

REFUNDS

Transaction search> enter the fields > click OK>select the tickets> select cash or card> Click OK.

Select ONLY the Tickets to Refund – **DO NOT REFUND BOOKING FEE**

Swap Seats – same show

Options>Movie seats within a performance>select and drag to new seat> Click OK

*NOTE new tickets do not print. You will need to write the new seat numbers on their ticket. This on the upgrade list.

Swap Seats – different show

Options>Move seats to another performance>Transactions search screen pulls up*>enter the fields you want to search>select the transaction and tickets you want>select move seats>select the DATE, movie and time>select the seats on the seat map>select payment>end transaction with CASH>tickets will print>OK to throw out old tickets.

*You can also just select transaction search from the main screen

*Be careful to watch the date you are selecting. **It doesn't always default to the current day.**

Sell Loyalty

Sell Reward Scheme>Click Add Fill in Fields>Swipe Card>BE SURE TO FINISH PAYMENT. I suggest doing it separate than a sale.

Hollywood Money

Pick Movie & Time → Click "OK" → Click "Payment" → Click "Options" → Click Manual Card Entry

Enter 1 letter into each field → Click "Return"

Click Card Manual Entry → Customer Present? **"YES"** → Look at Credit Card Machine IF it says "Enter Account Number" → Then Enter Acct Number → Expiration Date → CVV → Zip Code → "Chip Card?" → Click "YES". *****Please note that there are times you will have to do this step twice*****