



Hospitality Management

Ticket Sales and Event
Reservations

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Novtel[®] Hospitality Management

1

Introduction

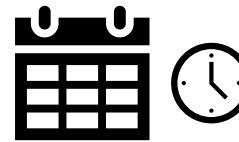


Introduction

As part of the Novtel Hospitality Software package, the Events System has been developed to:



Create an Event Master File and set up Timeslots – If required



Make Reservations for Events, and when Payment is received, Issue the Event Tickets



Sell Tickets directly from the POS System and Issue it from the Ticket Office

Falcon Woods - Zip Line			
2022/10/14 08:19:43 am		Items: 7	Page: 1 of 1
10:00:00 am	39245	Open	Duncan Sawyer
11:00:00 am	39244	Scheduled	
12:00:00 pm	39243	Scheduled	
13:00:00 pm	39242	Scheduled	
14:00:00 pm	39241	Scheduled	
15:00:00 pm	39240	Scheduled	
16:00:00 pm	39239	Scheduled	

Manage the Event Board to display the various Event Statuses; the time for the next Event, etc.



Create and Manage Event Reservations directly from a reservation or group reservation for accommodation, and issue tickets from there too



Introduction

Examples of Events may include the following:

- ✓ Wine Tasting Tours
- ✓ Cave Tours
- ✓ Exhibition Tours
- ✓ Game Drives
- ✓ Bungee Jumping
- ✓ Zip Line Excursions
- ✓ Scuba Diving
- ✓ Shark Cage Diving
- ✓ Concerts
- ✓ Festivals
- ✓ Entrance to a Zoo; Elephant Park; Bird Sanctuary; etc.

Various events can be set up and managed in Novtel.

The following classifications will determine how and when an event will be available for selection to either sell tickets or create reservations for specific timeslots.

Once-off Event

Once-off Event

Fixed Dates Single time slot

Fixed Dates Multiple time slots

Daily Single time slot

Daily Multiple time slots

Day Of Week Single time slot

Day Of Week Multiple time slots



Introduction

Multiple Events can be created and managed.

For Example:

1. Zip Line Activity

Open daily, and activity timeslots will be created from 9am to 4pm.

2. Wine Tasting Tours

Open daily, but different timeslots will be applicable, namely:

- ✓ Monday – Thursday: 10am and 3pm only.
- ✓ Saturday and Sunday: 9am – 4pm (Hourly timeslots).

3. White Water Rafting

Saturdays and Sundays Only, and Only at 10am and 2pm.

4. New Year's Concert

The 31st of December Every Year, starting at 8 pm.

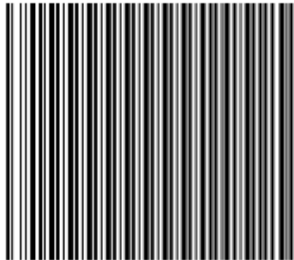


Introduction

Oasis Lodge	
EVENT TICKET	
Tel : 044 123456789	
Fax : 044 123456789	
Falcon River	
White Water Rafting	
Event Date :	2022/10/17
Event Start Time :	11:30:00
Valid for any Event Start Time on Date specified	
Ticket Number :	MG2022101130135
Allow Entry :	4 Adults
Ticket Number :	MG2022101130135
Event Ticket ID :	135
EMID :	37930
Reprint :	0
Thank You.	

Tickets can only be redeemed ONCE, after which it is invalid.

Depending on the setup applied, a ticket can either be redeemed by entering the ticket ID, or by scanning it with a barcode scanner.

Oasis Lodge	
EVENT TICKET	
Tel:	044 123456789
Fax:	044 123456789
Falcon Woods	
Zip Line	
Event Ticket ID:	134
Ticket #	ZL2022101000134
Event Date:	2022/10/17
Event Time:	10:00:00
Allow Entry:	2 - Adult
Reprint:	0
Event ticket restriction:	
Only valid for date specified	
Valid for any start time	
	
100000000134	
Thank you!	



Introduction

A single charge can be created and charged as an event item.
A ticket will then be issued per selected charge at the normal price.

Novtel can also combine 2 or more event charges in a POS Package, and for which a discounted price will apply.

The POS Package will be selected from the POS System.
Separate Tickets per event will be issued for the purpose of redeeming each at the entrance of the respective event locations.

Please note that the event dates can differ, and all events do not have to occur on the same date.

