



READY THEATRE SYSTEMS
getting started guide

READY THEATRE SYSTEMS LLC

2019-1



Welcome to the RTS Getting Started Guide

This guide will cover the basics of RTS procedures and features. For additional information on how to operate RTS, please see our wiki page. Information on features can be found on our website. Also, please feel free to contact our sales, media and support team at any time to implement features or ask questions regarding RTS.

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SUPPORT

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WIKI

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INSTALLING RTS

This section will explain how to add RTS on to a workstation or office computer.

This section is divided into FOUR parts:

- Downloading the Software
- Connecting RTS to your server when inside the network
- Connecting RTS to your server when outside the network
- Manually connecting RTS to your serve

Downloading the Software

RTS Can be downloaded using the following Link or using the following instructions. *Note: Please contact our technical support team at anytime for assistance.*

<http://www.readyticket.net/download/net/stubinstaller.exe>

1) If not using the link, navigate to

www.rts-solutions.com

2) Select the **Customer Tab**

3) Click on the link to start the download

4) The RTS stub installer will begin to download. Depending on your internet browser, the setup file will appear in the bottom of the browser or the top right corner.

5) Run the stubinstaller.exe file, this will download the Setup.exe file for RTS to your desktop

6) Right click on the RTS Setup.exe file and select **Run as Administrator**

7) RTS will continue to run through the download. A message will prompt if you would like to install a sample demo configuration, select **No**.

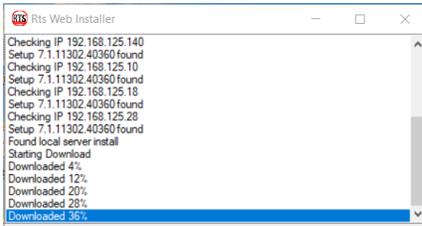
8) RTS will now begin to download. Depending on your browser, the setup link will appear in the bottom of the browser, or in the right-hand corner.



9) Click on stub installer for the install to run.

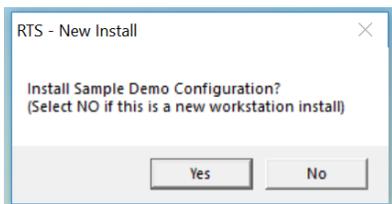
10) After the installer has downloaded, you will see a prompt that it has downloaded to the desktop. Right click on the icon and select “Run as administrator.”

11) The install will now begin

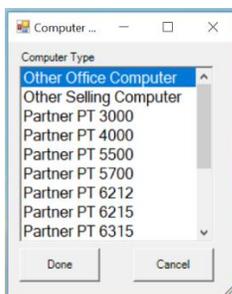


12) After the setup has been downloaded to the desktop you will see the following prompt. If you are ready to run the setup, select **Yes**.

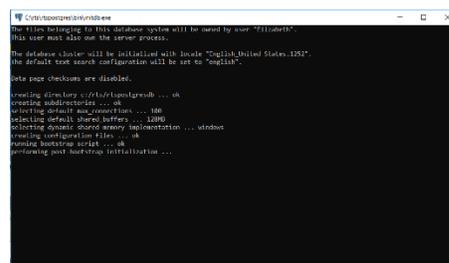
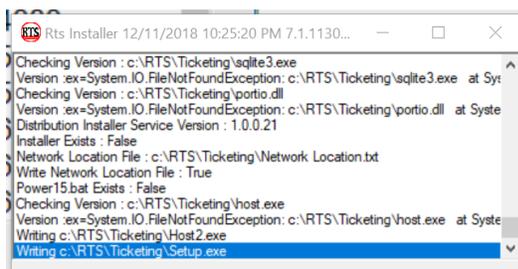
13) RTS will continue to run through the download. A message will prompt if you would like to install a sample demo configuration. Select **No**.



14) The next window will ask what type of unit RTS is being downloaded on. For instance, is it an office computer? A PT 6515? SP 5514? Other? Select as needed. *Note: This is an important step as RTS will load settings specific to the type of computer, such as printer and power settings.*

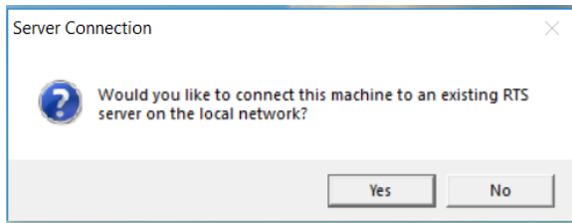


15) After selecting the computer type, RTS will continue with the installation. The next steps depend if you are inside the server’s network or not.

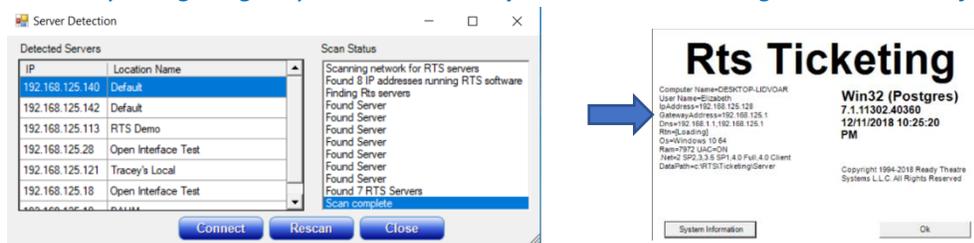


Connecting RTS to your Server when Inside the Network

1) RTS will ask if you would like to connect to a local server. When inside the theatre's network, select **YES** when prompted.

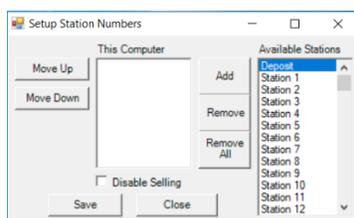


2) Select your server's IP address from the detected Server list. *Note: You may verify your server's IP address by navigating on your server to **Help – About** and viewing the credentials for the IP address.*

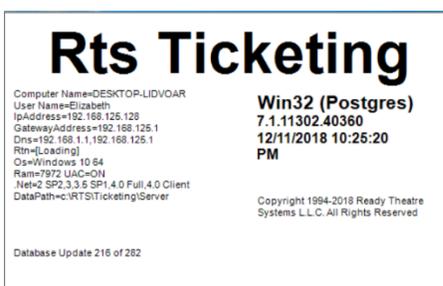


3) Once your server's IP address has been verified, select **Connect**. Your workstation will now be connected to the server. If you do not see your server in the list, select **Rescan**. *Note: If it does not appear, select **Close**. The settings can be manually entered using the steps under **Connecting a Workstation outside the Network**.*

4) After connecting to the server, you may designate a station number(s) for the terminal. Select the station number and click **add**. Repeat the steps as needed. If you do not wish to add station numbers during the installation, select **Close** and proceed with the installation.



5) The final steps of the installation will now commence. You should see this window appear, similar to the **Help – About** Window.

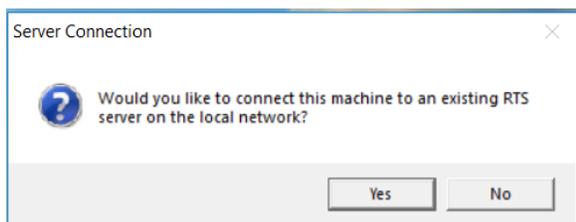


6) If the setup is successful, the RTS login screen will appear. Please login using your password.

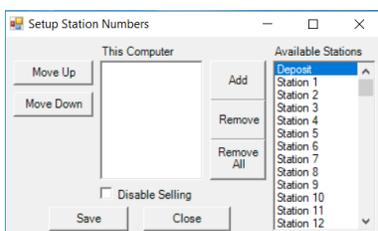
Connecting RTS to your Server when Outside the Network

1) If you are connecting to RTS when outside the network, select **No** when prompted to connect to a local server. This situation is frequently used when setting up a home or corporate office computer.

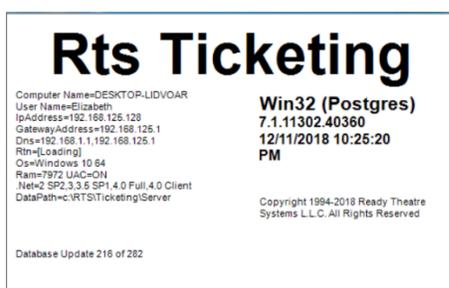
Note: RTS does not require an additional license for office use.



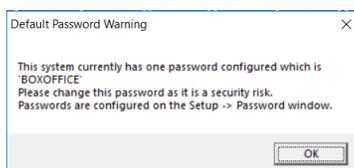
2) After electing not to connect to the server, you may designate a station number(s) for the terminal. Select the station number and click add. Repeat the steps as needed. If you do not wish to add station numbers during the installation, select **Close** and proceed with the installation.



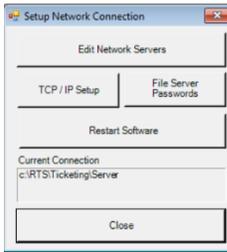
3) The final steps of the installation will now commence. You should see this window appear, similar to the **Help – About** Window.



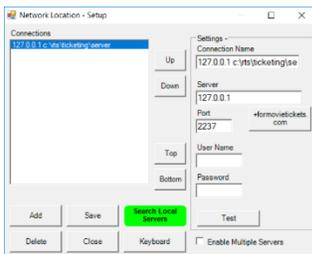
4) Since your RTS is not connected to the server, a blank RTS will appear. Please login using the password *boxoffice*. If the wrong password is used, a prompt will appear explaining the correct password.



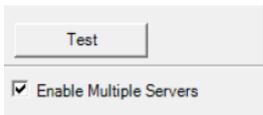
5) After logging in, navigate to **File – Other – Network Connection**.



6) Select **Edit Network Servers**. The Network Location Setup window will appear.



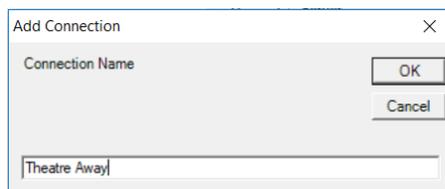
7) Check off Enable Multiple Servers, found in the bottom right corner.



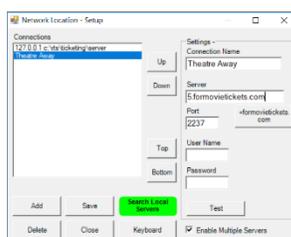
8) To connect to RTS outside of the network, you will need your RTN number. This can be found under **Help – About** on your server's computer or it can be provided by our RTS team.

9) Click the **Add** button

10) In the field, name your connection. RTS suggests using your theatre name followed by Away



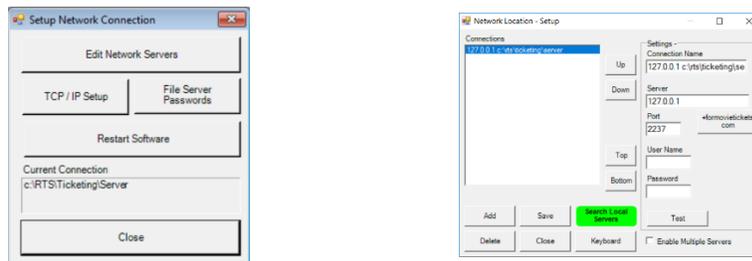
11) Type in your RTN number in the **Server** field. Then click the **+formovietickets.com** field. This will automatically add the needed information.



12) To verify the connection, select **Test**. If the connection is active, a **Working** message will appear. Our technical support team is available if you experience any technical difficulties. Please repeat the steps as needed if you have multiple locations. *Note: Your computer may also have connections for inside the local network as well. Please see the following notes for adding a local connection manually.*

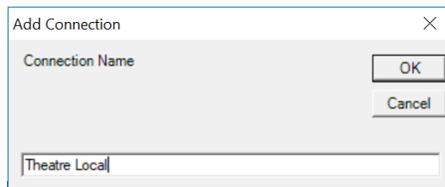
Manually Connecting RTS to your Server

1) Navigate to **File – Other – Network Connection**. Select **Edit Network Servers**. The Network Location Setup window will appear.



2) Verify that Enable Multiple Servers in the bottom right corner is checked off.

3) Click the Add Button. RTS suggests naming the connection your theatre name followed by “local” or something similar to designate this connection will be used when at the theatre.



4) The new connection will now be added to the **Connection List**. Please enter your Server’s IP address. This can be found by navigating on your Server to **Help – About** and viewing your server’s IP address credentials.



5) Once all local connections have been added, select **Save**. When restarting your server, please select the connection you would like to use.

RTS OPENING AND CLOSING PROCEDURES

This section discusses the opening and closing procedures for RTS. These functions are performed daily by RTS users.

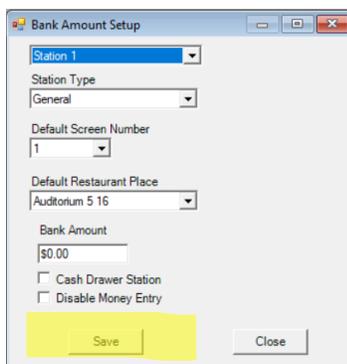
This section is divided into four parts:

- Opening Procedures
- Closing Procedures
- Inventory
- Reporting

Opening Procedure

Ticket and Concession Selling Stations

Each RTS selling station can begin each day with a customized starting cash drawer amount. To configure, navigate to Setup – Banks and enter the starting money for each station and select the checkbox for **Cash Drawer Station**. Change the station by selecting the drop-down menu.



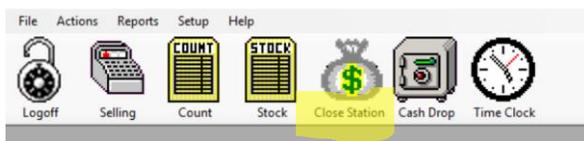
NOTE: When using a configured bank amount, the starting drawer amount will need to be included when closing out your stations, but not included when closing out the deposit.

Closing Procedure

Each day, all selling stations must be closed prior to closing the deposit. It is important that each station is closed, followed by closing the deposit, each day.

Closing Station(s)

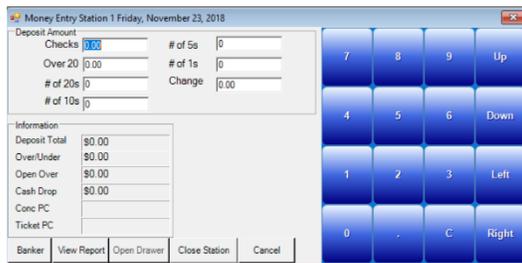
- 1) Select the Close Station Icon



- Choose the station you would like to close. If you do not see it in the list, navigate to Setup – Station Numbers and add the station to the list.



- RTS will prompt a close station window that will have an amount that should be in your drawer. This will be in the Over/Under Section.



- Verify your over/under by entering your station drawer amount (if you are using the RTS configured banks, this will include your starting drawer amount). You may enter this by entering the amount in checks, or you can enter the amount of 20s, 10s, etc.

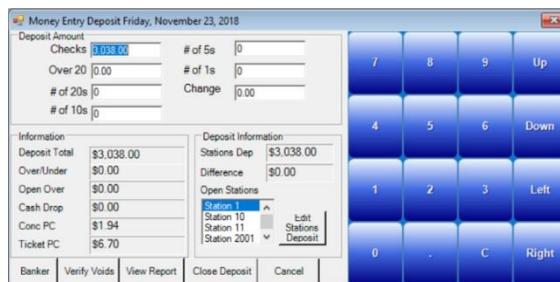
- If the amount is what RTS expects, the drawer will be even. If not and you verify the over/under, select **Close Station**.

- Repeat for all Stations. DO NOT move on to the Close Deposit steps until all stations have closed.

Closing Deposit

The closing deposit function will close out all stations, batch out credit cards and close out tickets that will report to Rentrak/Swift, if so enabled.

