Veezi POS

Vista Entertainment Solutions Ltd.

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Contents

Security   xxxix

Working offline   xl

Index   41

About this guide

This document describes the interface of the **Veezi POS** module, and is intended to inform cinema operators of the range of functions that POS can perform, so that they can effectively pass on the desired set instructions to their own POS operators.

The guide is divided into four main sections:

- Introduction to Veezi POS (page vi) describes how to get started with the program interface.
- Operations (page xxiii) lists the tasks that can be performed at the point of sale.
- Security (page xxxix) briefly details which operations require supervisor or manager approval.
- Working offline (page xl) describes how the program functions when connection to the cloud server is lost.

Introduction to Veezi POS

The **Veezi POS** software manages all aspects of point of sale operations at your cinema.

This section of the guide provides instructions for a few very basic tasks such as logging on and off, and describes the main elements of the user interface.

Getting started and finishing up

Logging on and off

When you first start the **POS** application, the operator must first log on with their **User** details as configured in the **Veezi Back Office** application:

1   Run Veezi POS.

2   Click the **Logon** button.

3   Enter your **User Number** and press **Enter**.

> **Note:** Only users configured with the **User Group** *POS Operator*, *Supervisor* or *Manager* may log on to POS. Users in the User Group *Staff* are not authorised to log on to POS.

4   Enter your **PIN Number** and press **Enter**.

The POS application will launch and display the Tickets screen (page ix).

> **Note:** If you are logging on for the first time in a business day, you will be asked to confirm the opening float amounts (page vi).

When closing the POS application, you must first log off:

1   In Veezi POS, press the Log Off button.

The application launch screen will be displayed, and you can either leave it for another operator to log on to, or press the **Shutdown** button to turn the terminal off.

Confirming the float

If you are logging on for the first time in a business day, you will be asked to confirm the opening **Float Amounts**. After entering your user number and PIN, the **Opening Floats** screen will be displayed:

1   Select the **Payment Type** you wish to confirm the opening amount for.

For example: *Cash*

Select whether you wish to adjust the **Quantity** or the **Value**.

2   Use the keypad to enter the amount conaitned in the opening float.

For example: *$200.00*

3   Press the **Increase** button.

The starting amount will be recorded for the payment type.

4   Repeat steps 1–3 for any other payment types you wish to confirm opening amounts for.

Press the **Open Drawer** button.

The cash drawer will be opened and the float can be inserted.

5   Press the **Confirm** button.

The **Veezi POS** application will launch and display the Tickets screen (page ix).

Locking and unlocking POS

If you leave your terminal at any point during the day (such as during a break), you may wish to lock it so that other operators and staff cannot use it. This can be useful for minimising the sharing of terminals and avoiding the risk of one operator making errors under another operator's name:

1   In **Veezi POS**, press the **More** button.

The POS button panel will expand.

2   Press the **Lock** button.

The POS terminal will be locked and cannot be used.

To unlock a POS terminal, the user who locked it or a *Supervisor* or *Manager* must enter their user number and PIN in the keypad.

The basic interface

Concessions screen
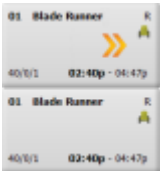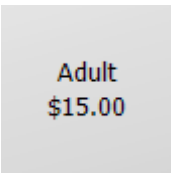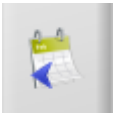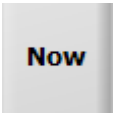
The **Concessions screen** is the default view when you launch **Veezi POS**. From here you can add concessions items to the customer's purchase in the **Order Window** (page xvii).

Option	Icon	Description
Concessions tab		The concessions tab button allows you to activate the **Concessions** screen when you are viewing the **Tickets** (see "**Tickets screen**" page ix) screen.
Concessions buttons	Decaf Latte $4.00	The concessions buttons represent your items for sale; press them to add the item to the **Order Window** (page xvii). The buttons display item's price, an image, and can be colour-coded.
Concessions pages	Page 1	The page buttons allow you to organise concessions into different sections for different types. The text on the page buttons can be customised. For example, you may have a page for *Popcorn* concessions and separate pages for *Soft Drinks* and *Candy*.
Lookup		The lookup button displays an on-screen keyboard and allows you to search for a concession item by name. Enter a search term and press the **Enter** button to display items containing the term.
Barcode		The barcode button allows you to find at item by typing in or scanning its barcode. The item can then be added to the **Order Window** (page xvii).
Home		Pressing the home button will automatically return you to viewing **Page 1** of the concessions screen.

Tickets screen

The **Tickets screen** displays sessions and allows you to add tickets to the **Order Window** (page xvii).

Note: Only sessions with the status *Open* will be available. *Planned* and *Closed* sessions are not displayed.

Option	Icon	Description
Tickets tab		The tickets tab button allows you to activate the **Tickets** screen when you are viewing the **Concessions** screen.
Film/Session		The film/session may display differently depending on the selected **Selling Order** (see "**POS buttons**" page xi): ▪ *Session By Film* - each film is displayed on a single line, and you can press the **>>** button to choose which session you would like to sell tickets to. Films are ordered by the **Display Sequence** number configured in Veezi Back Office. ▪ *Session By Screen/Time* - sessions are displayed in chronological order.
Ticket types	Adult $15.00	The top 5 ticket types (based on **Sequence Number**) included in the **Price Card** you have selected for the session are displayed. Press a ticket type button to add the corresponding ticket type to the **Order Window** (page xvii).
Scroll back		This button has a different function and icon depending on the selected **Selling Order** (see "**POS buttons**" page xi): ▪ *Session By Film* - scroll up in the list of films displayed. Films are ordered by the **Display Sequence** number configured in Veezi Back Office. ▪ *Session By Screen* - scroll back to earlier sessions in each screen. ▪ *Session By Time* - scroll back to earlier sessions.
Calendar back		Press to go back one calendar day.
Now	Now	Press to automatically return to viewing sessions for the current day.
Calendar		Press to open the **Calendar** window and select a specific date to view sessions for.
Calendar forward		Press to go forward one calendar day.

