

TICKETS

This program will sell tickets to just about anything, stage shows, movies, airline, train, stadium, theme park, etc. Tickets can be for something today or dated tickets for something in the future. Tickets can be sold as general admission (you have 100 seats, sell 100 tickets, and everyone finds their own seat) or you can sell individual seats (Main floor, Row G, Seat 8).

This feature was originally written for selling theater tickets. If you are selling tickets for something else you can probably make the adjustments. A "venue" can be a theater, stadium, aircraft, train car, boat, etc. An "event" can be a performance, flight, departure, etc.

You can sell tickets for different things using the same setup, meaning that can sell airline tickets in one transaction and theater tickets in the next transaction. However the venues must be yours. You can sell tickets to Bob's Airlines (because you are Bob) but you will not be able to sell tickets to United Airlines because they have their own ticketing system.

There is no limit on the number of different venues that you may have. The same venue may have multiple seating / pricing layouts. The same venue may sell admission by individual seats or general admission depending on the particular event.

The program will keep track of which seats are sold and unsold.

However there are limits. If you sell individual seats your seating plan must fit into a grid of 78 X 100 seats. If you sell seating by section (different prices by section) you cannot have more than 9 sections. If you sell tickets by type (regular admission, child, senior, discount, whatever) you cannot have more than 5 different types. If you sell seats by general admission each section can have a maximum of 10,000 seats.

The program will print receipts and tickets on the same printer or you can print receipts on one printer and tickets on another.

Note: to sell tickets, the main POS program must be set to use a stock table and the stock numbers used for tickets must be in the stock table.

SETUP

As you can see the list of ways you can sell tickets is very flexible. But this does mean that you are going to have to do some setup to get it to work the way you want.

To setup ticketing go to the "Ticket sales" feature of the POSCONFIG.EXE program. You will see this menu...

1. Create an event
2. Layout venue seating
3. Printer setup
4. Unlock all venue files
5. Delete an event

The first thing you must do is press [TAB] until the line under the menu reads "[TAB] Allow ticket sales." If the line reads "[TAB] No ticket sales." then you

will not be able to sell tickets even if you have done everything else to set up ticket sales.

PRINTER SETUP

Just to get it out of the way choose “Printer setup” first. You may choose to use your receipt printer to print tickets or to print tickets on a separate printer attached to your computer. Even if you are using the same printer as the one you use to print receipts you must set up printing for the tickets. It is basically the same setup as for printing receipts so view those instructions. However, even if you are going to use the exact same setup on the same printer to print both receipts and tickets you must do the “printer setup” for the “Tickets” feature.

SELLING TICKETS

The way the program works is that you describe the venue to the program (a seating layout) then you create events for that venue. An event will have the date / time of the event and the different prices for admission. An event can also be a flight on an airplane or a sporting event or just about anything. You can use the same seating layout for an unlimited number of events, after all you do not want to make up a seating grid for each event.

Once you have created a seating grid and matched it to an event with all the pricing information, you can then begin selling tickets to that event.

LAYOUT VENUE SEATING

Using the option “Layout venue seating” will allow you will create a seating chart for your venue. You may create several venues for use so you must name each venue file. You can also have different seating plans in the same venue. For example for some events you may not allow seating in the balcony, or set up chairs on the stage, or have all seats the same price. To do this you must save the same venue as separate venue files like BIJOU1.THR, BIJOU2.THR, BIJOU3.THR, etc. However for the same seating plan in the same venue you will only have to create one file even though you may have several different events in that venue with that seating plan.

There are two ways you can sell seats. You can sell seats as “general seating” meaning that if your venue has 200 seats you can sell 200 tickets and the patrons find their own seats when they enter the venue. The other way is “assigned seating” where the patron is sold a particular seat in the venue.

When you start “Layout venue seating” to create a seating plan you will be asked to choose an existing venue or press [TAB] to create a new venue. Choosing an existing venue will allow you to update the venue seating (have you have added a row of seats to the venue?) or to create and alternate seating plan for the venue (the balcony is closed) without having to start from scratch.

