

## Billy Geltmaker

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**From:** Billy Geltmaker  
**Sent:** Tuesday, February 6, 2018 1:57 PM  
**To:** Brandywine 14 Theatre; Northgate 14 Theatre; Blankenbaker 16 Theatre; Howell 14 Theatre; Riverview 14 Theatre; 'craign@xscapetheatres.com'; 'alecm@xscapetheatres.com'; 'daniels@xscapetheatres.com'; Sonia; 'renaev@xscapetheatres.com'  
**Cc:** 'sbgwell (scottb@patokacapital.com)'  
**Subject:** SOP - Movie Pass Split Pay instructions - Revised 2.6.18

SOP Revised 2.6.18 – Brandy from Brandywine 14 found a mistake I made, below is the revised SOP. Please change out the one previously sent with the below. I will update the SOP Webpage.

All,

When accepting Movie Pass be advised they will only put up to the adult price of a regular 2D ticket. Since we offer 3D and Xtreme they have to pay the difference for these films. The following is you instruction to do a split pay on a Movie Pass, this should be the same as doing it with a credit card.

Example - Customer walks up and wants to see the 7:00 Black Panther in the Xtreme screen and they hand you a Movie Pass Card. You explain to them since it is an Xtreme presentation it will be an additional (upcharge amount). You will need to explain to them that Movie Pass does not cover the upcharge for 3D, Xtreme, or Premium presentations, only the price of a regular 2D viewing of the film and they would have to pay for the upcharge. Once they understand this and agree then you need to select the film and showtime they request on your ticketing screen and then select tender/multi tender/add/cash, credit, or gift card /type in the upcharge amount/Select OK/add/credit/type in remaining balance/Select OK/ then have them slide the Movie Pass card for the remaining balance (no Chip). The transaction should go through then the movie tickets should eject from the printer.

All managers and Employees who run a register will need to understand how this works, please provide the appropriate training on this to insure there are no mistakes.

Be Advised - This will only work if the customer followed all of the instructions and Movie Pass loaded the money to their card properly. If it does not go through you will then let the customer know they can contact Movie Pass through their App or Website [www.moviepass.com/contact](http://www.moviepass.com/contact) (they do not provide a telephone contact #). Let them know respectfully that "We are not affiliated with Movie Pass and have no control over their accounts or account services". Remember No admittance will be accepted without a properly loaded card. If their card does not work and they wish to still see the film they will have to purchase using a different form of payment.

This SOP will be on the SOP webpage. Please add it to your binder as well, last page of section 3. Be advised this will be checked during theatre audits.

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