Zip Line – Adults
R200.00

White Water Rafting –
Adults
R350.00

Edit Package

Package: TCOM01 ☒ Multiple Item Package

Package Type: POS Type Default (CODE12Numeric)

Description: Ticket Combo Adults

Barcode:

Package Cost Incl: 0.00

Selling Price Incl: 550.00

Package Incl Total: 470.00

Copy Package To Barcode

Package Items

ID	Package Code	Charge Code	Description	Qty	Cost	Price (Each)	Package (Each)
5	TCOM01	ZLA001	Zip Line Adult	1	0.00	200.00	170.00
9	TCOM01	ZWR001	White Water Rafting - ...	1	0.00	350.00	300.00

Add Package Item Edit Package Item Remove Package Item Package Item Price From

☐ Item Cost Price ☒ Item Selling Price

Accept Cancel



Introduction

When the event master file is set up, it can be set to either issue a single ticket for the number of attendees selected, and for a specified date and time (Admit 25 Adults / Children),

OR:

A ticket can be issued per individual (Admit 1 Adult / Child), and then the selected number of attendees will each receive an individual ticket.

Reservations for ticketed events can also be made if required.

Reservations can then be converted into tickets directly from the Retail POS System linked to the Restaurant's POS System, and issued to the Guest upon arrival.

Ticket Print Settings	
Generate Barcode	☒
Tear-Off Stub	☐
Ticket Per Attendee	☐
Ticket Adjective	ZL

Reservation Settings	
Allow Reservation	☒
Advance Reservation Period (ARP Days)	21
Print Reservation Confirmation	☒



Introduction

Schedule Display Board

Display Event On Board ☒

Display Event Status On Board ☒

Display (Seconds) (0= Board Default)

Refresh Single Event (Seconds) (0= No refresh)

Events can also be displayed on the Event Board – if activated.

Event Statuses and Times will be displayed as follows and can be managed by a dedicated Event User.

Falcon Woods - Zip Line		
2022/10/18 08:16:00 am		
		Items:7 Page:1 of 1
10:00:00 am	39273	Scheduled
11:00:00 am	39272	Scheduled
12:00:00 pm	39271	Scheduled
13:00:00 pm	39270	Scheduled
14:00:00 pm	39269	Scheduled
15:00:00 pm	39268	Scheduled
16:00:00 pm	39267	Scheduled

Status Color Setup

Scheduled

Open

In Progress

Delayed

Cancelled

Save



Introduction

Code	Description	Rate Incl.	Barcode
PEAD02	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	98.00	
SW001	Sparkling Water	15.00	
TCCOM01	Ticket Combo Adults	470.00	
TCCOM02	Ticket Combo Children	300.00	
TCCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line Adult	200.00	1234567891
ZLK001	Zip Line - Kids	120.00	
ZMG001	Mini Golf Activity	25.00	
ZWR001	White Water Rafting - Adults	350.00	7878787454
ZWR002	White Water Rafting - Kids	250.00	

Qty	Code	Description	Price Incl	Package Code
X 4	ZLA001	Zip Line Adult	800.00	
X 6	ZLK001	Zip Line - Kids	720.00	

To effectively manage Ticket Sales and the event board, there are 2 types of Users needed, namely:

✓ Restaurant POS Users

- To sell tickets.
- And convert reservations into tickets from the POS System.

Event Code	Status	Count
100000	Cancelled	10
100000	Reserved	10
100000	Confirmed	10
100000	Available	10
100000	Checked-In	10
100000	Guide	Not Assigned

✓ Event Users

- To manage the timeslot statuses on the event board.
- To redeem tickets.
- Make and Manage event reservations.



