

# **RESERVED SEAT TRACKING**

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## Getting Started

The **Reserved Seat Tracking** program is a comprehensive program that allows you to:

- (1) Automatically create all seats, by section, row and seat number for your different sporting events.
- (2) Track which patrons have purchased specific seats for your various sporting events (football, basketball and others).
- (3) Track what type of seat a patron has purchased or been given. This could include a season ticket, reserved seat, complimentary seat, etc.
- (4) Track how much money you've received from purchase of tickets.
- (5) Send letters to patrons asking about renewals of seats for the coming year.

You can print all reports to the screen and printer. The Report Query option allows you to select only the exact information you want to print. You can even save the query for future use. This is very helpful when printing information about one customer, one sport, or one type of seat.

### Installing the Program

The following instructions assume you're using floppy drive A.

- 1) Place program diskette #1 in disk drive A.
- 2a) Windows 3.x  
From the Program Manager Screen, select "**File**", then, "**Run**". Then type: **a:\install [Enter]**.
- 2b) Windows 95/98/NT  
From the Start button of the Windows Task bar, select **RUN**. Then type: **a:\install [Enter]**.

- 3) Follow the instructions on the screen to complete the installation.

## **First Time You Run the Program**

After first installing the program, the program is running in 'DEMO' mode. In Demo mode, you can test every option in the program.

## **Registering the Program**

To gain unrestricted access to the program, you must register it. To register a program, do the following:

### **1) Received the Master Diskettes**

If you ordered the program from our office, the registration information will be on the last master diskette. Put that diskette in your floppy disk drive (A or B).

Under the Utilities Menu, select '**Registration/Support**', then select '**Register Program**'.

By default, the program is set up to register the program from floppy disk drive A. If this is what you want to do, simply select < OK >. Otherwise, select the appropriate options below.

From the Program Registration Screen:

Select  Register Program  
           Un-Register the Program

Select the program to register:

Reserved Seat Tracking  
 All-In-One Registration

Select the drive where the registration information is located:

- (•) Registration File is in Drive A
- ( ) Registration File is in Drive B
- ( ) Other DrivePath (Please specify)

**Note:** If you select this last option, you must type in the drive and path where the registration information is located. For example:  
c:\windows\temp (Be sure to enter the location where the registration file is located on your computer.)

## 2) Registering the Demo program Downloaded from our Web Site.

If you downloaded the demo program and want to purchase it, contact our sales office: **1-800-424-7512** or email us at: **sales@epessoftware.com**  
When the payment or purchase order is received, you will be sent a registration file for the program. Put that file on a floppy diskette and follow the same instructions in step 1 above.

### Log In Screen

Once the program is registered, you need to "Log In" before you can use the program. A Log In screen will appear.

Enter the following information:

ID: **SYS**

Password: **PASSWORD**

This is the ID and Password for the System Administrator. The System Administrator has total access (control) to everything in the program.

Once you've logged into the program, as the System Administrator, you can use the Administrator

option from the Help Menu to add additional users or change passwords.

Put your program diskettes away in a safe place when you've finished.

### **Daily Start Up**

To start the program, click on the Reserved Seat program icon within the EPES Software folder.

When prompted for an ID, type: **SYS**

When prompted for a password, type: **PASSWORD**

### **Getting Help**

To get help for an item on the screen:

- 1) Click on the question mark <?> at the top of the window. Then, click on the item on the screen.
- 2) When the cursor is in a field on the screen, click the question mark <?> just below the Master Menu options.
- 3) Right click on an item on the screen. Then, select '**What's This?**'.

<p><b>Note:</b> While viewing a help topic, press [ <b>Alt+E</b> ] to add your own help notes. Select &lt;OK&gt; when done.</p>
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### **Data Entry: Getting Started - Quick Overview**

<p>Note: <i>For detailed information on adding and viewing information, see the remainder of this manual.</i></p>
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Use the following order to speed up your data entry:

- 1) To change your school address, select '**Program Preferences**' under the Utilities Menu.
- 2) Select '**Create Seats**' under the Utilities Menu. Create all your rows and seats by section.
- 3) Select '**Type Seat**' under the File Menu. Review the type seat codes. Add, edit or delete them to meet the needs of your school.
- 4) Select '**Customer**' under the File Menu. Add your customer information.

