TICKETANGEL USER MANUAL

Introduction

This document is the user manual for the TicketAngel Theater Management Console (TMC), which allows theater staff and administrators to look up purchased tickets, search customer information, schedule performance bookings, and manage the layout and pricing of their theater. Please use this document as a reference when using the system, and when you see a function that you are uncertain of how to properly use.

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Basic Operation

Accessing the Console

To access the Theater Management Console, you must first log in as a user that has access. All user accounts will have either no access, cashier access, or administrative access. Users that are logged in with either cashier or administrative access will see a link in the top right corner of every page on the TicketAngel website titled “Management.” This link can be used to access the Theater Management Console. If you do not have access, please contact your theater administrator or TicketAngel technical support.

Once you click the Management link, you will be brought to the Theater Management Console that you last viewed. If your account has access to manage multiple theaters on TicketAngel, then you can switch between those theaters’ management consoles using the select box in the top right corner of the Theater Management Console. If you only have access to one theater, then you will only see that theater listed in the select box, and no others.

Console Layout

The console has five main sections: Ticket Search, Customer Search, Theater Schedule, Theater Setup, and Help. Cashiers have access to Ticket Search and Help. Administrators have access to all sections.

This section contains a brief overview of each section and its functions.

- **Ticket Search:** Browse and search all tickets that have been purchased at your theater. This can be used to verify ticket purchases by cashiers and administrators.
- **Customer Search:** This can be used by administrators to browse customer accounts and view their information, including the information for season ticket holders. Administrators can also use this section to grant accounts access to the Theater Management Console.
- **Theater Schedule:** This can be used by administrators to schedule performances or browse the upcoming performance schedule.
- **Theater Setup:** This can be used by administrators to alter the layout of their theater, to schedule performance seasons, or to import or export data.
- **Help:** This section allows Cashiers and Administrators to view a PDF copy of the TicketAngel user manual (the document that you are reading now).

Ticket Search

Ticket Search allows administrators and cashiers to verify customers' tickets, or lookup their ticket information from the customer's name. This section of the user manual discusses how to use this section, and describes best practices for cashiers.

Ticket List

The ticket list is seen in the center of the Ticket Search tab. It is simply a list of recent ticket purchases. You can narrow these results down to the tickets purchased by an individual user by typing their name into the search box.

The fields displayed in the ticket list are:

- **Ticket #:** This is the "ticket number:" a unique random number that identifies the ticket. No two tickets have the same ticket number.
- **Seat:** This is the seat number that the ticket is associated with. It consists of the section code, row code, and seat code. For example, suppose that a seat's seat code is 10, its row code is A, and its section code is B (for Balcony). The code displayed in this column will be "Seat BA-10." The format for seat numbers is (section code)(row code)-(seat code). An usher should know which seat to take a customer to when given this code.
- **Performance:** This is the name of the performance that the ticket has been purchased for. For example, the name might be "The Tragedy of Macbeth."
- **Valid For:** This is the date and time of the performance for which the ticket is valid. Specifically, the start time of the performance. This is formatted in "MM/DD/YY hour:minute am/pm."
- **Ticket Holder:** This is the full name of the ticket holder as they entered it when purchasing the ticket.
- **Status:** This indicates the payment status of the ticket. The possible values for this column are "Paid," "Unpaid," and "Unpaid (Cash)."
- **Actions:** This column allows you to change the ticket's status or other information.

Ticket Editor

The ticket editor allows you to change information about a specific ticket. To access it, find a ticket you wish to edit and then click the "Edit" button under the action column in the ticket list.

The fields that you can edit in the ticket editor include:

- **Full Name:** The name of the ticket holder. This can be changed if a customer calls in to inform staff that they have given their ticket to someone else, or misspelled their name.
- **Payment Status:** This is the payment status of the ticket. It should be changed to “Paid (Cash)” when a customer pays, or one of the unpaid options if there is an issue processing the customer’s payment, such as if they issue a Chargeback.
- **Performance:** This can be used to change the performance that the ticket is issued for. For example, a customer may call up requesting their ticket be exchanged for a ticket for a different performance, or one at a different time.