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Hospitality Management

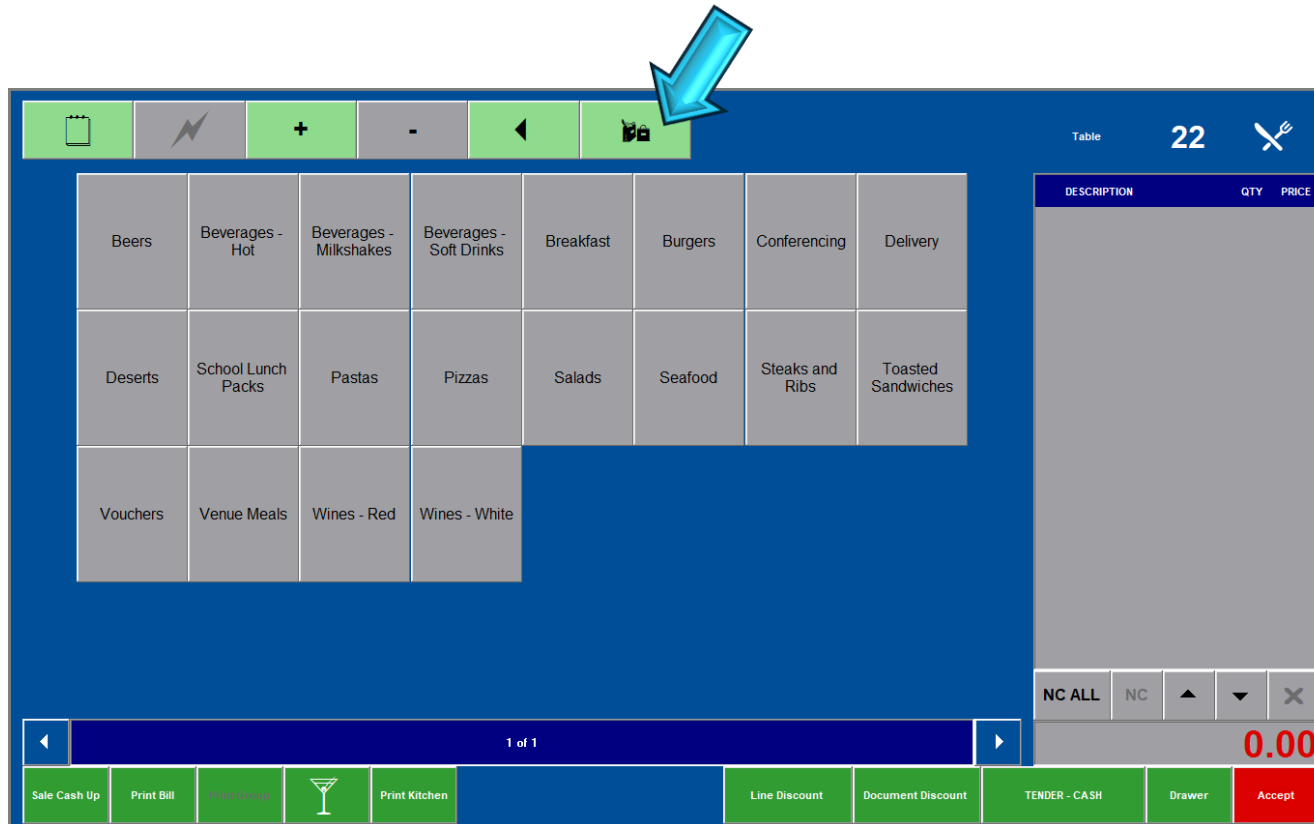
2

Selling Event Tickets



Selling Event Tickets

From the Restaurant POS system, the POS Retail system can be accessed by clicking on this button:



This system allows for the following:

- ✓ The Guest can have a meal in the restaurant;
- ✓ Purchase Items from the shop located within or adjacent to the restaurant;
- ✓ And also buy tickets to events such as a Zip Line Activity; Exhibition Tour; Concert etc. – for a once off payment and a single invoice.

Please note:

- ✓ A barcode scanner can be used to scan items from the Retail POS system, provided that the barcode is set up and a scanner is in use.
- ✓ These combined transactions can be sold on all of the Tender Methods, namely:
 - Cash
 - Credit Card
 - Voucher
 - Posting the charges to an 'In-House' reservation for accommodation
 - Posted to a Guest's Account



Selling Event Tickets

Table 22

Grant LH 0.00

Beers

Deserts

Vouchers

Select Item(s):

Code	Description	Rate Includ...	Barcode
MIX001	Mixed Nuts 100g	10.00	
OLV001	Oasis Lodge Voucher - Shop	0.00	
PAP001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001		15.00	
TCOM01		470.00	
TCOM02		300.00	
TCOM03		245.00	
TEX001		7.00	
TSH002		130.00	
TSH003		140.00	
VOU002		0.00	
VOU005		0.00	
WTT001		0.00	
ZLA001		200.00	1234567891...
ZLK001		120.00	

Search by: Code Search for:

Selected Item(s):

Qty	Code	Description	Price Incl	Package Code
-----	------	-------------	------------	--------------

Event Reservation <F2> - Accept Cancel

0.00

Sale Cash Up Print Bill Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept

There are various search options by which the System User can search for the required item, namely:

- Code
- Description
- Barcode
- One of 5 Custom User Defined Fields



Selling Event Tickets – Single Event – Single Timeslot

For demonstration purposes, we will now sell the following tickets and quantities for the Zip Line Activity, and at the normal price:

- ✓ 4 x Tickets for Adults @ R200.00 per ticket
- ✓ 6 x Tickets for Children @ R120.00 per ticket

The tickets will be sold for the 18th of October 2022, and for the 10am timeslot.

Receipt : REC00418

Zoom 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mosssel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

TAX INVOICE

QTY	Description	Unit	Amount
4	Zip Line Adult	200.00	800.00
6	Zip Line - Kids	120.00	720.00

Description : Table - 22 #1
Customer : CAS001

Payment Type : Credit Card
Credit Card Number : 123456789

Credit Card Type : MasterCard

Payment Due :	1520.00
Tax/VAT Total :	198.26
Payment Received :	1520.00
Change :	0.00
Discount(0%)	0.00
Voucher :	0.00

Staff member : Grant LH
Payment Date : 2022/10/17
Print Date : 2022/10/17
Time : 11:48:57
Shift Number : SFT00053
Invoice Number : IN000338

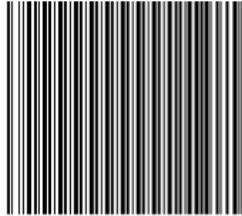
Thank You.