Scroll forward		This button has a different function and icon depending on the selected **Selling Order** (see "**POS buttons**" page xi):
		▪ *Session By Film* - scoll down in the list of films displayed. Films are ordered by the **Display Sequence** number configured in Veezi Back Office.
		▪ *Session By Screen* - scroll forward to later sessions in each screen.
		▪ *Session By Time* - scroll forward to later sessions.

POS buttons

The **POS buttons** are available at the bottom of the main **Concessions** (see "**Concessions screen**" page viii) and **Tickets** (see "**Tickets screen**" page ix) screens, allowing you to perform additional functions.

Note: The POS buttons available on the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) and **Payment** (see "**Payment screen**" page xviii) screens are different.

The following options are available at all times:

Option	Description
More	Press to expand the POS button menu. When the menu is expanded, this button will be labelled **Close** allowing you to collapse the menu.
Log Off	Press to log off (page vi) the current POS session.
Multi	Press to enable **Multi** mode. When you select a ticket type or a concession, a number keypad will be displayed asking how many of the ticket type or concession the customer wants to purchase. For example, a customer may order 7 Adult tickets to Batman at 6:30pm. Select **Multi** mode, select the correct ticket type, enter **7** into the keypad and press **Enter**. 7 tickets will be added to the **Order Window** (page xvii).
Abort	Press to cancel the current order and remove all tickets and items from the **Order Window** (page xvii).
Book	Press to enable **Booking** mode. Add ticket types to the **Order Window** (page xvii). When you press the **Payment** button, an on-screen keyboard will displayed instead of the **Payment screen** (page xviii), asking you to input booking details. This is useful for booking tickets to sessions in the future at POS (page xxviii).
Find Booking	Press to display the on screen keyboard, allowing you to enter a credit card number, name, booking number, or phone number, in order to search for a booking (page xxviii). The credit card number can also be entered by swiping the card.
Seats	Select a ticket in the **Order Window** (page xvii) and press the **Seats** button to display the **Seat Allocation** (see "**Seating**" page xx) layout. This allows you to select which seats the customers will receive with their tickets. **Note:** This is only available for sessions with allocated seating.
Sched	Press to display the **Schedule** (page xxii) window, listing the week's session information including times, admits, unpaid bookings, and available seats.

The following options are only available once the **More** button has been pressed to expand the menu:

Option	Icon	Description
Refresh		Press to refresh POS data. Any new sessions created or edited in **Veezi Back Office** will be updated on POS.

Float Adjusts		Press to perform a float adjustment, such as an **Increase** or a **Cash Drop**.
		Note: Supervisor or higher approval is required for this action.
Open		Press to open the cash drawer of the POS terminal.
Offline Orders		Press to process any stored offline orders.
		If the network connection is lost, POS can confinue working offline (page xl). Transactions are stored locally and can be processed by pressing this button once the network connection has been restored.
Selling Order		The selling order determines how sessions are displayed on the **Tickets** (see "**Tickets screen**" page ix) screen:
		• *Session By Film* - films are displayed on single lines in the order determined by their **Display Sequence** number configured in Veezi Back Office. An expandable list displays the day's sessions for the corresponding film.
		• *Session By Screen* - sessions for the day are listed in time bands by screen. You can scroll forward to sessions in later time bands.
		• *Session By Time* - sessions for the day are displayed in order of start time.
		Press the button to toggle through the different selling order modes. The icon will indicate which mode is currently active.
Group		The **Group** button is similar to the **Multi** button.
		Press to enable **Group** mode.
		When you select a ticket type on the **Tickets** (see "**Tickets screen**" page ix) screen, a number keypad will be displayed asking how many of the ticket type the customer wants to purchase.
		Enter the number of tickets required press Enter.
		The number of tickets will be added to the order window and only a single ticket will be printed indicating how many tickets it represents.
		Note: This is different from **Multi** mode which still prints individual tickets. Also, the Group button works only with tickets, not concessions.
Refund		Press to display the **Refund** window, where you can refund tickets or concessions items from previous transactions (page xxxi).
Swap		Press to swap a ticket (page xxxi) for another ticket to a different session.
Printing		Press to display the **Printing** window, where you can perform print tests and reprint tickets and receipts (page xxxviii).
Receipt		If the last transaction is still present in the **Order Window** (page xvii), press this button to print a receipt for the transaction.
Lock		Press to lock (page vii) the current POS session.

Alternate tickets screen

The **Alternate tickets screen** lists additional ticket types included in your price card. While you are viewing this screen the **Order Window** (page xvii) is still available, so the additional ticket types can be added directly to the customer's purchase.

Option	Description
Price Card	The name of the price card being used for the session is displayed in bold at the top of the alternate tickets screen.
Screen	The screen where the session is playing.
Censorship	The censor rating set for the film.
Showing	The session's start time.
Feature	The feature start time, after the pre-show (ads and trailers).
Finish	The session's finish time, calculated as the Feature start time plus the film's running time.
Available Seats	The number of unsold seats remaining in the auditorium for the session.
Booked Seats	The number of seats booked for the session.
House Seats	The number of reserved house seats in the auditorium.
Content	If you have configured the film with a **Content** description, it will be displayed on the alternate tickets screen.
Synopsis	If you have configured the film with a **Synopsis**, it will be displayed on the alternate tickets screen.
Cast/Directors/Producers	If you have configured the film with **Actors**, **Directors** or **Producers**, they will be displayed on the alternate tickets screen.
Poster Graphic	If you have configured the film with a **Poster Graphic**, it will be displayed at the bottom of the alternate tickets screen.
Session	The session ID number.
Description	The names of extra ticket types that cannot be displayed on the main **Tickets screen** (page ix) are listed here. Press them to add the ticket to the **Order Window** (page xvii).
Value	The price of the corresponding ticket type.
Up/Down arrows	If there is a large number of extra ticket types included in the price card, use the up and down arrows to scroll through them.

The POS buttons available on the alternate tickets screen are different from the **Tickets** and **Concessions** screen.

