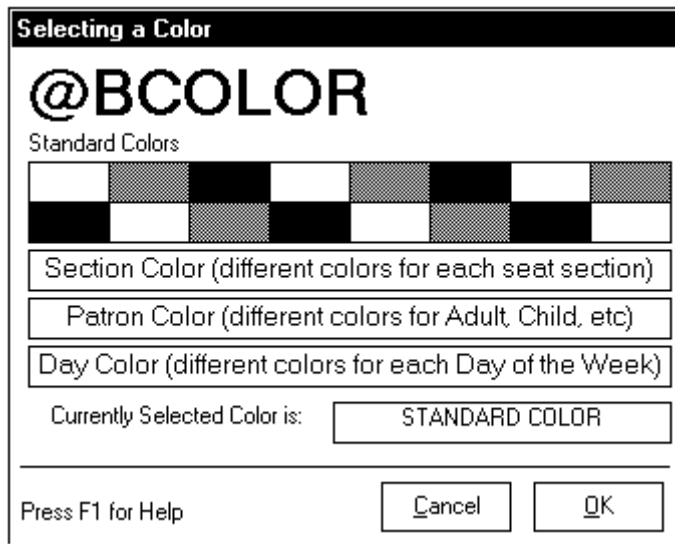
Prints a dark green background.

#### **@BCOLOR SECTIONCOLOR**

Print the corresponding section color in the background.

You can manually type this command into your format or you can use the designer to insert it. To have the designer insert this command into your ticket format follow these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@BCOLOR** from the side menu or press **B**. You will now be looking at a screen similar to the one below.



If you would rather use the icon to open the screen, click on the icon fourth from the right. Using the icon eliminates steps 1-3.

4. Click on the color option you wish to use.
5. Click on the **OK** button or press **Alt O** to insert the command.
6. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

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### @CIRCLE

This command draws a colored circle on your ticket or receipt. The command will only work if you have a graphics capable printer.

#### FORMAT:

@CIRCLE X1,Y1,R,COLOR

#### WHERE:

- **X1** is the horizontal location of the center point of the circle in twips, unless otherwise specified in the @SCALE command.
- **Y1** is the vertical location of the center point of the circle in twips, unless otherwise specified in the @SCALE command.
- **R** is the radius of the circle in twips, unless otherwise specified in the @SCALE command.
- **COLOR** represents a choice in the chart below.

COLOR #	RESULT	COLOR #	RESULT
0	Black	8	Dark Gray
1	Dark Blue	9	Light Blue
2	Dark Green	10	Light Green
3	Dark Cyan	11	Light Cyan
4	Dark Red	12	Light Red
5	Dark Purple	13	Light Purple
6	Brown	14	Yellow
7	Gray	15	White

SECTIONCOLOR	Color will correspond with the colors on your house map.
PATRONCOLOR	Color will correspond with the patron type. Patron Type1 (Adult) = Dark Blue Patron Type 2 (Child) = Dark Green Patron Type 3 (Senior) = Dark Cyan Patron Type 4 (Student) = Dark Red Patron Type 5 (Special) = Dark Purple Patron Type 6 (Group1) = Brown Patron Type 7 (Group2) = Gray Patron Type 8 (Comp Tix) = Dark Gray Patron Type 9 (Package) = Light Blue

#### Examples:

## The Tick-It! Format Commands

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### **@CIRCLE 100,100,50,0**

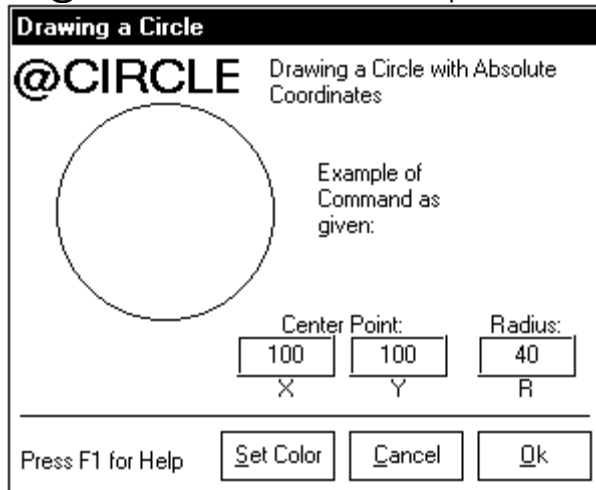
Draws a circle at 100, 100 twips, with a radius of 50, in black.

### **@CIRCLE 200,600,150,SECTIONCOLOR**

Draws a circle at 200,600 twips, with a radius of 150 and the color will correspond to the section printing on the ticket.

You can manually type this command into your format or you can use the designer to insert it. To have the designer insert this command into your format follow these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@CIRCLE** from the side menu or press **C**. You'll see:



(You can use the circle icon on the toolbar as a shortcut)

4. Fill in the **X1**, **Y1** and **R** numbers.
5. Click on the **Set Color** button or press **Alt S** to set the color. Once you have the **Selecting a Color** screen open, click on the color you wish to use and then click on the **OK** button or press **Alt O**. If you decide against setting a color, click on the **Cancel** button or press **Alt C**.
6. Click on the **OK** button or press **Alt O** to insert the command.
7. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

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### @CR

Sends a hard carriage return to the printer, causing the command input buffer to be processed. Useful when long and complex ticket formats need to be “broken up” into smaller digestible chunks for your printer to properly process.

#### FORMAT:

@CR

#### WHERE:

No parameters are required.

#### EXAMPLE:

*to “break up” a complex ticket format into small “chunks” for the printer...*

@CR

**You have to type this command in manually. It’s only 3 characters, uses no parameters, and to implement it from a menu would take more keystrokes!**

## The Tick-It! Format Commands

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### @FCOLOR

This command is used for formatting tickets or receipts and only works if you have a color printer.

FORMAT:

@FCOLOR N

WHERE:

**N** represents the color you wish to print in the foreground of the ticket. Your options are a number 0 –15, SECTIONCOLOR or PATRONCOLOR. Here's how it works.

COLOR #	RESULT	COLOR #	RESULT
0	Black	8	Dark Gray
1	Dark Blue	9	Light Blue
2	Dark Green	10	Light Green
3	Dark Cyan	11	Light Cyan
4	Dark Red	12	Light Red
5	Dark Purple	13	Light Purple
6	Brown	14	Yellow
7	Gray	15	White

SECTIONCOLOR	Color will correspond with the colors on your house map.
PATRONCOLOR	Color will correspond with the patron type. Patron Type 1 (Adult) = Dark Blue Patron Type 2 (Child) = Dark Green Patron Type 3 (Senior) = Dark Cyan Patron Type 4 (Student) = Dark Red Patron Type 5 (Special) = Dark Purple Patron Type 6 (Group1) = Brown Patron Type 7 (Group2) = Gray Patron Type 8 (Comp Tix) = Dark Gray Patron Type 9 (Package) = Light Blue

## The Tick-It! Format Commands

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### Examples:

#### @FCOLOR 2

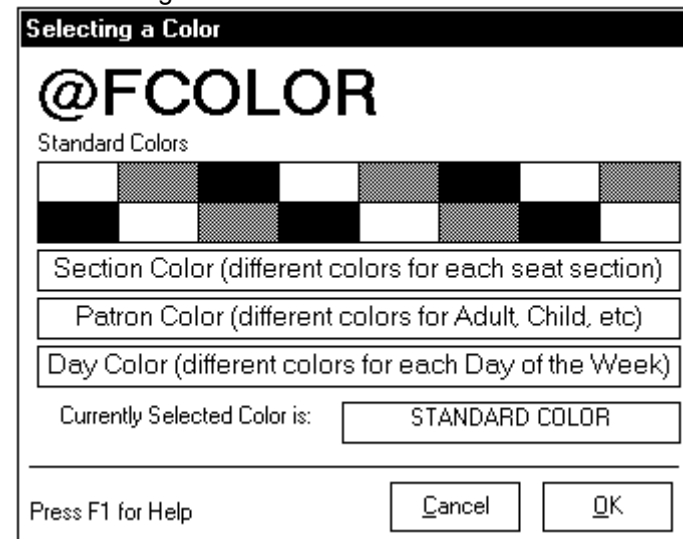
Prints a dark green foreground.

#### @FCOLOR SECTIONCOLOR

Prints the corresponding section color in the foreground.

You can manually type this command into your format or you can use the designer to insert it. To have the designer insert this command into your ticket format follow these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@FCOLOR** from the side menu or press **F**. You will now be looking at a screen similar to the one below.



If you would rather use the icon to open the screen, click on the icon fifth from the right. Using the icon eliminates steps 1-3.

4. Click on the color option you wish to use.
5. Click on the **OK** button or press **Alt O** to insert the command.
6. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

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### @FIELD

This command is used to insert fields from the *Tick-It! 2K* program into your ticket format.

FORMAT:

@FIELD NAME,LENGTH,JUSTIFICATION

WHERE:

- **NAME** is the name of the field (see list of fields to follow).
- **LENGTH** is the maximum number of characters to print and is required if you use **C** or **R** for the justification.
- **JUSTIFICATION** is either omitted (left justified) or **C** for centered or **R** for right justified.

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### How Tick-It! handles the “length” and “justification” of your field data:

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When you specify a field length for this command, the data being sent to the printer is clipped to a maximum of that length. So, if your event name is “PHANTOM OF THE OPERA”, and on your ticket stub you call for:

@FIELD EVENT,10

All that will print on your stub is “PHANTOM OF”

When you also specify a justification parameter, the justification occurs as spacing padded to center the data within the length limit given. So, for example, if your event name is “CATS”, and on your ticket you call for:

@FIELD EVENT,12,C

Tick-It! will “pad” the event name “CATS”, which is 4 characters long, with 4 spaces in front, and four spaces in back, as shown here, with little boxes representing the spaces: “□ □ □ □ CATS □ □ □ □”

Naturally, this sort of centering works best with monospaced fonts, which are often used for tickets and receipts.

