

Frequently Asked Questions – Employee

1. What is the difference between a discount and a waiver?

A discount is more like a coupon. A discount is a standard, possibly advertised, reduction in the price of a particular object or service. A waiver is a non-specified amount of a charge that is taken away using employee discretion.

2. What happens to equipment that fails inspection?

Equipment that fails inspection moves to the administrator's inspection list. From there, the equipment can be labeled as either repaired or permanently broken.

3. The piece of equipment I'm looking for isn't scheduled to be rented, but it's not on the list of available equipment. Why not?

There are two possible reasons for this. 1) Check the end date of the reservation. Equipment must be available every day of the requested reservation to show up on the list. There might be another reservation on another day. 2) The equipment has not been inspected since its last rental. Click the Inspect button in the header and see if the equipment shows up there. If not, contact the manager.

4. A band arrived for their rehearsal time more than 30 minutes after their scheduled start time. I don't see their reservation on the calendar. Why?

The band's reservation has been automatically cancelled by the system. Create a new reservation for the time the band actually arrived. When it comes time to pay for the reservation, waive the cancellation fee from the other reservation.

5. I clicked on View Week/Month and now I can only make a reservation in Room 7. Why?

The view week and view month will show the reservations for one room at a time. Look on the left hand side of the page, next to the legend and click on the appropriate room.

6. A band just called and they're going to be 45 minutes late. I don't want their reservation to get cancelled. What should I do?

Click on the reservation from the calendar page and then click Edit Entry underneath the room information. Change the start time (and end time if necessary). This will prevent the system from automatically cancelling the reservation.

Frequently Asked Questions – Admin

1. In the admin section, all the entries in the tables have the is_active attribute. What does that mean?

The is_active attribute allows the system to remove an item from view without actually deleting it forever. The administrator can use this to discontinue a coupon or bar item or to “delete” a piece of equipment. If the item was actually “deleted”, then all the transactions associated with that item would be deleted as well. This way, the history remains accurate and so does the view.

2. Someone forgot their password. How do I reset it?

Click on Reset Employee/Administrator Password link from the Admin menu. You will not be able to retrieve the previous password, but from here, you can create a new one.