INCREDABLY IMPORTANT! If you alter a venue plan that has already been used to sell seats to an event then the seats sold may no longer be valid or it may be possible to sell the same seats again. Instead create a new venue file with a new file name.

GENERAL SEATING

When you begin to set up a venue you will be asked how many seats are in the venue. If you NEVER sell seats by "general seating" you will not have to fill this in. You may divide your venue in up to 9 different sections (main floor, mezzanine, balcony, etc.) and enter the number of seats for each section. That way while the event is "general seating" a patron must sit in the correct section. Of course when you set up an event you may price each section differently.

The next screen will allow you to enter several lines of text that will be printed on all tickets printed when using this seating chart. The lines are...

Venue name
Street address
City, State, Zip
Phone number
Fax number
Email address
Website address

Any lines you do not fill in will not be printed on the tickets.

The next screen will allow you to rename the file you are working on. If you loaded the BIJOU.THR file but want to save the changes you will be making to the seating as the BIJOU2.THR file, this is where you change the filename. If you do not change the file name then any changes made to the seating will be saved to the existing file. NOT A GOOD IDEA!

▣ ASSIGNED SEATING

The next screen is where you can set the seats in your venue. Here is a sample venue layout...

```
MAJESTIC.THR||Cursor Location. ROW 1 COLUMN 1| Seat name
A BOX A 99 11111 11111111 11111 99 BOX D
B 99 111111 11111111 111111 99
C 99 111111 11111111 111111 99
D BOX B 99 1111111 11111111 1111111 99 BOX E
E 99 1111111 11111111 1111111 99
F 99 22222222 22222222 22222222 99
G BOX C 99 22222222 22222222 22222222 99 BOX F
H 99 22222222 22222222 22222222 99
I 99 22222222 22222222 22222222 99
J 33333333 33333333 33333333
K 33333333 33333333 33333333
L 33333333 33333333 33333333
M 33333333 33333333 33333333
N 444 44444444 44444444 44444444 444
O 444 44444444 44444444 44444444 444
P 444444 44444444 44444444 44444444 444444
Q 444444 44444444 44444444 44444444 444444
R 55555555 55555555 55555555 55555555 55555555
S 55555555 55555555 55555555 55555555 55555555
T 55555555 55555555 55555555 55555555 55555555
U 55555555 55555555 55555555 55555555 55555555
V BALCONY
666 66666666 66666666 66666666 666
[↑] [↓] [←] [→] [PG UP] [PG DN] [HOME] [END] [0]-[9] [F1]=Toggle [ESC]=Quit/Save
```

The top of the screen will be where the stage is located. Use the arrow keys, [PAGE UP], [PAGE DOWN], [HOME] and [END] to move through the venue. To place a seat press one of the number keys 1-9, to remove a seat press the [SPACEBAR]. You may place seats in rows of up to 78 seats with up to 100 rows. Try to layout your seats in a way that you can visualize your actual venue from the number blocks you place. Include the aisles and leave a blank row between the main floor and each balcony. Include box seats to the sides of the main floor rows.

The two screen columns on the left are to be use to mark the label rows in the seating chart. To insert or delete rows in the row labels the cursor must be in the left two columns of seating chart.

By pressing the letter keys you can put labels in the seating chart (BALCONY) but of course your labels cannot contain numbers.

The number you press to create the seat is important. It is the price group for the seat. Later when you create a 'Event' you will be able to price each seat group. For example all seats numbered 1 will sell for 89.00, all seats numbered 2 will sell for 65.00, etc. When you create an event you may set seats with different numbers to the same price if you wish.

When you move the cursor over a seat you will be able to give the seat a location label like, 'ROW 4, SEAT 22' or 'BOX 2, SEAT 5'. These locations are the ones that will print on the tickets. Each seat label may be up to 20 characters long. It will be a good idea to place the seats BEFORE labeling them because if you wish to delete the seats to move them elsewhere the labels will not move with them.