<p><b>Note:</b> You can add payments from the customer menu or go to step 5 below.</p>
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- 5) Select '**Payments**'. Enter the payments for the seats as you get them. If you have complimentary tickets, these must be entered in the payments file, but the amount paid is zero. When you enter a payment the seats file is automatically updated for you.
- 6) Select '**Letters**'. Enter and print renewal letters to patrons as needed.

## File Menu

Use this **Master Menu** option to add, edit, delete and review information on the screen.

**Note:** The order in which you enter information is important. See the 'Data Entry: Getting Started - Quick Overview' section on page 6 for details.

### Customers

Use this file to record customer information. Under **File**, click on '**Customer**'.

**Note:** If this is your first time into the program, see 'Adding Customer Information' below for details on adding customer information.

### Looking up Customer information Quickly

To quickly look up information, select one of the tabs at the top of the screen, then begin typing the information you're looking for. These tabs set the order in which information is displayed on the screen.

For example, if you wanted to look up a specific customer, select the '**Last Name**' tab.

Then, begin typing in the last name of the customer.

Notice, that as you type, the program begins to highlight the item in the browse window closest to the information you've typed in.

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## Adding Customer Information

To add a new customer, select (Customers =>) **'Insert'**. Add the following information.

**Note:** To move from item to item on the screen press the **[Tab]** key or click on the item with the mouse. Pressing **[Enter]** will save the information and return you to the customer browse window.

**Customer ID:** Enter a unique customer ID number.

**Title:** Enter a title for this customer. For example, Mr, Ms, Mrs or Dr.

**First Name:** Enter the customer's first name. Notice that you do not have to press the **<Shift>** key to capitalize the first letter.

**Last Name:** Enter the customer's last name. Notice that you do not have to press the **<Shift>** key to capitalize the first letter.

**Address:** Enter the customer's address.

**City:** Enter the customer's city.

**State:** Enter the customer's state abbreviation. The abbreviation is automatically capitalized.

**Zip:** Enter the customer's zip code. For example: 71753 or 71753-1234.

**Phone:** Enter the customers telephone number, area code first. Do not put in brackets or dashes. For example: 8012345678 will display as (801) 234-5678.

**Work Phone:** Enter the customers work number, area code first. Do not put in brackets or dashes. For example: 8012345678 will display as (801) 234-5678.

Select **<OK>** to record the customer information. Select **<Cancel>** to quit without saving the information.

### **Changing Information**

To change an entry, highlight the entry in the browse screen. Press **[Enter]** or click on the **'Change'** button.

To quickly find an entry, select a Tab at the top of the browse screen and begin typing until the information you want to change is highlighted in the browse window.

Make the changes and select **<OK>** when done.

### **Deleting Information**

To delete an entry, highlight the entry in the browse screen. Click on the **<Delete>** button or press the **[Del]** key.

### **Payments**

To add, change or delete a payment for the current customer on the screen, use the options to the right of **Payments:** Insert Change Delete.

<p><b>Note:</b> For details on adding or changing payments, see the information below on 'Adding Payment Information'.</p>
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### **Close**

Select **<Close>** to exit and return to the **Master Menu**.

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## **Payments**

Use this file to record payments for reserved seats and complimentary tickets given to your patrons. Under **File**, click on '**Payments**'.

**Note:** If this is your first time into the program, see 'Adding Payment Information' below for details on adding payment information.

### **Looking up information Quickly**

To quickly look up information, select one of the tabs at the top of the screen, then begin typing the information you're looking for. These tabs set the order in which information is displayed on the screen.

For example, if you wanted to look up a payment on a specific seat, select the '**Seat ID**' tab at the top of the screen is selected. Then, begin typing in the Seat ID number. (The seat ID is case sensitive and does require a hyphen between the section, row and seat. For example: A-01-01). Notice that as you type, the program begins to highlight the item in the browse window closest to the information you've typed in.

### **Adding Payment Information**

To add a payment, select '**Insert**'. Add the following information.

**Note:** To move from item to item on the screen press the **[Tab]** key or click on the item with the mouse. Pressing **[Enter]** will save the information and return you to the Payments browse window.

**Cust ID:** Enter a customer ID number or enter zero (0) and press **[Tab]** to select from a popup window.

**Seat ID:** Enter the Seat ID number for the reserved seat being purchased. Enter the section number, which is case sensitive, followed by a two digit row and two digit seat number. For example:

**A-01-01**

**Note:** To select a seat in a specific section (from a popup window), enter the section letter, which is case sensitive, and then press the **[Tab]** key.

