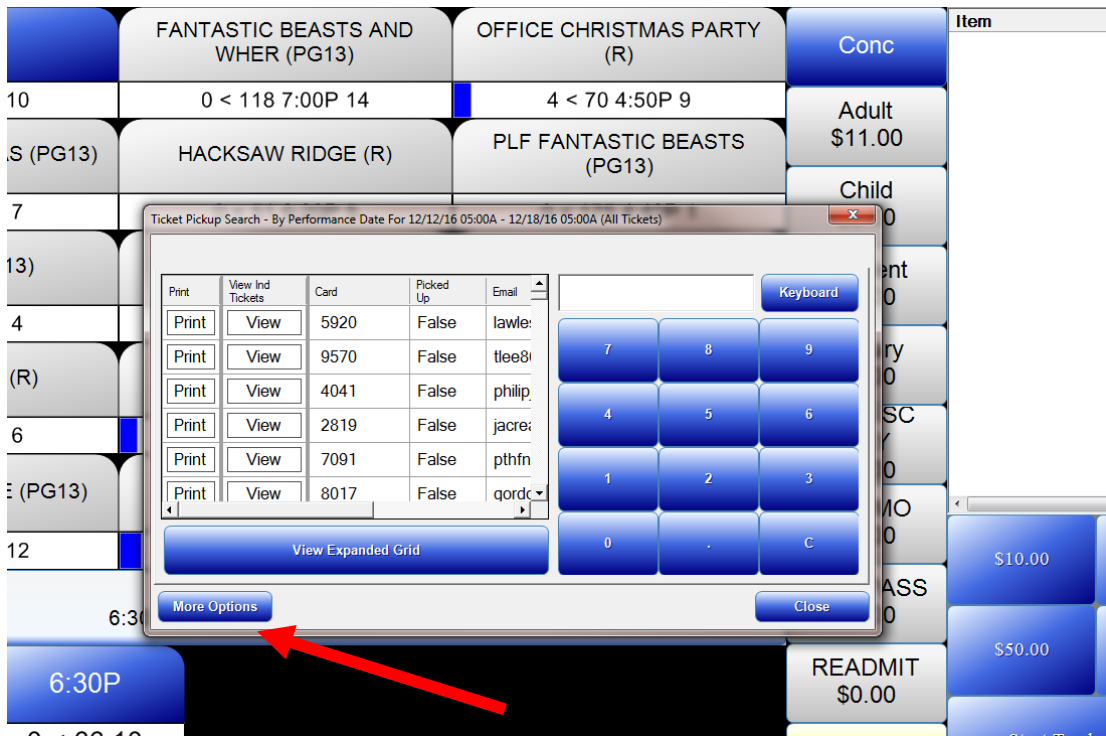


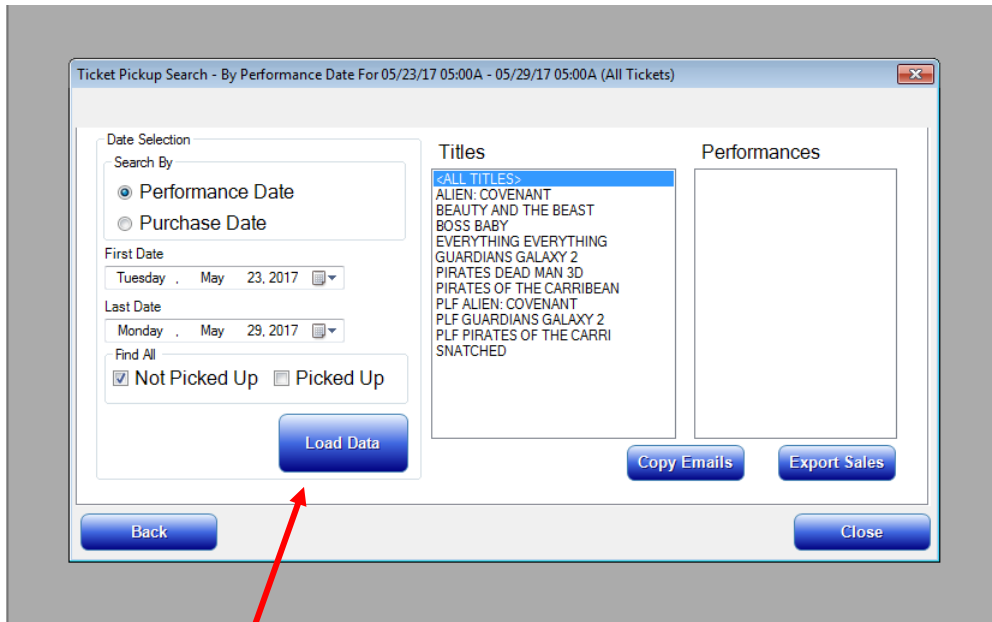
SOP – Online Ticket NPU Reconciliation

All – We have recently discovered that whenever you send in a Double Charge email about an online ticket purchase and Accounting does a refund through the Credit Card processor the actual refund is skipping the Point of Sale system. Since the refund is not showing up in the POS system the film distributors are still charging us for these tickets. To correct this going forward at closing all tickets not picked up for the day will be exported and saved in a designated NPU file and then they will be refunded. These refunds and CSV printouts will be put in a separate envelope each day and put in the week ending packet for auditing. Daily CSV files will be included on the Nightly Emails going forward.