- Choose the **Close Station Icon** and select **Deposit**. If it is not in the list, you may add it by navigating to **Setup – Station Numbers** and adding Deposit.



- This window is similar to Close Station, however, please note the Open Station Box. If there are any stations open, the stations will be listed here.

- 3) Please enter the total deposit amount minus the starting money amount.
- 4) You may view a prior to close deposit report by select **View Report**.
- 5) Verify the Over/Under is acceptable.
- 6) Select **Close Station**
- 7) Enter your RTS password
- 8) If you are not using secure card readers for chip card processing, you will be prompted to enter your secure username and password.
- 9) If the system prompts you to close out your tickets, select yes. If so enabled, your tickets will then be sent to Rentrak and Swift.
- 10) You may then print and desired reports as needed. (Suggested report: Reports – Deposit – Total).

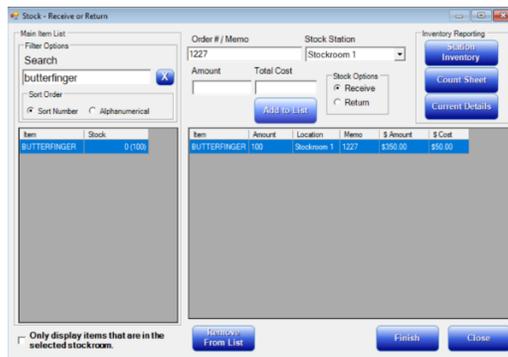
INVENTORY

Receiving Inventory

- 1) Select **Actions – Stock Inventory – Receive or Return**

- 2) Search for the item you would like to stock
- 3) With the item highlighted, enter the order or memo number, designate the stockroom, the amount entering in (if one case of 50, enter 50) and the total cost (this is optional).

- 4) When the order is ready to be added, select **Add to List**.



- 5) The order will not be finalized and added into the stockroom until you select **FINISH**.

Listed Reports: While adding in stock, you may reference the following reports from the receive or return window. Station Inventory will not update until after you close out the Deposit for the day.

Station Inventory: Inventory report, including inventory corrections and receive or returns.

Count Sheet: Lists current details with boxes next to it to use as a guide for completing end of night counts. Updates in real time.

Current Details: Current inventory details. Updates in real time.

Correct Inventory

- 1) Select **Actions – Stock/Inventory – Correct Inventory**
- 2) Choose the stockroom or station you would like to correct. If the stockroom is not in the list, navigate to Setup – Station Numbers and add the stock room.
- 3) Enter the correct inventory amounts. *Note: RTS will automatically adjust your numbers as you sell. If you are routinely making large adjustments to particular items, please contact our tech support team to verify your configuration settings.*



- 4) When the items are adjusted, select **Ok**.

REPORTING

During Day

Ticket Sales Monitor: Reports – Sales Monitor – Ticket Monitor

Ticket Log: Reports – Tickets - Log

Current Sales: Reports – Stations – Open

View Sales Transaction Details: Reports – Deposit Sales Log

End of Night

Deposit Total Report (Shows sales and money received): Reports – Deposit Total

Daily Ticket Report (Displays Ticket sales that started during a day): Reports – Tickets – Daily

End of Week

Boxoffice Report: Reports – Tickets – Boxoffice

Weekly Report Tickets: Reports – Tickets – Weekly

ADDING FILMS

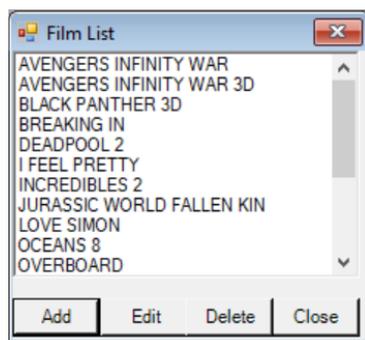
This section will explain how to add films to RTS. Before films can be scheduled, they must first be added to your database. For efficiency and to utilize all available features, please use the **Internet Film List** when adding your films.

This section is divided into two parts:

- How to Add Films
- Explaining Each Tab

How to Add Films

The film list can be accessed by Navigating in RTS through **Setup – Films**. Films can also be added directly through the Show Scheduler, accessed by **Actions – Schedule – Showtimes New Scheduler** and selecting the **Films** button.



Title	Length
AVENGERS INFINITY WAR	1:50
AVENGERS INFINITY WAR...	1:50
BLACK PANTHER 3D	1:40
BREAKING IN	1:35
DEADPOOL 2	1:40
I FEEL PRETTY	1:30
INCREDIBLES 2	1:10

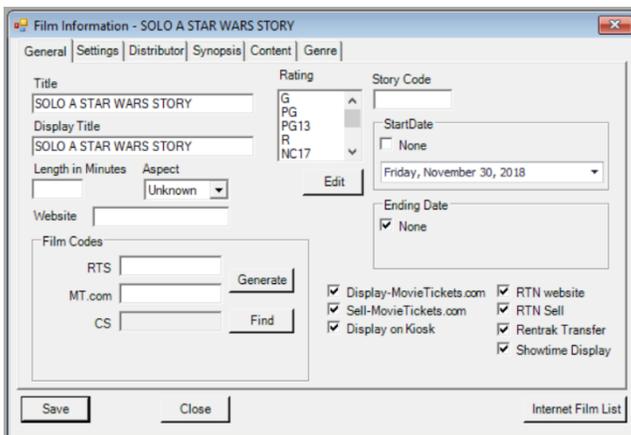
- 1) From the Film List, select **Add**, or from the Scheduler click the **Films** button and select **Add**.
- 2) The Film Information window will prompt

The 'Film Information' window has tabs for General, Settings, Distributor, Synopsis, Content, and Genre. The 'General' tab is active, showing fields for Title, Display Title, Length in Minutes, Aspect, Website, and Rating (G, PG, PG13, R, NC17). There are also fields for Story Code, Start Date (Friday, November 30, 2018), and Ending Date (None). A section for Film Codes includes fields for RTS, MT.com, and CS, with Generate and Find buttons. At the bottom right, there are several checked checkboxes: Display-MovieTickets.com, Sell-MovieTickets.com, Display on Kiosk, RTN website, RTN Sell, Rentrak Transfer, and Showtime Display. Save and Close buttons are at the bottom left.

- 3) To add a film, select **Internet Film List**. This is an RTS compromised database of past, current, and future films with information pertaining to film information, synopsis, and Digital Signage Content. See [HERE](#) for information on Digital Signage.



- 4) Select the film you would like to add from the list. You may search for the film using the search bar. The film list will shorten as you type.
- 5) Once you have your film selected, click **OK**.
- 6) The Internet Film List will now populate some of the information in the fields.



- 7) Please enter the length in minutes and the ratings. This will sometimes be available depending on if the rating was public when the movie was entered into the database.
- 8) If you are utilizing a feature that requires a film code, press **Generate** or **Find**.

Tabs Explained

General Tab

Title: Title of the Film

Display Title: Title that will display online, reports and selling screen, if not using graphic film buttons

Length in Minutes: Length of performance. This will not be included when using the internet film list.

Website: Can provide link to film's official website, etc.

Film Codes - RTS: Film codes generated for anyone that pulls the RTS schedule.

Film Codes - MT.com: Film codes for MovieTickets.com

Film Codes - CS: Film codes for Webedia.

Story Code:

Start Date:

Ending Date:

Display MovieTickets.com: Display the film on MovieTickets.com.

Sell MovieTickets.com: Allow sales on MovieTickets.com.

Display on Kiosk: Film will be available for kiosk sales.

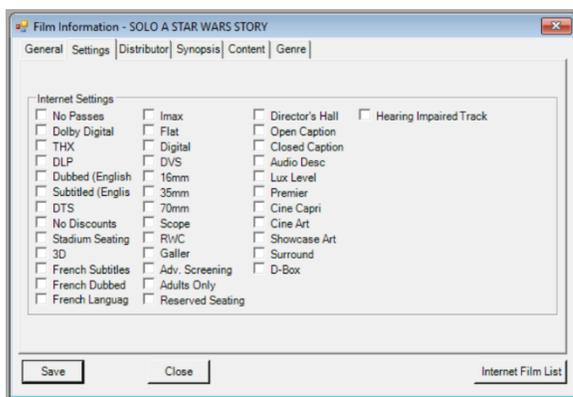
RTN Website: Will display and sell on the RTS provided website, known as the RTN.

RTN Sell: Sell on RTS provided website, known as the RTN page

Rentrak Transfer: Report to Rentrak

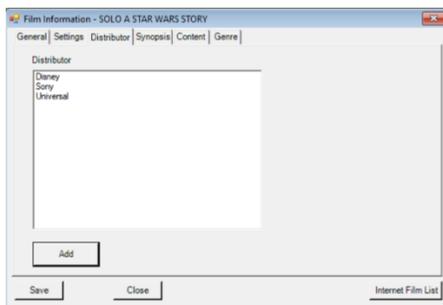
Showtime Display: Show on Digital Signage boards.

Settings Tab



The Settings Tab enables settings for the film that will apply to all performances unless specifically noted on the performance. If you are scheduling a 3D film, the internet film list should automatically check the 3D box. **NOTE:** *The settings tab is where you will set ADA requirements available for the performance.*

Distributor Tab



The Distributor Tab associates a film to a studio for reporting purposes.

- 1) Highlight the film in the list.
- 2) This list populates from your Address Book. If you do not see the desired studio, select **Add**.

- 3) This will prompt your address book to add the Distributor.
- Synopsis Tab**

RTS will populate information for the movie on your selling screen and the kiosk when information is provided under the synopsis tab. When using the Internet Film List, this information will import automatically.

Content Tab

The content tab populates graphics for your selling screen and also digital signage content. When using the internet film list, no additional action needs to happen here. If for some reason content does not download the first time, or it needs to be changed, you can download here.

- 1) Select **Internet Film List**
- 2) Choose your film using the search bar
- 3) The content available to download will appear in the window
- 4) Select download all. The content will begin downloading.

SCHEDULING FILMS

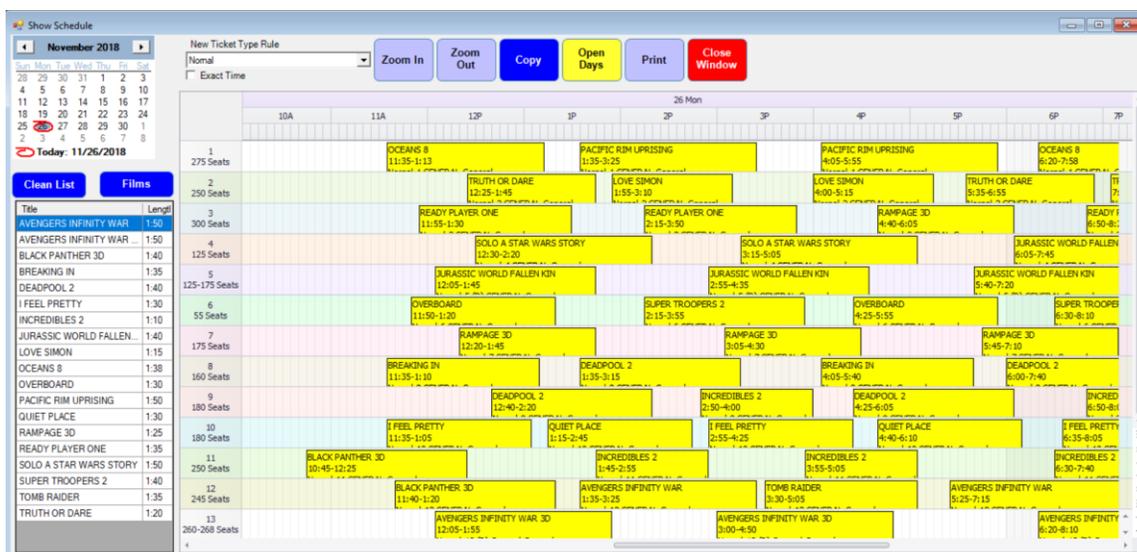
This section will explain how to schedule films in RTS using the New Film Scheduler. From here you may also add films and edit show attributes.

This section is divided into five sections:

- How to schedule.
- Additional schedule features
- Showtimes New Scheduler Explained
- Showtime Colors Explained
- Editing a Showtime

How to Schedule Films

- 1) Access the show scheduler by selecting **Actions – Schedule – Showtimes New Scheduler**. From this window, you can schedule your films or modify existing showtimes and films.



- 2) To schedule a film, highlight a film from the film column. Hover your mouse to the desired time and auditorium. After you click in the space, select the auditorium you would like the film to be scheduled in (if you have only one auditorium type you will not see this prompt. For auditorium directions, please see the Auditorium Wiki Page [HERE](#)).
- 3) To open the film for sales, right click and select **Open for Sales**. To open shows for the entire day, select **Open Days** at the top of the window. It will prompt to choose a date range. Select the desired date range and click **Ok**.

Additional Features

- 1) You may drag the film block within the auditorium to change the time
- 2) The film block may be dragged between auditoriums to change the schedule location
- 3) Right click on the film to delete the performance
- 4) If the window is expanded large enough, the auditorium will display the seat count on the right column
- 5) Add films directly from the Scheduler using the **Film** button. Select the button and click **Add**.
Learn how to Add Films from the Add films Wiki [HERE](#).

Showtimes New Scheduler Explained

Calendar: Select the desired date for creating your show schedule

Films/Clean List Buttons



Title	Length
AVENGERS INFINITY WAR	1:50
AVENGERS INFINITY WAR ...	1:50
BLACK PANTHER 3D	1:40
BREAKING IN	1:35

Sort: Choose to sort films alphabetically or by date added to your database.

Add: Adds a film to your database. This is the same function as navigating to **Setup – Films**.

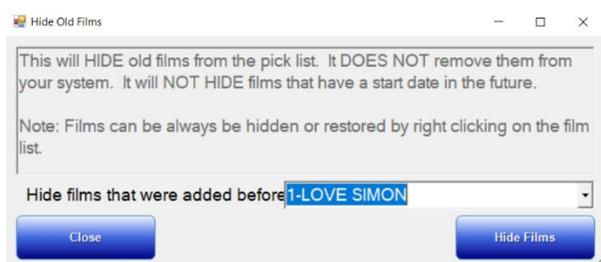
Edit: Edits the highlighted film in the film list. Changes made here affect all shows. To edit a specific performance of a film, right click on the film and select edit. See more details below on **Editing a Showtime**.

Hide: Hides the film from the film list.

Cancel: Closes the **Films Button** menu

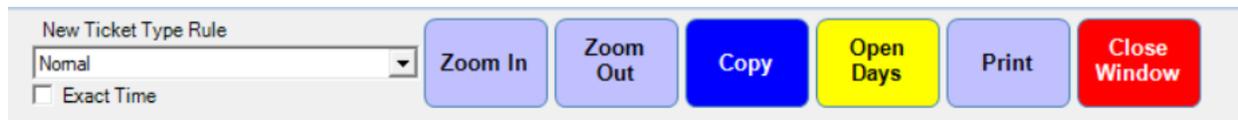
Show Hidden: Displays films previously hidden using the **Hide** function. You may enable films again from this window.

Clean List:



The **Clean List** button will prompt a window that explains it will hide old films from the Pick List. All films added before the selected movie in the drop-down will be hidden. **NOTE: The films will not be purged from the system and can be added back by right-clicking on the film list.**

Top Buttons



New Ticket Type Rule: To default which ticket type rule to use for a set of scheduled films, select the ticket type rule using the drop-down menu. This will prevent having to right-click on individual films and editing the showtime. For further information on how to edit showtimes, please see **Edit a Showtime**. Ticket type rules can be added by navigating to **Setup – Ticketing – Class Rules**.

Exact Time: If checked, allows to schedule film for the exact time, instead of increments of five.