**Type Seat:** By default, a 2 is automatically entered for you. This represents a reserved seat. Press **[Tab]** to select this default or enter zero (0) and press **[Tab]** to select from a popup window.

**Date Paid:** Press **[Enter]** to accept today's date or enter the date of the seat payment.

**Amt Paid:** By default, the amount normally charged for this type of seat is automatically entered for you. Press **[Enter]** to accept this amount or enter the amount paid for this seat.

**Note:** All seats, even complimentary seats, must be entered into the payment file. Once the payment is recorded, the seat information is automatically updated with the customer ID number and type of seat.

Select **<OK>** to record the information. Select **<Cancel>** to quit without saving the information.

## Changing Information

To change an entry, highlight the entry in the browse screen. Press **[Enter]** or click on it with the mouse.

To quickly find an entry, select a Tab at the top of the browse screen and begin typing until the information you want to change is highlighted in the browse window.

Make the changes and select **<OK>** when done.

## **Deleting Information**

To delete an entry, highlight the entry in the browse screen. Select **<Delete>** or press the **[Del]** key.

## **Close**

Select **<Close>** to exit and return to the **Master Menu**.

## **Seats**

Use this file to review all the seats. By default all seats are Unassigned and General Admission. This file is automatically updated as payments are made or deleted. Under normal operation, you should not have to manually add or change information in this file.

## **Type Seats**

Use this file to review, add or change the type of seats available.

**Note:** If this is your first time into the program, see 'Adding Type Seats' below for details on adding type seat information.

## **Looking up information Quickly**

To quickly look up information, select one of the tabs at the top of the screen, then begin typing the information you're looking for. These tabs set the order in which information is displayed on the screen.

For example, if you wanted to look up a specific type of seat, select the '**Type Description**' tab. Then, begin typing in the name of the seat type. Notice that as you type the program begins to

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highlight the item in the browse window closest to the information you've typed in.

## Adding Type Seats

To add a new type seat entry, select '**Insert**'. Add the following information.

**Note:** To move from item to item on the screen press the **[Tab]** key or click on the item with the mouse. Pressing **[Enter]** will save the information and return you to the Type Seats browse window.

**Type Seat:** Enter a unique number to identify this type of seat. For example, 2 might be a reserved seat

**Type Desc:** Enter a descriptive name for this type of seat. For example: Reserved

**Amt Paid:** Enter the normal amount the customer will pay to purchase this type of seat.

Select **<OK>** to record the information. Select **<Cancel>** to quit without saving the information.

## Changing Information

To change an entry, highlight the entry in the browse screen. Press **[Enter]** or click on the **<Change>** button.

To quickly find an entry, select a Tab at the top of the browse screen and begin typing until the information you want to change is highlighted in the browse window.

Make the changes and select **<OK>** when done.

## **Deleting Information**

To delete an entry, highlight the entry in the browse screen. Click on **<Delete>** button or press the **[Del]** key.

### **Close**

Select **<Close>** to exit and return to the **Master Menu**.

## **Letters**

Use this file to write letters to patrons about renewal of their tickets. Under **File**, click on **'Letters'**.

## **Looking up information Quickly**

To quickly look up information, select one of the tabs at the top of the screen, then begin typing the information you're looking for. These tabs set the order in which information is displayed on the screen.

## **Adding Letters**

To add a new letter, select **'Insert'**. Add the following information.

**Note:** To move from item to item on the screen press the **[Tab]** key or click on the item with the mouse. Pressing **[Enter]** will save the information and return you to the Letters browse window.

**Letter ID:** Enter a unique number to identify each letter. For example: 1.

**Title:** Enter a title to describe this letter.  
For example: Season Tickets

**Letter Body:** Enter the body of the letter. Be sure to include the closing and name at the bottom.

**Note:** The size of the letter is approximately one page. When you preview the letters, you should see the seats that were previously purchased itemized at the bottom of the letter.

Select **<OK>** to record the information. Select **<Cancel>** to quit without saving the information.

### **Changing Information**

To change an entry, highlight the entry in the browse screen. Press **[Enter]** or click on the **<Change>** button.

To quickly find an entry, select a Tab at the top of the browse screen and begin typing until the information you want to change is highlighted in the browse window.