To type in a seat label press [F1] and from that point forward you will only be able to type seat labels. Press [F1] again to return to placing seats. When you are typing seat labels pressing [F3] will toggle seat memory on and off (and place an 'X' in the top, right of the screen when it is on). When seat memory is on it will copy the text from the previous seat to the next seat if the next seat is blank. That way you will not have to keep typing "ROW" "SEAT" over and over again but just change the numbers. A seat label will not be saved if the actual seat has not been numbered.

There are several things you can do to the seating chart by pressing Function keys

[Arrows] Move in the grid.

[PAGE UP] [PAGE DOWN] Move up or down a page at a time.

[HOME] Go to the top of the seating chart.

[END] Go to the bottom of the seating chart.

[INSERT] Move all seats to the right of the cursor one space to the right.

[DELETE] Move all seats to the right of the cursor one space to the left.

[CTRL] + [INSERT] Move all lines from the cursor down.

[CTRL] + [DELETE] Delete current line and move all lines below up one.

[F1] Switch between placing seats and entering seat labels.

[Letters] Label the seating chart.

[Numbers] Place seats.
 [SPACEBAR] Remove at cursor.

Note: When typing seat labels you will not be able to move seats using [INSERT] or [DELETE] and to move the current seat position in the seating chart you will have to hold down [CTRL] and press arrow keys, [PAGE UP], [PAGE DOWN], [HOME] and [END].

Once you have the seating chart the way you want it press [ESC] to save it. You will now be offered the option of printing the seating chart or saving it to a text file.

To delete a venue or move it to a new location on your hard drive you only need to delete or move the ??????.THR file.

CREATING AN EVENT

Using the option “Create an event” will do just that. On the first screen you will have the option of “1. Create a new event” or “2. Load an existing event.” Option 2 will allow you to change the pricing in an existing event or more important to allow you to copy the data in an existing event to create a new event for a different date or time.

The screenshot shows a terminal window with a blue background. At the top, a header bar displays "[F4] ASSIGNED SEATING" in red. Below this, a status bar shows "YYYY-MM-DD HH:MM ATTRACTION NAME" and "THEATER FILE" with the values "2008-02-10 16:30 THE ODD COUPLE" and "MAJESTIC.THR" respectively. The main area is divided into two sections. On the left, a pink box contains instructions for entering event details and a list of keyboard shortcuts: [ENTER] = Next data, [F1] = select theater, [TAB] = Next section, [PGDN] = Next page, [ESC] = Cancel. On the right, a table displays ticket types and their prices for five different customer categories.

TYPE	GENERAL	CHILD	SENIOR	DISCOUN	
1	8500	6000	7000	5000	0
2	8000	5500	6500	5000	0
3	7500	5000	6000	5000	0
4	7000	4500	5500	5000	0
5	6500	4000	5000	2500	0
6	6000	3500	4500	2500	0
7	5500	3000	4000	2500	0
8	5000	2500	3500	2500	0
9	4500	2000	3000	2500	0

If you loaded an existing event file and make any changes in the header, then when you save this file it will be saved as a new event. This is how you copy the data from an existing event to create a new event without having to type in the pricing data all over again. If you save the file with the old header then only the pricing data and other will be saved. The seating sold will not be changed.

From anywhere on this screen you can press [F4] to toggle the event between “general seating” or “assigned seating.”

Press [TAB] to go to the “Ticket type” section. The program will allow you to sell seats to up to 5 different types of customers, for example GENERAL,

CHILD, SENIOR, STUDENT, DISCOUNT. Each type will have its own pricing list. Here you will be able to type in the label for each type of ticket. Of course you do not have to use all 5 types, but you must enter at least one. By pressing [ENTER] you will be able to toggle between entering the labels or the stock numbers.

Since this program is used in conjunction with the POS software the POS software will have to know what stock number to use to ring up each type of ticket. You cannot sell tickets if the POS program is not set to use a stock table. Be careful, entering an incorrect stock number, or one that is not in the stock table, will prevent you from ringing up the ticket sale. If a stock number for a ticket cannot be found in the stock table the program will refuse to ring up the sale. You may use the same stock number for all the different ticket types if you wish. When entering the ticket types in the stock table do not enter the price of the tickets. The price of each ticket is set here, a regular price or a sale price in the stock table will be ignored. However you must set the tax rate for your tickets in the stock table, if any. You can set up a percentage tax and a unit tax just like any other item in the stock table.