Option	Icon	Description
Barcode	‖||||‖|	The barcode button allows you to find a ticket type or voucher by typing in or scanning its barcode. The ticket can then be added to the **Order Window** (page xvii).
Seat Plan		Press to display the **Seat Allocation** (see "**Seating**" page xx) layout for the session to see where seats are available. Accessing the seating plan in this way is read only, and does not allow you to select seats for any tickets in the **Order Window** (page xvii). **Note:** This is only available for sessions with allocated seating.

Bookings		Press to display the **Bookings screen** (page xv) for the session.
		You can view the customer name and booking number for paid and unpaid bookings, and if necessary **Release Bookings** you can sell the seats to other customers.
Release House		Press to make reserved house seats available to be purchased.
		Requires manager or higher approval.
Multi		Press to enable **Multi** mode.
		When you select a ticket type or a concession, a number keypad will be displayed asking how many of the ticket type or concession the customer wants to purchase.
		For example, a customer may order 7 Adult tickets to Batman at 6:30pm. Select **Multi** mode, select the correct ticket type, enter **7** into the keypad and press **Enter**. 7 tickets will be added to the **Order Window** (page xvii).
Group		The **Group** button is similar to the **Multi** button.
		Press to enable **Group** mode.
		When you select a ticket type on the **Tickets** (see "**Tickets screen**" page ix) screen, a number keypad will be displayed asking how many of the ticket type the customer wants to purchase.
		Enter the number of tickets required press Enter.
		The number of tickets will be added to the order window and only a single ticket will be printed indicating how many tickets it represents.
		Note: This is different from **Multi** mode which still prints individual tickets. Also, the Group button works only with tickets, not concessions.
Exit		Closes the alternate tickets screen and returns to the main **Tickets screen** (page ix).

Bookings screen

The **Bookings screen** is accessible in two ways:

- When searching for a booking (page xxviii) it gives you information about the booking a customer is picking up.
- From the **Alternate tickets screen** (page xiii) it gives you information about all the bookings made for sessions, both paid and unpaid.

By default, only unpaid bookings are displayed. Press **Display All Bookings** to view paid bookings as well.

Option	Description
Customer Name **Booking Number - Id**	The customer name recorded against the booking, and the booking ID number given to the customer.
Date Booked **Date Collected**	The date and time when the booking was made. If the booking has also been collected, that date and time will be displayed below.
Tickets	The number of tickets included in the booking, and their total value.
Food Vouchers	The number of concession items included in the booking and their total value. When concessions are booked, they are recorded as food vouchers which can be redeemed for the actual concession items when the booking is collected.
Booking Fee	The booking fee amount.
Total	The total value of the booking. If the booking has been paid for, **Paid** will be displayed next to the total value.
Name	The customer name recorded against the booking.
Booking Source	The workstation where the booking was made. For example, a POS workstation or internet ticketing.
Pickup	The pickup name recorded against the booking.
Phone	The customer's phone number recorded against the booking.
Trans	The transaction number.
Film	The film that the booked ticket is for. **Note:** For concession items included in a booking, this column will contain **FOOD**.
Session	The time and date of the session that the booked ticket isfor.
For	The ticket type of the booked ticket. For example, *1 Adult*.
Allocated	If the booked session is allocated seating, the seat numbers assigned to the tickets will be displayed in this column. For example, *K-5*.
Status	If the ticket or concession item in the booking has not been collected, this column will be blank. If it has been collected, this column will display the date and time of collection. If it has been cancelled or released, this column will display *Cancelled*.

Display All Bookings/Bookings not Paid	By default, only unpaid bookings are displayed.
	Press this button to toggle between displaying all bookings and only unpaid bookings.
	This button is only available when the **Bookings** screen is accessed from the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen, not when searching for a booking (page xxviii).
Back	Press to go back and enter new booking search criteria.
	This button is only available when the **Bookings** screen is accessed when searching for a booking (page xxviii), not from the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen.
Swap	Press to swap the tickets in the selected booking for different ticket types or a different session.
	This button is only available when the **Bookings** screen is accessed when searching for a booking (page xxviii), not from the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen.
Release Bookings	Press to cancel any unpaid bookings and make their seats available to be purchased.
	Requires manager or higher approval.
	This button is only available when the **Bookings** screen is accessed from the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen, not when searching for a booking (page xxviii).
	Note: Paid bookings cannot be released.
Delete Booking	Press to cancel the selected unpaid booking and make their seats available to be purchased.
	Note: Paid bookings cannot be deleted.
Select	Press to transfer the selected booking into the **Order Window** (page xvii) to complete payment and/or ticket printing of the booking.
	This button is only available when the **Bookings** screen is accessed when searching for a booking (page xxviii), not from the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen.
Exit	Press to close the bookings screen and return to the **Alternate tickets screen** (page xiii).

Order window

The **Order Window** is located on the right-hand side of your screen, and displays the tickets and concession items included in the current order.

Option	Icon	Description
Description		The name of the item or ticket type included in the order. Basic session details such as film, date, time and seat allocation are also displayed here, as well as any package details.
Value		The price of the corresponding ticket or concession item in the order line.
Total		The total price of the order.
Up/down arrows		Use the arrows to scroll up and down through the order lines.
Repeat Order	Repeat Order	After you have completed a transaction, while it is still highlighted in orange, you can press the **Repeat Order** button to reload the same tickets as the previous order. **Note:** Concessions are not reloaded.
Delete	Delete	Press to delete the selected ticket or concession from the order window.
Electronic Payment	VISA MasterCard	Press to initiate electronic payment for the current order. A payment device must be connected.
Fast Cash		Press to instantly complete the order with a cash payment and automatically open the cash drawer. **Note:** This bypasses the **Payment screen** (page xviii) and the POS operator will not be shown how much change to give the customer. This button is only available for users you have configured with the **Is Fast Cash Enabled** setting in **Veezi Back Office**. Veezi recommends that you only allow this button for skilled operators who you feel can accurately calculate the required change in their heads.
Payment button		Press to show the **Payment screen** (page xviii) which allows you to select how the customer will pay for the order.