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 137
Ticket # ZL2022101000137
Event Date: 2022/10/18
Event Time: 10:00:00
Allow Entry: 4 - Adult
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time


100000000137

Thank you!

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 138
Ticket # ZL2022101000138
Event Date: 2022/10/18
Event Time: 10:00:00
Allow Entry: 6 - Child
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time


100000000138

Thank you!



Selling Event Tickets – Single Event – Single Timeslot

Grant LH

0.00

Select Item(s):

Code	Description	Rate Incl.	Barcode
MX001	Mixed Nuts 100g	10.00	
OLV001	Oasis Lodge Voucher - Shop	0.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line Adult	200.00	1234567891...
ZLK001	Zip Line - Kids	120.00	

Select Item(s):

Qty	Code	Description	Price Incl	Package Code
-----	------	-------------	------------	--------------

Search by:

Code

Search for:

Falcon Woods

Zip Line

Event Date: 2022/10/18

Capacity: 10

Not Capped at Capacity

Attendees: 0

Event Reservation Only

Print Reservation Confirmation

Print Ticket

Ticket

Reservation

	0 - 10:00:00	10	0	0	0	0	0
1 - 11:00:00	10	0	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0	0
3 - 13:00:00	10	0	0	0	0	0	0
4 - 14:00:00	10	0	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0	0
	0	0	0	0	0	0	0

Customer Name :

Contact Number :

Email Address :

Country :

Event:

1

Cancel

Double clicking on an event charge, the following screen is displayed:

1. At the top of the screen, the specific location and event master file the charge is linked to, is displayed.
2. The event date can be selected according to the Guest's request, or it can be left unaltered to sell tickets for the current date. The created timeslots for the selected date are listed.

3. The 'capacity' – as set on the event master file is indicated, and next to each timeslot, the available number of tickets are listed.

If the event is capped at capacity, no more than the number of tickets listed, can be sold per timeslot.

However: If not capped at capacity, the User will be able exceed the listed number.

4. The number of attendees cannot be set here. The option will only be available in the next screen.

5. The required timeslot is selected by clicking on it. In this case, 10am.



Selling Event Tickets – Single Event – Single Timeslot

Falcon Woods
Zip Line

Event Date: 2022/10/18 Time Slot: 10:00:00

Attendees: 4 Available: 6 Capacity: 10 Not Capped at Capacity

CAS001 Customer Name: Contact Number: Country: Email Address:

Accept Event: 1

The selected date and timeslot is now displayed at the top of the screen and cannot be altered here.

By entering the number of 'Attendees', the number of available tickets for this timeslot is reduced accordingly.

Clicking 'Accept', the captured number of attendees are displayed, and the timeslot is displayed in red.

To continue, click 'Accept'.

Falcon Woods
Zip Line

Event Date: 2022/10/18 Capacity: 10 Not Capped at Capacity

Attendees: 4

Ticket ☐ Reservation ☒

Time Slot	Available	Reserved	Confirmed	Cancelled	Refunded	Other
0 - 10:00:00	6	0	0	0	0	0
1 - 11:00:00	10	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0
3 - 13:00:00	10	0	0	0	0	0
4 - 14:00:00	10	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0
	0	0	0	0	0	0

Customer Name: Contact Number: Email Address: Country:

Accept Event: 1 Cancel



Selling Event Tickets – Single Event – Single Timeslot

Grant LH

Select Item(s):

Code	Description	Rate Includ...	Barcode
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line Adult	200.00	1234567891...
ZLK001	Zip Line - Kids	120.00	
ZMG01	Mini Golf Activity	25.00	
ZWR001	White Water Rafting - Adults	350.00	7878787454...

Search by: Code Search for:

Event Reservation

Selected Item(s):

Qty	Code	Description	Price Incl	Package Code
X 4	ZLA001	Zip Line Adult	800.00	

800.00

1. The 4 Adult Tickets are now captured here, and at a total amount of R800.00.
2. To now sell the 6 children's tickets, the corresponding event charge is selected by double clicking on it.
3. The required timeslot is now selected by clicking on it.

