

Advance Ticket Instructions



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getting-started

landing page of instructions



download-in-pdf

[Click here to download all instructions in PDF](#)

Why Staging?

Our staging environment is accessible via this link: <https://staging.advance-ticket.ch/admin>

You can connect to it with the same login credentials as if you were logging in normally in Advance Ticket.

Staging-Advance-Ticket was created for you to try and exercise the functionalities without impacting the production: You can sell as many items as you want in Staging, it will not be in your cash balance! You can create abos, they will not be valid at the front desk!

So there is no risk in using Staging, mistakes have no impact.

Besides, do not hesitate to train new collaborators using Staging.

! INFO

It is a special testing environment, and we have set some rules differently as on the production interface. This means you can experience some different delays. For example when adding a show in Prog, it is normal that it does not appear immediately in the show list. You may need to wait up to 15 minutes before seeing it appear and making your tests on the new show.

Another purpose of Staging is for us to ask you to try new functionalities before pushing it in production. Whether it was your request of a new functionality, or something that we simply want to improve, we first make it available on Staging, we will send you an e-mail to try it out, and we expect your feedback before making it available in production.

In brief: try as much as you want and we will gladly receive your feedback!

! INFO

We do not keep any information of staging, we do not keep overnight back-ups. So, if you sell coffees on staging on Monday, they will not appear anymore in your staging cash balance on Tuesday. This is normal.

How to use Staging?

Our staging environment is accessible via this link: <https://staging.advance-ticket.ch/admin>

You can connect to it with the same login credentials as if you were logging in normally in Advance Ticket.

The menu is the same as the one on your Advance Ticket regular login:

[DecompteJour](#)

[DecompteFilms](#)

[DecompteCaisse](#)

[Shows](#)

[E-tickets](#)

[Prog](#)

[Staff](#)

[Spectacles](#)

[Abos](#)

[Distributeurs](#)

[Kasse Büro](#)

When clicking on "Kasse Büro", this is what you see:



Whenever you are on Staging, the name on the top-left corner appears in red. Check this to make sure that you are not on the real "Kasse Büro" before making any sale.

The screenshot shows the Kasse Büro interface. At the top left, the name "Jacques" is displayed in red. To its right are icons for a menu, camera, home, and settings. Further right, it says "No tickets" and "No receipts". Below this is a "DEMO" header with a dropdown arrow. A pink bar with an upward arrow is below the header. The main content is a calendar listing events:

Sa 22 Jun	20:45...23:45 E/d A BRIGHTER SUMMER DAY (GU LING JIE SHAO NIAN SHA REN SHI JIAN)	S
So 23 Jun	11:00...13:20 D/f DIE PHYSIKER	S
Sa 20 Jul	21:00...23:40 D/f DIE PHYSIKER	S 12
Mo 26 Aug	15:15...17:15 EX LIBRIS –THE NEW YORK PUBLIC LIBRARY	S
Mo 30 Dez	21:00...00:10 E/d DIE PHYSIKER	S
Di 31 Dez	14:30...16:55 d A BRIGHTER SUMMER DAY (GU LING JIE SHAO NIAN SHA REN SHI JIAN)	S

Below the calendar are two green bars with right-pointing arrows: "Abos und Gutscheine" and "Café und Tee". At the very bottom, there is a solid orange bar.