Payment screen

The **Payment screen** is where you complete transactions by choosing how the customer will pay for the order.

Option	Icon	Description
Concessions		The total value of the concession items included in the order.
Tickets		The total value of the tickets included in the order.
Total		The total value of the order.
Cash		Press to pay for the exact remaining outstanding balance in cash.
		You can also pay with a specific amount of cash:
		▪ Either press the appropriate **Tender Icon(s)** on the right-hand-side of the payment screen.
		▪ Or press the **Amount to Pay** button, enter the desired amount, and then press the **Cash** button.
		The payment line will be added to the payment screen.
Cheque		Press to pay for the exact remaining outstanding balance by cheque.
		To pay with a cheque of a specific amount, press the **Amount to Pay** button, enter the desired amount, and then press the **Cheque** button.
		The payment line will be added to the payment screen.
Credit/Debit		Press to make a payment by credit or debit card. A keypad will display asking you to enter the amount to pay.
		Enter the desired amount and press enter to add the payment line to the payment screen.
Debit Adv		Press to request a debit advance from the customers are. A keypad will display asking you to enter the amount to advance.
		Enter the desired amount and press enter to add the debit advance line to the payment screen.
Voucher		Press to pay for the exact remaining outstanding balance by voucher.
		You can also pay with a voucher of a specific:
		▪ Either press the appropriate **Barcode** button to scan a specific voucher.
		▪ Or press the **Amount to Pay** button, enter the desired amount, and then press the **Voucher** button.
		The payment line will be added to the payment screen.
Tender Icons		Icons representing the legal cash tender in your country can be configured to display on the payment screen for easy access.
		For example, *$1/$5/$10/$20/$50/$100* notes.
		Press them to make a payment using the corresponding denomination.
		The payment line will be added to the payment screen.

| Split | | Press to split the remaining oustanding balance into equal amounts.

A keypad will display asking you to enter the number of ways to divide the balance.

Enter the desired number and press enter, then select the payment type.

The payment line will be added to the payment screen. |
|---|---|---|
| 50/50 | | Press to divide the remaining oustanding balance into two equal amounts.

Press the **50/50** button then select the payment type.

The payment line will be added to the payment screen. |
| Amount to Pay | | Press to determine the amount to pay, and then select the desired payment type.

The payment line will be added to the payment screen.

If the remaining outstanding balance has been split or divided 50/50, the **Amount to Pay** button will display the divded amount. |
| Oustanding | | The remaining balance that has not yet been paid for. |
| Delete | | Removes the selected payment line from the payment screen.

Note: In order to reverse and debit or credit payment lines that have already been completed, you will need to perform a refund as well as removing the payment line. |
| Complete |

Complete | Once the total balance has been paid for, press this button to complete the transaction.

Note: The **Complete** button is not available if there is still some balance outstanding. |

The POS buttons available on the payment screen are different from the **Tickets** and **Concessions** screen.

Option	Icon	Description
Barcode		The barcode button allows you to enter a payment line to the payment screen with a voucher by typing in or scanning its barcode.
Receipt		
Cancel

Cancel | Press to cancel payment and return to the main POS screen. |

Seating

The **Seating** screen is available when there are tickets in the **Order Window** (page xvii) for sessions with allocated seating. It allows you to allocate seats to the tickets and process directly to payment without having to return to the main POS screen.

Press the **Seats** POS button to display the Seating screen.

Option	Icon	Description
Seating Plan		This shows you the layout of the auditorium and allows you to select the seats you wish to allocate to tickets.
		The seats are colour-coded based on the **Legend** to indicate the availability of seats.
Session details	◀ ▶	The film, screen, date, and time of the session you are allocating seats for.
		If there are tickets to more than one session in the **Order Window** (page xvii), use the arrows to scroll through the sessions and allocate tickets.
Seating details		Lists the number of unplaced seats and the total number of seats to be placed for the order.
Multi		Press to enable **Multi** mode.
		When you select a seat the system will allocate all seats for the order together in a contiguous block. If there is not enough room, the remaining seats will be left for you to allocate manually.
		If multi mode is not enabled, each seat in the order must be allocated separately.
Refresh		Press to refresh seating data.
		Any seats that have been allocated and sold by other POS operators will be updated.
Main		Press to close the seating window and return to the main POS screen.
Legend		The legend shows the colour-coding scheme for the seating layout, indicating different types of seats such as available, allocated, booked, house etc.
Electronic Payment	VISA MasterCard	Press to initiate electronic payment for the current order.
		A payment device must be connected.
Fast Cash		Press to instantly complete the order with a cash payment and automatically open the cash drawer.
		Note: This bypasses the **Payment screen** (page xviii) and the POS operator will not be shown how much change to give the customer.
		This button is only available for users you have configured with the **Is Fast Cash Enabled** setting in **Veezi Back Office**.
		Veezi recommends that you only allow this button for skilled operators who you feel can accurately calculate the required change in their heads.

Payment button		Press to show the **Payment screen** (page xviii) which allows you to select how the customer will pay for the order.

Schedule

The **Schedule** screen allows you to easily view sessions details such as times, admits, bookings, and available seats. By default sessions are shown for the day, but you can also view sessions for selected films and genres.

Press the **Schedule** POS button to display the Schedule screen.

Option	Icon	Description
Film		The name of the film and the genre.
		Session times for the day are listed below each film.
		You can press the name of a film to display additional details such as running time, censor rating, and synposis.
Admits		The number of tickets sold to each session.
Unpaid Bookings		The number of bookings that remain unpaid for each session.
Available		The number of remaining available seats for each session.
Screen		The screen where each session is playing.
Allocated Seating		If sessions are configured with *Allocated* or *Select* seating this column will display *Reserved*.
		If sessions are configured with *Open* seating this column will be blank.
Private Screening		If sessions are configured as *Private* this column will display *Reserved*.
		If sessions are configured as *Public* this column will be blank.
Days		Select the day you wish to view the schedule for.
		The current business day is always on the far left and labelled *Today*.
Up/down arrows		Use the arrows to scroll through the schedule.
Calendar		Press to open the **Calendar** window and select a specific date to view the schedule for.
Day		Press to view the schedule by business day.
		This is the default option.
Film		Press to enter the name of a film and display the schedule for sessions of that film.
Genre		Press to select a genre and display the schedule for sessions of films with that genre.
Exit		Press to exit the schedule screen and return to the main POS screen.