Falcon Woods
Zip Line

Event Date: 2022/10/18 Capacity: 10 Not Capped at Capacity

Attendees: 0

Ticket ☒ Reservation

Event Reservation Only ☐
Print Reservation Confirmation ☐
Print Ticket ☒

Timeslot	Adults	Children	Infants	Seniors	Groups	Other
0 - 10:00:00	6	0	0	0	0	0
1 - 11:00:00	10	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0
3 - 13:00:00	10	0	0	0	0	0
4 - 14:00:00	10	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0
Total	0	0	0	0	0	0

Customer Name: Contact Number: Email Address:

Country:

Event: 1

Cancel



Selling Event Tickets – Single Event – Single Timeslot

Falcon Woods
Zip Line

Event Date: 2022/10/18 Time Slot: 10:00:00

Attendees: 6 Available: 0 Capacity: 10 Not Capped at Capacity

CAS001 Customer Name: Contact Number: Country: Email Address:

Accept Event: 1

The number of attendees is now inserted before clicking 'Accept'.

In the next screen, the selected number of Attendees is indicated, and the timeslot displayed in red.

To continue, click 'Accept'.

Falcon Woods
Zip Line

Event Date: 2022/10/18 Capacity: 10 Not Capped at Capacity

Attendees: 6

Ticket ☐ Reservation ☒

Event Reservation Only ☐
Print Reservation Confirmation ☐
Print Ticket ☒

0 - 10:00:00	0	0	0	0	0	0	0
1 - 11:00:00	10	0	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0	0
3 - 13:00:00	10	0	0	0	0	0	0
4 - 14:00:00	10	0	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0	0
	0	0	0	0	0	0	0

Customer Name: Contact Number: Email Address:
Country:

Accept Event: 1 Cancel



Selling Event Tickets – Single Event – Single Timeslot

Table 22

Grant LH 1520.00

Beers

Deserts

Vouchers

Select Item(s):

Code	Description	Rate Incl.	Barcode
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line Adult	200.00	1234567891...
ZLK001	Zip Line - Kids	120.00	
ZMG01	Mini Golf Activity	25.00	
ZWR001	White Water Rafting - Adults	350.00	7878787454...
ZWR002	White Water Rafting - Kids	250.00	

Select Item(s):

Qty	Code	Description	Price Incl	Package Code
X 4	ZLA001	Zip Line Adult	800.00	
X 6	ZLK001	Zip Line - Kids	720.00	

Search by: Code Search for:

Event Reservation <F2> - Accept Cancel

0.00

Accept

The selected charge is now inserted here, and the total amount amended accordingly.

To continue, click 'Accept'.



Selling Event Tickets – Single Event – Single Timeslot

Table 22

DESCRIPTION	QTY	PRICE
- Zip Line Adult	4	800.00
+ Zip Line - Kids	6	720.00

1520.00

NC ALL NC [Up] [Down] [X]

1 of 1

Buttons: Sale Cash Up, Print Bill, [X], [Wine Glass], Print Kitchen, Line Discount, Document Discount, TENDER - CASH, Drawer, Accept

By clicking on the 'Tender CASH' button, the User will be able to either sell the tickets for immediate payment – using the 'Cash' option, or the charges can be posted to:

- ✓ An Account
- ✓ In-House Reservation for Accommodation
- ✓ Or an In-House Group Reservation for Accommodation

For demonstration purposes, we will use the 'Cash' option, and click on the 'Sale Cashup' button to receive payment and issue the tickets.

Table 22

DESCRIPTION	QTY	PRICE
+ Zip Line Adult	4	800.00
- Zip Line - Kids	6	720.00

1520.00

NC ALL NC [Up] [Down] [X]

1 of 1

Buttons: Sale Cash Up (with green checkmark), Print Bill, [X], [Wine Glass], Print Kitchen, Line Discount, Document Discount, TENDER - CASH, Drawer, Accept



Selling Event Tickets – Single Event – Single Timeslot

SALES CASH UP – Cash

CASH	1600	TRANSACTION TOTAL	1520.00	7	8	9
CREDIT CARD	0.00	GRATUITY	0.00	4	5	6
		SERVICE CHARGE	0.00	1	2	3
ADDITIONAL PAYMENT TYPES		DISCOUNT	0.00	←	.	0
Cheque	0.00	Included	0.00	DRAWER	CANCEL	ACCEPT
VOUCHER (External)	0.00	PAYMENT DUE	1520.00			
VOUCHER (Internal)	0.00	PAYMENT RECEIVED	1600.00			
		BALANCE DUE	-80.00			
		CHANGE	80.00			

BEHIND SERVICE CHARGE AGENT CODE SELECT AGENT REDEEM VOUCHER CUSTOMER NOTE

There are different payment methods by which the Guest can settle the outstanding balance, namely:

CASH

The cash amount received from the Guest, will be entered in the 'Cash' field.

If the amount received exceeds the outstanding balance, Novtel will automatically calculate the amount in change to be handed to them.