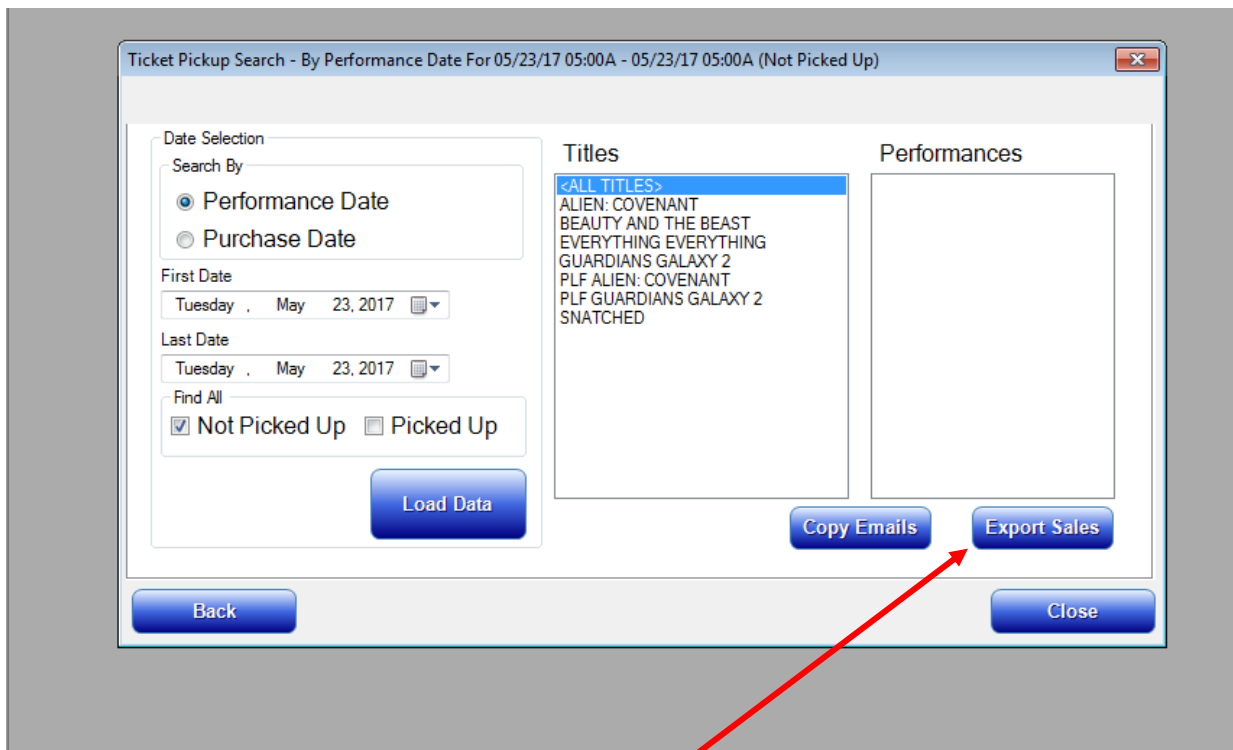
In the selling screen select Menu-Pickup Tickets-Advanced Pickup Search.



From here you will select More Options.



Select Performance Date, change the first and last date to the current date, check Not Picked Up **Only**, and select Load Data as seen in the above screen shot.



At this point the titles will populate, make sure <ALL TITLES> is highlighted and Select “EXPORT SALES”. Once you select “EXPORT SALES” it will bring up a “SAVE AS” option in which you will save it in a file folder designated for these NPU’s files for future reference, please label them and date them as follows **(Theatre Name), NPU CSV, (Date)** example BB14, NPU CSV, 5.23.17. Below is what the saved CSV file will look like.