Operations

This section of the guide gives you instructions for performing a range of essential functions with **Veezi POS**.

Managing sales

Customer orders are created by adding items from the **Concessions** (see "**Concessions screen**" page viii) screen and tickets from either the **Tickets** (see "**Tickets screen**" page ix) or **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screens to the **Order Window** (page xvii).

Selling concessions

1 Select the **Concessions** tab.

2 Press the **Concession** button for any item you wish to add to the order.

If an item has **Options** or **Upgrades**, you will be prompted to choose.

For example, choosing the flavour of a drink, or upgrading a regular drink to a large for 50 cents.

3 Add tickets to the order (page xxiii).

4 Press the **Payment** button to complete the purchase.

Selling tickets

1 Select the **Tickets** tab.

2 Press a **Ticket Type** button for the session you wish to add to the order.

3 If the ticket type you require is not available on the main tickets screen, press the Session button to access the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen.

4 Select the ticket type required to add it to the order.

5 Press the **Exit** button to return to the main POS screen.

6 Add concessions to the order (page xxiii).

7 Press the **Payment** button to complete the purchase.

If any tickets require seats to be allocated, the **Seating** (page xx) screen will be displayed before you can proceed to payment.

Managing payments

A variety of payment options are supported on the **Payment screen** (page xviii). Payments can also be processed with quick-access buttons from the main POS screen.

Cash payments

Cash payments can be processed in two main ways:

- Through the **Payment** screen (page xxiv).
- With the **Fash Cash** button (page xxiv).

Processing cash payments through the payment screen

To process cash payments through the **Payment** (see "**Payment screen**" page xviii) screen:

1   Ring up all the items and tickets you require for the order.

2   Press the **Payment** button.

3   On the payment screen you have three choices:

Press the **Cash** button to pay the exact amount in cash (i.e. no change).

Press the appropriate **Tender Icon(s)** to receive a cash payment. If change needs to be given, the amount will be displayed.

Press the **Amount to Pay** button and enter a specific amount. Press the **Enter** button to return to the payment screen and then the **Cash** button to receive a cash payment of the specified amount.

4   Press the **Complete** button to complete the transaction.

Note: The transaction can only be completed if the **Outstanding** amount is *$0.00*.

The transaction will be completed, and any tickets purchased will be printed.

Processing cash payments with the Fast Cash button

To process cash payments using the **Fast Cash** (see "**Order window**" page xvii) button:

1   Ring up all the items and tickets you require for the order.

2   Press the **Fast Cash** button.

This button is only available for users you have configured with the **Is Fast Cash Enabled** setting in **Veezi Back Office**.

The transaction will be instantly completed with a cash payment, and any tickets purchased will be printed.

Warning! This bypasses the **Payment screen** (page xviii) and the POS operator will not be shown how much change to give the customer. Veezi recommends that you only allow this button for skilled operators who you feel can accurately calculate the required change in their heads.

Electronic payments

Electronic payments (credit/debit) can be processed in two main ways.

- Through the **Payment** screen (page xxv).
- Directly from the main POS screen with the **Electronic Payments** button (page xxv).

Processing electronic payments through the payment screen

To process electronic payments through the **Payment** (see "**Payment screen**" page xviii) screen:

1   Ring up all the items and tickets you require for the order.

2   Press the **Payment** button.

3   On the payment screen you have two choices:

Press the **Credit/Debit** button to pay the exact amount.

Press the **Amount to Pay** button and enter a specific amount. Press the **Enter** button to return to the payment screen and then the **Credit/Debit** button to receive payment for the specified amount.

4   Press the **Complete** button to complete the transaction.

Note: The transaction can only be completed if the **Outstanding** amount is *$0.00*.

The transaction will be completed, and any tickets purchased will be printed.

Processing electronic payments from the main POS screen

To process electronic payments from the main POS screen:

1   Ring up all the items and tickets you require for the order.

2   Press the **Electronic Payments** button.

The transaction will be completed, and any tickets purchased will be printed.

Voucher payments

1   Ring up all the items and tickets you require for the order.

2   Press the **Payment** button.

3   On the payment screen you have three choices:

Press the **Voucher** button to pay the exact amount with a voucher.

Press the **Barcode** button and scan or type in the voucher barcode. Press **Enter** to pay the amount of the corresponding voucher.

Press the **Amount to Pay** button and enter a specific amount. Press the **Enter** button to return to the payment screen and then the **Voucher** button to receive a voucher payment of the specified amount.

4   Press the **Complete** button to complete the transaction.

Note: The transaction can only be completed if the **Outstanding** amount is *$0.00*.

The transaction will be completed, and any tickets purchased will be printed.

Cash advance

Cash advances can optionally be processed at the time of purchasing an order, or they can be performed independent of ordering tickets or concessions.

1   (Optional) ring up the tickets and/or concessions required for the order.

2   Press the **Payment** button to display the **Payment** (see "**Payment screen**" page xviii) screen.

3   Press the **Debit Adv** button.

4   Enter the amount you wish to advance and press **Enter.**

5   Press **Yes** on the confirmation prompt.

The amount to advance will be recorded as part of the Change.

6   If there are tickets or concessions to pay for, process payment for these as normal.

7   Press the **Complete** button.

Managing bookings

Bookings can be made, collected, changed and cancelled at **Veezi POS**.

Making bookings

Bookings at POS are made by performing a transaction as normal with **Booking** mode enabled. Instead of completing the transaction, tickets and concessions are booked and can be picked up later.

Bookings can be paid for when they are made, or they can be made as unpaid bookings to be paid for when the tickets are collected.