### Examples:

## **The Tick-It! Format Commands**

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### **@FIELD EVENT,40,C**

Print the event name, clipped and centered in 40 characters.

### **@FIELD TOTAL,10,R**

Print the total for the ticket, clipped and right justified in 10 characters.

### **@FIELD SECTION,20**

Print the section number, clipped and left justified in 20 characters.

### **@FIELD TICKDATE**

Print the date of the ticket without clipping, left justified.

The following pages detail which fields are available for printing on Tickets and Receipts. Don't worry about memorizing them all, since the Designer will help you insert them with "friendly" pop up forms.

## **The Tick-It! Format Commands**

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### **List Of Available Fields for Tickets:**

**ADDRESS1**

The First Address Line specified in the HSE file

**ADDRESS2**

The Second Address Line specified in the HSE file

**ADDRESS3**

The Third Address Line specified in the HSE file

**COMPANY**

The Company Field from the Customer Record

**CUSTADD**

The Address Line 1 Field from the Customer Record

**CUSTCITY**

The City Field from the Customer Record

**CUSTSTATE**

The State Field from the Customer Record

**CUSTZIP**

The Postal Code Field from the Customer Record

**DATE**

The Date of the Event for the ticket being sold

**DAY**

The Day of the Event for the ticket being sold

**EVENT**

The Name of the Event for the ticket being sold

**FIRSTNAME**

The First Name Field from the Customer Record

**HOUSE**

The Name of the House the Event occurs at

**INVNUM**

The Invoice Number associated with the ticket being printed. Prints "000000" for batch printing, and "REPRINT" for ticket reprints.

**LASTNAME**

The Last Name Field from the Customer Record

## **The Tick-It! Format Commands**

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### **LEVEL**

The Level Name the ticket is good for

### **NUM**

The Sequential Ticket Number generated by *Tick-It! 2K*.

### **PATRON**

The Patron Type of the Ticket (Adult, Child, etc)

### **PRICE**

The Base Price of the Ticket (no taxes or charges)

### **ROW**

The Row Name the ticket is good for

### **SEAT**

The Seat Number the ticket is good for

### **SECTION**

The Section Name the ticket is good for

### **SPONSOR**

The Name of the Event Sponsor.

### **TIME**

The Time of the Event for the ticket being sold

## **The Tick-It! Format Commands**

---

### **List of Available Fields for Receipts:**

#### **COMPANY**

The Company Field from the Customer Record

#### **CREDIT**

Total Fees Charged for the use of a Credit Card

#### **CUSTADD1**

The Address Line 1 Field from the Customer Record

#### **CUSTADD2**

The Address Line 2 Field from the Customer Record

#### **CUSTCITY**

The City Field from the Customer Record

#### **CUSTSTATE**

The State Field from the Customer Record

#### **CUSTZIP**

The Postal Code Field from the Customer Record

#### **DETAIL**

Trigger to fetch the next Invoice Detail Record. Required, but it does not print anything.

#### **EMAIL**

The E-Mail Address Field specified in the Company Record

#### **EVENT**

The Name of the Event for the ticket being sold

#### **EXTPRICE**

QTY \* Price in a Detail Line

#### **FIRSTNAME**

The First Name Field from the Customer Record

#### **HOURS**

The Office Hours Field specified in the Company Record.

#### **INVNUM**

The Invoice Number.

#### **LASTNAME**

The Last Name Field from the Customer Record

## **The Tick-It! Format Commands**

---

### **MCARD**

The MasterCard Field from the Customer Record

### **OPERATOR**

Login ID of the Operator conducting this transaction

### **OTHER**

The Other Credit Card Field from the Customer Record

### **PAGE**

The Page Number

### **PRICE**

The Base Price of the Ticket (no taxes or charges)

### **QTY**

The Quantity of Tickets in a Detail Line

### **SADDRESS1**

The Address Line 1 Field from the Company Record

### **SADDRESS2**

The Address Line 1 Field from the Company Record

### **SCITY**

The City Field from the Company Record

### **SEAT**

The Seat Number the ticket is good for

### **SECTION**

The Section Name the ticket is good for

### **SFAX**

The Fax Number Field from the Company Record

### **SNAME**

The Company Name Field from the Company Record

### **SPHONE**

The Phone Number Field from the Company Record

### **SSTATE**

The State Field from the Company Record

## **The Tick-It! Format Commands**

---

### **SUBTOTAL**

Total of all Ticket Prices, less any Taxes or Surcharge Fees

### **SURCHARGE**

Total transaction Surcharge Fees Levied

### **SZIP**

The Postal Code Field from the Company Record

### **TAX1**

The Tax Fees Levied for Tax 1

### **TAX2**

The Tax Fees Levied for Tax 2

### **TDATE**

Transaction Date

### **TICKDATE**

Date of Event Performance in a Detail Line

### **TICKTIME**

Time of Event Performance in a Detail Line

### **TICKTYPE**

Ticket Patron Type in a Detail Line (Adult, Child, etc.)

### **TIXSURCH**

Total Per Ticket Surcharge Fees Levied

### **TOTAL**

Grand Total of All Ticket Prices, Taxes and Fees

### **TTYPE**

Transaction type

### **VISA**

The Visa Card Field from the Customer Record

### **WWW**

The Internet Address Field from the Company Record

## The Tick-It! Format Commands

---

The @FIELD command can be manually typed into your format or you can use the designer to help insert the command. Here's how to use the designer to insert the command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@FIELD** from the side menu or press **I**. You will now be looking at a screen similar to the one below.

**Field Options**

**Fields available for Tickets**

COMPANY  
CUSTADD  
CUSTCITY  
DATE  
DAY  
**EVENT**  
FIRSTNAME

Name of the Event that the ticket is good for.

Number of Character Spaces to Allocate: 11

Left Justified     Centered     Right Justified

Press F1 for Help       

If you would rather use the icon to open the screen, click on the icon sixth from the left (the one that looks like **XXX**). Using the icon eliminates steps 1-3.

4. Select the field you wish to insert by clicking on it.
5. Enter the number of spaces to allocate for printing this field.
6. Select the justification, by clicking on your choice.
7. Click on the **OK** button or press **Alt O** to insert the command.
8. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

---

### @FONT

This command is used to specify the font for printing.

#### FORMAT:

**@FONT FONTNAME**

#### WHERE:

**FONTNAME** is one of the registered font from Windows.

#### Examples:

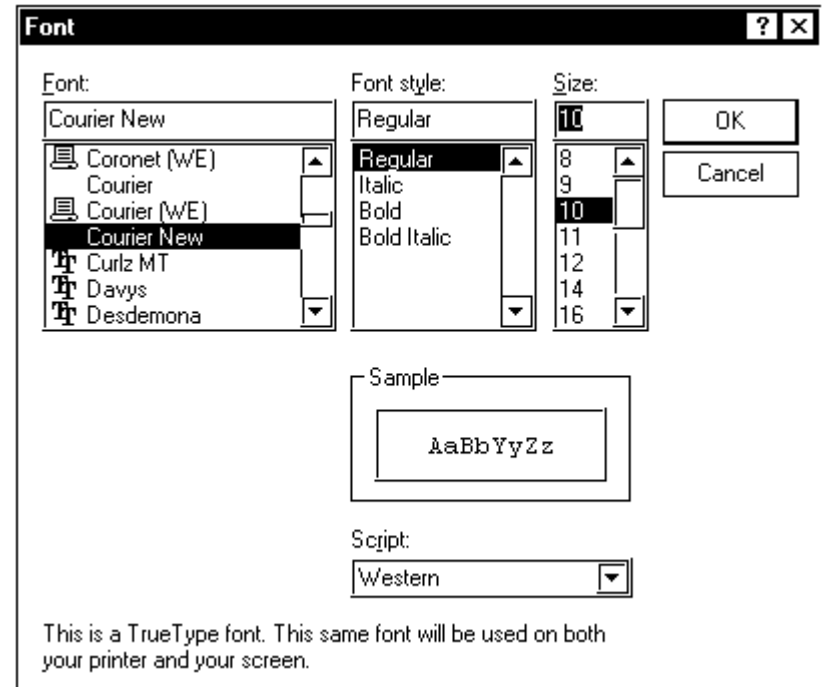
@FONT ARIAL

@FONT COURIER NEW

This command can be manually typed into your format or you can use the designer to insert the command. Here's how to use the designer.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@FONT** from the side menu or press **O**. You will now be looking at a screen similar to the one below.

## The Tick-It! Format Commands



If you would rather use the toolbar to open the screen, click on the Font icon (the one that looks like a capital A). Using the toolbar eliminates steps 1-3.

4. Click on the Font, Font Style and Font Size you wish to use.
5. Click on the **OK** button to insert the command.
6. Click on the **Cancel** button if you changed your mind and no longer wish to insert the command.

NOTE: Using the designer to insert this command will also insert the @SIZE command.

## The Tick-It! Format Commands

---

### @FORMSIZE

This command is used to set an absolute form size (height and width) in twips.

FORMAT:

@FORMSIZE H,W,across,down,lmargin,tmargin

- **H** is the vertical size or height of your printed form in twips.
- **W** is the horizontal size or width of your printed form in twips.
- **across** is the number of tickets spaced across your form. If this is omitted, 1 is assumed.
- **down** is the number of tickets spaced down your form. If this is omitted, 1 is assumed.
- **lmargin** is the horizontal or left offset in twips for the left side of the form. If this is omitted, zero is assumed.
- **tmargin** is the vertical or top offset in twips for the top side of the form. If this is omitted, zero is assumed.