PurchaseDate	Title	Rating	PerformanceDate	Auditorium	TicketNum	Gross	Net	Tax1	Tax2	RowDesc	SeatDesc	Section	Email	Payment#	PickupTime	PickupLoc	Refunded
5/22/2017 21:06	GUARDIANS GALAXY 2	PG13	5/22/2017 21:30		1 Adult	12	10.91	1.09	0				richard.j.jackson@gmail.com	7207	5/22/2017 21:30	83	FALSE
5/22/2017 18:38	SNATCHED	R	5/22/2017 21:20		5 Senior	10.25	9.32	0.93	0				nutmeg5459@gmail.com	2725	5/22/2017 21:18	83	FALSE
5/22/2017 18:38	SNATCHED	R	5/22/2017 21:20		5 Senior	10.25	9.32	0.93	0				nutmeg5459@gmail.com	2725	5/22/2017 21:18	83	FALSE
5/22/2017 13:02	ALIEN: COVENANT	R	5/22/2017 19:10		6 Adult	12	10.91	1.09	0				giovanni.santoro@gmail.com	5012	5/22/2017 19:35	12	FALSE
5/22/2017 13:02	ALIEN: COVENANT	R	5/22/2017 19:10		6 Child	8.75	7.95	0.8	0				giovanni.santoro@gmail.com	5012	5/22/2017 19:35	12	FALSE
5/22/2017 15:51	PLF GUARDIANS GALAXY 2	PG13	5/22/2017 18:20		7 Senior	11.25	10.23	1.02	0				driscotter@gmail.com	6104	5/22/2017 16:16	82	FALSE
5/22/2017 19:39	ALIEN: COVENANT	R	5/22/2017 20:30		10 Adult	12	10.91	1.09	0				tmrudy@comcast.net	5769	5/22/2017 20:35	82	FALSE
5/22/2017 19:39	ALIEN: COVENANT	R	5/22/2017 20:30		10 Adult	12	10.91	1.09	0				tmrudy@comcast.net	5769	5/22/2017 20:35	82	FALSE
5/22/2017 22:12	PLF ALIEN: COVENANT	R	5/22/2017 22:50		8 Adult	13	11.82	1.18	0				jaemyne.johnson01@yahoo.com	4448	5/22/2017 22:48	12	FALSE
5/22/2017 22:12	PLF ALIEN: COVENANT	R	5/22/2017 22:50		8 Adult	13	11.82	1.18	0				jaemyne.johnson01@yahoo.com	4448	5/22/2017 22:48	12	FALSE
5/22/2017 11:39	PLF GUARDIANS GALAXY 2	PG13	5/22/2017 13:10		7 Adult	11.25	10.23	1.02	0				dseegars@gmail.com	6033	5/22/2017 12:56	10	FALSE
5/22/2017 11:39	PLF GUARDIANS GALAXY 2	PG13	5/22/2017 13:10		7 Adult	11.25	10.23	1.02	0				dseegars@gmail.com	6033	5/22/2017 12:56	10	FALSE
5/22/2017 12:18	PLF ALIEN: COVENANT	R	5/22/2017 14:10		8 Adult	11.25	10.23	1.02	0				jamlin017@live.com	6149	5/22/2017 13:32	82	FALSE

In the above CSV File, you will see the tickets that have not been picked up for the day. At this point you will no longer need to document all required information as it is now available to view on the CSV file you just saved. DO NOT HIT PRINT ON ANY OF THE NPU’S UNTIL YOU HAVE SAVED THE CSV FILE. If you do hit print before you have all the information you must go back out and look through the tickets picked up screen, not difficult but a hassle.

Once the CSV file has been saved print out each online ticket order. Then you will refund each printed ticket and ring up the exact same amount of the refund using the NPU buttons on the Misc. screen under concession so it is a zero charge and then finish the transaction as “Exact Change”. Once all tickets have been printed, refunded, and NPU punched in and the transaction is finished place them in an envelope with a copy of the printed CSV file (The CSV file will need to be reformatted to landscape and page break will need to be adjusted before you print). On the outside of the envelope write Ticket NPU and that day’s date and the total (\$) Refund amount. You will mail these envelopes to the corporate office each week with the week ending packet.

Now to make sure the Nightly Excel sheet is correct since you are refunding tickets and not giving money back I have added a line called “Online Ticket NPU Reconciliation”. You will enter the total refund amount of the refunded tickets in this cell each night to make sure your over/short is accurate to you EON Shift Report. **DON’T FORGET** - The CSV file will need to be included in your Nightly Emails going forward.

3		
4	Total Boxoffice	1
6	Beginning Safe Fund	1
7	Net Concession Sales Total (\$)	8
8	Gross Concession Sales Total (\$)	9
9	(GC) Debit Sold (\$)	1
0	Advanced Sales (\$)	2
1	Misc. Income (Explain in Comments) (\$)	
2	Online Ticket NPU Reconciliation (\$)	
3	Unfulfilled Online GC Sales (\$)	
4	UPS Shipping for Online Gift Cards (\$)	
5	Internet Fee (\$)	
6	Internet Sales Redemption (\$)	
7	Credit Card Receipts (Box & Con. Only Comb.) (\$)	2
8	Matured Sales (\$)	
0	(GC) Debit Redeemed (\$)	
1	VIP Admission Tickets Redeemed (\$)	
2	Kiosk Sales (\$)	
3	Fulfilled Online GC Sales	
4	Other Redeemed (\$)	
5	Petty Cash Safe Reimbursement (\$)	
6	Total Cash for Today	2
7	Total Comp. Deposit for Today	7
8	Closing Safe Fund Today	1
9	Total Till Over/Short for Today	