1   Press the **Book** POS button to enable booking mode.

2   The order window will be coloured gold to indicate that booking mode is active.

3   Ring up the required tickets and concessions for the booking.

4   Press the **Payment** button.

   If any tickets require seats to be allocated, the **Seating** (page xx) screen will be displayed before you can proceed. Allocate the seats and press the Payment button again.

5   A window will display to input the booking details.

   The **Name**, **Pickup Name**, **Pickup Card**, and **Phone** fields are compulsory.

   Select **Pay Now** to pay with the booking, leave it cleared to pay when the booking is collected.

   If you select Pay Now, you can also select **Produce Tickets Now**. If Pay Now is not selected, tickets can only be printed on collection once the booking is paid.

   Note: If the booking includes concession items it cannot be saved as an unpaid booking and must be paid for when the booking is made.

6   Press **Enter** to complete the booking.

   If Pay Now is selected, the **Payment** (see "**Payment screen**" page xviii) screen will be displayed.

Once the booking is completed, a **Booking ID** will be given. The customer can collect a booking by using their name, their card number, their phone number, or the booking ID.

Finding bookings

When a customer comes to collect a previously made booking, you can find their booking with their card number, name, phone number, or booking ID:

1   Press the **Find Booking** POS button and do one or more of the following:

   Swipe or type in the customer's card number.

   Enter the customers name or phone number.

   Enter the **Booking No**.

   Note: The card/name/phone number must be the same as the ones made with the booking.

2   Press **Enter**.

   The **Bookings screen** (page xv) will be displayed with the customer's booking.

If no booking is found based on the criteria, a message will be displayed.

3   Check with the customer that the booking details are correct.

If the displayed booking is not the correct one, press the **Back** button to enter new search criteria, or find the correct booking in the list and select it.

4   Press the **Select** button to load the currently viewed booking into the **Order Window** (page xvii).

5   Press the **Payment** button to complete the transaction as normal.

Changing and cancelling bookings

Bookings can be cancelled or the tickets in them can be swapped for different ticket types or for different sessions.

Note: Paid bookings cannot be cancelled.

1   Press the Find Booking POS button and enter the required search details to find the customer booking (page xxviii).

The **Bookings screen** (page xv) will be displayed with the customer's booking.

2   To cancell the booking, press the **Delete Booking** button.

Warning! The booking will be instantly cancelled with no confirmation prompt and supervisor/manager approval is not required.

Note: The Delete Booking button will not be available if the selected booking is already paid.

3   To swap a ticket for a different ticket type or different session, press the **Swap** button to load the booking into the **Order Window** (page xvii).

Tickets in **green** indicate the original tickets purchased.

Tickets in **red** indicate original tickets that have been swapped for new tickets.

Tickets in **black** indicate new tickets that are replacing red swapped tickets.

Note: Tickets in a booking that has already been paid can be swapped.

4   Select a different ticket type or a ticket to a different session and press the **Payment** button.

If the new ticket costs more than the original ticket, the difference must now be paid. If the new ticket costs less, the difference will be refunded in change.

5   Press the **Complete** button.

Releasing bookings

When a session is starting soon, you may wish to release all unpaid bookings so the seats can be sold to customers who are in the queue.

For example, many theatres have a policy that bookings must be picked up at least half-an-hour before the show starts.

1   Press the **Session** button to display the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen of the session.

2   Press the **Bookings** button.

The **Bookings** (see "**Bookings screen**" page xv) screen will be displayed.

Note: The Bookings screen here is slightly different to the screen accessed by finding a booking (page xxviii).

3   Press the **Release Bookings** button.

4   Press **Yes** at the confirmation prompt.

5   Manager or higher approval is required. Enter your security details and press **Enter**.

All unpaid bookings will be cancelled and their seats released for sale.

Note: Paid bookings cannot be cancelled and released.

Managing ticket swaps and refunds

Tickets that have been purchased can be refunded or swapped for differents tickets. You will have your own policy on when to allow ticket swaps and refunds.

Swapping tickets

A customer may wish to swap a ticket they have purchased for a different ticket type or a ticket to a different session.

1   Press the **More** button to expand the POS button menu.

2   Press the **Swap** button.

3   Enter the **Transaction Number** printed on the ticket.

The ticket(s) from the transaction will be loaded into the **Order Window** (page xvii).

Tickets in **green** indicate the original tickets purchased.

Tickets in **red** indicate original tickets that have been swapped for new tickets.

Tickets in **black** indicate new tickets that are replacing red swapped tickets.

4   Select different ticket types or tickets to a different session and press the **Payment** button.

If the new tickets cost more than the original tickets, the difference must now be paid. If the new tickets cost less, the difference will be refunded in change.

5   Press the **Complete** button.

Refunding tickets

To refund only tickets from a transaction, use the **Refund Ticket** option.

Note: The **Refund Approval Required** setting in **Veezi Back Office** determines how long after the session start time tickets can be refunded before supervisor or higher approval is required.

1   Press the **More** button to expand the POS button menu.

2   Press the **Refund** button.

3   Press the **Refund Ticket** button.

4   Type in or scan the ticket number and press **Enter**.

The ticket will be loaded into the **Refund** screen and will be displayed in red with the **'R'** symbol in the first column.

5   Press the **Complete** button.

6   The **Payment** (see "**Payment screen**" page xviii) screen will be displayed, indicating the cash amount to be refunded to the customer.

7   Press the **Complete** button to complete the refund.

Refunding concessions

To refund only concessions from a transaction, use the **Refund Concessions** option.

1   Press the **More** button to expand the POS button menu.

2   Press the **Refund** button.

3   Press the **Refund Concessions** button.

4   Supervisor or higher approval is required. Enter your security details and press **Enter**.

The **Refunds** screen will be displayed.

5   Find the concessions you wish to refund.

Either scroll through the list with the arrows, and select the concession to refund.

Press the **Barcode** button to scan or type in the barcode of an item to refund.

Press the **Lookup** button to search for the concession to refund.

6   If you wish to refund more than one of a concession, select **Multi** mode, then select the concession you wish to refund and enter the number.

7   Press the **Refund** button to refund the selected concession.

8   The **Payment** (see "**Payment screen**" page xviii) screen will be displayed, indicating the cash amount to be refunded to the customer.