Press [TAB] again to go to the pricing grid. When you laid out the venue seating you placed each seat by pressing a number (or for "general seating" you assigned sections of the venue). That number will affect the price of that seat. Here in the pricing grid you enter the price for each seat depending on the seat number and the "ticket type" that may be sold. For example a ticket sold for GENERAL ADMISSION for a seat numbered [2] (or section #2) may have a totally different price than a ticket sold for SENIOR ADMISSION for a seat numbered 5. Of course you may charge the same price for all seats no matter what the ticket type or seat number if you wish. You must make sure that you fill in prices for all possible ticket type / seat number combinations.

From anywhere on the screen you may press [PG DN] to continue or [ESC] to quit.

The next screen will show you a sample printed ticket...

```
          ADMIT ONE TO
          THE ODD COUPLE
ON SATURDAY FEB. 19, 2008 AT 4:30 P.M.
AT THE MAJESTIC VENUE
4730 W, Irving Park Road
Chicago, IL 60641
PHONE: (773) 555-5555
FAX: (773) 555-5556
EMAIL: TICKETS@PORTAGE.ORG
WEB: HTTP://PORTAGE.ORG
          SENIOR ADMISSION = 60.00
***** ROW XX, SEAT XX *****
```

The ticket stub will not be shown but will comprise the following lines

```
          THE ODD COUPLE
ON SATURDAY FEB. 19, 2008 AT 4:30 P.M.
```

SENIOR ADMISSION = 60.00
***** ROW XX, SEAT XX *****

Under the ticket displayed on the screen will be 10 lines. You can fill in these lines with text that you want printed on the tickets for this event. You can use these lines to state your return policy, legal stuff, or anything else you wish. Blank lines from the bottom will not be printed. So a printed ticket could look like this...

ADMIT ONE TO
THE ODD COUPLE
ON SATURDAY FEB. 19, 2008 AT 4:30 P.M.
AT THE MAJESTIC VENUE
4730 W, Irving Park Road
Chicago, IL 60641
PHONE: (773) 555-5555
FAX: (773) 555-5556
EMAIL: TICKETS@PORTAGE.ORG
WEB: HTTP://PORTAGE.ORG
SENIOR ADMISSION = 60.00
***** ROW D, SEAT 25 *****
Outside food not permitted.
All ticket sales are final.

Prices include 10% entertainment tax.

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THE ODD COUPLE
ON SATURDAY FEB. 19, 2008 AT 4:30 P.M.
SENIOR ADMISSION = 60.00
***** ROW D, SEAT 25 *****

The total number of events that can be saved is 100,000,000 or disk storage, after that you cannot add additional events.

You can copy events with different dates / times. This means that to add an event you do not have to type in all of the pricing and other information again. Just load a current event, change the date / time (event name or venue) and it will be saved as a new event file. After saving an event the program will ask you if you want to do it again with different data.

Delete an event

To delete an event you must use option "6. Delete an event" Events are registered into an index file and then given a numeric file name so it would be difficult to find the actual file to manually delete to remove the event. Plus manually deleting the event file would trash the index file.

Deleting an event will erase all information about the event including all financial data and information on which seats have been sold or remain unsold. Deleting an event cannot be undone.

Sell tickets

Now that you have setup your venue seating and your events it is time to start selling seats. From the "1. Purchase" screen in the POS.EXE program press "[CTRL]+[END] Tickets."

You will now be at a screen where you can select an event. You will return to this screen when you have sold a set of tickets or voided out a ticket sale. This means that you will remain in the ticket selling part of the program until you press [ESC] from this screen to return to the main POS program.