 **TIP**

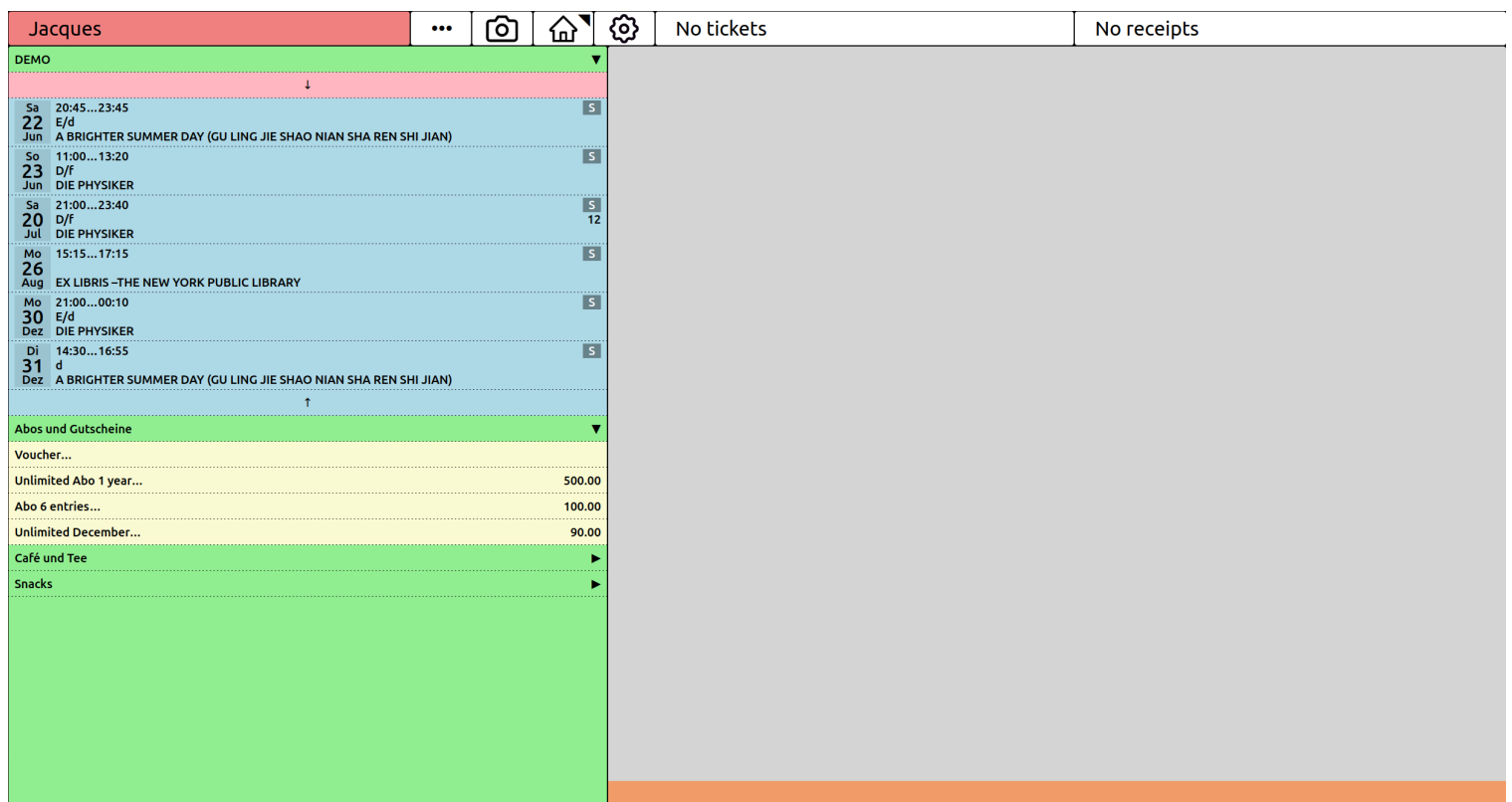
Staging is not linked to the Raspberry Pi box and therefore not linked to the printers. You will not be able to select any printer on the top-right corner. But you can have tickets "printed" on the screen thanks to this tip: add manually "&test_print=star_paper" at the end of the URL you are using. Do a refresh after copy-pasting this part to the URL. The simulation of printing will work when you sell a ticket: when you click on the orange bar at the bottom of the screen. It will do nothing for kiosk items.

[More explanation on the Kasse Büro interface available here](#)

Cash desk instructions - basics

Homepage

Here is the Advance Ticket cash desk homepage:



Explanations of elements of the top bar

From left to right, you can see these elements:

- The name of the cashier: If you click on it, a list of all employees will appear. Click on a name to select it.
- The small dots "... " contain several functions. You can already explore them now, but we will use them in the sections [Printing a ticket from the history](#) and [Searching for a card/an abo](#) for example.

- The camera button: Click on it to open the camera. You can use it to scan QR codes on tickets or cards.
- The house button: It works as a "refresh" button. This exits any current actions (e.g. if an item is already on the right-hand side but has not yet been sold).
- The Settings button: opens the settings that each cashier can activate or deactivate.