#### Examples:

##### @FORMSIZE 10000,12500

Used to specify a height of 10000 twips and width of 12500 twips.

##### @FORMSIZE 2915,5050,2,5,690,325

Used to specify 2 across by 5 down tickets using the Avery 8371 Business Card stock.

This command may be manually typed into your format or inserted by the designer. Here's how to have the designer insert the command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@FORMSIZE** from the side menu or press **R**. You will now be looking at a screen similar to the one shown on the following page

## The Tick-It! Format Commands

**Specifying Form Size**

For Tickets, this means the Height and Width of just ONE ticket, even if there are several on a page

Form Height  Inches

Form Width  Inches

Applies to Multi-Form Ticket Stock Only:

Across

Down

Top Offset  Inches

Left Offset  Inches

Press F1 for Help

If you would rather use the icon to open the screen, click on the icon third from the right (the one that looks like a ruled paper). Using the icon eliminates steps 1-3.

4. Fill in the numbers as needed.
5. Click on the **OK** button or press **Alt O** to insert the command.
6. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

---

### @LINE

This command will draw a line or box on your ticket or receipt.

FORMAT:

@LINE X1,Y1,X2,Y2,COLOR,TYPE

WHERE:

- **X1** is the horizontal location of the starting point.
- **Y1** is the vertical location of the starting point.
- **X2** is the horizontal location of the ending point.
- **Y2** is the vertical location of the ending point.
- **COLOR** is a number between 0 and 15, SECTIONCOLOR or PATRONCOLOR (see list below)
- **TYPE** is B for box or BF for filled box or can be omitted. If B or BF is used then X1, Y1, X2 and Y2 are corner coordinates.
- Coordinates are in twips unless otherwise specified in an @SCALE command.

COLOR #	RESULT	COLOR #	RESULT
0	Black	8	Dark Gray
1	Dark Blue	9	Light Blue
2	Dark Green	10	Light Green
3	Dark Cyan	11	Light Cyan
4	Dark Red	12	Light Red
5	Dark Purple	13	Light Purple
6	Brown	14	Yellow
7	Gray	15	White
SECTIONCOLOR	Color will correspond with the colors on your house map.		
PATRONCOLOR	Color will correspond with the patron type. Patron Type1 (Adult) = Dark Blue Patron Type 2 (Child) = Dark Green Patron Type 3 (Senior) = Dark Cyan Patron Type 4 (Student) = Dark Red Patron Type 5 (Special) = Dark Purple Patron Type 6 (Group1) = Brown Patron Type 7 (Group2) = Gray Patron Type 8 (Comp Tix) = Dark Gray Patron Type 9 (Package) = Light Blue		

**Examples:**

## The Tick-It! Format Commands

### @LINE 0,0,100,100,4

To draw a diagonal line from (0,0) to (100,100) in dark red.

### @LINE 200,200,1000,4000,5,B

To draw a hollow box from (200,200) to (1000,4000) in dark purple.

### @LINE 1000,0,2000,5000,SECTIONCOLOR,BF

To draw a filled in box from (1000,0) to (2000,5000) in a color corresponding to the section printed on the ticket.

This command can be manually typed into your format or you can use the designer to insert the command. To use the designer follow these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@LINE** from the side menu or press **L**. You will now be looking at a screen similar to the one below.

**Drawing a Line or a Box**

**@LINE** Drawing a Line or a Box with Absolute Coordinates

Example of Command as given:

First Point: X1: 180 Y1: 90 — Second Point: X2: 7740 Y2: 1530

Draw a Box  
 Fill it In

Press F1 for Help

If you would rather use the toolbar to open the screen, click on the Line/Box icon (the one that looks like a rectangle with a diagonal line through it). Using the toolbar eliminates steps 1-3.

## **The Tick-It! Format Commands**

---

4. Set your X1, Y1, X2 and Y2 numbers in twips.
5. If you want to draw a box instead of just a line, click on **Draw a Box**.
6. If you selected **Draw a Box** and you would like it to be filled in, click on **Fill it In**.
7. If you want to set color for this box or line, click on the **Set Color** button or press **Alt S** to select the color. Once you have the color set, click on the **OK** button or press **Alt O** to leave the **Selecting a Color** screen. You can also click on **Cancel** or press **Alt C** if you have decided against setting a color. Remember, setting a color will only work if you printing to a color printer.
8. Click on the **OK** button or press **Alt O** to insert the command.
9. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

### @NEWPAGE

This command is used to tell the printer to eject a page and begin a new one. You should only use @NEWPAGE if the form you are designing uses two distinct pages for a single printing. As long as all pages are formatted the same way, you DO NOT NEED to use @NEWPAGE, the program will automatically advance to the next page when the first one is filled with data.

When would you use @NEWPAGE? Well, say for example that at your theater, you have rather extensive rules regarding patron conduct or the return of tickets. Let's say that with each receipt you printed out, you wanted a page detailing the transaction, followed by a page of these rules, informing the customer what is to be expected. This would be a situation for using @NEWPAGE.

This command may be manually typed into your format or you can insert it automatically by following these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@NEWPAGE** from the side menu or press **N**.

If you would rather use the icon on the toolbar, it is the second one over from the right. The one that looks like three pieces of paper stacked up. Using this icon will eliminate steps 1- 3.

## The Tick-It! Format Commands

---

### **@PICTURE**

This command is used to insert one of 8 available logo pictures that you have already loaded into the program.

FORMAT:

**@PICTURE N, X, Y**

WHERE:

- **N** is a number between 0 - 7 that specifies a pre-loaded image.
- **X** is the distance in twips from the left edge of the form.
- **Y** is the distance in twips from the top edge of the form.

#### **Examples:**

##### **@PICTURE 5, 1440, 1440**

Places the 6<sup>th</sup> picture into your design, one inch in from the left and one inch down from the top.

##### **@PICTURE 0, 0, 0**

Places the 1<sup>st</sup> picture into your design, in the upper left hand corner of your ticket or receipt.

When using this command be careful to make sure that the picture you choose will fit on the ticket or receipt you are designing!

The **@PICTURE** command can be manually typed into your format or you can use designer to insert the command for you.

## The Tick-It! Format Commands

Here are the steps for using the designer to insert the @PICTURE command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@PICTURE** from the side menu or press **T**. You will now be looking at a screen similar to the one below.

**Printing a Picture on a Ticket or Receipt**

**@PICTURE** Drawing a Specific Picture Pre-Loaded in the Tick-It! 97 tix pix options

Picture 0    Picture 1  
 **Picture 2**    Picture 3  
 Picture 4    Picture 5  
 Picture 6    Picture 7

Inches from the Left Edge of the Form

Inches from the Top Edge of the Form

Press F1 for Help     

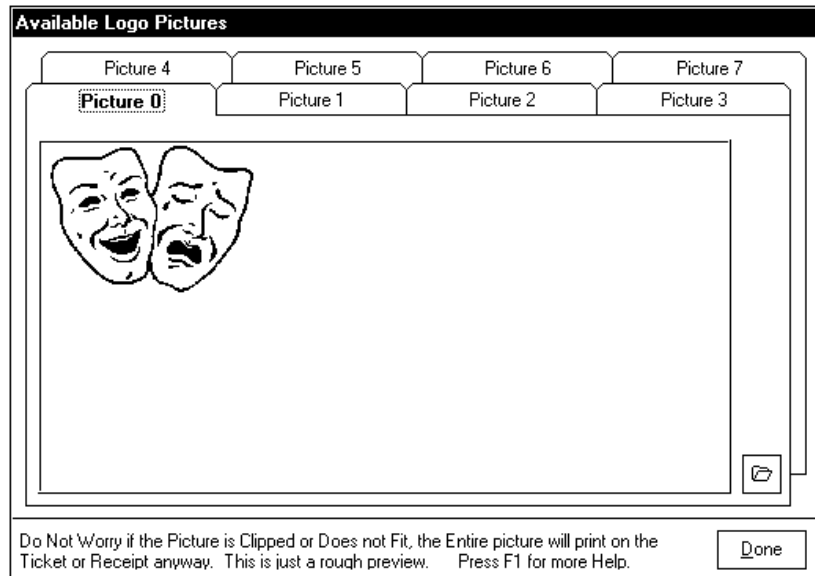
If you would rather use the icon to open the screen, click on the icon sixth from the right (the one that looks like a cactus). Using the icon eliminates steps 1-3.

4. Select the Picture you wish to insert by clicking on the Picture number to fill in the circle next to your choice.
5. You will have to enter the distance down from the top and over from the left. These numbers are entered in inches and the program will convert them to twips.
6. Click on the **OK** button or press **Alt O** to insert the command.
7. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

Related to the @PICTURE command is the "Picture List". Tick-It! (as well as this utility) and keep track of up to eight images which can be used for your tickets or receipts. They are loaded into the "Picture List" as follows:

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Picture List** or press **L**. You will now be looking at a screen similar to this one below.



3. Click on the tab you wish to put the image under.
4. Click on the icon of the open file folder, in the lower right hand corner of the **Available Logo Pictures** window. This will open up the standard file maintenance window and you can select a bitmap (\*.BMP) or Metafile (\*.WMF) type file. The program comes with several images that you can use. These images are found under C:\Program Files\Tick-It! 2K. If you would rather use one of your own images just make sure the file is a \*.BMP or \*.WMF.
5. Continue to add images as needed.