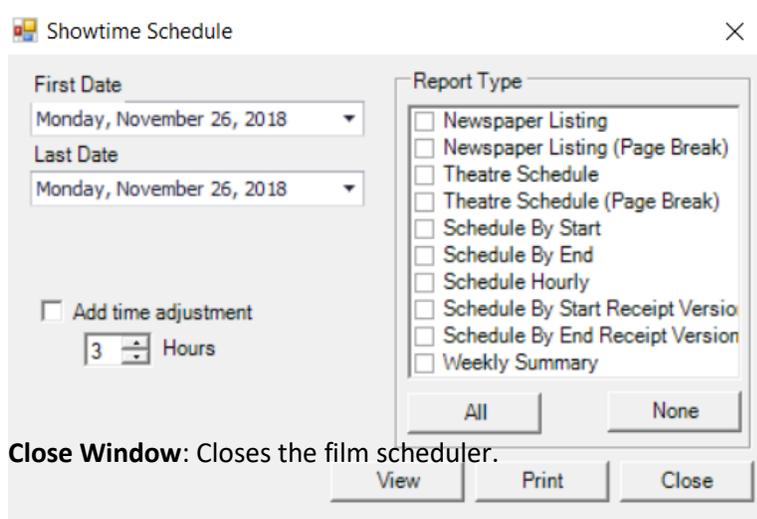
Zoom In: Increases the size of the Calendar.

Zoom Out: Decreases the size of the Calendar.

Copy: Copies the schedule for a designated date range.

Open: Opens the schedule for sales for a designated date range. The films will change from green to yellow when available for sales.

Print: Prompts to print the schedule in various formats, designated by date range.



Close Window: Closes the film scheduler.

Showtime Colors Explained

Green: Scheduled by not available for sales.

Yellow: Scheduled and available for sales.

Red: Scheduled, available for sales and tickets sold to the performance.

Editing a Scheduled Showtime

Right click on the scheduled film in the scheduler and select **Edit**.

The screenshot shows a window titled "SOLO A STAR WARS STORY 3:15 PM - 4 GENERAL". It has four dropdown menus at the top: Title (SOLO A STAR WARS STORY), Location (4 GENERAL), Price (General), and Ticket Class Rule (Normal). Below these is a list of ticket types for "4 GENERAL / 4 / General" with checkboxes. The checked items are Matinee (6.00), Child Matinee (4.00), and Senior Matinee (5.00). Other items include Matinee 3D (8.00), Adult (9.00), Adult 3D (12.00), Child (5.00), Child 3D (8.00), Senior (5.00), Senior 3D (8.00), Student (8.00), Student 3D (11.00), Pass (0.00), Pass 3D (0.00), DealFlicks (0.00), PREMIUM (15.00), and 3D PREMIUM (20.00). To the right is a table of features:

Category	Feature	Value
1. Online	Rtn Display	True
	Rtn Sell	True
	MovieTickets.com Sell	True
	MovieTickets.com Display	True
2. Restrictions	No Passes	False
	Adults Only	False
	No Discounts	False
3. Sound	Fedelio	False
	Auro 3D	False
	DTSX	False
	Dolby Atmos	False
	Surround	False
	DTS	False
	Thx	False
	Dolby Digital	False
4. Picture	Sony 4K	False
	RealD 3D	False
	Premium Large Format	False
	DBox	False

At the bottom of the window are "Save" and "Cancel" buttons. Below the table is a section labeled "Rtn Display".

Title: Title of the film

Location: Location of the auditorium. Can change the location by selecting auditorium from the drop-down menu

Price: Edits the price category using the drop-down menu. Will Change the tickets listed in the box of tickets.

Ticket Class Rule: Determine which tickets are available for purchase. This will change which tickets are checked off in the box if you change the class rule using the drop-down. If you manually click on ticket types, the class rule will change to **Custom**. ***NOTE:** If you are frequently customizing this section, please contact our tech support team so we can modify your class rules.*

Save: Saves changes made

Cancel: Closes the window without saving changes made.

Showtime Amenities

1. Online	
Rtn Display	True
Rtn Sell	True
MovieTickets.com Sell	True
MovieTickets.com Display	True
2. Restrictions	
No Passes	False
Adults Only	False
No Discounts	False
3. Sound	
Fedelio	False
Auro 3D	False
DTS X	False
Dolby Atmos	False
Surround	False
DTS	False
Thx	False
Dolby Digital	False
4. Picture	
Sony 4K	False
RealD 3D	False
Premium Large Format	False
DBox	False

Configure settings for an individual showtime, such as if the film should display online, be allowed to sell online, if the performance is closed captioned, etc.

To change a setting, double click in the **True/False** area. The setting will change accordingly.

CONCESSIONS

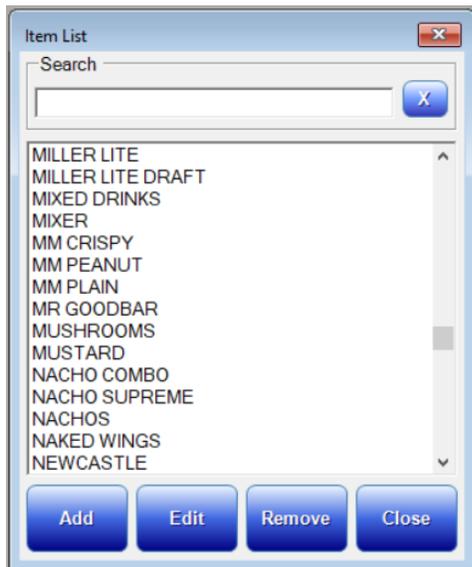
This section explains how to add and edit concession items. Whenever adding items, it is best to clone items, instead of adding items from the concession list. When cloning, the item will then copy settings such as stock and the subtotal.

This section is divided into three parts:

- Concession Item List
- Adding a Concession Item
- Concession Items Explained

Concession Item List

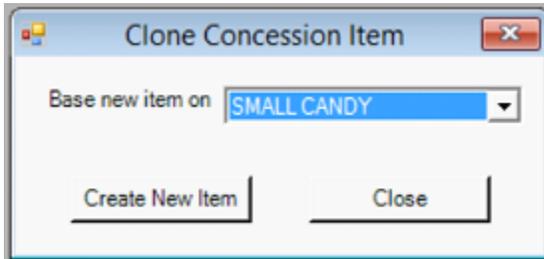
To see your current concession list, navigate in RTS to **Setup – Concessions – Items**. This will display all your items currently in your database. *Note: If an item was deleted and you would like to add it back into the system, navigate to **Setup – Concessions – Restore** and restore the item.*



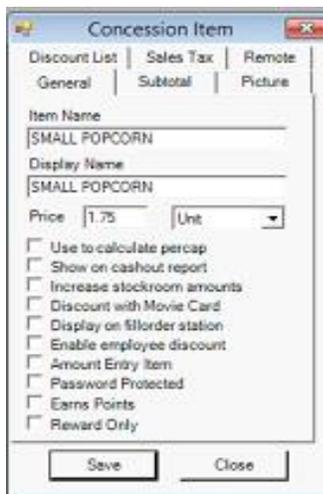
From the concession item list, you may use the search bar to search for an item, edit, add and remove. As previously noted, please do not add items from this window. Please see the following steps for adding concession items.

Adding a Concession Item

- 1) Navigate to Setup - Concessions - Clone Item



- 2) Choose an item in the drop-down menu to base your new item from. Select "Create New Item"
- 3) Enter the name of your item. RTS recommends capitalizing your item. Select "Okay"
- 4) The window provided below will prompt after creating your item. From this screen, you may designate price, functions of the item, subtotal, picture and sales tax. Functionality of this window is explained in Concession Item Configuration



- 5) Designate the price of your item. Click the subtotal tab and select the category you wish your item to be filtered with for subtotal reports.
- 6) Modify how you wish your item to appear on your selling screen by selecting the picture tab. If an image of the item is not available within the database, you can designate a font color and background color.
- 7) RTS recommends including your tax within your item price to avoid pennies in the drawer. However, if you choose to utilize the sales tax feature, designate the appropriate sales tax using the sales tax tab. If your state's tax does not appear in the provided list, please contact technical support for configuration, or see Sales Tax in the help file.

8) After your item is configured, save your settings. Please keep in mind that this only creates the item within your database. If you cloned the item with similar settings, the item will already be added into the appropriate stations and stockroom. If this is not the case, please see Station Items to configure how your stations are calculated for inventory purposes.

Concession Items Explained

GENERAL TAB

Item Name

Name the item. The name is limited to 15 characters.

Price

Designates the price of the item.

Use to calculate percap

Set this option if you want this item's sales to be included in the per capita calculation. This setting is checked whenever a report is displayed. The per capita setting is not stored in the historical data base records.

Show on cash out report

Forces the remaining amount of this item to print on the cashout report when the station is closed. This is usually enabled for gift certificates that are returned with the station's cash drawer.

Increase stockroom amounts

Increase the stockroom amount when this item is stocked from the stockroom. This option is set when the item is a sequentially numbered gift certificate. The stockroom amount is set to the current gift certificate serial number so when a certificate is removed from the stockroom the software will track to next certificate number.

Discount with a movie card

This enables discounts if this item is purchased with a discount movie card.

Display on fill order station

This causes this item's sales to appear on a remote display for pickup. Also when this item is sold a receipt is printed automatically with the Pickup number. You must have a receipt printer configure for the receipt to print.

Enable Employee Discount

This enables employee discounts for this item.

Amount Entry Item

Set this option to force an amount entry field on the selling screen for this item.

Password Protected

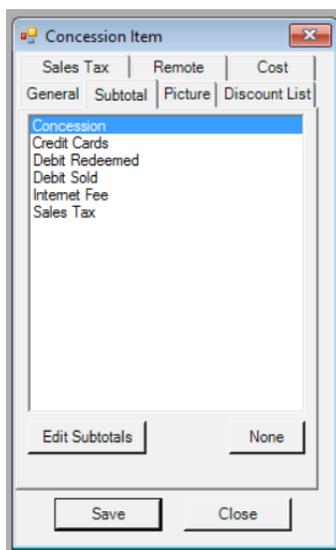
Set this option to password protect the amount entry item.

Earn Points

Set this option if you want this item to earn concession points through the bonus point program. Currently \$1= 1point.

SUBTOTAL TAB

This configures which subtotal the items sales will be included in. This setting is checked and recalculated whenever reports are displayed. The setting is not stored in the sales database.

**None**

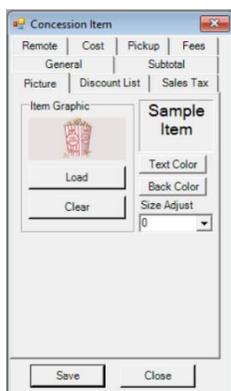
Select this button to set up the subtotal to nothing. Subtotal reports will display "No Subtotal Found" for this item's sales.

Edit Subtotals

This button will display the subtotal configuration window.

PICTURE TAB

This tab allows configuration of the concession item that is displayed on the touch screen-selling screen.



Item Graphics

To display a graphical picture of the concession item, click load and select the items picture.

Text Display

If there is no picture available, select the text color and background color of the text button. The size adjust will increase and decrease the text size on the selling screen.

DISCOUNT TAB

These are different discount amounts that can be configured. The amounts entered should be the amount to deduct from the selling price.

SALES TAX TAB

This configures the sales tax for the concession item.

- 1) Select the sales tax from the drop-down lists.
- 2) If your sales tax is not available, please contact technical support and we will add your tax rate to the software.

CONCESSION LAYOUT

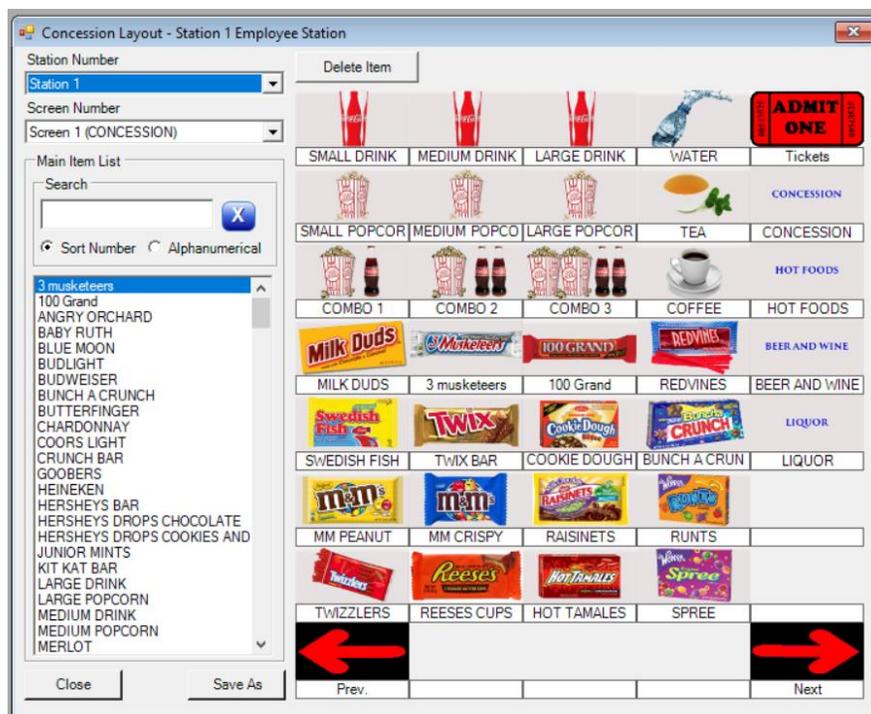
This section explains how to configure the concession layout.

The section is divided into three parts:

- Configuring the concession layout
- Adding screen layout names
- Troubleshooting

Configuring the Concession Layout

Navigate to Setup - Concessions - Touch Screen Layout - Employee Station. The Concession Layout window sets the display order for concession item when using a touch screen station.



Adding an item

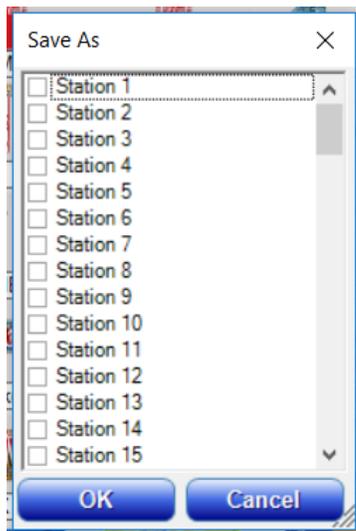
- 1) Select the station you wish to add the item to in the station box.
- 2) Select the item from the item list. If the item you wish to add is missing from the item list, close the layout window and add the item to the concession sheet for this station. *Note: You may use the search box for faster configuration*
- 3) Left click in on the concession grid located on the right side of the screen. The item will now be placed in the grid.
- 4) If you would like for a shortcut page to be added to the layout, scroll to the bottom of the concession list. There will be options for **Screens**. Select the screen you would like to add. *Note: Please see below to edit the screens.*

Deleting an item

- 1) Select the station you wish to remove the item from in the station box.
- 2) Make sure that the Delete item button is selected.
- 3) On the concession grid located on the right side of the screen, left click in on the concession item that you wish to remove. The item will now remove. *Note: Items will continue to remove until the delete button has been selected again.*

Copy a layout to another station

- 1) Select the station you wish to copy from in the station box.
- 2) The stations current settings will be displayed on the screen.
- 3) Click the save as button and check off the station(s) you would like the configuration to save for.