Paramètres

Fermeture automatique des groupes

Ejection automatique des Abos après une vente

Ejection automatique des Abos après 5min

Laisser les articles vendus affichés après la vente (tiroir-caisse)

Ne **JAMAIS** imprimer de quittance

! INFO

These selections can be deleted when you tap on the house. You must return to the settings to select what you want to activate.

- The button to select a ticket printer: You must select a printer if you want to start printing tickets and vouchers.
- The button to select a receipt/receipt printer: You must select a printer if you want to print a receipt.

Explanation of the elements in the left-hand column :

The left column consists of several parts that open by clicking on them.

The first is the part with the movie showings. In it we see an arrow on a red background and an arrow on a blue background. Red means past screenings and blue means upcoming

screenings.

Mo 17 Jun	20:45...22:35 F/d LE RETOUR	S
Di 18 Jun	18:30...20:02 OV/e WU MING ZHE (MAN WITH NO NAME)	S
Di 18 Jun	20:30...22:34 E/d JAWS	S
Mi 19 Jun	18:30 EIN ABEND MIT DEM LICHTSPIEL BERN	S
Mi 19 Jun	20:45...22:27 D/f ROTER HIMMEL	S
↓		

Shows that start in less than an hour are temporarily on a pale yellow background:

mer 19 juin	14:45... 15:25 vf SUPERASTICOT	MS
mer 19 juin	16:00... 18:03 vost CROWRĂ – THE BURITI FLOWER	MS 12
mer 19 juin	16:15... 18:02 vost GLORIA!	HL 12
mer 19 juin	18:30... 19:58 vofr DÉSORDRE	MS
mer 19 juin	19:00... 20:16 vost LA BELLE DE GAZA	HL 16

If you click on a line (whether red, yellow or blue), the various ticket prices available for sale for this show are displayed.

Sa 22 Jun	20:45...23:45 E/d A BRIGHTER SUMMER DAY (GU LING JIE SHAO NIAN SHA REN SHI JIAN)	S
		68
Ticket Adult		28.00
AHV/IV/ALV		20.00
Student		20.00
Child until 12 yo		10.00
Invitation		

To return to the previous view, which contains the list of sessions and the categories below, click again on the line with the title of the screening.

The second part contains abos, vouchers and seasonal cards for sale.

Abos und Gutscheine		▼
Voucher...		
Unlimited Abo 1 year...		500.00
Abo 6 entries...		100.00
Unlimited December...		90.00

If you click on the category again, this menu will be closed.

The following menus depend entirely on the movie theater. You will find categories for snacks, drinks and even goodies sold at the cashier.

Kasse Instructions - View for numbered and non-numbered show

 **WARNING**

This page is still under heavy development.

how to see the hall in both cases from Kasse Büro, and what changes

Kasse Instructions - Arriving at the Kasse

 **WARNING**

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start the app, choose cashier/user name, click on the house, check that printers are in green

Kasse Instructions - How to sell a ticket

 **WARNING**

This page is still under heavy development.

go in a show, select a tarif category, click on the orange bar

Kasse Instructions - Print smth from print history

 **WARNING**

This page is still under heavy development.

the ticket was not printed successfully? No problem! Go to print history, click on print (again)

Kasse Instructions - How to make a reservation/booking

 **WARNING**

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see public doc on wiki, already done this part.

Kasse Instructions - How to sell ticket on a reservation/booking

 **WARNING**

This page is still under heavy development.

see public doc on wiki, already done this part.

Kasse Instructions - How to sell a kiosk item

 **WARNING**

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click on "coffee", click on the orange bar

Kasse Instructions - How to print an abo duplicata

 **WARNING**

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explain how to do + that the abo printed will be all the same except will be 0.00chf written in value and "Duplicata"

Kasse Instructions - How to sell large amounts at once

 **WARNING**

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long click, type in quantity, instead of clicking 20 times

Kasse Instructions - How to sell an abo

 **WARNING**

This page is still under heavy development.

go in "Abos", explain forms, explain optional taking customer photo.

Kasse Instructions - How to search an abo

 **WARNING**

This page is still under heavy development.

explain 2 technics: scan or "Abo Suchen"

Kasse Instructions - Edit an abo

 **WARNING**

This page is still under heavy development.