When you are done adding in all of the images you want. Click on the **Done** button or press **Alt D** to exit the **Available Logo Pictures** window.

### **@POS**

This command is used to set an absolute printer position and is commonly followed by another command that places something, typically text or data, such as a field (@FIELD command).

FORMAT:

@POS X,Y

WHERE:

- **X** is a number representing the horizontal location in twips.
- **Y** is a number representing the vertical location in twips.

**Examples:**

**@POS 300,200**

Will locate the print cursor at 300,200 twips.

**@POS 10000,12500**

Will locate the print cursor at 10000,12500 twips.

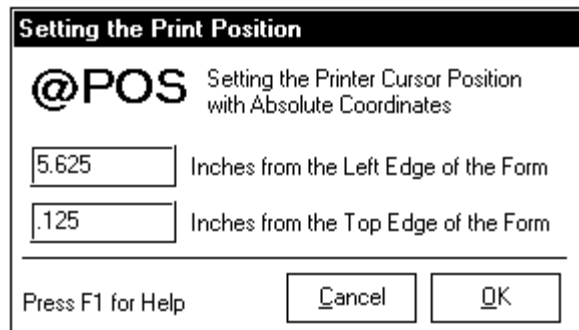
The @POS command can be manually typed into your format or you can use designer to insert the command for you.

## The Tick-It! Format Commands

---

Here are the steps for using the designer to insert the @POS command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@POS** from the side menu or press **P**. You will now be looking at a screen similar to the one below.



**Setting the Print Position**

**@POS** Setting the Printer Cursor Position  
with Absolute Coordinates

5.625 Inches from the Left Edge of the Form

.125 Inches from the Top Edge of the Form

Press F1 for Help       

If you would rather use the icon to open the screen, click on the icon fifth from the left (the one that looks like a target). Using the icon eliminates steps 1-3.

4. Enter the distance over from the left of the form and down from the top of the form and in inches. The program will convert them to twips.
5. Click on the **OK** button or press **Alt O** to insert the command.
6. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

## **@SCALE**

This command sets the printers scale mode (i.e. twips, inches, pixels). This command, when used should be the first line in your format file, unless you are using the @FORMSIZE command, then this command will be the second line in your format. You can have one and only one @SCALE command in a format. **YOU CAN NOT MIX SCALE MODES IN A FORMAT!**

FORMAT:

@SCALE N

WHERE:

**N** is a number specifying the scale as follows:

1	Twips	5	Inches
2	Points	6	Millimeters
3	Pixels	7	Centimeters
4	Characters	omitted	Twips

(commonly used settings are highlighted)

### **Examples:**

#### **@SCALE 1**

Sets the scale mode on the printer to twips.

#### **@SCALE 4**

Sets the scale mode on the printer to characters.

This command may be manually typed into your format or you can use the designer to insert the command for you. To use the designer follow these steps.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@SCALE** from the side menu or press **S**.
4. Select either **Twips (All Windows Printers)** or **Pixels (for PA FGI Printers)**. The command will be inserted as selected. If you wish to use a different scale then the two listed here, manually type in the number you wish to use.

## The Tick-It! Format Commands

---

### @SIZE

This command is used to set the font size in your format and can be entered numerous times in the format. Enter a new @SIZE command every time you wish to change the font size.

FORMAT:

@SIZE N

WHERE:

**N** is the number of the font size you wish to use. It is generally somewhere between 6 and 128, depending on the font you are using.

### Examples:

#### @SIZE 12

Sets the font to 12 points.

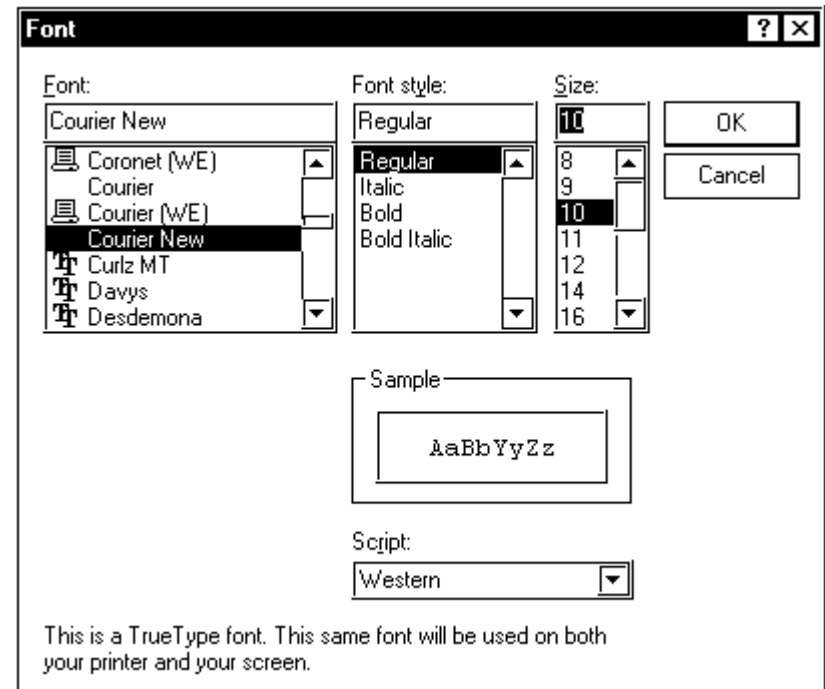
#### @SIZE 24

Sets the font to 24 points.

The @SIZE command can be manually typed into your format or you can use designer to insert the command for you. Here are the steps for using the designer to insert the command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@SIZE** from the side menu or press **Z**. You will now be looking at a screen similar to the one below.

## The Tick-It! Format Commands



If you would rather use the icon to open the screen, click on the icon eighth from the left (the one that looks like three A's). Using the icon eliminates steps 1-3.

4. Select the Font Size that you wish to use. Note: There are also options on the screen for selecting the Font and Font Style. Picking these options will NOT insert the Font and Font Style into your format. To insert the Font and Font Style, use the @FONT command.
5. Click on the **OK** button to insert the command.
6. Click on the **Cancel** button if you changed your mind and no longer wish to insert the command.

## The Tick-It! Format Commands

---

### @SYNC

This command is used to set an absolute printer position for Practical Automation Thermal Printers using the PA WIN 95 Driver. If you do not own a Practical Automation Thermal Printer you will never have to use this command. If you do own a Practical Automation Thermal Printer you may need it. Consult your printer manual.

FORMAT:

@SYNC X,Y

WHERE:

- **X** is the horizontal location in pixels.
- **Y** is the vertical location in pixels.

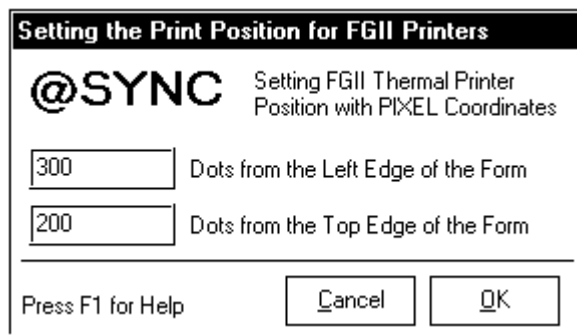
**Example:**

**@SYNC 300,200**

Locates the printer cursor 200,300.

The @SYNC command can be manually typed into your format or you can use designer to insert the command for you. Here are the steps for using the designer to insert the command.

1. Click on **Edit** from the main menu or press **Alt E**.
2. Click on **Insert Command** from the drop down menu or press **I**.
3. Click on **@SYNC** from the side menu or press **Y**. You will now be looking at a screen similar to the one below.



## The Tick-It! Format Commands

If you would rather use the icon to open the screen, click on the last icon on the right (the one that looks like a red target). Using the icon eliminates steps 1-3.

4. Enter the distance over from the left edge of the form in dots and the distance down from the top edge of the form in dots.
5. Click on the **OK** button or press **Alt O** to insert the command.
6. Click on the **Cancel** button or press **Alt C** if you changed your mind and no longer wish to insert the command.

Whenever you insert an @SYNC command using the Designer Menus, the program will warn you about it's use. This is because we would REALLY, REALLY rather you use the Generic / Text Only printer driver to run your Practical Automation Printer.

## **Small Programming Examples**

Included in this manual are specific examples of using the formatting commands, to help you understand just how laying out your ticket really works. To see an example of a specific formatting task, just open to the page shown in the list below. These same examples also appear in the program's on-line help. As an added bonus, you can "copy" the sample code shown in the help file, and "paste" it right into the command window, to see the results right away! It is a great way to learn how to design your own tickets!

<b>Specifying Locations on Your Tickets .....</b>	<b>46</b>
<b>Printing Simple Text .....</b>	<b>48</b>
<b>Printing Tick-It! Data Fields .....</b>	<b>49</b>
<b>Selecting Printer Fonts .....</b>	<b>51</b>
<b>Drawing Lines, Boxes and Circles.....</b>	<b>52</b>
<b>Printing Logos and Pictures.....</b>	<b>54</b>

Following these small and specific examples is a complete ticket design from start to finish.

### Specifying Locations on Your Tickets

Unless you specify another unit, all measurements given in Tick-It! format commands are specified in TWIPS, which you can think of as 1/1440 of an inch. This measurement unit is universal for all printers using Windows Drivers. (see more about Twips on page 9)

The command you use to specify a location on your ticket is the **@POS x,y** command, where **x** and **y** are numbers that do not exceed the actual dimensions of your ticket, as expressed in twips. POS is intended to stand for POSITION, which helps you to remember what this command is for.

Remember, when specifying locations for things to print, you must steer clear enough from the edges and perforations of the ticket, as well as other things being printed.

