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RECTRAC 3.1 MOVIE TICKET BULK VOUCHER ISSUANCE

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Processing Bulk Movie Ticket Vouchers

In the event of a power failure or some other event that causes a movie to not be shown, vouchers will need to be issued to all customers in lieu of a refund for their paid tickets. Vouchers can be issued one at a time to customers if they want to wait, OR the manager can run a report to see all tickets sold for that showing, then issue vouchers tied to the receipt number of the original sale. Customer can then present their receipt and staff can look up their voucher in the system for redemption.

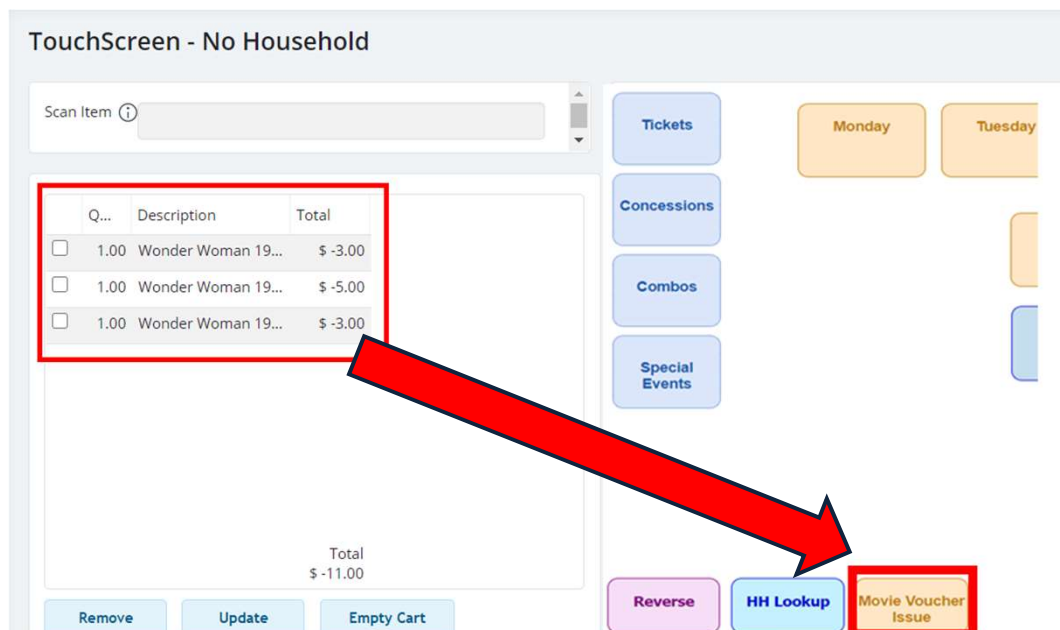
Issue Voucher Directly to a Customer

Step 1: Go through the ticket refund process as you normally would to generate the refund amount for the customers tickets. See the 'RecTrac 3.1 Movie Ticket Refund Processing' training guide for those steps.

Note: If the movie showing event date has already passed, use the 'All Movies – Past Dates' button on the manager functions screen to access a past movie to process these vouchers.

Step 2: Once the tickets are in the shopping cart showing a refund, note the total amount to be issued as a voucher.

Then touch 'Movie Voucher Issue'.



RecTrac 3.1 Movie Bulk Voucher Issuance



Issue Voucher Directly to a Customer cont.

Step 3: Enter in the total amount of the voucher into the 'Amount' field. Then enter the customers name in the 'Daily Name' field and hit continue.

Movie Voucher (MOVIE-VOUCHER) for Daily Guest Daily Sales Account (Purchase) i ?

Fees

Manual Fees - Select a Maximum of 99999 Fee(s)

Add	Line	Description	Quantity	Amount	Discount	Time Count	Net Fee
<input checked="" type="checkbox"/>	733574	Default GC Fees	1.00	11.00	0.00	1.00	11.00

Gift Certificate Options

Alternate Household ⓘ

or Daily Name ⓘ

John Doe

Step 4: The shopping cart should look similar to the below image. Net sale amount is \$0.00. Touch '\$0.00 Payment' in the lower left and process the transaction. Since it's a \$0 net transaction, the tender doesn't matter. A receipt and a voucher will print.