Make the changes and select **<OK>** when done.

### **Deleting Information**

To delete an entry, highlight the entry in the browse screen. Click on the **<Delete>** button or press the **[Del]** key.

### **Close**

Select **<Close>** to exit and return to the **Master Menu**.

### **Printer Setup**

Under **File**, click on '**Printer Setup**'. Use this option to configure your printer.

## Output Menu

Use this **Master Menu** option to print reports to your screen and printer. Study the Query Options under the first report to learn how to select what information you want to print.

### Print Letters

Use this option to print a renewal letter to patrons for reserved seats.

The first screen that appears will ask you to enter the ID number of the letter you wish to send. Enter that ID number and then select <OK> to continue.

### Query Options

Next, the '**Query Options**' screen will appear when you select a report. This option allows you to select exactly the information you want to print.

#### **Please Select a Query Option**

There are three buttons to choose from:

#### **Do Not Apply a Query**

Use this option to print all the information available for the report selected.

#### **Select a Previously Saved Query**

Use this option to print a report option that have previously saved.

#### **Create a New Query**

Use this option to tell the program exactly what information you'd like to print. The (New Query) screen will appear.

**Note:** On the New Query screen there is an option entitled '**Manual**' at the lower left. Ignore this option. It is used to manually write your own report queries. Use the options described below to tell the program what information you want to print.

### **Fields to Evaluate**

This box lists the fields to choose from in selecting what information to include on your report. Notice each field begins with 3-4 capital letters, followed by a colon. These three letters identify which file the fields are from. The files are identified as follows:

LET: = Letter  
 CUS: = Customer  
 PAY: = Payments  
 SEA: = Seats  
 TYP: = Type Seats

For example, suppose you want to print a letter to all customers that purchased reserved seats last year. Here's how to select the report:

- 1) Highlight **SEA:TypeSeat** in the '**Fields to Evaluate**' box. Select '**Next**'.
- 2) Highlight '**Is Equal To**' in the Query Operations box. Select '**Next**'.

**Note:** The Query Operations box list the conditions to use in selecting a report. These are:

- **Is Equal To** - The field you selected will be equal to the value you will enter.
- **Is NOT Equal To** - The field you selected will not be equal to the value you will enter.
- **Is Greater Than** - The field you selected will be greater than the value you will enter.

- **Is Less Than** - The field you selected will be less than the value you will enter.
- **Is Greater Than or Equal To** - The field you selected will be greater than or equal to the value you will enter.
- **Is Less Than or Equal To** - The field you selected will be less than or equal to the value you will enter.

- 3) In the **SEA:TypeSeat** Is Equal To box, enter the number 2 for Reserved Seat. Then, select **'Next'**.

**Note:** You can add additional criteria for the program to use in selecting the information to print on your report by using the **'OR'** and **'AND'** options.

For example, if you wanted to print a letter to all reserved ticket holders in section A, you'd:

- Select **AND**.
- Select **SEA:SeatID** in the Fields to Evaluate box. Select **'Next'**.
- Highlight **'Begins With** in the Query Operations box. Select **'Next'**.
- In the **SEA:SeatID** Begins With box, enter the letter A, for section A.

- 4) Select **'Finish'**.

When prompted **'Would you like to save this query?'**, select **<Yes>** to permanently record this query. Then, enter a descriptive name. For example, **'Reserved Seats'**. You can later use the **'Select a Previously Saved Query'** option to run this report again without having to go through these steps again.

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Select **<No>** to continue.

**NOTE:** It is often a good idea to create a query and save it even though you may need to change it a little the next time you run the report.

For example, you could enter a query to print a letter to reserved seat ticket holders in section A as shown above.

Now, when you want to print this same report, except for a different section, do the following:

- After selecting the report, click on the "Select a Previously Saved Query" option.
- Under '**Query Description**', highlight the previously saved query. In this example, it was "**Reserved Seats**".
- Click on '**Change**' at the bottom of the screen.
- Highlight **SEA:SeatID Begins With A** in the Current Query box, click on '**Change**'.
- When **SEA:SeatID** is highlighted in the Fields to Evaluate box, click '**Next**'.
- When '**Begins With**' is highlighted in the Query Operations box, click '**Next**'.
- When the seat section you previously entered (in this example it's A) appears in the Value Entry box, type in a different seat section. For example, B instead of A.
- Click '**Next**'.
- Click on '**Finish**'.