If you are using a printer that is being run with the Generic / Text Only driver, then the positions you will be giving will be in CHARACTERS.

## Small Programming Samples

---



**Try It for  
Yourself!**

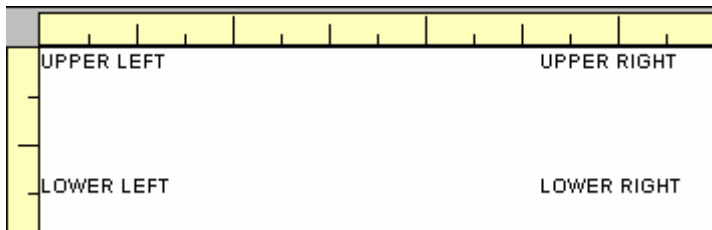
Type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

---

```
@FONT ARIAL
@SIZE 8
@POS 0,0
UPPER LEFT
@POS 4000,0
UPPER RIGHT
@POS 0,1000
LOWER LEFT
@POS 4000,1000
LOWER RIGHT
```

---

The output from the above code should look very similar to this:



## Printing Simple Text

Simply put, anything your printer DOES NOT RECOGNIZE as a Tick-It! formatting command, it attempts to print as plain text. This is just what you would expect your printer would do.



**Try It for  
Yourself!**

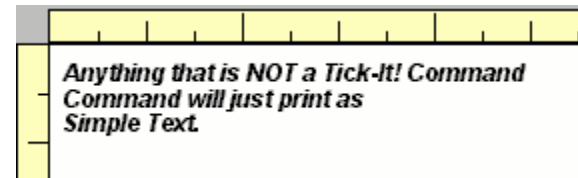
Type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

---

```
@POS 100,100
Anything that is NOT a Tick-It! Command
@POS 100,300
Command will just print as
@POS 100,500
Simple Text.
```

---

The output from the above code should look very similar to this:



### Printing Data Fields from Tick-It!

There are times when you want a variable bit of data from the Tick-It! program to print on your ticket. For example, when you want the program to fill in the name of the event, or the price of the ticket. To do this, you must use a Tick-It! **@FIELD** command. What happens is this: *Before* the commands are sent to your printer, Tick-It! interprets the **@FIELD** commands and replaces them with the ACTUAL DATA VALUES in effect when the ticket is printing. By the time they are sent to the thermal printer, they are converted to ordinary text containing the proper values, so the printer just treats them like any other text to print.

**@FIELD** command must be on a separate line, there can be no spaces in front of the command, and the **@FIELD** command must be the ONLY command on the line. The command should appear in ALL UPPERCASE LETTERS. Additionally, it is usually good practice to specify the position with a **@POS** command on the line just prior to the **@FIELD** command.



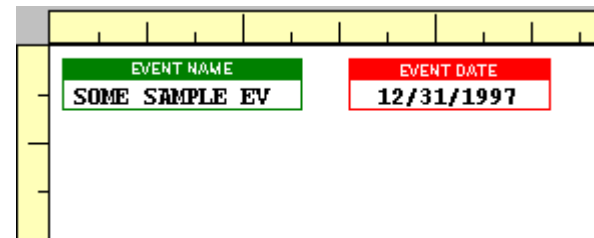
**Try It for  
Yourself!**

Type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

---

```
@LINE 100,100,2000,250,2,BF
@LINE 100,250,2000,500,2,B
@FONT ARIAL
@SIZE 6
@FCOLOR 15
@POS 650,100
EVENT NAME
@LINE 2400,100,4000,250,12,BF
@LINE 2400,250,4000,500,12,B
@POS 2800,100
EVENT DATE
@FONT COURIER NEW
@SIZE 10
@FCOLOR 0
@POS 200,280
@FIELD EVENT,14,C
@POS 2500,280
@FIELD DATE,12,C
```

The output from the above code should look very similar to this:



### Selecting Printer Fonts

This utility will allow you to select any True Type Font available for both the screen and the printer. The availability and actual appearance of specific fonts may vary from computer to computer.

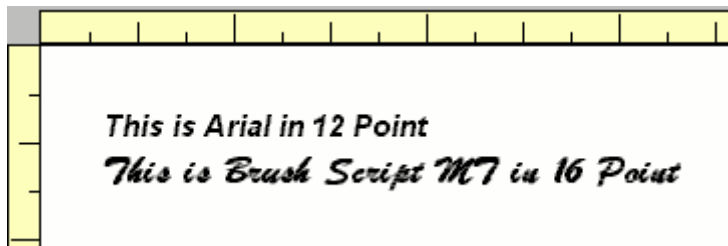
The command to specify a font is **@FONT name**, where **name** is the name of the font to be called out. The font last selected REMAINS IN EFFECT until a different font is specified. So, if your entire ticket uses just one font face, you need only specify it one time.



Type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

```
@POS 500,500
@FONT Arial
@SIZE 12
This is Arial in 12 Point
@POS 500,800
@FONT Brush Script MT
@SIZE 16
This is Brush Script MT in 16 Point
```

The output from the above code should look very similar to this:



### Drawing Lines, Boxes and Circles

The Tick-It! format language has a command to draw lines and boxes. With a single command, you can specify whether you want a line or a box, whether or not to fill it in, and what color to use. Since there is a lot packed into this one command, the syntax is somewhat complicated:

**@LINE** x1,y1,x2,y2,color,type

For a complete explanation of the syntax elements, see page 31

The Tick-It! format language also has a command to draw circles. With a single command, you can specify where to place the center of the circle, the desired radius, and what color to use. Since there is a lot packed into this one command, the syntax is somewhat complicated:

**@CIRCLE** x,y,r,color

For a complete explanation of the syntax elements, see page 14

## Small Programming Samples

---

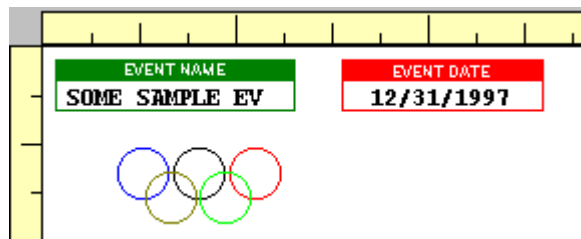


**Try It for  
Yourself!**

Type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

```
@LINE 100,100,2000,250,2,BF
@LINE 100,250,2000,500,2,B
@FONT ARIAL
@SIZE 6
@FCOLOR 15
@POS 650,100
EVENT NAME
@LINE 2400,100,4000,250,12,BF
@LINE 2400,250,4000,500,12,B
@POS 2800,100
EVENT DATE
@FONT COURIER NEW
@SIZE 10
@FCOLOR 0
@POS 200,280
@FIELD EVENT,14,C
@POS 2500,280
@FIELD DATE,12,C
@CIRCLE 800,1000,200,9
@CIRCLE 1250,1000,200,0
@CIRCLE 1700,1000,200,12
@CIRCLE 1025,1200,200,6
@CIRCLE 1450,1200,200,10
```

The output from the above code should look very similar to this:



## Printing Pre-Loaded Graphics (Logos)

Tick-It! as well as this utility will keep track of up to eight graphics files, which you can then send off to the printer by a number reference. This lets you swap pictures around for different events without having to completely re-write your format files all the time. The command to specify a graphic to print is:

**@PICTURE n,x,y** n is a number from 0 to 7, and x and y are the coordinates in twips.



**Try It for Yourself!**

---

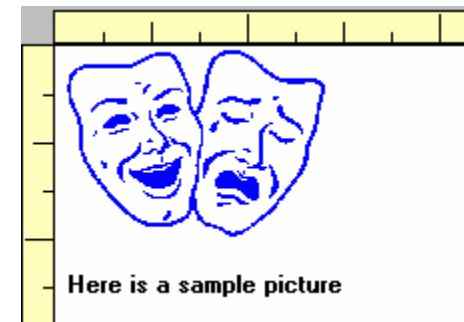
Select one of the included bitmap images as logo number 0. (we are using the Drama Masks in this example) After you have loaded the image into the Picture List, type in or copy and paste the sample code below from the help screen right into the Instruction Window, and print a sample ticket!

---

```
@PICTURE 0, 0, 0
@POS 100,1800
Here is a sample picture
```

---

The output from the above code should look very similar to this:



## Ticket Design Example from Start to Finish

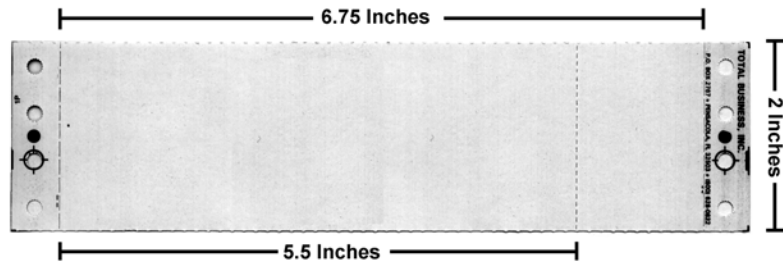
---

To help you get started designing your own ticket formats, we are going to detail the complete design of a typical ticket from start to finish, explaining each step of the way. Similar steps are detailed just one time, it is expected that you can repeat the remainder. It is **STRONGLY** recommended that before you begin designing your own tickets, that you walk through this example right in the Designer, typing in the commands. This way you will get a very good practice run.

For the purposes of this example, we will assume the following:

- We are using a Dot Matrix Printer, capable of doing graphics, as well as color, such as the Citizen GSX-240, or similar printer.
- We will be using Tractor Fed stock, very similar to the NCS GEN20 stock available from New Concepts Software, Inc. (surprise!) It will be “1-up”, meaning that there is just one ticket across the form.
- We are willing to wait for the printer to draw boxes on the ticket as it is printed, but we are not willing to wait for complete pictures and logos.