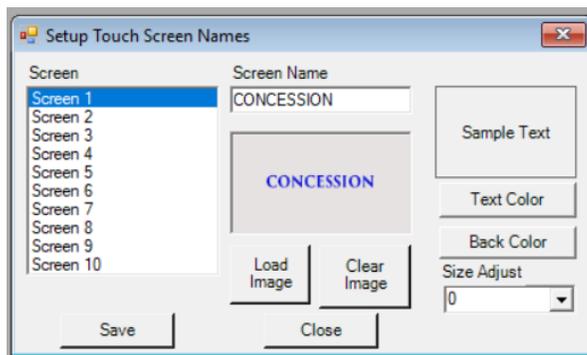
Configure Multiple Screens within Stations

RTS allows for stations to have multiple screens to better organize your screen and to add more items.

- 1) Select the screen you would like to edit from the drop down
- 2) This will bring a new page to configure
- 3) Please keep in mind to utilize arrow icons and screens for ease of use

Editing Screen Names

- 1) Navigate in RTS to Setup – Concessions – Touch Screen Names



- 2) From this window, add a name for the touchscreen
- 3) You may choose to add an image for the button or add text and background color with a size adjustment.

Trouble Shooting

- 1) If the concession item name is displayed but the concession graphic is blank, there is no graphic associated with the item. Select **Setup - Concession Items** to associate the graphic.

- 2) If your item does not appear in the list to add to a station, it's most likely not configured for that station. Add it to that selling station by navigating to **Setup – Concessions – Station Items** and check that your item is in the main item list on the left.

INVENTORY

RTS will track and update stock counts automatically if items are received into stock. Using various RTS reports, you may then reference reports to verify stock levels and modify stock levels as needed.

This section is divided into four parts

- Receiving Inventory
- Correcting Inventory
- Transfer within Building
- Reporting

Receiving Inventory

6) Select Actions – Stock Inventory – Receive or Return

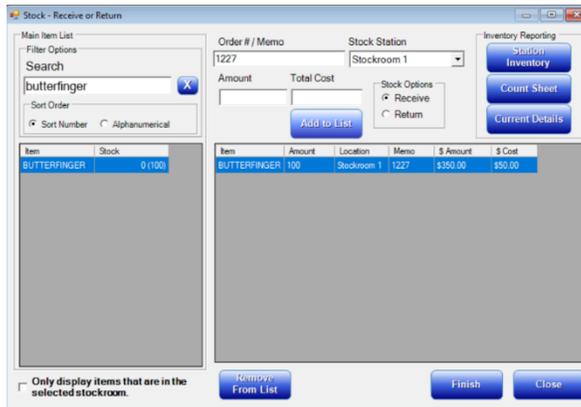
The screenshot shows the 'Stock - Receive or Return' window. On the left, there is a 'Main Item List' with a search bar and a table of items. The search bar contains 'butterfinger'. The table lists items like '3 musketeers', '100 Grand', 'ANGRY ORCHA...', 'BABY RUTH', 'BLUE MOON', 'BUDLIGHT', 'BUDWEISER', 'BLUNCH A CRUN...', 'BUTTERFINGER', 'CHARDONNAY', 'COORS LIGHT', 'CRUNCH BAR', and 'GOEBERS'. The 'Add to List' button is highlighted. On the right, there are fields for 'Order # / Memo', 'Stock Station', 'Amount', and 'Total Cost'. The 'Add to List' button is also highlighted. At the bottom, there are buttons for 'Remove From List', 'Finish', and 'Close'.

7) Search for the item you would like to stock

8) With the item highlighted, enter the order or memo number, designate the stockroom, the amount entering in (if one case of 50, enter 50) and the total cost (this is optional).

The screenshot shows the 'Stock - Receive or Return' window. The search bar contains 'butterfinger'. The 'Add to List' button is highlighted. The 'Order # / Memo' field contains '1227'. The 'Stock Station' dropdown is set to 'Stockroom 1'. The 'Amount' field contains '100' and the 'Total Cost' field contains '50.00'. The 'Add to List' button is highlighted. At the bottom, there are buttons for 'Remove From List', 'Finish', and 'Close'.

- 9) When the order is ready to be added, select **Add to List**.



- 10) The order will not be finalized and added into the stockroom until you select **FINISH**.

Listed Reports: While adding in stock, you may reference the following reports from the receive or return window. Station Inventory will not update until after you close out the Deposit for the day.

Station Inventory: Inventory report, including inventory corrections and receive or returns.

Count Sheet: Lists current details with boxes next to it to use as a guide for completing the end of night counts. Updates in real time.

Current Details: Current inventory details. Updates in real time.

Correct Inventory

- 5) Select **Actions – Stock/Inventory – Correct Inventory**
- 6) Choose the stockroom or station you would like to correct. If the stockroom is not in the list, navigate to Setup – Station Numbers and add the stock room.
- 7) Enter the correct inventory amounts. *Note: RTS will automatically adjust your numbers as you sell. If you are routinely making large adjustments to particular items, please contact our tech support team to verify your configuration settings.*



- 8) When the items are adjusted, select **Ok**.

Transfer within Building

- 1) Select **Actions – Stock/Inventory -Transfer Within Building**
- 2) First, choose the Station or Stockroom the item currently resides in that you would like to transfer
- 3) Next, select the Station or Stockroom from the dropdown the item will be transferred into from the **To Station**.
- 4) Select the **Item** that will be transferred, followed by the **Amount**.
- 5) When the transfer is set how you would like it, select **Transfer**.

Reports

RTS has multiple reports available for tracking inventory.

Reports – Inventory – Count Sheet: Displays current details with a space to indicate current levels in stock.

Reports – Inventory – Concession Sales vs Inventory: Displays inventory information by deposit. This information will update after the deposit is closed.

Reports – Inventory – Cost: RTS will calculate the cost of items if the information is entered when receiving items into stock.

Reports – Inventory – Current Details: Live count of stock as day progresses. The deposit does not have to close for this report to update.

Reports – Inventory – Inventory Remaining: Displays how many of each item is remaining in the location's inventory and how many days the current inventory should last. The number of days remaining is calculated using sales for the past 35 days.

STATION ITEMS

This section discusses how to determine which items will be available in which selling stations, and how they will behave in the stockrooms.

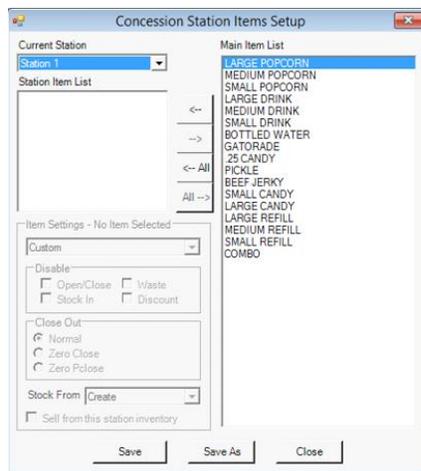
The section is divided into two parts:

- Adding items into a station/stockroom
- Station Items Explained

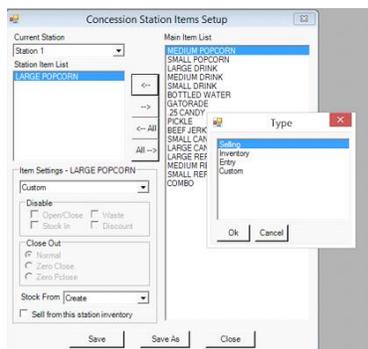
Adding Station Items

To determine which items will be available in certain stations and stockrooms and to designate which station/stockroom an item will stock from, navigate to **Setup - Concessions - Station Items**

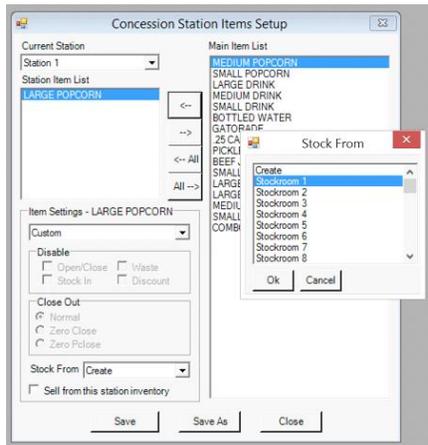
1) From this window, you will have your concession items listed in the Main Item List. Your concession items will not be available in your station until you move the items from your main list to your station list. To move all items, select All with the arrow pointing left. *Note: Removing items utilizes the same concept using the right arrow.*



2) To add an item into a station, highlight the item in the Main Item List, then select the left arrow. This will then prompt you on the item's setting. Select whether the item will act as a selling item, inventory, entry, or custom. Select **Selling**.

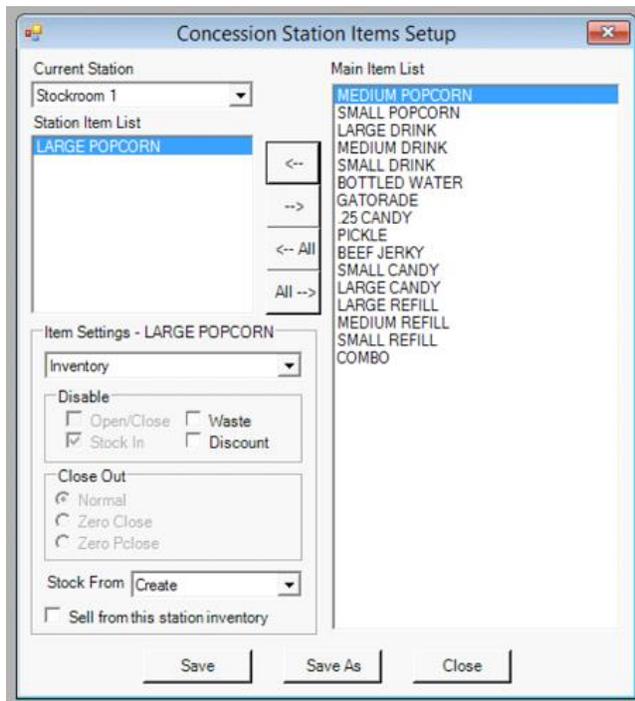


3) The next window will prompt you to select a stockroom. If its a stock able, item, select Stockroom 1. If the item is available for sale but you are not tracking inventory, such as a combo or theatre rental item, choose **Create**.

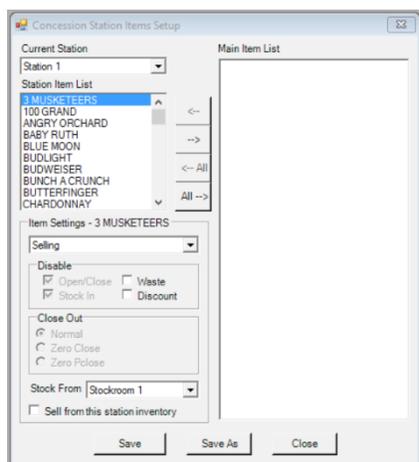


4) Repeat the above steps as needed. To save your configuration for multiple stations, select **Save As**, and select the stations accordingly.

5) Configuring Stockrooms follows the same format. Select your stockroom in the drop-down menu. Move your items from the Main List into the Station Item List. This time the item will be set to Inventory and Create. Repeat as needed.



Setup – Concessions – Station Items Explained



The concession sheet determines which items are included in each station. It also instructs the system how each item operates. By configuring each station's items independently, you have total control over your inventory system.

Main Item List

This is a list of all available concession items. Items can be dragged from this list to the station item list to add the item to the station.

Station Items

This is a list of the items in the currently selected station.

Item Settings

The item settings configure how the current selected item in the station item list works.

Disable Open / Close

Setting this option removes the item from the count in and the count out concession sheets.

Disable Stock In

Setting this option removes this item from the order stock concession entry.

Disable Waste

Setting this option disables waste for this item.

Disable Discount

Setting this option disables employee discount for this item.

Close Out – Normal

Setting this option causes the close amount to be transferred to the close amount after the station is closed. This setting is used for most inventory items.

Close Out - Zero Close

Setting this option causes the concession calculation to compute sales as if the close entry is zero. Also, the close number is not transferred to the close amount after the station is closed.

Close Out - Zero Prior

Setting this option causes the close number to be set to zero after station closing. This setting is usually used when an amount is entered into the closed concession sheet when the station is closed, but the entry should not carry inventory into the next station report, for instance, a coupon redemption that is entered at station close.

Stock From Location

This is the inventory location where the item will be removed from when it is ordered using an order stock entry or it is tendered in the cash register.

TICKETS

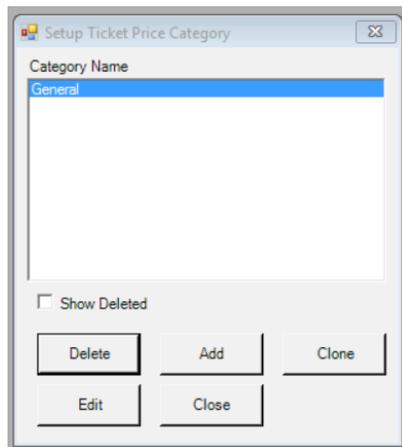
Tickets can be added and edited into RTS using the ticket price category module. This will not determine when tickets are available. Please contact our technical support team for ticket availability changes.

This section is divided into two parts:

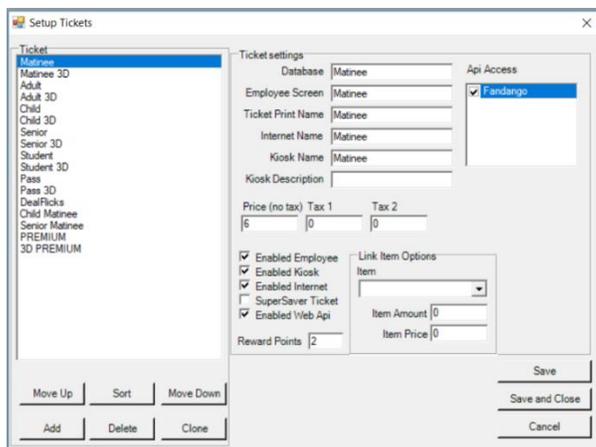
- Adding Tickets
- Setup – Tickets Explained

Adding Tickets

- 1) **Navigate to Setup - Tickets - Price.**
- 2) Highlight General and select "Edit." *Note: RTS recommends utilizing only one price category. However, you can add a new price category by selecting "Add." If you would like to create a new category with the same time tickets, select clone. This will clone the settings of an existing category.*



- 3) After selecting Edit, the **Setup Ticket** window will populate.



- 2) When editing a ticket category, select **Add Ticket** and designate the name of your item accordingly.
- 3) Enter your price (without tax). If you would like to add tax (which will be included in the price on the selling screen), enter in the Tax 1 and Tax 2 fields accordingly.
- 4) Modify your ticket names if needed. *Note: The RTS Selling screen allows for 7 characters. If your name is longer than 7 letters, consider shortening your name for the **Employee Screen** and the **Ticket Print Screen**. For example, change Senior to Sr*
- 5) Repeat steps as needed, and choose **Save and Close**.

Setup Tickets Explained

Ticket

Lists the tickets in your database. If you are configuring tickets for the first time, this field will remain blank until tickets are added.

Show Disabled Tickets

If checked, tickets that were previously deleted will appear in the list

Move Up

RTS determines the ticket order on the selling screen based on how they are listed in the Ticket Window. If you would like for a ticket to appear higher on your list, highlight the ticket and select Move Up

Move Down

Moves your ticket down in the list. This list determines the order of appearance on the selling screen.

Ticket Names

Database

Determines your ticket name in the database

Employee Screen

Designates the ticket name that will appear on your selling screen. The ticket should be modified to less than 7 characters to fit on the selling screen.

Ticket Print Name

Displays how the ticket will print on the tickets. Characters are also limited to the ticket, so modify your ticket name accordingly if needed.

Internet Name

Display name for online ticket sales.

Kiosk Name

Ticket name displayed on the kiosk

Kiosk Description

Name that appears on the kiosk

Price (no tax)

Price of ticket before tax.

Tax 1

First tax to be calculated. Will appear as a combined amount with your Price amount.