- When prompted 'Would you like to Save this query', select 'No'.

That's it. The only thing you had to change was the seat section you wanted to print.

- 5) When asked '**Do you wish to PREVIEW this Report?**', select **<Yes>** to view the report on the screen. Select **<No>** to print the report directly to your printer.

## Viewing a report on the screen: Report Preview

When previewing a report on the screen you have several options. These are explained below.

The preview report options are selected from the icons (pictures/symbols) at the top of the page and are explained below from left to right.

- ◀ Select this option for '**Full WIDTH View**' of the report.
- Select this option for '**Full HEIGHT View**' of the report.

### Zoom Pct

Use this option to change the display percentage for viewing the report on the screen.

- ◀◀ Use this option to go to the first page of the report.
- ↶📄 Use this option to go to the previous page of the report.
- 📄➡ Use this option to go to the next page of the report.

- ▶▶ Use this option to go to the last page of the report.
  
- 1 Use the printer icon with the number 1 on it to print the current page of the report.
  
- Page** Use this option to select a specific page of the report to preview.

**Pages to Print**

Use this option to print a range of pages.  
For example, All, 1-2, 5,7, 12-15

**Printer**

Click on the printer (with no number in front) to print the entire report.

**Copies**

Use this option to tell the program how many copies of the report to print.

- x** Select this option to exit without printing the report.

**List of Payments**

Use this option to print a payment report by Date, Seat ID, or Customer. Follow the same steps you did to print letters above.

**List of Customers**

Use this option to print a list of customers. Follow the same steps as above.

**List of Seats by ID#**

Use this option to print a list of seats by ID number. Follow the same steps as above.

## Utilities Menu

Use this **Master Menu** option to perform special program options. Each of these options is explained below.

### **File Manager**

Use this option to do a wide variety of functions on your data files.

The File Manager window shows:

- a list of the files in the program,
- the number of records in each file and
- the location for each data file.

This program will work on one or more files at the same time, depending on what you select (tag).

To mark (tag) one file, simply click on it with the mouse. Notice the check mark to the left of the Table Name.

### **Tag All**

Use this option to select all files.

### **Untag All**

Use this option to un-select all files.

### **Build**

Use this option to re-index your data files.

### **Pack**

Use this option to permanently erase all deleted records.

### **Release**

Use this option to unlock (release) a file being held by the network.

**Fix**

Use this option to repair the selected data files.

**Info**

Use this option to list the information about each file: Name, Number of Records and Location.

**Done**

Use this option to exit the File Manager program.

**Backup Data**

Use this option to back up your data to a floppy disk(s). Be sure you have a blank formatted diskette in disk drive A.

**Backup Data to: a:\seatdata.zip**

By default the program will backup the data to your floppy drive a. If you need to change this, you may enter the drive and path where you want to create a backup copy of your data.

**Files to backup: \*.tps**

The data files for this program all end in the three letters 'tps'. This option tells the program to backup only your data files. Normally, you will only back up data files.

**[X] Backup to Floppy Disk**

When checked, this option allows you to backup up your data onto multiple floppy disks. To backup your data to a hard drive: (1) type in the drive and path to backup to and (2) uncheck this box.

**Backup Data**

Select this option to start the backup process. When done, you'll see a message 'Files zipped - OK'. This means the backup was successful.

**Close**

Select this option to close the backup program and return to the Master Menu.

**Restore Date**

Use this option to restore the data from your floppy disk(s) back to your hard disk. Be sure you have the floppy diskette inserted into your disk drive before selecting this option.

**Restore Files From: a:\seatdata.zip**

By default the program will restore the data from floppy disk drive A. If you created a backup on some other drive, you'll have to type in the exact information you used when making the original backup copy of your data.

**Files to Restore: \*.\***

By default, the program will restore all data files. If you want to restore only one file, you could enter the name of that file. However, when the program restores your data, if there is an existing data file on your hard drive, the program will warn you before it overwrites it. If you select 'Yes' you will update the file on your hard disk. If you select 'No', the program will skip the restore for the selected file.

**Destination:**

By default the program will restore the data to the exact drive and path used when the original backup was made. Normally, you'll leave this blank.

**Note:** If you change the destination of your backup, please be aware that the data will be restored to the drive and path you enter here plus the program will add the path used when making the original backup.