OK, first things first, let’s take a look at the stock we are using, and get some overall dimensions:

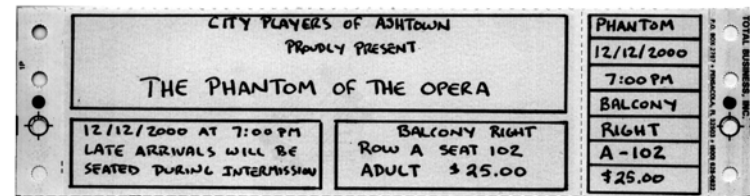


Ignoring the “tear-off” perforations on the left and the right, we have a ticket with an overall dimension of 6.75 inches by 2 inches.

We have a “main body” of the ticket that is 5.5 inches wide, and a single stub that is 1.25 inches wide. See the illustration above.

Our next step should be to take a straight-edged ruler and a pen, and mark up the ticket by hand to have an example of what you want the finished product to look like.

## Ticket Design Example from Start to Finish



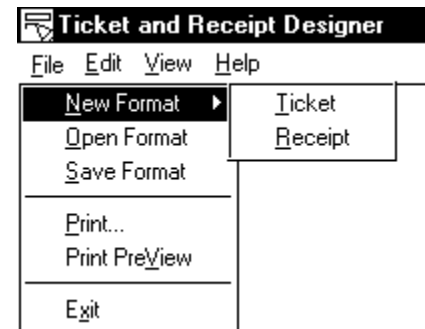
Marking a ticket up by hand let's you see just what you can fit where, and helps you get a feel for what works and looks good, and what doesn't. Do not be worried if your penmanship is bad, or that the measurement of boxes is exactly perfect. At this point you are looking for a gross outline of the final ticket.

Since our printer can do color, let's make the following decisions:

- We want the boxes to be drawn in red.
- We want the main body text to be in black
- We want the stub text to be in blue

You may think this is the ugliest ticket ever, but bear in mind, this is just an example to illustrate how to do things.

OK, so in the Designer, we would start a new ticket by pulling down the File Menu, and selecting New Format ... Ticket ...



Once a new Ticket Format is started, the Designer will prompt you to specify the form size and layout of the ticket. The following dialog will appear:

## Ticket Design Example from Start to Finish

**Specifying Form Size**  
For Tickets, this means the Height and Width of just ONE ticket, even if there are several on a page  
Form Height  Inches  
Form Width  Inches  
Applies to Multi-Form Ticket Stock Only:  
Across     
Down     
Top Offset  Inches  
Left Offset  Inches  
  
Press F1 for Help

Notice that we are entering the height as 2 inches, and the width as 6.75 inches, as we determined from measuring the ticket. Since the stock we are using is not a multi-form ticket, we can leave the rest of the settings alone.

Clicking OK will start our new ticket format file, and automatically insert the following two lines into our file:

```
@FORMSIZE 2880, 9720  
@SCALE 1
```

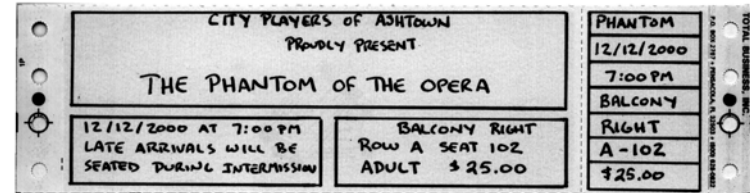
The program has automatically calculated the size of your form in TWIPS, and set the scale mode of the file to TWIPS.

Next, we decide to lay out all the boxes and lines that we need on our format.

**PLEASE NOTE:** Some printer drivers are written so that text overwrites graphics, or vice-versa. With your printer, you may want to draw all the lines at the END of your format file.

## Ticket Design Example from Start to Finish

Counting, we find that we are going to need 4 boxes, and 6 straight lines to complete our ticket graphics. We'll start with the largest box in the main body of the ticket. Here is the layout again for reference:



The upper left hand corner of the box is approximately  $1/8^{\text{th}}$  of an inch from the left, and  $1/16^{\text{th}}$  of an inch from the top. Remembering that there are 1440 Twips in an inch, this gives us the following:

$$1/8^{\text{th}} \text{ of an inch times } 1440 - \text{ or -} \\ 0.125 \times 1440 = 180$$

$$1/16^{\text{th}} \text{ of an inch times } 1440 - \text{ or -} \\ 0.0625 \times 1440 = 90$$

The lower right hand corner of the box is approximately  $1/8^{\text{th}}$  of an inch from the stub perforation, and about 1 and  $1/16^{\text{th}}$  of an inch from the top of the ticket. Again, since there are 1440 Twips in an inch, this gives us the following:

$$5.5 \text{ inches minus } 1/8^{\text{th}} \text{ of an inch times } 1440 - \text{ or -} \\ 5.6 \times 1440 = 7740$$

$$1 \text{ and } 1/16^{\text{th}} \text{ inch times } 1440 - \text{ or -} \\ 1.0625 \times 1440 = 1530$$


The coordinates for our big box are therefore:  
from 180,90 to 7740,1530

We click on the LINE button on the toolbar, and we are prompted for the coordinates of the line as shown on the following page:

## Ticket Design Example from Start to Finish

**Drawing a Line or a Box**

**@LINE** Drawing a Line or a Box with Absolute Coordinates

Example of Command as given: 

First Point:   — Second Point:    
X1 Y1 X2 Y2

Draw a Box  
 Fill it In


Press F1 for Help

Notice that we have to check the option that says, "DRAW A BOX", otherwise a diagonal line would result. Also, we want to specify the color of the box to be red, so clicking on the SET COLOR button, we get the following form, where we can just click on red.

**Selecting a Color**

# Line/Box Color

Standard Colors



Currently Selected Color is:

Press F1 for Help

## Ticket Design Example from Start to Finish

---

Upon clicking OK on the @LINE dialog form, the program automatically inserts the command for our box into the format file, so now our format file looks like this:

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180, 90, 7740, 1530, 12, B
```

---

By taking measurements on the other 3 boxes, and repeating the steps outlined previously (just with different position coordinates), we end up with the following in our format file:

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180, 90, 7740, 1530, 12, B
@LINE 180, 1620, 3690, 2790, 12, B
@LINE 3870, 1620, 7740, 2790, 12, B
@LINE 8010, 90, 9450, 2790, 12, B
```

---

Now, let's take note of the last @LINE command we have for the box that outlines the stub. It has the following coordinates:

8010,90 to 9450,2790

We need to determine how TALL this box is, so we can evenly divide it up into seven partitions. If we subtract the first Y coordinate from the second Y coordinate, we get the following:

$$2790 - 90 = 2700.$$

So, this box is 2700 Twips tall. If we want to partition it into 7 equal spaces, those spaces would be:

$$2700 \text{ divided by } 7 = 385.714 \text{ which we will round off to } 386.$$

Each space should be 386 Twips tall, but since we are also drawing a line, we will account for the line space by subtracting a twip. So the distance between each line will be 385 Twips.

Here is the file with the six divider lines added, each spaced 385 Twips apart vertically:

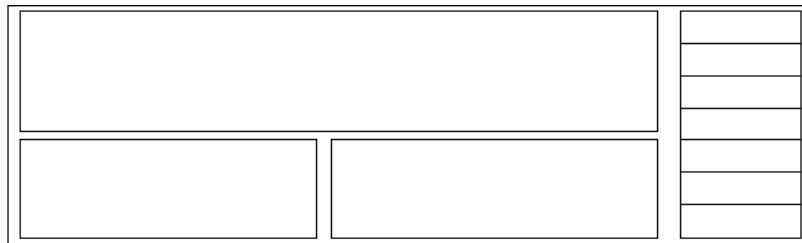
## Ticket Design Example from Start to Finish