Cashier Best Practices

Each theater is allowed to institute their own procedures for receiving customers. This section contains our recommendations for how cashiers should use our system. If you are a cashier, please contact your supervisor to verify that this procedure applies to your theater.

Instructions for Cashiers

- Once you arrive at your terminal at the beginning of the day, go to the TicketAngel website and sign into your account. Click “Management.” Ensure that you are viewing the correct management console by checking the drop down box in the top right corner.
- When a customer approaches, ask them for their first and last name. Request correct spellings when needed.
- Type their last name into the search field under the Ticket Search tab. Scan the list to see if the customer has purchased a ticket for the current performance. The “Valid For” date should match the current Day/Time. If they have a particularly common last name and there are too many results, try typing in their first and last name both.
- If the status of their ticket is “Paid,” “Paid (Cash)” or “Paid (Credit),” then provide the seat number (listed under “Seat”) to the cashier.
- If the status is “Unpaid (Cash),” then request that the customer provide a payment. The cashier should be familiar with prices, or have available a seating chart that notes the price of seats. The theater may also implement their own policy at this point for providing discounts or free tickets to certain groups.
- Once payment is provided, click “Edit” beside their ticket, and change the status to “Paid (Cash).”
- Provide the number listed under “Seat” to the usher.

Special Cases

- **Receipt Slips:** Some customers prefer to carry physical proof of their purchase when arriving at the theater. Expect to be presented with a printout purchase receipt by some customers. In this case, type the “Ticket Number” from the printout into the search box. When verifying the purchase, do not look at the time, date, or payment status on the receipt. Instead look at what is listed in the Theater Management Console. These columns are for the customer’s reference only.
- **Unreserved Seats:** If a customer arrives with no seat reservation, then your theater may have a policy of either turning them away or allowing a purchase. If a purchase is allowed, then navigate to the main TicketAngel website (not the theater management console) and use the “Tickets” tab to find seat listings for the current performance. When checking out, either use their credit card information in the checkout interface, or select the cash option and require them to pay cash.

Customer Search

This section is only available to theater administrators. Cashiers will not be able to access it.

Customer List

The customer list contains list of all customer accounts on TicketAngel, with more recent registrations appearing at the top. Below is a list and description of each column in the list.

- **Customer #:** This is the customer's ID number. Each steamer has a unique one.
- **Full Name:** This is the name that the customer entered when registering. The format is identical to how they entered it: if they entered "John Doe" it will read "John Doe;" if they enter "Doe, John" it will read "Doe, John."
- **Join Date:** This is the date/time that the user created their account, formatted in "MM/DD/YY, hour:minute am/pm."
- **Email:** This is the account's email address, as the user entered it when creating their account.
- **Status:** This will display whether the account is activated or not. Currently, the only value that you will see for this field is "Active."
- **Actions:** This displays links for actions to execute on this customer. The only action currently is "Edit." Clicking this link will bring up the Customer Editor.

Customer Editor

The editor can be used to editor create new or manage existing customers. To create a new customer (and open up the Customer Editor) click "Create Customer." To edit an existing customer by bringing up the Customer Editor, click "Edit" beside a customer in the Customer List.

- **Full Name:** The customer's name. The preferred format is the first name, following by the last name. Example: "John Doe."
- **Email:** The customer's email address.
- **Access Level:** This is the level of access that the account has or will have to your theater. To create a new cashier account, set this select box to "Cashier." For admin access, select "Administrator."
- **Password:** This is the user's password. It must also be retyped to confirm.

Creating Staff Accounts

Customer accounts and staff accounts are managed under the same system. You can use the Customer Search tab to create accounts with staff (cashier or admin) access, or promote an existing account to have such access. To create or promote a staff account, use the Customer Editor to set the account's access level. An account's access level only applies to the theater that you are currently viewing the Theater Management Console for.

Theater Schedule

The Theater Schedule section allows administrators to schedule theater performances and browse or edit existing ones.

Performance List

The performance list shows the upcoming schedule for the theater you are currently managing. To filter this list, you can use the search box at the top.

- **Performance #:** This is the unique ID number of the performance. Each performance has a different performance number.
- **Performance of:** This is the name of the play being performed at that time.
- **Scheduled Time:** This is the time at which the performance is scheduled to begin.
- **Status:** This column indicates whether a performance is Active, Canceled, or Sales Closed.
- **Actions:** This displays action links, such as “Edit.”

