

### Completing Sales Sheet

In this report, each artist is represented on separate sheets due to separate reporting requirements. It is important that if multiple merchandise companies are providing stock that they do not receive another acts sales at the end of the event

This report is also created as one workbook per date. If an event runs over multiple days, multiple sheets will be supplied.

#### Sales Sheets

- 1 Data needs only be entered into Yellow cells.
- 2 Any information entered into Less Stock, Comp Stock and Damaged/Shrinkage must be accompanied by a cell comment explaining the reason for those stock movements.
- 3 Attendance information must be entered into the Headline act sheet. This will fill the remaining sheets. This data is critical.
- 4 Sales sheets must be completed before any cash advances or commissions are paid

#### Summary+Bank sheet

- 1 Data needs only be entered into Yellow cells.
- 2 Ensure all staff names are entered into the appropriate area
- 3 Cash count must include all cash on hand at end of sales including float.
  - a The count of cash must be completed before any cash advances or commissions are paid
- 4 EFTPOS machine terminal numbers and transaction totals must both be completed in full
  - a EFTPOS totals must be entered into the EFTPOS list against their terminal number. Do not write over the EFTPOS total in the Cash Summary.

#### Comp List

- 1 Be sure to note the name of any person, their position and the company they work for with all stock issued as complimentary.
- 2 There are 3 sections for complimentary stock on the Sales Sheet, this is replicated on the Comp List. Ensure what is recorded in the comp columns is also recorded on the comp list.

#### Preparing the Comp List Receipt

- 1 Enter the name of the authorising party into the artists section of the Comp List sheet.
- 2 Print the corresponding page of the sheet to PDF and email to cash advance recipient and [reports@playbill.com.au](mailto:reports@playbill.com.au)

### Sending the Sales Report

#### To the Merchandiser

Reports for artist merchandise should be sent only to the supplying merchandiser. To do this, follow the steps below.

- 1 Select the artist sheet tabs to send to applicable merchandisers (hold control to select multiple sheets)
- 2 Right click on selected sheets
- 3 Select *Move or Copy...*
- 4 From drop down list under *To Book:* . Select (*new book*)
- 5 Tick *Create a Copy* option
- 6 Select *OK*
- 7 This will create a new workbook with just the relevant sheets for that merchandiser.
- 8 Save this file and send to relevant merchandiser and [reports@playbill.com.au](mailto:reports@playbill.com.au) . Emails are noted in Event Brief sheet.

#### To Playbill

- 1 Send full report and all reports to merchandisers to [reports@playbill.com.au](mailto:reports@playbill.com.au) and advised venue managers

#### Accessing Email

The venue will have an email address which will be loaded to the Google Chrome browser. Should the email address have been logged out, the email address and password will be saved in a text document on the desktop of the laptop.

Gmail will often open with Chrome, however is accessible by selecting *apps* then Gmail.

**\*Gmail accounts are provided for each venue/region. Staff should not use their own email address for the purpose of sending Playbill related emails - especially sales reports\***

#### Sending the Report

- 1 In the Gmail page, select Compose
- 2 Compose the content of the email. Include the following information in the body of the email
  - a Gross Sales
  - b Attendance
  - c Spend Per Head
- 3 The subject of the email must contain the following information
  - a Sales Report - *Show Title - Venue - Date*
- 4 To attach the Sales Report, or any other attachment, drag and drop the file from the desktop/file location into the body of the email.
- 5 Ensure that the email has moved to the Sent Mail folder before shutting the computer down.

**REMINDER - Sales reports need to only be sent to the merchandiser providing the range.**

### EFTPOS Machines - Verifone - Grey

- 1 Turn on by pressing green button until the terminal lights up
- 2 Wait until reception bars appear next to battery symbol
- 3 Check that Auto-Settlement has been disabled
  - a Press menu, then 6 (settlement), then enter (green), then 5 (Auto Settle Setup), then enter, then select Disable.
  - b This process does not need to be repeated daily.
- 4 It is critical to ensure that all amounts entered are correct as refunds are not possible from these machines. Once customer waves their card across screen, the transaction is finalised.
- 5 Turn off by holding red button until machine shuts down.