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180, 90, 7740, 1530, 12, B
@LINE 180, 1620, 3690, 2790, 12, B
@LINE 3870, 1620, 7740, 2790, 12, B
@LINE 8010, 90, 9450, 2790, 12, B
@LINE 8010, 475, 9450, 475, 12
@LINE 8010, 860, 9450, 860, 12
@LINE 8010, 1245, 9450, 1245, 12
@LINE 8010, 1630, 9450, 1630, 12
@LINE 8010, 2015, 9450, 2015, 12
@LINE 8010, 2400, 9450, 2400, 12
```

Notice how the second and fourth coordinates are increased by 385 for each of the lines highlighted above, while the first and third coordinates stay the same.

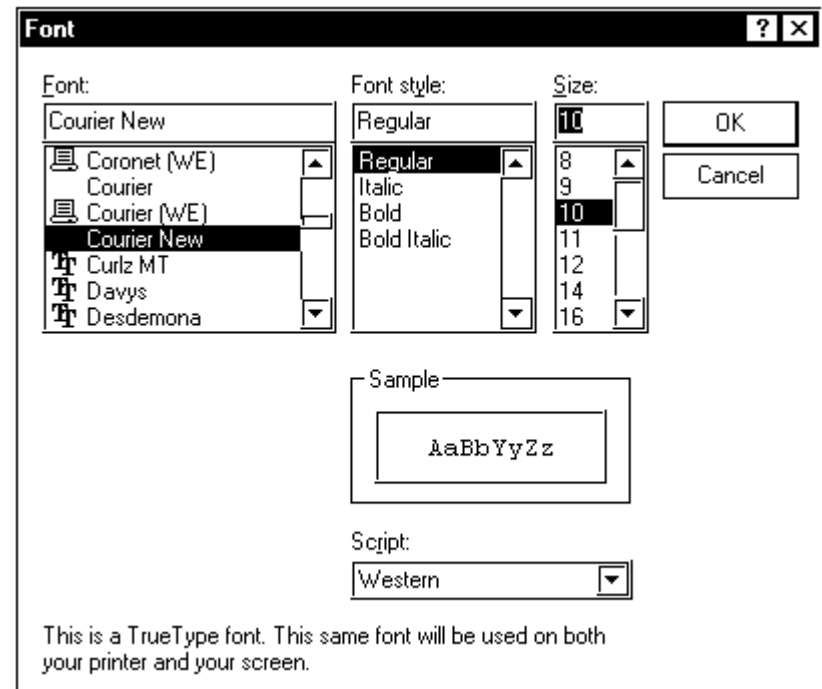
If you were to print a sample at this point, just to check your work, you would see something very much like this:



Now we will proceed to fill in the stub fields. We note that since the working width of the stub is about 1 inch, we have little room for error. So, we are going to specify a MONOSPACED font, so that we will be sure that each letter takes up the same amount of space, so we will not have data running over the edges of the boxes. We will pick COURIER NEW, set at 10 point, since all copies of Windows come with this font, so you should be able to select it as you are following along.

We click on the FONT button on the toolbar, and are presented with the following dialog:

## Ticket Design Example from Start to Finish



After clicking OK, we see the program has inserted the @FONT and @SIZE commands for us as shown here:

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180, 90, 7740, 1530, 12, B
@LINE 180, 1620, 3690, 2790, 12, B
@LINE 3870, 1620, 7740, 2790, 12, B
@LINE 8010, 90, 9450, 2790, 12, B
@LINE 8010, 475, 9450, 475, 12
@LINE 8010, 860, 9450, 860, 12
@LINE 8010, 1245, 9450, 1245, 12
@LINE 8010, 1630, 9450, 1630, 12
@LINE 8010, 2015, 9450, 2015, 12
@LINE 8010, 2400, 9450, 2400, 12
@FONT Courier New
@SIZE 10
```

Remembering that we wanted the stub text to print in blue, we click on the Fore Color button on the toolbar. We get the following dialog to select the color for the text:

## Ticket Design Example from Start to Finish

---

Selecting a Color

**@FCOLOR**

Standard Colors

Section Color (different colors for each seat section)

Patron Color (different colors for Adult, Child, etc)

Day Color (different colors for each Day of the Week)

Currently Selected Color is: STANDARD COLOR

Press F1 for Help

Cancel OK

Our file now looks like this:

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180,90,7740,1530,12,B
@LINE 180,1620,3690,2790,12,B
@LINE 3870,1620,7740,2790,12,B
@LINE 8010,90,9450,2790,12,B
@LINE 8010,475,9450,475,12
@LINE 8010,860,9450,860,12
@LINE 8010,1245,9450,1245,12
@LINE 8010,1630,9450,1630,12
@LINE 8010,2015,9450,2015,12
@LINE 8010,2400,9450,2400,12
@FONT Courier New
@SIZE 10
@FCOLOR 9
```

---

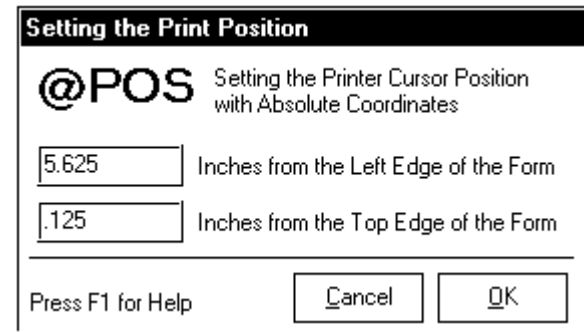
Based on the upper left hand corner of the stub box, a good position for the event name to print would be about:

5 and 5/8<sup>th</sup> inches from the left and  
1/8<sup>th</sup> inch from the top.

## Ticket Design Example from Start to Finish

---

Clicking on the POS button on the toolbar, we get the following dialog



The dialog box titled "Setting the Print Position" contains the following elements:

- A logo consisting of an '@' symbol followed by "POS".
- Text: "Setting the Printer Cursor Position with Absolute Coordinates".
- A text input field containing "5.625" with the label "Inches from the Left Edge of the Form".
- A text input field containing ".125" with the label "Inches from the Top Edge of the Form".
- A horizontal line separating the input fields from the bottom section.
- Text: "Press F1 for Help".
- Two buttons: "Cancel" and "OK".

Our position is converted into Twips, and placed in the format file as shown in the following:

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180, 90, 7740, 1530, 12, B
@LINE 180, 1620, 3690, 2790, 12, B
@LINE 3870, 1620, 7740, 2790, 12, B
@LINE 8010, 90, 9450, 2790, 12, B
@LINE 8010, 475, 9450, 475, 12
@LINE 8010, 860, 9450, 860, 12
@LINE 8010, 1245, 9450, 1245, 12
@LINE 8010, 1630, 9450, 1630, 12
@LINE 8010, 2015, 9450, 2015, 12
@LINE 8010, 2400, 9450, 2400, 12
@FONT Courier New
@SIZE 10
@FCOLOR 9
@POS 8100, 180
```

---

The field we wish to insert is the event name. We need to clip it to some character limit, so it does not over-write the boxes, and we would like to center it in the box as best as possible. Clicking on the FIELD button on the toolbar, we get:

## Ticket Design Example from Start to Finish

---

**Field Options**

### Fields available for Tickets

COMPANY ▲  
CUSTADD  
CUSTCITY  
DATE  
DAY  
**EVENT**  
FIRSTNAME ▼

Name of the Event that the ticket is good for.

Number of Character Spaces to Allocate:

Left Justified    Centered    Right Justified

Press F1 for Help     

Some trial and error experimentation reveals that you can safely fit 11 characters of Courier New at 10 point in the boxes we have laid out. So here, we are specifying a field character limit of 11, with centering to take place within the field.

For example, if you had a 3 letter event name, such as “**ART**”, the program would actually print 4 spaces, the word ART, followed by 4 more spaces, thereby centering it in the 11 characters allotted.

Clicking OK will insert the @FIELD command into our format file, which will now look like the listing on the following page:

Our format so far...

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180,90,7740,1530,12,B
```

---

## Ticket Design Example from Start to Finish

---

```
@LINE 180,1620,3690,2790,12,B
@LINE 3870,1620,7740,2790,12,B
@LINE 8010,90,9450,2790,12,B
@LINE 8010,475,9450,475,12
@LINE 8010,860,9450,860,12
@LINE 8010,1245,9450,1245,12
@LINE 8010,1630,9450,1630,12
@LINE 8010,2015,9450,2015,12
@LINE 8010,2400,9450,2400,12
@FONT Courier New
@SIZE 10
@FCOLOR 9
@POS 8100,180
@FIELD EVENT,11,C
```

---

Since we know that the boxes on the stubs are spaced at 385 twips vertically, we might find it easier to just type in the remaining @POS commands by hand, simply adding 385 to each Y coordinate for the remaining fields on the stub. This way, we would know that the fields are positioned PRECISELY, yielding a cleaner looking ticket.

After typing in the remaining stub fields, we now have a ticket format file that looks like the listing on the following page:

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180,90,7740,1530,12,B
@LINE 180,1620,3690,2790,12,B
@LINE 3870,1620,7740,2790,12,B
@LINE 8010,90,9450,2790,12,B
```

---

## Ticket Design Example from Start to Finish

---

```
@LINE 8010,475,9450,475,12
@LINE 8010,860,9450,860,12
@LINE 8010,1245,9450,1245,12
@LINE 8010,1630,9450,1630,12
@LINE 8010,2015,9450,2015,12
@LINE 8010,2400,9450,2400,12
@FONT Courier New
@SIZE 10
@FCOLOR 9
@POS 8100,180
@FIELD EVENT,11,C
@POS 8100,565
@FIELD DATE,11,C
@POS 8100,950
@FIELD TIME,11,C
@POS 8100,1335
@FIELD LEVEL,11,C
@POS 8100,1720
@FIELD SECTION,11,C
@POS 8400,2105
@FIELD ROW,2,C
-
@FIELD SEAT,3
@POS 8100,2490
@FIELD PRICE,11,C
```

If you were to print a sample at this point, just to check your work, you would see something very much like this:

		SOME SAMPLE
		12/31/1997
		07:00pm
		MAIN FLOOR
		CENTER
		AA-999
		\$50.00

For the rest of the body of the ticket, we are going to use Arial as the font, again, since all Windows copies come with this font. Using the same dialogs shown earlier, we select Arial, 9 point, in Black.