Performance Editor

The performance editor can be used to either create or edit performance scheduling. You can access it through either “Schedule Performance” or “Edit.” The fields in the performance editor are:

- **Date:** The date at which the performance will be scheduled. This is formatted in MM/DD/YYYY. Clicking the field will bring up a date picker.
- **Time:** This is the time of the performance, in US Central time.
- **Season:** This is the season to which the performance is assigned. Performances do not have to be part of a season, but if a performance is, then tickets for it can be purchased by purchasing season tickets for the season.
- **Sales Open:** This should be set to Yes if ticket sales are currently open for the performance, and No if not.
- **Canceled:** This should be set to Yes if the performance has been canceled (due to weather or other circumstance), and No if not.

Theater Setup

This tab is only accessible to theater administrators. It allows them to make changes to the structure of the theater, and other uncommon operations.

General Settings

The general settings page displays a list of the theater's basic properties (name, description, sales tax rate). If you would like one of these values to be changed, please contact customer support.

Seasons

The seasons page allows you to add and edit seasons. A season is essentially a series of performances, for which a user can buy a season ticket. You can add performances to seasons in the Theater Schedule page.

Season List

This table contains a list of all seasons for your theater. The columns include:

- **Name:** The name of the season. Example: Shakespeare 2016.
- **Start Time:** The date and time for which ticket sales should begin for the season.
- **End Time:** The date and time for which ticket sales should end for the season.
- **Actions:** This includes a list of action links, primarily the "Edit" button.

Season Editor

The season editor allows you to edit or add seasons. Below is a description of each form field.

- **Season Name:** The name of the season. It's recommended to include the current year in the name, particularly if the season will recur next year. Example: Shakespeare 2016.
- **Date Sales Open:** This is the date in MM/DD/YYYY that sales will open for the season. Specifically, sales open at midnight US Central Time of the selected date.
- **Date Sales End:** This is the date in MM/DD/YYYY that sales will end for the season. Specifically, sales end at midnight US Central Time of the selected date.
- **Ticket Price:** This is the price of tickets in US dollars. For example, for tickets to cost ten dollars and fifty cents, enter "10.50". Do not enter a dollar sign or other currency indicator.

Seat Layout

The Seat Layout page allows you to alter the structure of your theater. Each theater consists of sections, rows, and seats. Each section contains rows, and each row contains seats. To add rows or seats, you must first add sections.

Section Editor

To create a section, click “Create Section” in the top right corner. The prompt will ask for:

- **Section Name:** The name of the section. For example, if the section is Balcony Seating, it should be named “Balcony.”
- **Number of Rows:** The number of rows in this section. This must be an integer number.
- **Number of Seats per Row:** The number of seats that each row will contain.
- **Section Code:** A one letter code to represent the section. For example, Balcony seating may have the code “B.”
- **Seat Price:** This is the price of the each seat in US dollars. For example, for tickets to cost ten dollars and fifty cents, enter “10.50”. Do not enter a dollar sign or other currency indicator.

When editing a section, only the Section Name will be changeable. After a section is created, you will need to adjust seats in that section individually.

Row Editor

To create a row, click “Add Row.” A form will appear with the following options:

- **Row Code:** This is the code that represents the row. Usually a letter, such as A, B, or C.
- **Number of Seats:** The number of seats in this row initially. You can add or remove individual seats after creating the row.
- **Seat Price:** The price of each seat in the row. You can alter individual seats later.

When editing a row, you will only be able to change the code. Seats must be adjusted individually.

Seat Editor

The seat editor allows you to adjust individual seats and their names/prices.

- **Seat Number:** This is the number of the seat within the row. Example: 3.
- **Seat Price:** The price of the seat in US dollars. For example, for tickets to cost ten dollars and fifty cents, enter “10.50”. Do not enter a dollar sign or other currency indicator.

Import

The import page allows you to import an Excel CSV file containing data to import into your theater's database, including ticket information, customer information, and more. To get the format right, it's recommended that you download an Export, edit it, and then import it. Using this tool may result in data loss.

Export

The export page allows you to export database tables as CSV files. To export the files, select the table you would like to export and click "export."