SALES CASH UP – Cash

CASH	0.00	TRANSACTION TOTAL	1520.00	7	8	9
CREDIT CARD	1520.00	GRATUITY	0.00	4	5	6
MasterCard	123456789	SERVICE CHARGE	0.00	1	2	3
ADDITIONAL PAYMENT TYPES		DISCOUNT	0.00	←	.	0
Cheque	0.00	Included	0.00	DRAWER	CANCEL	ACCEPT
VOUCHER (External)	0.00	PAYMENT DUE	1520.00			
VOUCHER (Internal)	0.00	PAYMENT RECEIVED	1520.00			
		BALANCE DUE	0.00			
		CHANGE	0.00			

BEHIND SERVICE CHARGE AGENT CODE SELECT AGENT REDEEM VOUCHER CUSTOMER NOTE

CREDIT CARD

When a Credit or Debit Card is presented, the exact outstanding total will be entered in the 'Credit Card' field.

No Change will be applicable here.

But please note that the transaction must first be successfully approved before clicking 'Accept' and issuing the receipt and event tickets.



Selling Event Tickets – Single Event – Single Timeslot

SALES CASH UP -- Cash

CASH: 0.00
CREDIT CARD: 1520.00
MasterCard
123456789
Cheque: 0.00

TRANSACTION TOTAL: 1520.00
GRATUITY: 0.00
SERVICE CHARGE: 0.00
DISCOUNT: 0.00
INCLUDED: 0.00
PAYMENT DUE: 1520.00
PAYMENT RECEIVED: 1520.00
BALANCE DUE: 0.00
CHANGE: 0.00

Receipt: REC00418
Zoom: 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mosel Bay
6500
Tel: 044 123456789
Fax: 044 123456789
Tax: 123456789

TAX INVOICE

QTY	Description	Unit	Amount
4	Zip Line Adult	200.00	800.00
6	Zip Line - Kids	120.00	720.00

Description: Table - 22 #1
Customer: CAS001

Payment Type: Credit Card
Credit Card Number: 123456789
Credit Card Type: MasterCard

Payment Due: 1520.00
Tax/VAT Total: 198.26
Payment Received: 1520.00
Change: 0.00
Discount(0%): 0.00
Voucher: 0.00

Staff member: Grant LH
Payment Date: 2022/10/17
Print Date: 2022/10/17
Time: 11:48:57
Shift Number: SFT00053
Invoice Number: INV000338

Thank You.

Clicking 'Accept', the tax invoice will print first, followed by the event tickets.

The first event ticket is to admit 4 adults to the zip line activity on the 18th of October at 10am.

The second event ticket is to admit 6 children to the same activity; on the same date and time.

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 137
Ticket # ZL2022101000137
Event Date: 2022/10/18
Event Time: 10:00:00
Allow Entry: 4 - Adult
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time

100000000137
Thank you!

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 138
Ticket # ZL2022101000138
Event Date: 2022/10/18
Event Time: 10:00:00
Allow Entry: 6 - Child
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time

100000000138
Thank you!

This event was set up for tickets to be redeemed by means of a barcode scanner, and therefore, the barcode will be displayed on the ticket.



Selling Event Tickets as Part of a POS Package

Code	Description	Rate Includ...	Barcode
PEA002	Peanuts and Raisins 250g	6.00	
SPPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line - Adult	200.00	1234567891...
ZLK001	Zip Line - Kids	120.00	
ZMG01	Mini Golf Activity	25.00	
ZWR001	White Water Rafting - Adults	350.00	7878787454...
ZWR002	White Water Rafting - Kids	250.00	

2 or more event charges can be combined in a POS Package, which means that the package price may be more beneficial than buying the tickets separately.

The POS Package is selected from the Retail POS System accessed from the Restaurant's POS System.

The first event linked to the Package will be displayed and:

1. The required date is selected;
2. And the requested timeslot is selected.

Event Date	Capacity	Not Capped at Capacity	Attendees	Event
2022/10/19	10	Not Capped at Capacity	0	1

Time Slot	Capacity	Reserved	Available	Reserved	Available
0 - 10:00:00	10	0	0	0	0
1 - 11:00:00	10	0	0	0	0
2 - 12:00:00	10	0	0	0	0
3 - 13:00:00	10	0	0	0	0
4 - 14:00:00	10	0	0	0	0
5 - 15:00:00	10	0	0	0	0
6 - 16:00:00	10	0	0	0	0



Selling Event Tickets as Part of a POS Package

Falcon Woods
Zip Line

Event Date: 2022/10/19 Time Slot: 13:00:00

Attendees: 10 Available: 0 Capacity: 10 Not Capped at Capacity

CAS001 Customer Name: Contact Number: Country: Email Address:

Accept Event: 1

The number of Attendees is captured, and the 'Accept' button clicked.