TouchScreen - No Household

Scan Item ⓘ

Q...	Description	Total
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -5.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Movie Voucher (M...	\$ 11.00

Total \$ 0.00

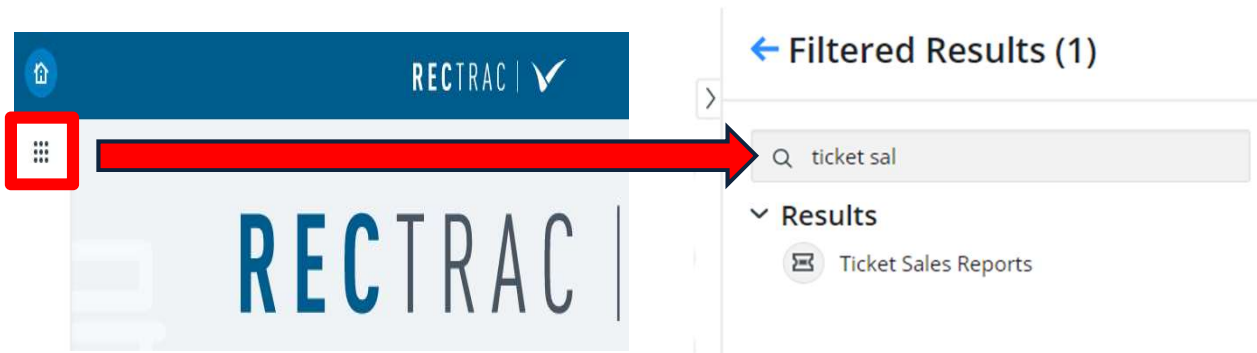
RecTrac 3.1 Movie Bulk Voucher Issuance



Bulk Issue Movie Ticket Vouchers

Step 1: Access the 'Navy – Movie Bulk Ticket Voucher Issue Report' to see all tickets still with a 'Sold' status, meaning they need to be cancelled and have a voucher issued.

Click the menu button in the upper left and then type 'Ticket Sales Reports' in the search box. Click on 'Ticket Sales Reports' under 'Results'.



Note: All reports in RecTrac 3.1 have report "memory" by user login. Meaning, the last settings are saved for each report you run.

So once most of the settings are set for this report, the only thing that will need to be changed is the date range. A report template for your location can also be created.

See the 'RecTrac 3.1 Creating a Report Template' training document for steps on creating a report template.

RecTrac 3.1 Movie Bulk Voucher Issuance



Bulk Issue Movie Ticket Vouchers cont.

Step 2: Run the report with the following criteria:

- 1) Select the ticket code for the applicable movie showing in both the Begin and End ticket code fields.
- 2) Enter the event date of the movie showing in both the Begin and End Event Date fields.
- 3) Select 'All Outputs' and 'Navy – Movie Bulk Ticket Voucher Issue Report' for 'Output Group' and 'Output Template'.
- 4) Select 'Detail' under 'Output Type'.

POS Ticket Sales Report

Ticket Code Range

Use Ticket Code Range 1

Ticket Status: (2) Active, Inactive

Begin Ticket Code: SE3824-27-220-3-001

End Ticket Code: SE3824-27-220-3-001

Ticket Code WildCard:

Wildcard Option: Equals

Transaction / Event Filters

Use Event Date Range 2

Begin Event Date: Actual Date 12/30/2020

End Event Date: Actual Date 12/30/2020

Use Item Original Transaction Date Range

Use Item Original Transaction Time Range

Use Quantity Range

Output Group: All Outputs 3

Output Template *: Navy - Movie Bulk Ticket Voucher Issue Report

Output Type: Detail 4

Buttons: Add Output, Update Output, Custom Title, Default Settings, Last Settings, Report Templates, Process, Prev, Next

RecTrac 3.1 Movie Bulk Voucher Issuance



Bulk Issue Movie Ticket Vouchers cont.

Step 3: Click 'Process' in the lower right to run the report.

On the 'Report Options' screen, leave the defaults of PDF and Preview Report checked.

Click continue and then close on the success message.

A report like the one shown below will appear. This report is subtotaled for the tickets sold by receipt number, which is needed in the next step.

!!! RecTrac TRAINING !!!

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Navy - Movie Bulk Ticket Voucher Issue Report