9   Press the **Complete** button to complete the refund.

Recording concessions as wastage

Concession items might be wasted when an operator spills a drink, a packet of candy slits open, or the expiry date passes. These can be recorded as wastage so your stocktake can take account of the disposed items.

1   Press the **More** button to expand the POS button menu.

2   Press the **Refund** button.

3   Press the **Refund Concessions** button.

4   Supervisor or higher approval is required. Enter your security details and press **Enter**.

The **Refunds** screen will be displayed.

5   Find the concessions you wish to record as wastage.

Either scroll through the list with the arrows, and select the concession to record as wastage.

Press the **Barcode** button to scan or type in the barcode of an item to record as wastage.

Press the **Lookup** button to search for the concession to record as wastage.

6   If you wish to record more than one of a concession as wastage, select **Multi** mode, then select the concession you wish to record and enter the number.

7   Press the **Waste** button to record the selected concession as wastage.

The **Reason** screen will be displayed.

8   Select the reason why the concession is being recorded as wastage.

A confirmation prompt will be displayed.

9   Press **Yes** to complete the record.

Other refund processes

Veezi POS supports a number of other refund methods which can be accessed from the **Refund** POS button: **More > Refund**.

Option	Approval	Description
Last Transaction	Supervisor or higher	Loads the last transaction performed at the POS terminal into the **Refund** screen, allowing you to select tickets/concessions to be refunded. Elements to be refunded are displayed in red with the **'R'** symbol in the first column.
Enter Transaction Number	Manager or higher	Enter a specific transaction number to load it into the **Refund** screen, allowing you to select tickets/concessions to be refunded. Elements to be refunded are displayed in red with the **'R'** symbol in the first column.

Select Transaction	Manager or higher	Displays a list of the transactions performed at the POS terminal, where you can select the one you wish refund from.
		The transaction is then loaded into the **Refund** screen, allowing you to select tickets/concessions to be refunded.
		Elements to be refunded are displayed in red with the **'R'** symbol in the first column.
Select User	Manager or higher	Displays a list of users, where you can select the user who performed the transaction you wish to refund.
		The transactions performed by the selected user are displayed. Select the transaction you wish to refund.
		It is then loaded into the **Refund** screen, allowing you to select tickets/concessions to be refunded.
		Elements to be refunded are displayed in red with the **'R'** symbol in the first column.
Select Workstation	Manager or higher	Displays a list of workstations, where you can select the workstation where the transaction you wish to refund was performed.
		The transactions performed at the selected workstation are displayed. Select the transaction you wish to refund.
		It is then loaded into the **Refund** screen, allowing you to select tickets/concessions to be refunded.
		Elements to be refunded are displayed in red with the **'R'** symbol in the first column.
Print Back Office Tickets	Manager or higher	

Multiple refunds

Once a refund has been processed you will be returned to the main POS screen. If you need to process multiple refunds, there is a built in function rather than having to complete the process over and over.

Note: This process works for the **Refund Ticket** and **Enter Transaction Number** options. To refund multiple concessions, use multi mode in the concessions refund window (page xxxii).

1   Press the **More** button to expand the POS button menu.

2   Press the **Refund** button.

3   Select **Process Multiple**.

4   Press the **Refund Ticket** or the **Enter Transaction Number** button.

Enter the ticket number (page xxxi) or the transaction number (see "Other refund processes" page xxxiii) to refund as normal.

5   After the refund is completed, instead of returning to the main POS screen, the prompt will display again asking you to enter another ticket or transaction number.

6   Repeat steps 1–5 for as many refunds as you need to process.

Managing seating

Allocated seating can be set up for your auditoriums by contacting the **Veezi** support team. Once a seating plan has been configured for your auditorium, you can sell tickets with allocated seats, and allow customers to choose where they would like to seat.

Viewing the seating layout

Before starting a purchase you may want to see how many seats are left in a session, and whether or not there are any good seats left.

1   Press the **Session** button to display the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen of the session.

2   Press the **Seat Plan** button.

The seating plan for the session will be loaded on the POS terminal screen and any customer-facing screens.

3   Press the **Exit** button to return to the Alternate tickets screen.

Selecting and changing seats

During a purchase, you may need to show the customers which seats are available, and allow them to choose where they would like to sit.

1   Ring up the tickets required for the order.

2   Select one of the tickets in the **Order Window** (page xvii).

3   Press the **Seats** POS button.

The seating plan for the session will be loaded on the POS terminal screen and any customer-facing screens.

4   Allow the customers to select their seats.

5   Press the **Exit** button to return to the main POS screen.

Customers who have already purchased tickets may wish to swap the seats they have been allocated. This is done using the ticket swap function (page xxxi).

1   Press the **More** button to expand the POS button menu.

2   Press the **Swap** button.

3   Enter the **Transaction Number** printed on the ticket.

The ticket(s) from the transaction will be loaded into the **Order Window** (page xvii).

4   Replace the original tickets with the same ticket types to the same session.

5   Press the seats button and allocate the new tickets where the customer wishes to sit.

6   Press the **Payment** button.

7 Press the **Complete** button.

Releasing house seats

As a session fills up, you might wish to make your reserved **House Seats** available to be sold to customers.

1 Press the **Session** button to display the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen of the session.

2 Press the **Release House** button.

3 Manager or higher approval is required. Enter your security details and press **Enter**.

4 Enter the number of house seats you wish to release and press **Enter**.

The number of house seats available is indicated in brackets on the keypad window.

The released house seats will be available to the public.

Float adjustments

During the day you may wish to make adjustments to how much cash is in the drawer of your POS terminals. If an operator has too much or too little cash, you can perform a **Cash Drop** or a **Float Increase**.

Cash drops

If an operator has too much cash in the drawer, you can make a **Cash Drop** to deposit some of the money into the more secure banking safe.