Tax 2

An additional field for tax

Enabled Employee

If checked, the ticket will display on the Employee Selling Screen

Enabled Kiosk

Determines if ticket will appear on the kiosk

Enabled Internet

Designates if the ticket will be available for purchases made online. For example, a Pass would be enabled for Employee usage, but not for sales made online.

Reward Points

Designates how many points will be earned for the loyalty program.

Enabled Web API

This determines if the ticket type will be available for sales for third-party sites that use the API, such as movie pass. If this is checked, all sites that you use on the API will be available for you to determine if the ticket is available for sale on that website.

Link Item Options

Links a concession item with a ticket. This can be used to have an item associated with the ticket or discount a price of a ticket while still reporting to the boxoffice correctly.

Item

Choose the item that will be linked to your ticket.

Item Amount

Choose how many concession items will be linked.

Item Price

Designates the price of the ticket.

AUDITORIUMS

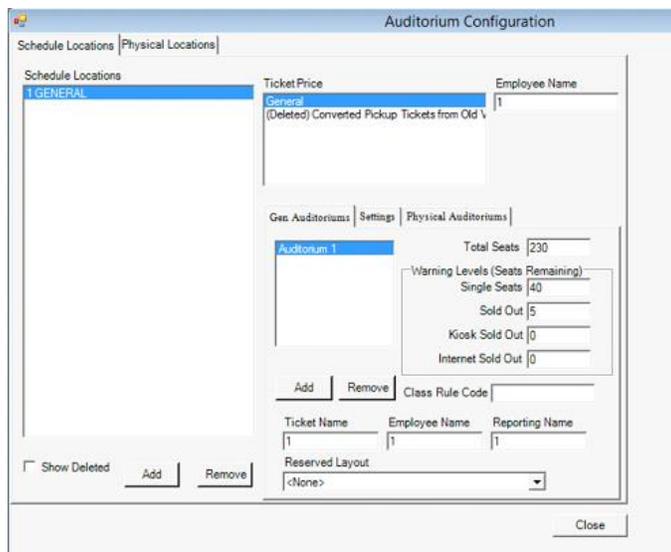
This section will explain how to set auditorium levels, determine default ticket pricing and settings.

The section is divided into two parts:

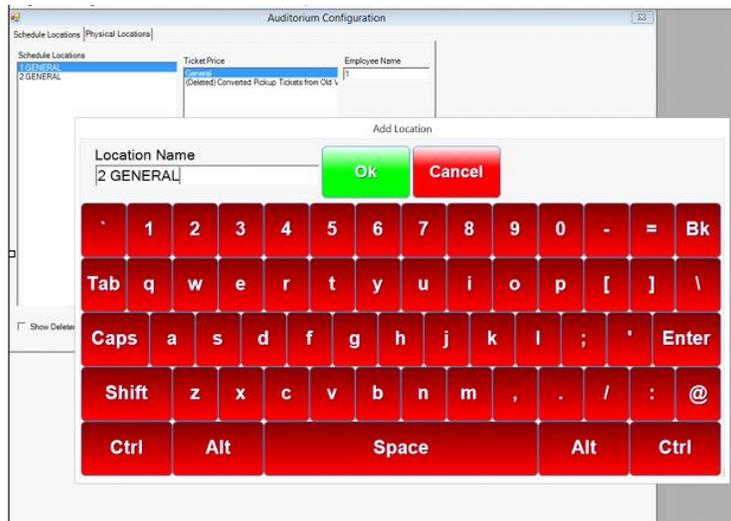
- Adding Auditoriums
- Setup - Auditoriums Explained

Adding Auditoriums

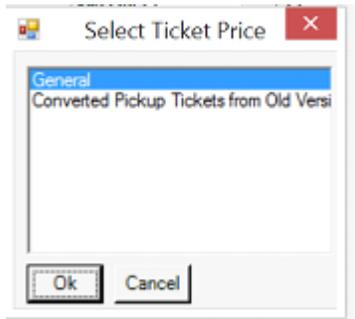
- 1) Navigate to Setup - Auditoriums in RTS. From this window, you can add auditoriums, change seat levels, or edit default pricing structures.



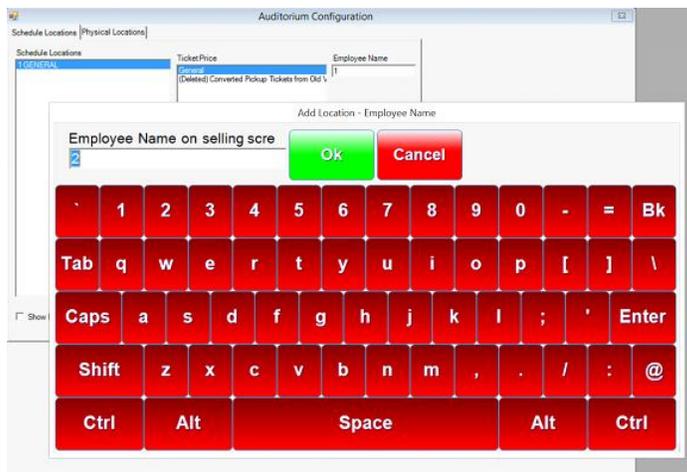
- 2) To add an Auditorium, select Add in the bottom left corner. You will see a prompt to name your Schedule Location. Set the location name. An example is shown below.



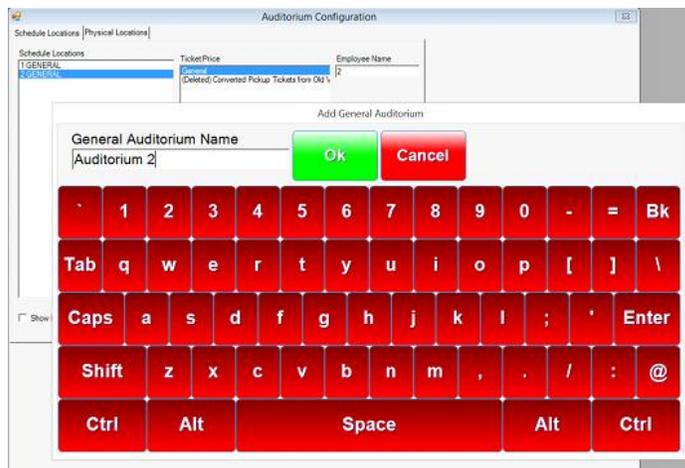
3) For the next prompt, select the desired Ticket Price Category. This will enable which ticket price category defaults for a selected auditorium when scheduling your movies.



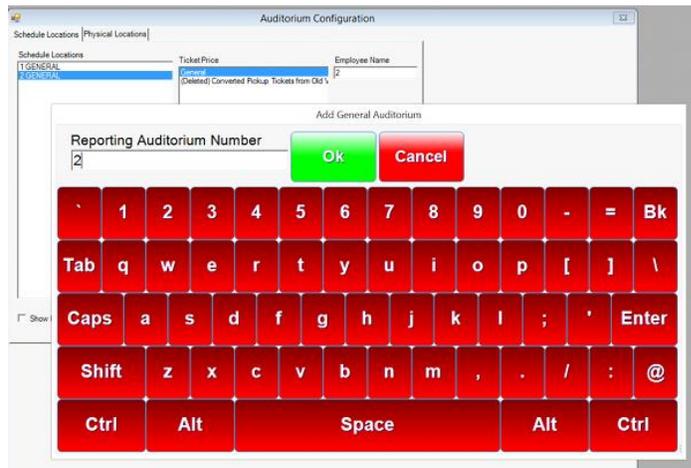
3) The next prompt will populate with a number corresponding to your Schedule Location Name. Using 2 GENERAL for an example, the next window will display the number 2. Select okay.



4) Now that your Schedule Location has been created, you can add Auditorium Information. In the middle section of the window under the general tab, select Add. This will prompt to add your general Auditorium Name. RTS Suggests calling it Auditorium (#) with the appropriate corresponding number. For example, Auditorium 2.

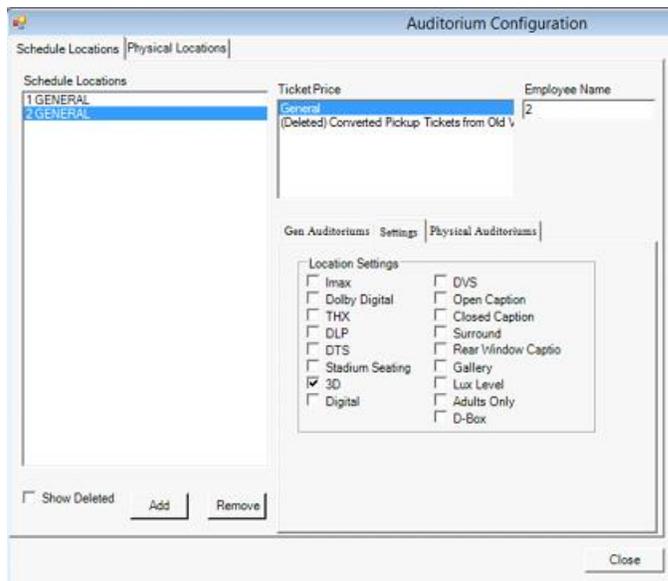


5) After adding the Auditorium Name, another box will appear with the number corresponding to your auditorium already populated. Select okay.

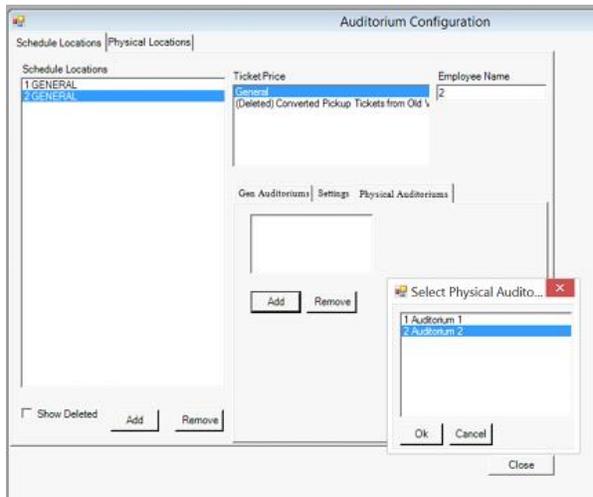


6) You may now edit Total Seats and various warning levels. This section designates when RTS will alert your employees that a show is down to single seats or sold out.

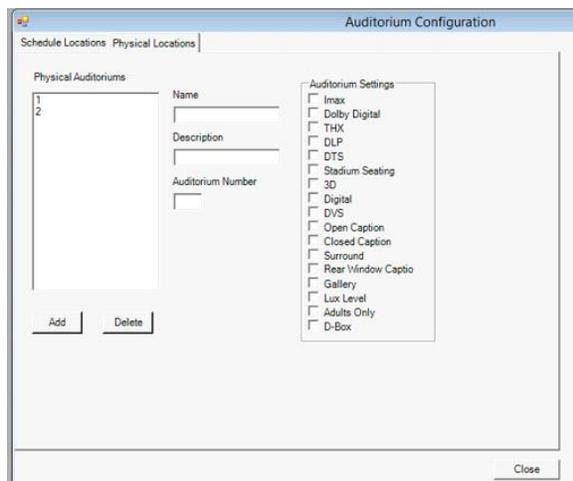
7) Select the Settings Tab. From this tab you can select the Auditoriums features such as 3D Capable. If you determine your 3D pricing through your Class Rules (See Setup - Tickets - Class Rules for more information) you must check off that the auditorium is 3D capable.



9) For Physical Auditoriums, select Add. Choose your auditorium accordingly.



10) To have your auditoriums appear in the Physical Auditoriums List, select the Physical Locations tab in the top left corner. Add as many auditoriums as needed by clicking Add.



Setup - Auditoriums Explained

Schedule Locations

List of your auditoriums. Highlight the auditorium you wish to edit from this list to determine seat counts and features.

Delete

Deletes the highlighted auditorium. You may see previously delete auditoriums by selecting "Show Deleted."

Ticket Price

When scheduling films in RTS, your show will default to a particular price category based off of this setting. Highlight the price category you use most often for efficiency and employee accuracy when scheduling films.

Employee Name

Displays on employee selling screen. An example of how it displays on your selling screen is provided below.

Settings**Total Seats**

This is the total number of seats in the auditorium. Once these seats have tickets issued, the ticketing software will refuse to sell any more tickets.

Single Seats

When the number of seats remaining is less than the single seat level, the ticket selling screen will display the single seat warning.

Sold Out

When the number of seats remaining is less than the sold-out seat level, the ticket selling screen will display the sold-out warning. The sold-out warning is only a visual display, ticket sales can continue until there are no seats remaining.

Ticket Description

This is an optional message that is printed on the ticket after the advertising line.

PASSWORDS

This section discusses how to add employees in RTS, and the varying password levels. The Password screen is accessed by selecting **Setup – Passwords**. This is an important step that should be done as soon as possible.

The section is divided into **five** parts:

- RTS Preconfigured Groups
- How to add Custom Groups
- Adding Users
- Setup Password Features
- Explaining Different Tabs

RTS Preconfigured Groups

The RTS password module screen is loaded with password groups available to assign to your employees. These groups include

- 1) Cashier – Only allowed to sell and clock in and out
- 2) Disabled – Zero Level, used when the employee is no longer working at the theatre
- 3) General Manager – Highest level under owner. Can access all reports beside web reporting and most editing functions in RTS.
- 4) Manager – Lower level to General Manager with less clearance.
- 5) Owner – Highest clearance in RTS with full access.
- 6) Shift Manager – 7000 level, less access than manager level
- 7) Timeclock Only – Can only clock in and out. Not able to sell.

*Note: These settings are not able to change unless a group is first selected, and then changed to **Custom** in the drop-down. If you would like to create your own password settings, please see the following steps.*

Creating Custom Groups

The RTS password module screen is loaded with password groups available to assign to your employees. These groups include

1) Navigate in RTS to **Setup – Password Group**



2) To add a group, RTS recommends using the clone feature. To clone, choose the password group you would like to base the new group. Select **Clone**.

3) A window will prompt verifying if you would like to create a new group based on the selected password group. Select **Yes** to continue and enter the new group name.

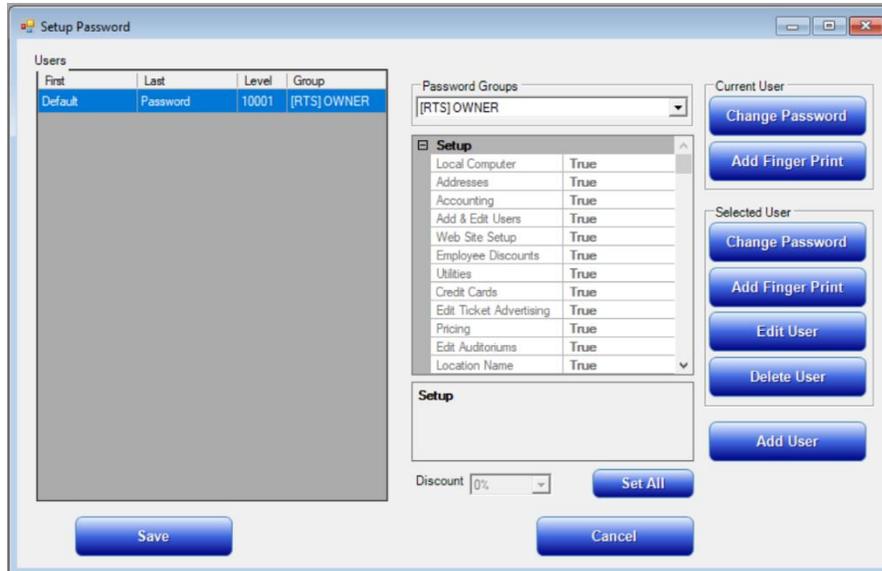
4) A new group will appear in the drop-down with the varying options now available to be marked as true or false. Configure the group accordingly and select **Save** when done. Please repeat these steps as needed or your Password Groups. Please see below for an explanation on the different password categories.