For example, suppose the original backup was in the c:\seat directory. When you restored the data you entered the path as c:\temp. The data would be restored to the c:\temp\seat directory.

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## **Program Preferences**

This screen contains your school information, customer ID number and registration number. It also displays the date the program was installed. If you want to use your school letter head paper when printing letters, mark the '**Use Paper with Letter Head**' option [X]. Otherwise, the program will print your School Information at the top of your letter for you.

## **Create Seats**

Use this option to automatically create all seats by section. The program requires that you have a separate entry for every seat. This program will create the seat entries and post them to the Seats File for you. Do the following:

**Section:** Enter a letter for the section of seats you want created. Use A-Z or a-z. The section is case sensitive. For example, you could use capital letters for sections in your football stadium and small letters for sections in your basketball gym.

**Beginning Row:** Enter the beginning (lowest) row number in this section. For example, 1.

**Ending Row:** Enter the ending (highest) row number in this section. For example, 15.

**No. of Seats per Row:** Enter the number of seats in each row. For example, 20.

Select <OK> to create these seats or <Cancel> to exit the program.

Repeat this same process for each section of seats that you have.

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## **Seat Verification**

Use this option when you've had a computer or power problem. This program reads the payments file and updates the seats file to make sure it matches.

## **Check for Duplicate Seat Reservations**

Use this option as a double check on seat reservations. Under normal operating conditions, this option is not needed.

The program reads your payments file. If a seat has been sold more than once, a warning message identifying the seat ID will appear. Take note of the seat ID # and make any corrections.

## **Delete Payments**

Use this option to delete all payments at the end of the year. **Before using this option, BE SURE:**

- 1) you have printed all the renewal letters you plan to send out.
- 2) you have made a backup of your data and labeled the disk with the appropriate school year.

After completing this option, use the Seat Verification option above to put all seats back to General Admission and Unassigned.

You're now ready to enter your payments for the new school year.

## **Registration/Support**

### **Register Program**

Use this option to register your program for unrestricted use. To register a program, do the following:

**1) Received the Master Diskettes**

If you ordered the program from our office, the registration information will be on the last master diskette.

Put that diskette in your floppy disk drive (A or B).

Under the Utilities Menu, select **'Registration/Support'**, then select **'Register Program'**.

By default, the program is set up to register the program from floppy disk drive A. If this is what you want to do, simply select **< OK >**. Otherwise, select the appropriate options below.

From the Program Registration Screen:

Select  Register Program  
           Un-Register the Program

Select the program to register:

Reserved Seat Tracking  
 All-In-One Registration

Select the drive where the registration information is located:

Registration File is in Drive A  
 Registration File is in Drive B  
 Other DrivePath (Please specify)

**Note:** If you select this last option, you must type in the drive and path where the registration information is located. For example:

c:\windows\temp (Be sure to enter the location where the registration file is located on your computer.)

**2) Registering the Demo program Downloaded from our Web Site.**

If you downloaded the demo program and want to purchase it, contact our sales office: **1-800-424-7512** or email us at: **sales@epesssoftware.com**. When

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the payment or purchase order is received, you will be sent a registration file for the program. Put that file on a floppy diskette and follow the same instructions in step 1 above.

### **Update Support**

Use this option to update your support renewal information for the program. You will receive a support renewal code from our office when you support is renewed.

**Note:** If you purchased the **All-In-One** option, you will renew your support each year. If your support is not renewed within 30 days after the completion of the year, the program will return to Demo mode.

#### **Select the program to update:**

- Reserved Seat Tracking
- All-In-One

**Support Renewal Code:** Enter the support renewal code you received from our office.

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## Help Menu

### System Administrator

The system administrator uses this option to add additional users, change current passwords, or delete current users.

The system administrator is always identified by logging in using the **ID: SYS**

**Note:** This option is only enabled when the system administrator is logged into the program.

### **Adding a New User**

To add a new user, select '**Insert**'.

Enter a unique ID for the new user, up to three spaces.

Enter the password for this user to use.

**Note:** Every user must have a unique ID.

### **Changing a User's Information**

To change an existing user ID or password, highlight the user and press [**Enter**] or click on the **<change>** button.

### **Deleting a User**

To delete a user, highlight the entry in the browse window and click on the **<Delete>** button or press the [**Del**] key.

**Note:** You cannot delete the **SYS** user.

### Help Window

This option displays a quick overview of the program and what information to enter in what order.

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