Ticket	Description	Date	Receipt #	User	Serial #	Fee Amt	Disc Amt	Net Fees
SE3824-27-220-3-001	Wonder Woman 1984	12/30/2020	7892	HQ_JLUSSIER	MOVIE-001	3.00	0.00	3.00
		12/30/2020	7892	HQ_JLUSSIER	MOVIE-002	5.00	0.00	5.00
		12/30/2020	7892	HQ_JLUSSIER	MOVIE-003	3.00	0.00	3.00
			3					11.00
		12/30/2020	7893	HQ_JLUSSIER	MOVIE-004	3.00	0.00	3.00
		12/30/2020	7893	HQ_JLUSSIER	MOVIE-005	5.00	0.00	5.00
		12/30/2020	7893	HQ_JLUSSIER	MOVIE-006	3.00	0.00	3.00
		12/30/2020	7893	HQ_JLUSSIER	MOVIE-007	4.00	0.00	4.00
		12/30/2020	7893	HQ_JLUSSIER	MOVIE-008	0.00	0.00	0.00
			5					15.00
		12/30/2020	7896	HQ_JLUSSIER	MOVIE-009	3.00	0.00	3.00
		12/30/2020	7896	HQ_JLUSSIER	MOVIE-010	5.00	0.00	5.00
			2					8.00
		12/30/2020	7897	HQ_JLUSSIER	MOVIE-011	3.00	0.00	3.00
		12/30/2020	7897	HQ_JLUSSIER	MOVIE-012	5.00	0.00	5.00
		12/30/2020	7897	HQ_JLUSSIER	MOVIE-013	4.00	0.00	4.00
		12/30/2020	7897	HQ_JLUSSIER	MOVIE-014	4.00	0.00	4.00
			4					16.00
						14	50.00	0.00
Report Grand Totals						14	50.00	0.00

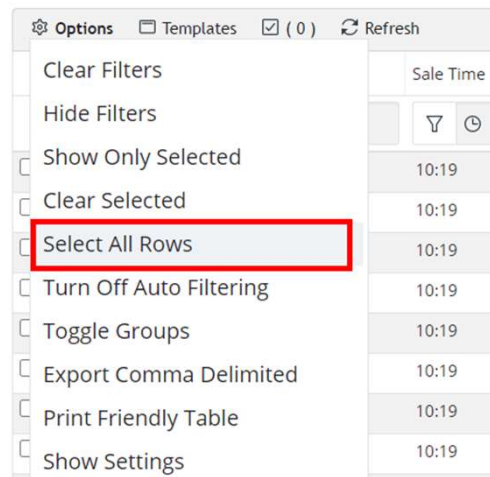
Note: The following steps will show you how to process vouchers for all tickets sold for a particular showing in one transaction. They can be processed individually if you so choose.

Step 4: Go back into Touch POS.

Refund all of the tickets for this showing, following the same process to refund an individual sale's ticket EXCEPT select ALL the tickets for this showing.

Click the 'Options' icon and select 'Select All Rows'.

Touch single ticket return.



RecTrac 3.1 Movie Bulk Voucher Issuance



Bulk Issue Movie Ticket Vouchers cont.

Step 5: All the tickets for that showing will be listed in the shopping cart, with a massive refund amount to be given. Vouchers now need to be issued in the system based on each sales receipt number. Touch 'Movie Voucher Issue'.

TouchScreen - No Household

Scan Item

Q...	Description	Total
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -5.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -5.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -4.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ 0.00
	Total	\$ -50.00

Buttons: Tickets, Concessions, Combos, Special Events, Monday, Tuesday, Reverse, HH Lookup, **Movie Voucher Issue**

Step 6: Enter in the total amount of tickets purchased on the first receipt from the report generated in steps 1-3. Then enter in 'Receipt#' followed by the actual receipt number for this voucher into the 'Daily Name' field. Click Continue.

Movie Voucher (MOVIE-VOUCHER) for Daily Guest Daily Sales Account (Purchase)

Fees

Manual Fees - Select a Maximum of 99999 Fee(s)

Add	Line	Description	Quantity	Amount	Discount	Time Count	Net Fee
<input checked="" type="checkbox"/>	734773	Default GC Fees	1.00	11.00	0.00	1.00	11.00

Gift Certificate Options

Alternate Household

or Daily Name
Receipt# 7892

Buttons: Continue, Cancel

RecTrac 3.1 Movie Bulk Voucher Issuance



Bulk Issue Movie Ticket Vouchers cont.

Step 7: Repeat step 6 for ALL receipt number shown on the 'Navy – Movie Bulk Ticket Voucher Issue Report'.

When finished, the total transaction amount should net to \$0 as shown below.

Click '\$0.00 Payment' in the bottom left to complete the transaction.

TouchScreen - No Household

Scan Item

Q...	Description	Total
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -3.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -5.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -4.00
<input type="checkbox"/>	1.00 Wonder Woman 19...	\$ -4.00
<input type="checkbox"/>	1.00 Movie Voucher (M...	\$ 11.00
<input type="checkbox"/>	1.00 Movie Voucher (M...	\$ 15.00
<input type="checkbox"/>	1.00 Movie Voucher (M...	\$ 8.00
<input type="checkbox"/>	1.00 Movie Voucher (M...	\$ 16.00
		Total
		\$ 0.00

Remove Update Empty Cart

Change From Cart

\$0.00 Payment

Tickets

Concessions

Combos

Special Events

Reverse

Credit Card