Adding New Users

After your groups are ready, you may add employees into your system.

1) Navigate in RTS to **Setup – Passwords**



2) Select **Add User**.

3) Enter the First Name followed by the Last Name

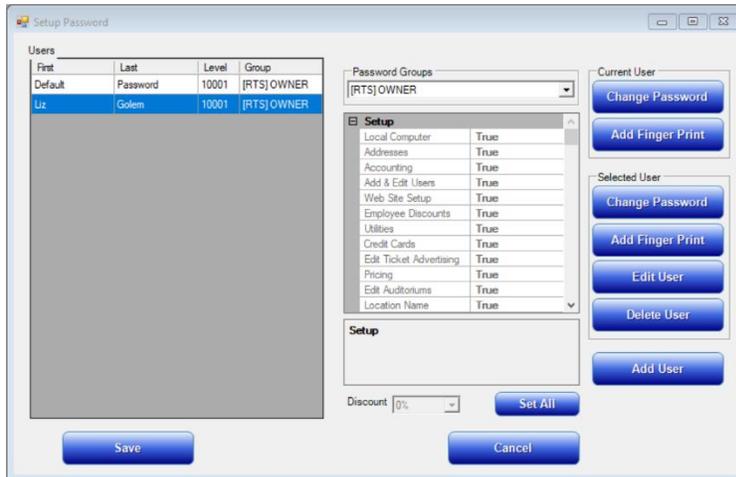
4) Enter a password then verify the password

5) RTS will ask if you would like to associate the employee number using a social security number or use a randomly generated number. Select **No**.

6) Choose a password group for the employee. Using the steps above, select either a RTS preconfigured group or a custom group using **Setup – Password Group**.



7) After selecting the password group, RTS will ask if you would like to create the new user. If you are satisfied with the settings, select **Yes** or **No** to repeat the steps. Once complete, the new user will appear in the password window.



Setup – Password Features

Changing Passwords:

If you are changing the password for a different user:

1) Select **Change Password** under **Selected User** and have the employee name selected. It will not prompt for the old password and only the new password. You must have the appropriate password level to complete this step.

If you are changing the password for yourself

1) Select **Change Password** under **Current User**. It will prompt to enter in the old password first, and then enter in the new password.

Add Fingerprint:

You may add a fingerprint to login in addition to a standard password.

If you are adding a fingerprint for a different user:

- 1) Select **Add Fingerprint** under **Selected User** and have the employee name selected.
- 2) A window will prompt to add a fingerprint four times.
- 3) When done, the user can now log in using their fingerprint.

If you are adding a fingerprint for yourself

- 1) Select **Add Fingerprint** under **Current User**.
- 2) A window will prompt to add a fingerprint four times.

3) When done, the user can now log in using their fingerprint.

Edit User

1) Select the user you would like to edit

2) Choose **Edit User**.

3) A window will prompt to edit the name or edit employee number. Please edit the desired settings accordingly.



Delete User

1) This feature will delete the highlighted employee. Instead of deleting the user, you may also set the user to be a disabled setting.

Setup – Password Tabs Explained

Cards Settings

This section controls settings for credit cards and Mag cards.

Register Mag Card

Allows user to register a mag card with the customers name and address.

Lookup Registered Cards

Allows user to search for registered mag cards.

Credit Card Setup

Allows user to configure Credit Card Service Providers.

Clear Mag Cards

Allows user to remove all information from a mag card.

Enter New Mag Card

Allows user to add new mag cards to the system.

Manual Card Entry

Allows user to process mag cards without using a card reader.

Manual Credit Card Entry

Allows user to process credit cards without using a card reader.

Manual Credit Card Amounts

Allows user to process credit card sales and refunds for user specified amounts.

Edit registered cards

Allows user to edit a mag card's registered user information.

Issue Monthly Pass

Allows user to issue a monthly pass.

Transfer Cards

Allows user to transfer data from one card to another.

Manual Add Points

Manually add points to gift cards.

Void Credit Credits

Execute void transactions via credit card purchase on the selling screen

Marketing Creator

Access to Online Gift Purchase Logs

View Full Mag Card in Log

When viewing mag card report, user can see full card number instead of last four digits.

Bulk Card Functions

Access to Setup – Mag Cards – Bulk Card Functions. This screen is for configuring gift card options and generating gift card numbers.

Close Settings

This section controls the access to closing stations and making cash drops.

Access Deposit

Allows user to access the deposit station.

Close Station

Allows user to close stations.

Mid Shift Cash Drop

Allows user to use the cash drop function.

Database Settings

This section controls access to functions that can alter the database, edit reports, backup and restore the entire database, edit deposit sales and more.

Backup

Allows user to backup of database records.

Restore

Allows user to restore database records from backup files.

Edit Deposit

Allows user to edit the total deposit amount after the deposit has been closed using the Edit Deposit Window.

Delete Data

Allows user to delete database records.

Export Deposit

Allows user to export the deposit and ticket database to ASCII or accounting software.

Edit Deposit Sales

Allows the user to edit non-inventory items in the reporting database.

Edit Closed Stations Deposit

Allows the user to edit the individual stations deposit amounts before the deposit station is closed.

SQL Query

Permits user to run SQL Queries

Discount Settings

This section controls the discounts settings.

Sell Discount

Allows user to sell an employee discount concession item.

Receive Discount

Allows user to buy employee discount concession items.

Manual Discount

Allows user to enter non-calculated discount amounts.

Discount Setup

Allows user to configure the employee discount settings using the setup concession employee discount window.

Override Discount Restrictions

Allows user to override discount restrictions.

Pickup Tab Password Settings

This tab controls the ability to view and access the Pickup Viewer.

Pickup Settings

This section controls the ability to view and access the Pickup Viewer.

Access pickup viewer

User can access the pickup viewer

Configure pickup viewer

User can configure the pickup viewer

Selling Settings

This section controls the access to the selling and voiding functions in RTS.

Sell Tickets

Allows user to sell tickets

Void Tickets

Allows user to void tickets. If the tickets have not been printed, a user without this setting may void them from the register.

Ticket Previous

Allows user to sell and void tickets for a show time before the best calculated show time.

Can Sell Passes

Allows user to sell zero priced tickets.

Void Concession

Allows user to void concession items. If the transaction has not been tendered, any user may void from the register.

Ticket Code

Allows user to enter a new ticket code. This is only used in keyboard selling mode.

Advance Tickets

Allows user to sell advance tickets. Advance tickets are tickets for a selling date in touch screen mode or any future show time after the next show time within 6 hours in keyboard mode.

Open Cash Drawer

Allows user to open the cash drawer without completing a transaction.

Over Sell Auditorium

Allows user to sell more tickets for a show time then there are seats in the auditorium.

Issues passes

Allows user to issue passes.

Issue Custom Gift Certificate

Allows user to issue gift certificates.

Protected Concession Item Sale

Allows user to sell a protected concession item sale.

Credit Card Refund

Refund Credit Card transactions

Print Pickup Tickets

Print advanced tickets purchased online

Swap Seats

Change seats using the reserved seating feature.

Kiosk Single Seat Override

Override the single seat warning in kiosk mode

Hold Reserved Seats

Hold seats for reserved seating

Sell Companion Seats

Sell companion seats for reserved seating

Sell Wheelchair Seats

Sell wheelchair seats for reserved seating

Stock Settings

This section controls the access to inventory correction, stocking in and out and transferring inventory.

Stock In

Allows user to stock item in to the system using the stock in / out window.

Stock Out

Allows user to stock item out of the system using the stock in / out window.

Stock Transfer

Allows user to transfer stock between stations using the stock transfer window.

Access Inventory Correction

Allows user to access the inventory correction window.

Waste

Allows user to waste inventory items.

Transfer Settings

This section controls the access to data transfers and Rentrak or Hollywood software.

Data Transfer

Allows user to use the communications functions to send and receive database records using the Remote Data Connections Window.

Setup Data Transfer and Remote Control

Allows user to setup data transfers and the remote-control function

Rentrak and Hollywood Software

Allows user to send gross information to Rentrak or Hollywood Software.

Timeclock Settings

This section controls the time clock settings.

Enable Time Clock Punch

Allows user to punch in and out using the time clock.

View Time Clock Punches

Allows user to view and print time clock reports.

Edit Time Clock Punch

Allows user to manually edit time clock entries.

Schedule Employees

Allows user access to the employee schedule.

Setup Time Clock

Allows user to configure time clock options.

Override Schedule Time (All)

Allows user to override schedule lockouts when using the time clock and override lockouts for other employees.

Override Schedule (Myself)

Allows user to override schedule lockouts for their own password when using the time clock.

Enable Scheduling

Allows user to be scheduled

Prompt to Punch In

Prompts user to punch in

Setup Payroll

Allows user to setup payroll reporting

Payroll Reports

Allows user to view the payroll reports

View Tab Password Settings

This tab controls the access to many of the reports, over and under totals and stockrooms.

Reports Section

This section controls access to reports.

General Reports

Allows user access to daily reports not over 3 days old. See Old Reports

Old Reports

Allows user access to all reports except summary reports.

Summary Reports

Allows user access to summary reports

Show Sales Before Deposit

Allows user to view sales and inventory levels before the deposit is closed.

View Over / Under Total

Allows user to view the over / under total amount when closing a station.

View Over / Under Open

Allows user to view the total over / under when closing a station.

Access Stockrooms

Allows user to access stockroom stations

Multiple Locations

Allows user to access non-local theatres reports and settings that are included in the local networks database. This option is used to control manager access to information when the local theatre is a remote data location for other locations.

Access Web Reporting

View reports from any outside browser, tablet or mobile device. See our wiki page for instructions on how to configure. [Web Reporting](#)

Setup Settings

This section controls the access to most of the setup menu.

Show Times

Allows user to setup and modify show times using the show schedule window. Also allows the user to setup and modify film titles using the Setup Film Window.

Passwords

Allows user to add new passwords and change their password using the setup password window. This also allows access to the setup password group window.

Local Computer

Allows user to modify the local computer configuration using the Setup Local Computer Window.

Prices

Allows user to modify all prices in the system. This setting enables access to Setup Items, Setup Ticket Price, and expiration of old super savers.

Conc Setup

Allows user access to the Setup Concession Menu Items.

Keyboard

Allows user access to the setup keyboard window.

Ad Line

Allows user to modify the Advertising Line printed on the ticket.

Screen Information

Allows user to modify the auditorium configuration using the Setup Auditorium Window.

Theatre Name

Allows user access to changing the local theatre database name using the setup theatre name window.

Addresses

Allows user access to the address list window.

Accounting

Allows user access to the setup accounts window and the setup account allocation window.

Rentrak, Hollywood Software and EDI

Allows user to configure Rentrak or Hollywood automated gross reporting.

Currency

Allows user to configure currency configuration

Register Layout

Allows user to access the register layout screen

Custom Gift Certificates

Allows user to setup gift certificates

Other Settings

This section controls the access to misc settings in RTS.

Shell

Allows user access to the windows shell.

Utilities

Allows user access to Actions / Close Tickets and other miscellaneous menus.

Exit Rts System

Allows exiting the ticketing software.

Scan Documents

Allows user to scan and attach documents to the deposit.

Send Faxes and Email

This is currently not implemented in the windows version.

Access Email

This setting is not used in the windows version.

Schedule Departments

Allows user access to the employee schedule department list.

Schedule Employees

Allows user access to the schedule employee's window.

Ad Display Setup

Allows user to configure the ad display

Internet Settings

This section controls access to web, email and posting showtimes to RTN.

Post Show Times to Web

Allows user to update the website using the current show schedule.

Access Web Site Passwords

Allows user to edit the current passwords for the show time web site.

Web Browser

Allows user to access the web browser

Setup Web Restrictions

Allows user to configure web restrictions. Allow websites to be viewed etc.

Access default email Client

Allows user to access the default email client.

Kitchen Pickup Viewer Settings

This section provides settings for the pickup viewer

Access

User with this setting will have access to the pickup viewer

Configure

User can configure the pickup viewer

Tabs Settings

This section refers to tab settings for quick service and the restaurant interface.

View all Open Tabs

View all open tabs.

Finish Cash Tabs

Complete tabs via cash

Allow Tab Management

Manager setting to manage tabs across multiple users.

Info Settings

This section controls access to web, email and posting showtimes to RTN.

Email Address

Enter your Email Address for the web reporting

Password Level

Password level needs to be set at 10001 for web reporting

Brunswick Settings

This section controls settings for the Brunswick configuration.

Setup

Allows user to setup Brunswick.

HVAC Settings

This section controls settings for HVAC.

Setup

Allows user to setup HVAC.

Override

Allows user to override HVAC.

TIMECLOCK AND PAYROLL

RTS can track employee's timeclock hours and their payroll. Employees will need to be added to a department and the department is assigned a pay rate.

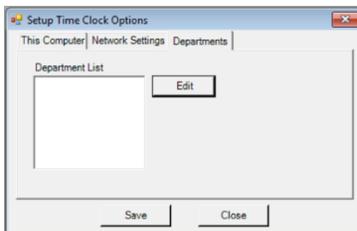
This section is divided into **four** parts

- Time Clock Departments
- Assigning Time Clock Departments
- Time Clock Options
- Pay Rates
- Reports

Time Clock Departments

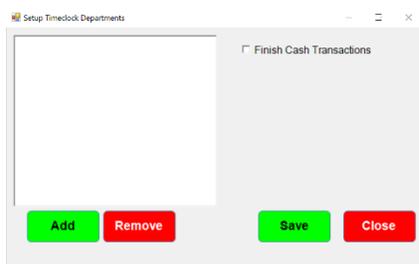
First, Time Clock Departments need to be added into RTS.

1) Navigate in RTS to **Setup – Time Clock Options**. Select the **Departments Tab**.

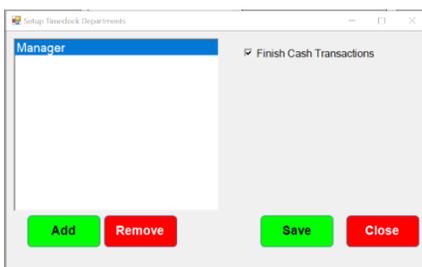


2) Click **Edit**.

3) A window will prompt to add or remove departments.



4) To add a department, click Add. Type in the name and click **Ok**. The Department will now be added to the list.

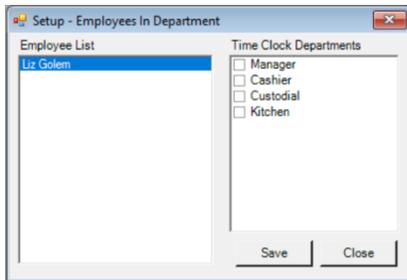


5) Please repeat these steps as needed. If the department can complete transactions, please mark the box **Finish Cash Transactions**.

Assign Time Clock Departments

Each Employee will now be assigned to a Time Clock Department. *Note: Employees can be assigned to multiple time clock groups. When the employee clocks in, they will be prompted to log in to their job for the shift.*

1) Select in RTS **Setup – Time Clock – Employees in Department**

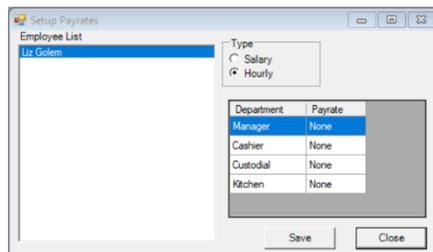


2) Check off the department the employee is assigned. Repeat the steps as needed. Save when complete.

Assign Pay Rates

RTS can also calculate pay rates. This will be assigned per the employee's department.