#### Start of Shift Procedure

- 1 Press menu, then 6 (settlement), enter, then 1 (Settlement), enter, then Yes to "Do Settlement NAB"
- 2 Press menu, then 8 (Shift Totals), then Yes to "Reset Shift Totals", then Yes if the shift totals printed properly

#### During Shift

- 1 Transaction Summary can be checked through shift using Shift Totals (menu, 8, enter, No on screen)

#### End of Shift

- 1 **Pre-Settlement** - Press menu, then 6 (settlement), then 2 (pre-settlement). Confirm, press yes.
- 2 **Shift Totals** - Press menu, then 8 (shift totals), then press green button. Press yes to reset totals.
- 3 Do not use the last settlement option as totals will not be accurate-only cause confusion.

Pre-settle the machine at the end of every shift and put the paperwork in the shift's cash bag to come back to the office.

### EFTPOS Machines - Ingenico Move/5000

- 1 Turn on by pressing green button until the terminal lights up
- 2 Wait until reception bars appear next to battery symbol

#### Start of Shift Procedure

- 1 Complete Settlement Procedure (Menu, 3, 1)

### During Shift

- 1 Transaction Summary can be checked through shift using Pre-Settlement procedure (Menu, 3, 4)
- 2 If a customer requires a reprint of their receipt, complete the Print Last Transaction Procedure

### End of Shift

- 1 Complete Pre-Settlement (Menu, 3, 4)

Pre-settle the machine at the end of every shift and put the paperwork in the shift's cash bag to come back to the office.

### Settlement Procedure

- 1 Menu (Silver Button)
- 2 Press 3 (Batch)
- 3 Press 1 (Settle)
- 4 Print out will say 'Settlement Confirmed'

### Pre-Settlement Procedure

- 1 Menu (Silver Button)
- 2 Press 3 (Batch)
- 3 Press 4 (Batch Totals)
- 4 Print out will say 'Pre-Settlement Completed'

### Print Transaction Receipt

- 1 Menu (Silver Button)
- 2 Press 2 (Print)
- 3 Press 1 (Transactions)
- 4 Press 1 (Last) or 2 (Invoice)
- 5 Last transaction will print, or enter the invoice number to reprint specific transaction number

### Logon Procedure

- 1 Menu (Silver Button)
- 2 Press 4 (Terminal)
- 3 Press 2 (Logon)
- 4 Print out will say 'Logon Success'

### Float Collection (Bank)

Float collection is reasonably easy fortunately, you will just need to be sure to grab a few items to ensure a smooth deposit.

- 1 Print out Cash Collection form sent from Playbill Head Office
- 2 Go to nominated NAB Branch. This is listed on the form
- 3 Present form and ID
- 4 Ask for 5 Express Business Deposit bags
- 5 Collect 5 deposit slips
- 6 The teller should put the money into a calico bag or something similar, but it is generally advisable to take a backpack with you.

### Cash Advances

A Cash Advance occurs by agreement with the merchandiser through Head Office. An agreed percentage of the revenue for the artist is to be paid to a representative of the merchandiser who will be advised from Head Office.

It is a rare occurrence for a Cash Advance to be approved.

- 1 If a Cash Advance has been approved, the percentage of which will be entered into the Summary+Bank Sheet and a receipt will be generated on the Cash Advance sheet.
- 2 The value of a Cash Advance will be pre-determined and automatically generated once sales are finalised for the artist.
- 3 Sales sheets and complete Cash and EFTPOS count must be completed before any cash advances are paid

### Preparing the Cash Advance Receipt

- 1 Enter the name of the recipient into the artists section of the Cash Advance sheet.
- 2 Print the corresponding page of the sheet to PDF and email to cash advance recipient and [reports@playbill.com.au](mailto:reports@playbill.com.au)
- 3 Amounts set are not negotiable at the event. If there are concerns, contact the Manager - Vending Operations

### Venue Commissions

Some venues require commissions to be paid on the night of the performance. Should this occur, these will be calculated on the Commissions sheet.

- 1 An invoice will be generated which will determine the amount of commission due to the venue.
- 2 The value of commissions will be pre-determined and automatically generated once sales sheets are finalised
- 3 Sales sheets and complete Cash and EFTPOS count must be completed before any commissions are paid

### Bank Deposit

- 1 Bag up deposit by following instructions on the bag (There are value limits set on the bag and also they are not that huge – definitely do coins separately to notes). Do not seal until you have also completed the Deposit Slip.
- 2 Playbill Bank Details are listed on Summary & Banking sheet
- 3 Once sealed, remove the tab from the bag that is for the person making the deposit – be careful not to rip the whole tab off – If you do, just stick it in with the deposit slip
- 4 Take to the Express Deposit ATM, scan the barcode and enter required information. Retain the receipt given to you.
- 5 Alternatively, deposits can be made at the branch with the teller. Have everything separated correctly for a quick deposit.
- 6 Cash Takings must be deposited to a NAB branch the on or before next business day. There are no exceptions to this requirement.
- 7 For cash amounts deemed too large for an individual to deposit at a branch, a cash collection will be arranged.