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180,90,7740,1530,12,B
```

---

## Ticket Design Example from Start to Finish

---

```
@LINE 180,1620,3690,2790,12,B
@LINE 3870,1620,7740,2790,12,B
@LINE 8010,90,9450,2790,12,B
@LINE 8010,475,9450,475,12
@LINE 8010,860,9450,860,12
@LINE 8010,1245,9450,1245,12
@LINE 8010,1630,9450,1630,12
@LINE 8010,2015,9450,2015,12
@LINE 8010,2400,9450,2400,12
@FONT Courier New
@SIZE 10
@FCOLOR 9
@POS 8100,180
@FIELD EVENT,11,C
@POS 8100,565
@FIELD DATE,11,C
@POS 8100,950
@FIELD TIME,11,C
@POS 8100,1335
@FIELD LEVEL,11,C
@POS 8100,1720
@FIELD SECTION,11,C
@POS 8400,2105
@FIELD ROW,2,C
-
@FIELD SEAT,3
@POS 8100,2490
@FIELD PRICE,11,C
@FONT Arial
@SIZE 12
@FCOLOR 0
```

---

By taking measurements, and using the POS and FIELD dialogs shown earlier, we specify the locations of the fields to print in the body of the ticket. Our file now looks like this:

---

```
...
...
@FONT Arial
@SIZE 12
@FCOLOR 0
```

---

## Ticket Design Example from Start to Finish

---

```
@POS 1800,200
@FIELD SPONSOR,25,C
@POS 3000,500
@SIZE 9
Proudly Present
@SIZE 18
@POS 300,800
@FIELD EVENT,40,C
@SIZE 11
@POS 200,1800
@FIELD DATE,10
  AT
@FIELD TIME,8
@POS 200,2100
LATE ARRIVALS WILL BE
@POS 200,2400
SEATED DURING INTERMISSION
@POS 3900,1800
@FIELD LEVEL,12
-
@FIELD SECTION,12
@POS 3900,2100
ROW:
@FIELD ROW,2
  SEAT:
@FIELD SEAT,3
@POS 3900,2400
@FIELD PATRON,12
-
@FIELD PRICE,7
```

Notice that text constants, such as “**Proudly Present**” and “**LATE ARRIVALS WILL BE**” are simply typed right in the command line.

If you were to print a sample at this point, just to check your work, you would see something very much like this:

## Ticket Design Example from Start to Finish

---

<b>NEW CONCEPTS SOFTWARE</b> Proudly Present <b>SOME SAMPLE EVENT NAME</b>		<b>SOME SAMPLE</b>
		<b>12/31/1997</b>
		<b>07:00pm</b>
		<b>MAIN FLOOR</b>
		<b>CENTER</b>
		<b>AA-999</b>
		<b>\$50.00</b>
<b>12/31/1997 AT 07:00pm</b> <b>LATE ARRIVALS WILL BE</b> <b>SEATED DURING INTERMISSION</b>	<b>MAIN FLOOR - CENTER</b> <b>ROW:AA SEAT:999</b> <b>ADULT - \$50.00</b>	

As you can see from this example, Ticket Design is not really difficult, simply tedious and repetitive. You will essentially be saying the same things over and over, generalized as the following:

GO HERE  
PRINT THIS  
GO HERE  
PRINT THIS  
etc, etc.

Feel free to play around with this example. Scooch fields around, change colors, select different fonts and sizes, just to get a feel for what happens when you make changes. Don't worry, this example will print on Lasers, Dot Matrix and Color Inkjet printers, as long as they are running a Windows Driver.

For your reference, the entire example file is listed on the following page:

## Ticket Design Example from Start to Finish

---

```
@FORMSIZE 2880, 9720
@SCALE 1
@LINE 180,90,7740,1530,12,B
@LINE
180,1620,3690,2790,12,B
@LINE
3870,1620,7740,2790,12,B
@LINE 8010,90,9450,2790,12,B
@LINE 8010,475,9450,475,12
@LINE 8010,860,9450,860,12
@LINE 8010,1245,9450,1245,12
@LINE 8010,1630,9450,1630,12
@LINE 8010,2015,9450,2015,12
@LINE 8010,2400,9450,2400,12
@FONT Courier New
@SIZE 10
@FCOLOR 9
@POS 8100,180
@FIELD EVENT,11,C
@POS 8100,565
@FIELD DATE,11,C
@POS 8100,950
@FIELD TIME,11,C
@POS 8100,1335
@FIELD LEVEL,11,C
@POS 8100,1720
@FIELD SECTION,11,C
@POS 8400,2105
@FIELD ROW,2,C
-
@FIELD SEAT,3
@POS 8100,2490
@FIELD PRICE,11,C
@FONT Arial
@SIZE 12
@FCOLOR 0
@POS 1800,200
@FIELD SPONSOR,25,C
@POS 3000,500
@SIZE 9
Proudly Present
@SIZE 18
@POS 300,800
@FIELD EVENT,40,C
@SIZE 11
@POS 200,1800
@FIELD DATE,10
  AT
@FIELD TIME,8
@POS 200,2100
LATE ARRIVALS WILL BE
@POS 200,2400
SEATED DURING INTERMISSION
```

```
@POS 3900,1800
@FIELD LEVEL,12
-
@FIELD SECTION,12
@POS 3900,2100
ROW:
@FIELD ROW,2
  SEAT:
@FIELD SEAT,3
@POS 3900,2400
@FIELD PATRON,12
-
@FIELD PRICE,7
```

### General Troubleshooting Principles

With any complex system, whether electronic, mechanical or software, problems are inevitable. When problems occur, there are a few general rules that will take you fairly far in most situations:

1. Don't Panic! Sure, we know that problems happen at the worst possible time, and 10 people are breathing down your neck to get things running again, but blind hysteria has never solved a problem yet.
2. Think Simple! Think Small! Yup, 95% of all failures occur for very simple and stupid reasons. Check the power cable, check the paper supply, check the ribbon, check the interface cable. By walking through questioning very simple and basic things, you will be rewarded most of the time by finding the simple and inexpensive root cause of your difficulty.
3. Be Methodical. Don't change or alter multiple things at a time, and then check the results. Make one change and observe the results. If it does not have the desired effect, return whatever you changed to its original value, and try something else.
4. Consult the documentation. Read the manual for both the software and the hardware. Often the answer to a common problem can be found there.
5. Consult others in your organization. Often, problems are seen and solved by more than just one person. Find out if anyone else has seen a problem like yours. Find out if anyone else has done anything unusual lately. Too many times we have heard stories where some other user deleting valuable data or alters something that adversely affects another user or program.
6. If you have been calm, and been thinking small, simple and basic, and have been methodical, and you still have not found a solution, there is still one more thing for you to do. You must document and repeat the steps that cause the failure! You **must** do this before calling technical support. If you can not explain your problem in detail **and** re-created it, then technical support will not be able to help you.

## Troubleshooting

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### Printing Problems

The single most common complaint about ALL software comes down to not being able to print or not getting the output you expected. If you are unable to print a ticket or the printed output is not what you expect, then check the obvious first. The following is a list of items you should check, before calling technical support.

1. Is the printer turned on?
2. Is the Printer On Line?
3. Is the Printer Paper Supply OK?
4. Are all the Cables plugged in securely, both at the Printer and the Computer?
5. Does the Printer have a proper Ribbon, or enough Toner or Ink?
6. Is the Computer that controls the Printer turned on?
7. Are you Logged into the Network, if you use one?
8. Do you have rights to use the printer, if you are on a Network?
9. Is the Print Server running, if you are on a Network?
10. Is Background printing enabled in Windows?
11. Is the proper printer port selected in the software?
12. Are you REALLY routing your print jobs to the printer you THINK you are?
13. Are you sending "Empty Jobs" like tickets formatted to be blank?
14. Are the Printer Control settings for the Event set to Print Nothing at all?
15. Is **Tick-It! 2K** the only program affected, or are all your programs failing to print?

If you have checked all these items, and no cause for failure turns up, then you might actually have a printing problem.

## Obtaining Help/Technical Support

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### Obtaining Help/Technical Support:

If you are having difficulty getting the *Ticket and Receipt Designer* to work properly or your tickets are just not printing the way you would like them to you should check out your own environment first. Check things out to make sure the problem is not your PC, printer or network. If all of these things check out your next step is to read this booklet or utilize the on-line help screens. The on-line help screens can be accessed by clicking on **Help** from the main menu bar (**Alt H**) or by pressing the **F1** key while in the program.

If all else fails and you still have unanswered questioned turn to NCS for help.

1. If you have access to the Internet, visit our web site at WWW:<http://www.ncsoftware.com>. It is open 24 hours a day 365 days a year, and there is never a charge for visiting our web site. The latest and greatest fixes are posted here.
2. Call us. We provide phone support between the hours of 9:00 a.m. and 5:00 p.m. eastern standard time, Monday-Friday. The phone number is (810) 776-8391. Phone support costs \$15.00 for each 15 minutes.

Support plans and pricing are subject to periodic change. You may want to visit our website for the latest details about support plans.

## Where to Find Ticket Stock

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### **Ticket Craft, Inc.**

1390 Jerusalem Avenue  
Merrick, NY 11566  
Phone: 516-538-6200  
(outside NYS 800-645-4944)  
Fax: 516-538-4860  
Web Site:  
www.ticketcraft.com  
E-Mail:  
tickets@ticketcraft.com

### **Globe Ticket and Label Company**

3435 Empire Blvd.  
Atlanta, GA 30354  
Phone: 800-523-5968  
Fax: 404-762-7019  
Web Site:  
www.globeticket.com  
E-Mail:  
globemel@aol.com

### **Weldon, Williams & Lick Inc.**

711 North A Street  
P. O. Box 168  
Fort Smith, Arkansas 72902  
Phone: 800-242-4995  
Fax: 501-783-7050

### **National Ticket Company**

P. O. Box 547  
Shamokin, PA 17872  
Phone: 800-829-0829  
Fax: 800-829-0888  
Web Site:  
www.nationalticket.com  
E-Mail:  
ticket@nationalticket.com

### **World Wide Ticket & Label**

1673 S.W. 1st Way #A1  
Deerfield Beach, FL 33441  
Phone: 877-426-5754 or  
954-426-5754  
Fax: 954-426-5761  
Web Site:  
www.wwticket.com  
E-mail:  
wwticket@bellsouth.net

### **Total Business**

500 E. Heinberg St.  
P. O. Box 2767  
Pensacola, FL 32513  
Phone: 850-434-2597  
Fax: 850-432-7902  
Web Site:  
www.totalbusinessinc.com  
E-Mail:  
info@totalbusinessinc.com