1) Navigate to **Setup – Time Clock – Payroll**



2) Designate if the employee is hourly or salary

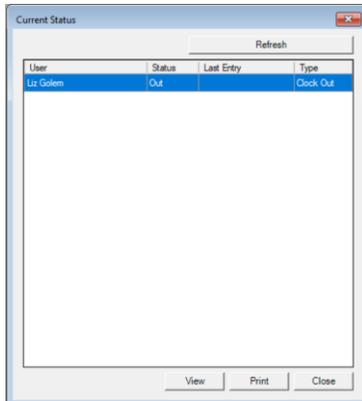
3) Enter their pay rate by double-clicking in the pay rate for the designated department. Repeat this step as needed and select **Save** when done.



Reports

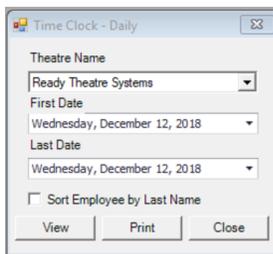
Time Clock and Payroll reports can be accessed in RTS by selecting **Reports – Time Clock**.

Current Status:



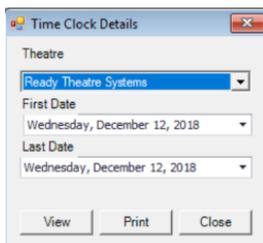
Displays the current status of all Time Clock users in RTS.

Daily:



View Time Clock hours broken down by day per the designated date range.

Details:



View Time Clock Details by the designated date range.

Employee:

View timeclock details broken down by employee by the designated date range.

Labor Cost:

View Labor Cost details by date range. Modify the report using the True/False parameters.

Payroll

View payroll information for a given date range. Can be broken down by hour-minute or decimal. Can also show total only and employee numbers.

Payroll Cost

Displays payroll cost for the specified date range.

GIFT CARDS

This section discusses gift card functionality in RTS, ranging from how to order cards, sell cards and how to redeem.

Note: RTS can also sell gift cards online. Please see our wiki for more information. [Online Gift Cards](#)

The section is divided into **eight** parts:

- Gift Card Ordering
- Adding Money to Cards
- Removing Money from Cards
- Adding Passes to Gift Cards
- Adding Concession Items to Gift Cards
- Transferring Gift Card Information
- Completing Transactions with Gift Cards
- Reports

Ordering Cards

RTS suggests ordering cards from Plastic Printers. When cards are ordered, Plastic Printers will request cards numbers from RTS so we can generate the card numbers directly within your database. This way you will not have to manually enter the card numbers. Contact information is provided below.

Ashley Otte

Ashley.Otte@PlasticPrinters.com

651.319.4758 Direct

741 Spiral Blvd. • Hastings, MN 55033

<http://www.plasticprinters.com>

When using a different card company:

1) Email support@rts-solutions.com including the locations' information and the number of card numbers needing to be generated.

2) Our card numbers are provided in the following format

a) Track 1, human-readable CR-LF

b) Cards need to be encoded on ABA Track 1 only, nothing on Track 2 or 3. Cards can be lo-co or hi-co (lo-co is preferred and usually more cost effective). *Note: It is strongly recommended that the card number be printed on the cards due to normal wear of the magnetic strip.*

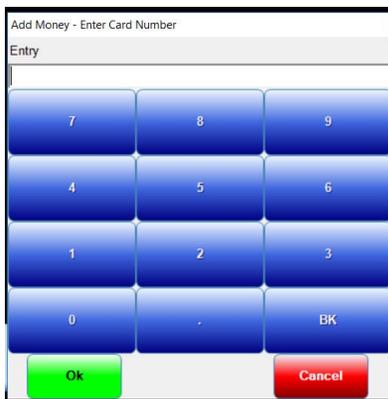
* Above information is for the manufacturer.

Adding Money to Cards

1) At the selling screen, select **Menu – Add Money**



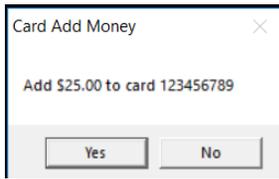
2) Swipe or manually enter the card number you wish to add money to.



3) The next prompt will ask to add money to the card. Enter the amount of money you wish to add to the card. Select **OK**.



4) After selecting **Ok**, RTS will ask to confirm the amount being added to the card. If the amount is correct, select **Yes**, or **No**, to begin the process again.



5) Once confirmed, the card now moves to the tender window. Money will not be added to the card until the transaction completes. Please finish the transaction using the appropriate transaction method.



6) Money will be added to the card instantly and can be used directly after the transaction finalizes.

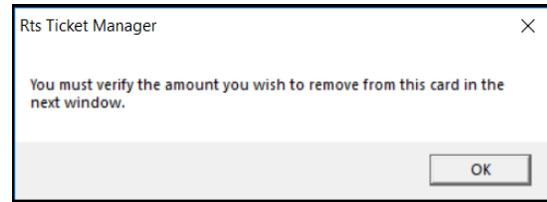
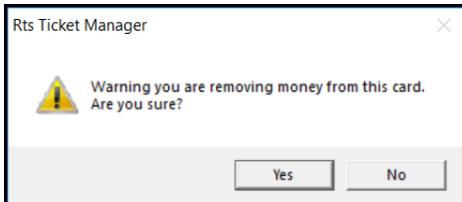
Removing Money from Card

The following steps are for removing money from a card and crediting the money back to a customer.

- 1) On the selling screen, select **Menu – Void On**. The tender will turn red indicating a void is taking place.
- 2) Select **Menu – Add Money**, the same steps as you would be adding money to a card.
- 3) Enter the card number.
- 4) Enter the money you would like to remove from the card, however, select **CREDIT OFF**. When the button is selected, it will turn red and the verbiage change to **Credit On**.



5) After selecting **Ok**, two prompts will appear. First, select yes that you are removing money from the card. Then you must verify that you wish to remove money from the card.

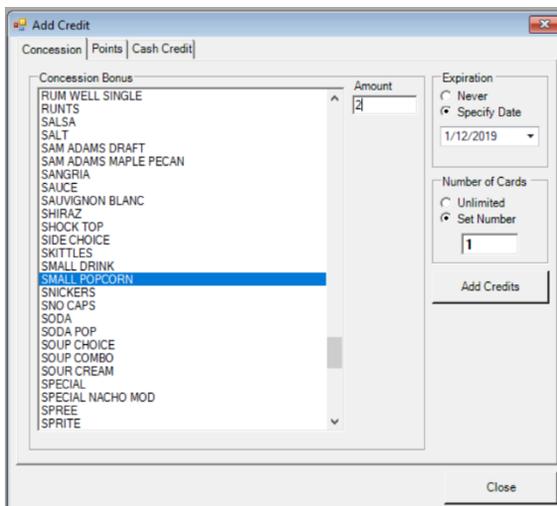


6) To verify the amount being removed from the card, repeat the above steps by entering the amount and select **CREDIT OFF**. Press **Ok** when done.

7) The credit off transaction will now move to the tender window. Complete the transaction as needed that will credit the credit card or expect money to be taken out of the drawer.

Adding Concession Items to Gift Cards

- 1) In RTS, navigate to **Setup – Mag Cards – Add Concession**.
- 2) Enter a password with the appropriate permissions.
- 3) Select an item listed under **Concession Bonus** and enter the amount of concession items that should be added to the card(s).



- 4) If needed, set an expiration date or leave as never.
- 5) If this item will be added to a series of cards, enter the number of cards or leave at 1.
- 6) Select **Add Credits**, swipe the card(s) and select **Close** when done.

Transferring Gift Cards

If a customer needs a replacement card, the card data can be transferred to a different card.

- 1) Navigate to **Setup – Mag Cards – Transfer Cards**.
- 2) Enter a password with the appropriate permission level.
- 3) Enter the old card number
- 4) Enter the new card number
- 5) The data is now transferred to the new data

Using Mag Cards to Complete Transactions

Once a card has money on it, the card can be used to complete transactions.

- 1) On the selling screen, either select **Enter Card** on the register layout or **Menu – Enter Card**. *Note: The register layout can be customized by navigating to **Setup – Register Layout**. Make sure to save as for all stations.*
- 2) Once the card is entered, the card will be associated with the transaction and display their current balance. If the card is also a loyalty card, their information and point value will appear in the tender as well. Please see the next section on the Loyalty Program for more information.
- 3) After the transaction is ready to be finalized, please select **Exact Change**.
- 4) The money will now be removed from the card and money will not be expected out of your drawer. If you were to swipe the card again, the balance would now reflect the deduction from the recent transaction.

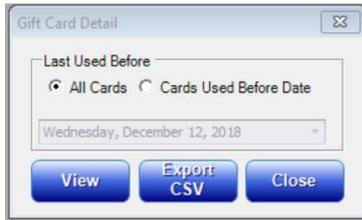
Gift Card Reports

RTS offers a wide range reports specifically for mag cards. These reports will be located under **Reports – Mag Cards**.

Individual Log:

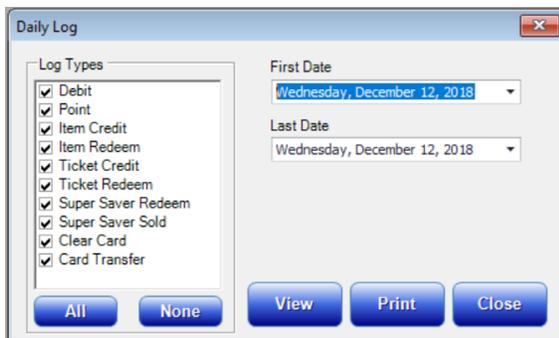
See all transactions for a specific card. Please swipe or enter the card number when prompted.

Gift Card Detail:



This report will display all cards and current balances, or cards before the specified date. You may view the report or choose to export via CSV.

Daily Log:

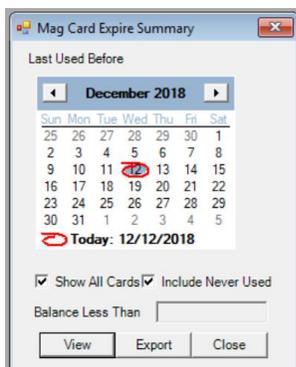


This log will show varying information based on the items selected for the given date range.

System Total:

System total will display your total amount of cards, debit total, valid supers, expired supers, valid ticket credits and expired ticket credits. This information may be printed.

Mag Card Expire Summary:



View cards that have expired based on the specified date.

CONFIGURING THE RTS LOYALTY PROGRAM

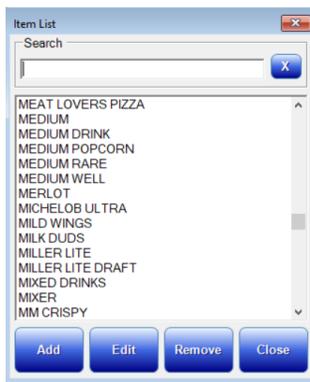
This section discusses the RTS loyalty program, how to configure and loyalty features.

The section is divided into four parts:

- Configuring Points
- Registering Loyalty Members
- Redeeming Rewards
- Additional Loyalty Features

Enabling Concession Item to Earn Points

- 1) Navigate to **Setup – Concessions - Items**

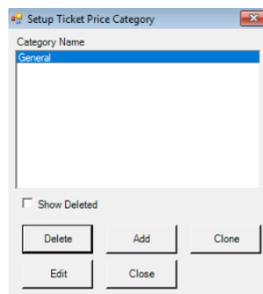


- 2) Highlight an item and click **Edit**.
- 3) Check the box labeled **Earn Points** and select **Save**.
- 4) Repeat for every concession item that can earn points.

NOTE: Concession items earn ONE point per \$1 spent. This cannot be modified at this time.

Enabling Tickets Types to Earn Points

- 1) Navigate to **Setup – Tickets – Price**



- 2) Highlight the desired price category and click **Edit**
- 3) Highlight the ticket type you would like to earn points.

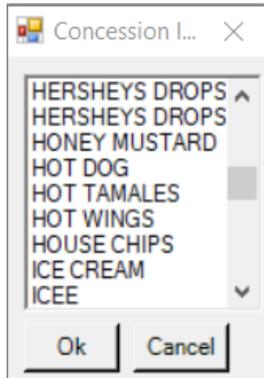
- 4) In the box labeled **Reward Points** (located towards the center under the enable checkboxes), designate how many points the ticket should earn. This is a customized amount.
- 5) Repeat for all ticket types that can earn rewards.

To Add Concession Rewards

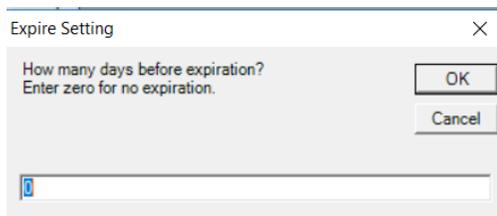
- 1) Navigate to Setup – Mag Cards – Bonus Points
- 2) Select the “Reward” Tab
- 3) Click the **Add** button
- 4) A window will prompt for the level to earn the reward

- 5) Select **Concession**. This will prompt immediately after entering your amount of rewards.

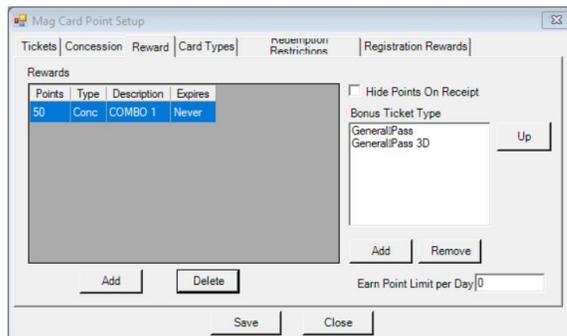
- 6) Choose the concession item you would like to reward from your concession item list. This will prompt after choosing the reward type.



- 7) If you would like for the reward to expire after a designated number of days, set the number here. This will prompt after choosing the concession item. NOTE: 0 indicates the reward will never expire.



- 8) After selecting **OK** the item is now added to your rewards.



Adding Ticket Rewards

- 1) Navigate to **Seutp – Mag Cards – Bonus Points**
- 2) Select the “Reward” Tab
- 3) Click the **Add** tab
- 4) A window will prompt for the level to earn the reward

Add Reward

Level To Earn Reward
100

Ok Cancel

1	2	3	4	5	6	7	8	9	0	-	=	Bk	
Tab	q	w	e	r	t	y	u	i	o	p	[]	\
Caps	a	s	d	f	g	h	j	k	l	;	'	Enter	
Shift	z	x	c	v	b	n	m	,	.	/	:	@	
Ctrl	Alt	Space					Alt	Ctrl					

5) Select **Tickets**. This will prompt immediately after entering your amount of rewards.

Menu

Tickets

Concession

Cancel

6) If you would like for the reward to expire after a designated number of days, set the number here. This will prompt after choosing the concession item. NOTE: 0 indicates the reward will never expire.

Expire Setting

How many days before expiration?
Enter zero for no expiration.

OK

Cancel

0

7) After choosing the expiration, a free ticket will be added to your reward list. This will reward any zero priced item listed under your bonus ticket type.

Mag Card Point Setup

Tickets | Concession | Reward | Card Types | Restrictions | Registration Rewards

Rewards

Points	Type	Description	Expires
50	Conc	COMBO 1	Never
100	Ticket	Free	Never

Hide Points On Receipt

Bonus Ticket Type

GeneralPass
GeneralPass 3D

Up

Add Remove

Earn Point Limit per Day 0

Add Delete

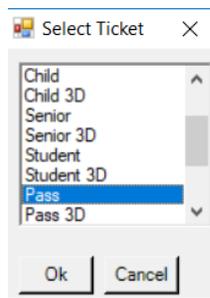
Save Close

Adding Bonus Ticket Types

- 1) Click Add
- 2) A window will prompt to select a category. Choose your ticket type category that you would like your reward ticket to be available from.