1. The number of Attendees is now displayed here, and the selected timeslot displayed in red.
2. If another timeslot is needed to accommodate another 10 people for this event, the timeslot is selected here too.

Falcon Woods
Zip Line

Event Date: 2022/10/19 Capacity: 10 Not Capped at Capacity

Attendees: 10

Ticket ☒ Reservation ☐

Event Reservation Only ☐
Print Reservation Confirmation ☐
Print Ticket ☒

0 - 10:00:00	10	0	0	0	0	0	0
1 - 11:00:00	10	0	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0	0
3 - 13:00:00	0	0	0	0	0	0	0
4 - 14:00:00	10	0	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0	0
	0	0	0	0	0	0	0

Customer Name: Contact Number: Email Address:

Country:

Accept Event: 1 Cancel



Selling Event Tickets as Part of a POS Package

Falcon Woods
Zip Line

Event Date: 2022/10/19 Time Slot: 14:00:00

Attendees: 10 Available: 0 Capacity: 10 Not Capped at Capacity

CAS001 Customer Name: Contact Number: Country: Email Address:

Accept Event: 1 Cancel

For the second timeslot for the same event, the number of attendees must be captured and the 'Accept' button clicked.

The 'Attendees' are now indicated as 20, and both the 1pm and 2pm timeslots are displayed in red.

Upon clicking 'Accept', the second event linked to the POS Package is displayed.

Falcon Woods
Zip Line

Event Date: 2022/10/19 Capacity: 10 Not Capped at Capacity

Attendees: 20

Ticket ☐ Reservation ☒

Event Reservation Only ☐
Print Reservation Confirmation ☐
Print Ticket ☒

0 - 10:00:00	10	0	0	0	0	0	0
1 - 11:00:00	0	0	0	0	0	0	0
2 - 12:00:00	10	0	0	0	0	0	0
3 - 13:00:00	0	0	0	0	0	0	0
4 - 14:00:00	0	0	0	0	0	0	0
5 - 15:00:00	10	0	0	0	0	0	0
6 - 16:00:00	10	0	0	0	0	0	0
	0	0	0	0	0	0	0

Customer Name: Contact Number: Email Address: Country:

Accept Event: 1 Cancel



Selling Event Tickets as Part of a POS Package

Falcon River White Water Rafting

Event Date: 2022/10/20 ¹ Capacity: 50 Not Capped at Capacity

Attendees: 0

Ticket ☒ Reservation ☐

0 - 09:00:00	50	8 - 13:00:00	50		0		0		0
1 - 09:30:00	50	9 - 13:30:00	50		0		0		0
2 - 10:00:00 ²	50	10 - 14:00:00	50		0		0		0
3 - 10:30:00	50	11 - 14:30:00	50		0		0		0
4 - 11:00:00	50	12 - 15:00:00	50		0		0		0
5 - 11:30:00	50	13 - 15:30:00	50		0		0		0
6 - 12:00:00	50	14 - 16:00:00	50		0		0		0
7 - 12:30:00	50	15 - 16:30:00	50		0		0		0

Customer Name : Contact Number : Email Address : Country :

Event: 2

1. Please Note that the date does not have to correspond with the first event's date. If the Guest requests that the tickets must only be issued for the following day, the date can be selected accordingly.
2. The applicable timeslot can now be selected.

The quantity for the attendees will now be set and accepted.

Falcon River White Water Rafting

Event Date: 2022/10/20 Time Slot : 10:00:00

Attendees: 20 Available : 30 Capacity: 50 Not Capped at Capacity

CAS001 Customer Name : Contact Number : Country : Email Address :

Event: 2

Accept Cancel



Selling Event Tickets as Part of a POS Package

Table 26

Falcon River White Water Rafting

Event Date: 2022/10/20 Capacity: 50 Not Capped at Capacity

Attendees: 20

Event Reservation Only ☐
Print Reservation Confirmation ☐
Print Ticket ☒

Ticket ☐ Reservation ☒

Time Slot	Capacity	0-09:00.00	9-13:30.00	13-15:30.00	15-18:00.00
0-09:00.00	50	50	0	0	0
9-13:30.00	50	0	50	0	0
13-15:30.00	50	0	0	50	0
15-18:00.00	50	0	0	0	50

Customer Name: Contact Number: Email Address:

Country:

Accept ☒ Event: 2 Cancel

0.00

Save Cash Up Print Bill Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept

Clicking 'Accept', the charges are displayed separately for each selected timeslot and Event.

The reason being that 3 tickets must be issued to allow entry as follows:

- ✓ 10 Adults at 1pm at the Zipline Activity on the 19th of October.
- ✓ 10 Adults at 2pm at the Zipline Activity on the 19th of October.
- ✓ 20 Adults at 10am on the 20th of October for the White-Water Rafting Event.