Only what is possible to edit at the kasse, maybe just mention what is also possible to edit from backoffice

Kasse Instructions - How to sell an abo (partially) using a gutschein

 **WARNING**

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see explanations to Eva Bern, mail already explaining with screenshots.

Kasse Instructions - Sell a ticket using an abo

⚠️ WARNING

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Have the abo selected, go into the show, click on tarif category.

Kasse Instructions - Refund an abo or a kiosk item

 **WARNING**

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(note: even if same explanation, should we separate the two?) important: keep the deleted abo

Kasse Instructions - Refund a Gutschein

 **WARNING**

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long click, put amount in negative

Kasse Instructions - Refund a ticket

 **WARNING**

This page is still under heavy development.

explain 2 technics: by scanning the ticket QR refund code + by entering the hall and click on the seat. keep the refunded ticket.

Kasse Instructions - Request a refund for a E- ticket

 **WARNING**

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new tool with @ and form.

Kasse Instructions - Finishing your shift and closing the Kasse

 **WARNING**

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compare cash in the drawer to saldo in decomppteCaisse, CC, factures etc, does it add up?
Write in Manko/Uberschluss.

Kasse Instructions - QUIZ

⚠️ WARNING

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questions that assess if they know what to do in different situations

Online Sale Instructions - Buying a simple ticket on Advance Ticket interface

 **WARNING**

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screenshots of old app

Online Sale Instructions - Buying a ticket using an abo/gutschein on Advance Ticket interface

⚠️ WARNING

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screenshots of old app

Online Sale Instructions - Buying a simple ticket on Omniticket interface

 **WARNING**

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screenshots of omniticket

Online Sale Instructions - Buying an abo on Omniticket interface

 **WARNING**

This page is still under heavy development.

screenshots of omniticket

Online Sale Instructions - Buying a ticket using an abo/gutschein on Omniticket interface

⚠️ WARNING

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screenshots of omniticket

Online Sale Instructions - Adaptable settings

 **WARNING**

This page is still under heavy development.

screenshots of omniticket

Backoffice Instructions - Manage staff

⚠️ WARNING

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add/modify user, if want to delete a user delete everything in a line and click save.

Backoffice Instructions - Manage prog

⚠️ WARNING

This page is still under heavy development.

everything is explained in "Help", use the same instructions.

Backoffice Instructions - Visualize your shows

 **WARNING**

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Shows -> grid (or list)

Backoffice Instructions - Suisa codes and other codes

 **WARNING**

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suisa codes - they transmit the figures to Procinema

codes 5000xxx for contenu alternatif

cinema-specific codes

Backoffice Instructions - see Etickets that are sold and download them

 **WARNING**

This page is still under heavy development.

page Etickets

Backoffice Instructions - see and modify existing abos

 **WARNING**

This page is still under heavy development.

page Abos, click on the icon in column "Details"

Backoffice Instructions - delete existing abos

 **WARNING**

This page is still under heavy development.

page Abos, click on the icon in column "Details", then on the bin...

Backoffice Instructions - Explanation of different reports

WARNING

This page is still under heavy development.

rapports distributeur, recapPrix, recapFilms, export /copy-paste in excel

specially, say that encaisse/Kassenbestand does not mean recettes/umsatz (=chiffres d'affaires) (because sales can be way before, so no information for the Verleiher). Encaisse = solely what was paid at the cashier for a certain period of time. Umsatz/chiffre d'affaire = has Verleiherwert, explain what has been "encaissé", paid in advance with abos, what is billed/invoiced

Backoffice Instructions - Cases when to contact Advance Ticket

⚠️ WARNING

This page is still under heavy development.

right now: requests of tickets refund

refunding (recrediting) shows on an abo, deleting shows on an abo if the person canceled.

for suisa films, explain to wait +15 mins to contact (and check!) before contacting ADT, because the script will add it automatically

Backoffice Instructions - QUIZ

 **WARNING**

This page is still under heavy development.

questions for backoffice staff to assess if they have understood important points

API Instructions - How to use proglis

 **WARNING**

This page is still under heavy development.

GET, explain result

Tags: [document](#) [all-in-one](#)