- 3) Select the ticket available for the reward. This will prompt after selecting the ticket price category.



Registering Loyalty Members

- 1) From the selling screen, select **Menu – Register Card**. *Note: Verify registering cards are enabled by navigating to Setup – Mag Cards options and checking the box next to Enable Registered Cards.*



- 2) The next window will be a Register Mag Card field. Any mag card can earn points as long as it has some information associated with it. **NOTE:** *To expedite the process, you may scan or swipe a driver's license. However, this is dependent on the state's driver's license.*

- 3) When the desired information is entered, select **Register Card**. The card will now be ready to accumulate points.

NOTE: *Cards can also be registered under Setup – Mag Cards – Register Card, or **online**. Please email support@rts-solutions.com for more information.*

Redeeming Rewards

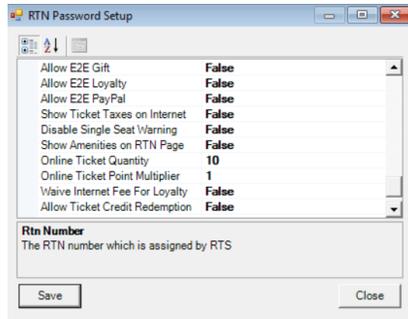
- 1) When completing transactions, the employee will associate the loyalty card with the transaction by selecting on the RTS selling screen **Enter Card**. This is the same procedure as entering a gift card.
- 2) When the card is added to the tended window, their available points will display along with their lifetime points (EXAMPLE: 50/150)
- 3) If they have a reward available to redeem, the reward will display in the window.
- 4) The employee then can select the item to redeem from the selling screen as they would normally sell the item.
- 5) A dialogue box will prompt asking the employee signaling they have a reward available and if they would like to redeem.
- 6) If they choose yes, the reward will then be removed from the card and money will not be expected from the drawer.
- 7) If they are not ringing up any additional items, select exact change, or continue the transaction as needed.

Additional Loyalty Features

Online Features

Loyalty features can apply to online ticketing sales as well, such as waiving the online ticketing fee or doubling ticketing points. **NOTE:** These features are available only when using the hosted checkout platform/secure processing (taking chip cards at the theatre instead of the standard swiping).

- 1) To enable, navigate to **Setup – Ready Ticket Network – Options**. Mark the feature as **True** by double-clicking in the field.



Allow E2E Gift: Customers can enter their loyalty card information when buying tickets online.

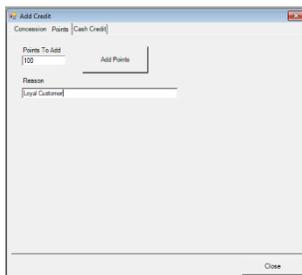
Online Ticket Point Multiplier: When using their loyalty card online, their points will multiply.

Waive Internet Fee for Loyalty: Internet fee will be waived when using their loyalty card online.

Allow Ticket Credit Redemption: Ticket reward can be redeemed online.

REPORTS: Setup – Mag Cards – Member Information will pull information based on data inputted at registration, filtered by designated date range.

Adding Points Manually:



- 1) Navigate in RTS to **Setup – Mag Cards – Add Concession**.
- 2) Enter a password with the appropriate permissions.
- 3) Select the **Points** tab
- 4) Enter the points to add, a reason and select Add Points.

INTERNET TICKETING

RTS provides multiple options for internet ticketing. This document details the different avenues for providing advanced ticket sales to your patrons, and implementation procedures.

This section is divided into seven parts:

- Internet Ticketing Options
- Pages of the RTN
- Editing the RTN
- Third Party Sites
- Online Gift Cards
- Redeeming Online Tickets
- Useful Reports

Internet Ticketing Options

- 1) RTS provided site called the RTN page. This page can be stand-alone or linked to your existing website.
- 2) Showtimes XML to pull your schedule to your existing website.
- 3) Open Interface API that will integrate your showtimes to your website – No additional licensing fees
- 4) Third Party Ticketing Platforms – No additional licensing fees

Open Interface API

Utilize our open source API for your web developer to enhance your current website with a direct RTS showtime integration. API LINK: http://www.readyticket.net/download/rts_purchase_interface.pdf

Options for displaying your RTN Page

- 1) Direct link from website to RTN page within same window
- 2) Direct link from website to RTN in a new tab or browser
- 3) Within your navigation using i-frame

Note: Framed area will Not show a secure lock in the browser when choosing this option. Options available in RTS to have a secure checkout page appear in a new secure browser

RTN Link

Your website link is your RTN number followed by formovietickets.com:2235.

To locate your RTN number, navigate in RTS to Help – About. The number will be listed next to “RTN”. The number is also listed at the top of your window next to “R:{{”

Provide this link to your web developer to link your page to your existing website.

Pages of the RTN Site

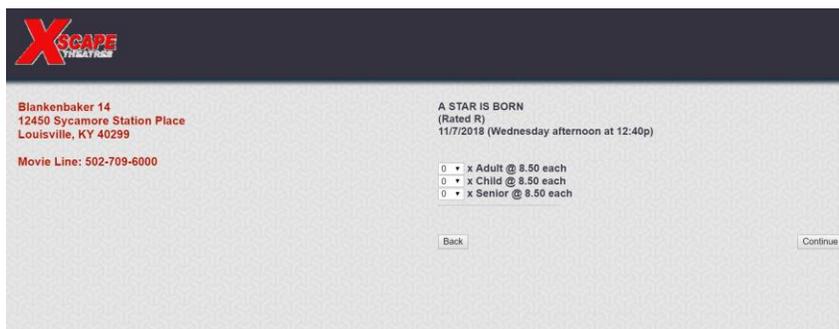
Showtime Page



The first page customers will visit on the RTN platform is the showtimes page. Patrons may select the showtime date, their performance, and the showtime for their designated date.

Like all RTN pages, theatres may add text, a logo, and change color/fonts.

Pick Ticket Page



After selecting their performance, customers will then be directed to the pick tickets page. Based on your settings, patrons will determine their amount of tickets using a drop-down format.

Note: not all tickets available at the boxoffice have to be sold online – certain ticket types can be disabled for online sales.

If you are a reserved seating location, customers will first reserve their seat. This will be the same layout that is available at the boxoffice.

Cinema West

State Theatre and Multiplex
312 Main Street
Woodland, CA 95695
Guest Services: (530) 723-5321

Step 1
• Choose the correct ticket type and quantity.

Step 2
• Review your order and then enter payment information to complete your purchase.

Note: There will be a \$5.00 service charge per ticket.

A confirmation email will be sent to the address you provide.
Please bring that confirmation page to our lobby kiosk or box office to print your tickets.

Return Policy
Tickets may be exchanged or refunded at the theatre's box office any time on or before the original date of the ticket. In exchange, comment.com ticket purchases at the theatre contain the online fee; the credit card or gift card used in the online purchase must be presented at the box office along with the confirmation number.
Once the original date of the ticket has passed, tickets are not eligible for refund or exchange.

Seat selection(s) for:
Title: 201: A SPACE ODYSSEY
When: 11/7/2018 (Wednesday) afternoon at 12:30p

AUDITORIUM 9

SCREEN

STATE THEATRE & MULTIPLEX

1-SEAT
2-SEAT
3-SEAT
4-SEAT
5-SEAT
6-SEAT
7-SEAT
8-SEAT
9-SEAT
10-SEAT
11-SEAT
12-SEAT

WHEEL CHAIR

CELEBRITY

Purchase Confirmation

Flagship Cinemas Palmyra
2 N. Londonderry Square
Palmyra, PA
Phone: 717-641-3774

Skip the line! Tickets may be picked up at the theatre's Self Serve Kiosks in our foyer.
All you need is your confirmation number.

Internet ticket fees are non-refundable.

Please confirm the information below is correct before checking out.

Shopping Cart:

Title: BAD TIMES AT THE EL ROYALE
When: 10/12/2018 (Friday evening at 6:40p)
Where: Screen: 2

Qty	Type	Seat	Price	Fee	Total
1	Adult	A, 8	\$9.50	\$1.50	\$11.00
	Eve				

Total: \$11.00

Use Loyalty Card

Clear Cart Checkout - \$11.00

Continue Shopping

Before completing the transaction, patrons will confirm their order. If the theatre is utilizing secure credit card processing (taking chip cards), the site will function as a shopping cart.

On the purchase confirmation page, theatre customers can enter their loyalty card or pay with a gift card. A disclaimer can also be added.

Once confirmed, the patron can check out, clear cart or continue shopping.

Editing RTN Page

The steps for editing the RTN are on our [Wiki Page](#). Our support team can also assist with customizing your RTN page.

Internet Ticket Fees

Theatres may charge an **optional** internet ticketing fee, either by ticket or per transaction. *Note: This fee is 100% retained by the theatre.*

Third Party Sites

RTS integrates with all major third-party ticketing sites using our API. Please contact our sales department for boarding information.

RTS Sales

(865) 212-9703

sales@rts-solutions.com

Online Gift Cards

In addition to selling tickets online, physical and virtual cards may be sold on the RTS provided online ticketing platform. Information may be found [HERE](#) on our wiki page.

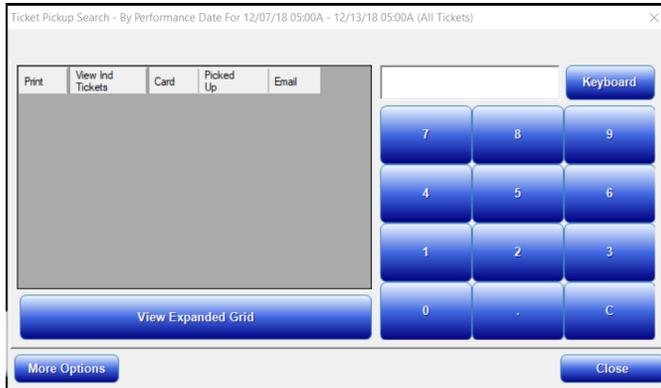
Redeeming Tickets Purchased Online

Tickets purchased online will need to be redeemed at an RTS terminal.

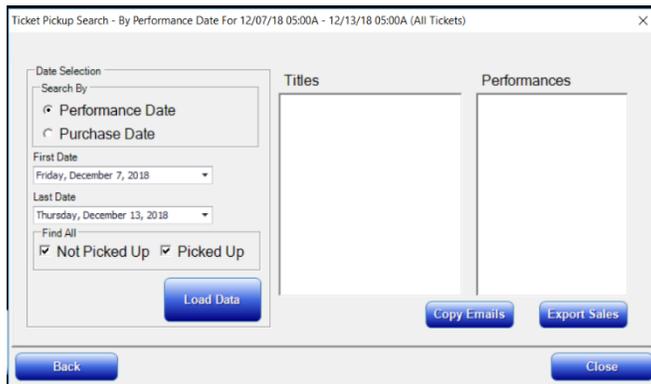
- 1) On the selling screen select **Pickup Tickets** or **Menu – Pickup Tickets**. *Note: To configure how your register layout is configured, navigate in RTS to Setup – Register Layout. You may choose which shortcut buttons are available such as*
2. After selecting **Pickup Tickets**, a window will prompt to redeem the ticket purchased online.



- 2) From here, scan the barcode from the confirmation page either printed out or on the phone, or enter the receipt number.
- 3) If the patron does not have either of the information from their order, please select **Advanced Pickup Search**



- 4) This window will display all advance ticket sales along with their email. Using the keyboard, the user may search for the ticket by their email or card number.
- 5) To narrow the search, select **More Options**



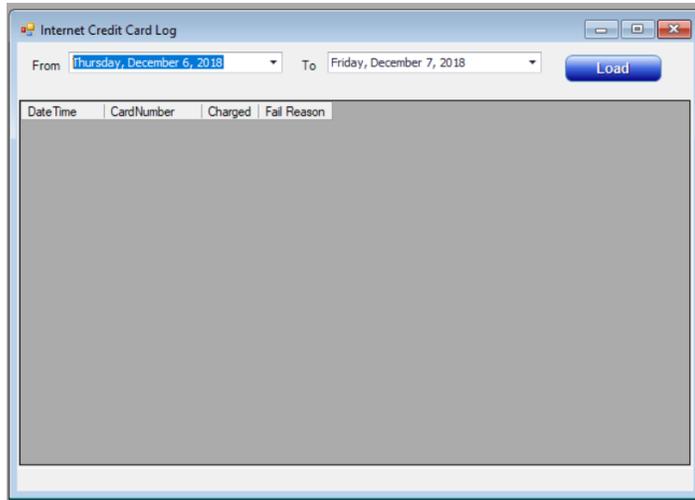
- 6) This will display a search by parameters along with a filter by title and performance
- 7) From this window, you will also be able to Export Sales and Copy Emails from tickets purchased online.
- 8) When the search parameters are done, select **Load Data**. The **Back** button will take the user back to the original menu.

Reporting

To view advance ticketing sales vs matured sales, navigate in RTS to **Reports – Deposit – Advance Ticketing Details**. *Note: advance tickets will also appear on reports such as the Ticketing Log*

When selling advanced tickets, you may receive notice from your patrons that a purchase did not complete. RTS provides a report to determine why the transaction failed.

- 1) Navigate in RTS to Reports – System Log – Internet Ticketing Credit Cards



- 2) This window will display all internet ticket transactions. If the charge failed, the reason will display in the grid. For example, if the user did not properly enter their Zip Code or Address, the fail reason will be an AVS fail. This report will help explain to your customers why their transactions are not processing. *Note: RTS requires that the user only correctly enters one of the fields.*

For additional information, or if you have any questions regarding RTS internet ticketing, please contact the RTS Team.

Ready Theatre Systems

(865) 212-9703

sales@rts-solutions.com

support@rts-solutions.com

Automatic Reporting

This section will explain how to configure automatic reporting to Rentrak, Swift and how to send reports to emails within your company.

This section is divided into two parts:

- Configure Rentrak/Swift
- Configure automatic nightly reporting emails

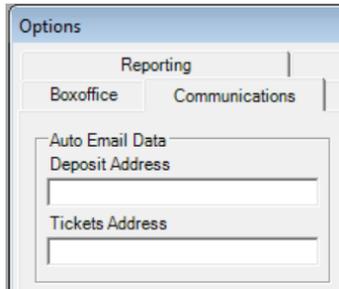
Configure Rentrak and Swift Reporting

Send reports automatically to Rentrak/Comscore and Swift through RTS.

- 1) Navigate in RTS to **Setup – Communications – Rentrak**.
- 2) To enable, check off **Enable Reporting**. To send automatically, check **Auto Send When Tickets Closed**.
- 3) You may also enable Send Hourlies and Send Net Only.
- 4) To send your reports, the Theatre ID, Username and Password will need to be entered into the fields. The credentials will need to be provided by Rentrak.
- 5) For EBOR, select the **EBOR** tab and check off **Enable Reporting** and **Auto Send When Tickets Closed**.
- 6) Additional options include Hide Auditoriums and Consolidate Showtimes.

Configure Automatic Report Emails

To send Deposit and Boxoffice reports automatically after closing the deposit via email to a designated address, navigate in RTS to **File – Options** and select the **Communications** tab.



The image shows a screenshot of a software window titled "Options". Inside the window, there is a "Reporting" section with two tabs: "Boxoffice" and "Communications". The "Communications" tab is selected. Underneath, there is a section labeled "Auto Email Data" which contains two text input fields: "Deposit Address" and "Tickets Address".

- 1) Enter the address you would like the reports to be sent to at the night end of the night. If multiple addresses, please separate by a comma.



READY THEATRE SYSTEMS

getting started guide

Please contact our technical support team with any questions regarding the guide. We are available 24/7/365

Also, please check out our wiki for additional information

http://wiki.readyticket.net/mw/index.php/Main_Page

(865) 212-9703

support@rts-solutions.com