1   Press the **More** button to expand the POS button menu.

2   Press the **Float Adjusts** button.

3   Supervisor or higher approval is required. Enter your security details and press **Enter**.

4   Select the **Adjust Value** column for the *Cash* **Pay Group**.

5   Key in the amount you wish to withdraw from the cash drawer and deposit in the banking safe.

   For example, *$400.00*

6   Press the **Drop** button.

   The Adjust Value column will be updated to reflect the cash drop.

7   Press the **Confirm** button.

   The cash drawer will open.

8   Withdraw the amount of the cash drop, and take it to the banking safe.

Float increases

If an operator has too little cash in the drawer, you can perform a **Float Increase**.

1   Press the **More** button to expand the POS button menu.

2   Press the **Float Adjusts** button.

3   Supervisor or higher approval is required. Enter your security details and press **Enter**.

4   Select the **Adjust Value** column for the *Cash* **Pay Group**.

5   Key in the amount you wish to add to the cash drawer.

   For example, *$100.00*

6   Press the **Increase** button.

   The Adjust Value column will be updated to reflect the float increase.

7   Press the **Confirm** button.

   The cash drawer will open.

8   Put this cash in the drawer.

Printing

The printing options allow you to reprint tickets and receipts.

Reprinting tickets

A printer failure, or a customer losing their ticket may require you to reprint the tickets.

1   Press the **More** button to expand the POS button menu.

2   Press the **Printing** button.

3   Press the **Reprint Ticket** button.

4   Manager or higher approval is required. Enter your security details and press **Enter**.

5   Type in the ticket number and press **Enter**.

The ticket will be reprinted.

Reprinting receipts

You may need to reprint a receipt, because of a printer failer, for example.

1   Press the **More** button to expand the POS button menu.

2   Press the **Printing** button.

3   Press the **Reprint Receipt** button.

4   Manager or higher approval is required. Enter your security details and press **Enter**.

5   Type in the receipt number and press **Enter**.

The receipt will be reprinted.

Other printing functions

Veezi POS supports a number of other printing functions to test printers or reprint ticket or receipts which can be accessed from the **Printing** POS button: **More > Printing**.

Option	Approval	Description
Print Test	No approval required	Prints an example receipt to test the printer connected to the workstation.
Reprint Last Transaction	Manager or higher	Reprints the tickets and the receipt of the most recent transaction performed at the workstation.
Reprint Transaction	Manager or higher	Enter a specific transaction number to reprint the tickets and receipt of the transaction.
Reprint By User	Manager or higher	Displays a list of users, where you can select the user who performed the transaction you wish to reprint. The transactions performed by the selected user are displayed. Select the transaction you wish and press either **Reprint Tickets** or **Reprint Receipt**.

Security

A number of buttons in the Veezi POS interface require approval from a supervisor or manager. The table below indicates the buttons that require security approval, the level of approval required, and the location of the button. The user levels in Veezi POS are as follows, from lowest to highest:

1   *POS operator*

2   *Supervisor*

3   *Manager*

4   *System Admin*

Option	Approval	Location
Enter Transaction Number	Manager or higher	**More > Refund > Enter Transaction Number**
Float Adjusts	Supervisor or higher	**More > Float Adjusts**
Select Transaction	Manager or higher	**More > Refund > Select Transaction**
Select User	Manager or higher	**More > Refund > Select User**
Select Workstation	Manager or higher	**More > refund > Select Workstation**
Refund Concessions	Supervisor or higher	**More > Refund > Refund Concessions**
Refund Ticket	Supervisor or higher	**More > Refund > Refund Ticket** **Note:** Approval for ticket refunds are only reqired after the session has started, determined by the **Refund Approval Required** setting in **Veezi Back Office**.
Release Bookings	Manager or higher	**Alternate tickets screen > Bookings > Release Bookings**
Release House	Manager or higher	**Alternate tickets screen > Release House**
Reprint Receipt	Manager or higher	**More > Printing > Reprint Receipt**
Reprint Ticket	Manager or higher	**More > Printing > Reprint Ticket**
Reprint Transaction	Manager or higher	**More > Printing > Repprint Transaction**
Reprint By User	Manager or higher	**More > Printing > Reprint By User**

Working offline

Veezi POS continually sends to and receives information from the database and **Veezi Back Office** over the network, tracking your concessions and ticket transactions. Each POS has the latest 'real-time' information, about available seating, for example.

If POS becomes disconnected from the network (by hardware or network failure), it can continue to operate in **Offline Mode**, allowing your operators to continue to sell tickets (page xl) and concession items. POS stores information about each transaction and transmits it to the database once the network connection is restored.

When your POS terminal loses its network connection, it notifies you by displaying a message.

POS automatically returns to **Online Mode** when the network connection is restored. To process offline transactions stored locally on the POS terminal, press the **Offline Orders** POS button (**More > Offline**).

Avoiding over-selling a session in offline mode

In **Offline Mode**, POS doesn't receive information about ticket sales made at other POS terminals or through other sales channels. Because POS only knows about ticket sales made at its own terminal, it is possible to over-sell a session.

POS keeps track of how many tickets it has sold since it entered Offline Mode. The number is displayed on the **Tickets** (see "**Tickets screen**" page ix) screen in bold on the **Film/Session** button, and on the **Alternate tickets** (see "**Alternate tickets screen**" page xiii) screen on a separate **Offline Seats Sold** line below **House Seats**.

By regularly adding up these figures from each affected POS terminal, you will have an idea of how many seats have been sold to sessions since the network connection was lost.

Note: In addition, **Allocated Seating** is not available in Offline Mode (page xl).

Dealing with allocated seating in offline mode

Tickets sold in **Offline Mode** are not allocated a seat number. This can present a problem if some tickets were sold to a session while POS was online and some while it was offline.

Customers who did not receive a seat number (in Offline Mode) may arrive early and occupy the seats of customers who were allocated a seat number (in Online Mode). You may need to organise ushers to be present at the opening of the session to sort out seating conflicts, or you may wish to abandon allocated seating for the affected session by providing signage instructing customers to sit where they please.

Note: In addition, it is possible to accidentally over-sell a session in Offline Mode (page xl) as POS cannot track tickets sold at other terminals.

Index