At the top of the screen where you can select an event will be today's date. You can change the date if needed. If you press [TAB] you will see a list of all the events on the date shown, or if you press [F1] you will see a list of all events on all dates. Use the arrow keys to highlight the event you want and press [ENTER]. If you press [TAB] instead you will be able to type in a different date.

Once you have selected the event you want if you are selling seats as "general seating" a chart will appear like this...

	GENERAL		CHILD		SENIOR		STUDENT		DISCOUNT		UN SOLD	SEATS IN
VENUE	MAIN FLOOR	1	2	0	0	0	128	250				
	MEZZANINE	0	0	0	0	0	68	70				
	BALCONY	0	0	0	0	0	98	125				

SEATS RESERVED:

3 | COST: 18.00
 GENERAL | CHILD | SENIOR | STUDENT |
 DISCOUNT
 [A1] 8.00 | [B2] 5.00 | [C3] 6.00 | [D4] 5.50 | [E5]
 3.00
 [^] [v] [TAB] = Clear all [+] = Sell [F5] = Prices
 [ESC] = Cancel

Use the up and down arrow keys to move the light bar to the section you want to sell the seats from. As you move the lightbar the possible prices for the seats in that section of the venue will appear near the bottom of the screen. Press the letter key [A] – [E] or number key [1] – [5] to sell a ticket depending on the ticket type. You must press the key for each ticket you want to sell. In this

example you would have to press the [2] key (or [B] key) 3 times to sell 3 “child” admissions.

□[TAB] will clear all the seats from this sale. [F5] will display the price grid for all seats. [ESC] will cancel the sale. Press [+] to ring up the sale.



However if you are selling seats as “assigned seating” a venue map will appear on the screen. Move the cursor to the seat you wish to sell. Seats with white letters on a black background are already sold and you cannot sell them again. As you move the cursor over a seat the possible prices for that seat will appear near the bottom of the screen depending on the number (or letter) of the seat. If the seat has already been sold the “This seat” price of the seat will be filled in. This is the actual price paid for that seat even if the prices have changed since the seat was sold.

To actually sell a seat, determine the type of seat to be sold (General, Child, Senior, etc.) and press the corresponding number or letter for that seat type. The number of the seat will change to a letter and the background will change to green. To unsell a green seat press [TAB]. NOTE: If you first enter this screen and there are some green seats this means that another computer on the network is selling them. DO NOT [TAB] them out. However if the reason that the seats are green is because the computer crashed while a ticket sale was in progress then you must [TAB] them out from the same computer that crashed.

The screen will display a running total of the number of seats sold and the total price of all the seats marked.

[F5] will display the price grid for all seats. [ESC] will cancel the sale. Press [+] to ring up the sale.

RINGING UP TICKETS

When you press [+] to ring up the sale you will see a screen very similar to the regular "Purchase" screen. However there will be differences. There are several things you will not be able to do.

- You will not be able to ring up other merchandise.
- You will not be able to view the stock table.
- You will not be able to give discounts.
- You will not be able to park the sale.
- You will not be able to do reductions.

Also the main POS menu functions cannot be performed from the ticket program such as closing the register, no sales, reports, etc. For those features you will have to return to the main POS.EXE program.

You will be able to press [F7] for tax exempt sales, [F8] to round the sale to the nearest .05 or .10. If you press [F5] you will be able to "1. Return to picking tickets" to add or remove tickets to the sale or "2. Void entire sale." to cancel all tickets and return to the screen where you can pick an event.

Of course this is also where you can pay for the tickets, complete the sale, print a receipt, and print the tickets. After completing the sale you will return to the screen where you can pick an event. Remember, to return to the main POS program you must press [ESC] from this screen.

NO VOIDED TICKET SALES

One last point. Once you have printed out tickets you have created a product. A set of tickets can be worth hundreds or thousands of dollars. There is no way to return tickets. Oh, I imagine that you could go to the main POS program and do a normal return but that would not return the tickets to the program. You could not sell them again through the ticket feature. The only way to resell the tickets would be to keep the actual printed tickets and sell them again as a normal sale, not through the ticket feature. This also means that if from the main POS program you use "5. Void" you can not void a completed ticket sale.