### Documents to be posted to Head Office

- 1 Complimentary stock receipts
- 2 EFTPOS receipts
- 3 Bank Deposit receipts
- 4 Vouchers

### Timesheets (Deputy)

**All shifts worked with Playbill must be entered into our online rostering software Deputy. Failure to do so will result in non-payment for shifts worked.**

Timesheets must be approved at the conclusion of a shift by a supervisor or manager.

Approvals of timesheets are to be completed using the desktop version of Deputy - accessible at <https://playbill.ent-au.deputy.com>.

- 1 Select Timesheets/Approve Timesheets from the top menu bar.
- 2 Choose the current venue and date from the drop down menus

- 3 Note staff on left hand side of the page who are highlighted Yellow. They have timesheets pending approval.
- 4 The rostered shift details are noted in a yellow bar between the shifts list and time approval.
  - a Variations from the roster in the shift times will be highlighted by a bolded time and darker yellow highlighting.
  - b Start times should be approved earlier without approval from the Manager - Vending Operations.
  - c If adjustments to time/breaks need to be made, adjust them accordingly
  - d Use the Round button for each shift. This will round their shift times to the appropriate 15-minute interval
  - e Ensure that Start, Finish and Break times are accurate and in accordance with award requirements.
  - f If necessary, make a Journal entry for the staff member if there was anything outstanding that occurred on shift. Assign appropriate tags to ensure they appear in the correct report feed for Head Office.

If you are unfamiliar with the award requirements (including minimum shift times, or break requirements) please contact the Manager - Vending Operations to have this provided to you.

Failure to complete the timesheet approvals may result in staff members not being paid, or being paid incorrectly for their shift. It is critical that this information is the last task completed on a shift

### Visual Merchandising

A good display is one of the most effective tools for selling merchandise. The quality of the display has the potential to attract and encourage customers to purchase. A poor display can reduce the opportunity for sales.

It takes practice to become good at building displays, however here are some helpful pointers:

- 1 Be sure to display each item that is available for sale. Check your display against your stock sheet to make sure you haven't missed anything.
- 2 Use price signs
- 3 All stands / venues should be supplied with a small sign reading "Another Playbill Merchandise Operation". Please ensure this sign is always included in your display – preferably in the top right hand corner.
- 5 It is best start with the larger items (T-Shirts) and smaller items should be used to fill any voids.
- 6 A T-Shirt can be displayed well with only 4 pins in it (sometimes 6). One in each corner.
  - a When pinning up a shirt the pin should be inserted in the opposite direction to which you are pulling the shirt. That is, if you are pulling shirt down, then the pin should go upwards. The shirt should be pulled very tight and the sleeves tucked in so that it does not look saggy and tired.
  - c Design sense dictates that if you have 2 black shirts and 1 white shirt, the white shirt should be placed between the black shirts.
  - d Check if there's anything on the back of the shirt to display.
- 7 Caps only need one pin just beside the button on top.
  - a Check if there's anything on the back of the cap to display.
- 8 Programs should be pinned around the edges however not pierced (unless advised to pull one apart). Pins should be placed in such a way that supports the item from falling off the display board. Items like empty CD & DVD cases may also be displayed this way.
- 9 Always fill the display area. Customers want to see product not our display board or tent wall. If the stock range is limited, display multiples of each product in an interesting way and fill the display area including side wall areas.

When you are completing a display or have finished it, stand on the other side of the counter and see if you like it and if you think it gives out a positive 'come and buy me' feeling. Merchandising relies on impulse buying and a really good display can help convince customers to buy.

The display area is not just limited to the walls or back shelving of the stand. The whole stand is a part of the display including the staff. It is therefore necessary to have the whole stand looking fantastic and tidy. A few things to remember are –

- 1 The back counter should be used to display items such as caps, programs, recordings, books, mugs etc. It is not to be used to store paperwork, rubbish etc.
- 2 The EFTPOS machine goes on the front of the counter so customers are aware that the service is available.
- 3 Remove all rubbish, stock sheets, vouchers etc. out of eyesight of the customer
- 4 The front counter should have CD & DVD cases on it with the disc taken out of it
- 5 Use quiet periods to constantly tidy up and re-do displays if sold out of items.