Grant LH 9400.00

Select Item(s):

Code	Description	Rate Incl...	Barcode
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zip Line Adult	200.00	1234567891...
ZLK001	Zip Line - Kids	120.00	
ZMG01	Mini Golf Activity	25.00	
ZWR001	White Water Rafting - Adults	350.00	7878787454...
ZWR002	White Water Rafting - Kids	250.00	

Selected Item(s):

Qty	Code	Description	Price Incl	Package Code
X10	ZLA001	Zip Line Adult	1700.00	TCOM01
X10	ZLA001	Zip Line Adult	1700.00	TCOM01
X20	ZWR001	White Water Rafting...	6000.00	TCOM01

Search by: Code Search for:

Event Reservation <F2> - Accept Cancel

Click 'Accept' to continue.



Selling Event Tickets as Part of a POS Package

The screenshot shows a POS interface with a menu grid on the left and a transaction summary on the right. The menu grid includes categories like Beers, Beverages, Breakfast, Burgers, Conferencing, Delivery, Deserts, School Lunch Packs, Pastas, Pizzas, Salads, Seafood, Steaks and Ribs, Toasted Sandwiches, Vouchers, Venue Meals, Wines - Red, and Wines - White. The transaction summary on the right shows a table with 26 items, including Zip Line Adult (20 @ 3400.00) and White Water Rafting - Adults (20 @ 6000.00), totaling 9400.00. A red arrow points from the 'Sale Cash Up' button at the bottom left to the 'TENDER - CASH' button at the bottom right.

DESCRIPTION	QTY	PRICE
+ Zip Line Adult	20	3400.00
+ White Water Rafting - Adults	20	6000.00

Table 26

NC ALL NC 1 of 1

9400.00

Buttons: Sale Cash Up, Print Bill, Print Kitchen, Line Discount, Document Discount, TENDER - CASH, Drawer, Accept

As we are selling the tickets for immediate payment, the 'Tender Cash' button is left unchanged, and we will now select the 'Sale Cash Up' button.

The payment amount is entered in the corresponding payment method field, and when the transaction is approved, the 'Accept' button is clicked.

The screenshot shows the 'SALES CASH UP - Cash' screen. It displays payment details for CASH, CREDIT CARD (American Express), and ADDITIONAL PAYMENT TYPES (Cheque). The transaction summary shows a TRANSACTION TOTAL of 9400.00, with a PAYMENT DUE of 9400.00 and a PAYMENT RECEIVED of 9400.00. The screen includes a numeric keypad and buttons for DRAWER, CANCEL, and ACCEPT. A red arrow points from the 'Sale Cash Up' button in the previous screenshot to the 'ACCEPT' button.

SALES CASH UP - Cash

CASH: 0.00

CREDIT CARD: 9400.00, American Express, 987456321

ADDITIONAL PAYMENT TYPES: Cheque, 0.00

TRANSACTION TOTAL: 9400.00

GRATUITY: 0.00

SERVICE CHARGE: 0.00

DISCOUNT: 0.00

INCLUDED: 0.00

PAYMENT DUE: 9400.00

PAYMENT RECEIVED: 9400.00

BALANCE DUE: 0.00

CHANGE: 0.00

Buttons: DRAWER, CANCEL, ACCEPT

Buttons: REMOVE SERVICE CHARGE, AGENT CODE (01), SELECT AGENT, REDEEM VOUCHER, CUSTOMER NOTE



Selling Event Tickets as Part of a POS Package

1. The Tax Invoice is printed first.
2. Then the Event Tickets are issued to allow entry for the selected number of Adults as selected.

Receipt : REC00419

Zoom : 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

1 TAX INVOICE

QTY	Description	Unit	Amount
20	Zip Line Adult	170.00	3400.00
20	White Water Rafting - Adults	300.00	6000.00

Description : Table - 26 #1
Customer : CAS001

Payment Type : Credit Card
Credit Card Number : 987456321
Credit Card Type : American Express

Payment Due :	9400.00
Tax/VAT Total :	1226.09
Payment Received :	9400.00
Change :	0.00
Discount(0%)	0.00
Voucher :	0.00

Staff member : Grant LH
Payment Date : 2022/10/18
Print Date : 2022/10/18
Time : 14:02:29
Shift Number : SFT00053
Invoice Number : IN000339

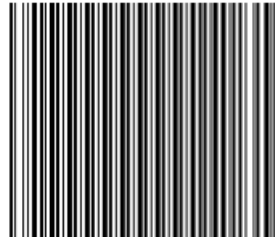
Thank You.

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 139
Ticket # ZL2022101300139
Event Date: 2022/10/19
Event Time: 13:00:00
Allow Entry: 10 - Adult
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time



100000000139

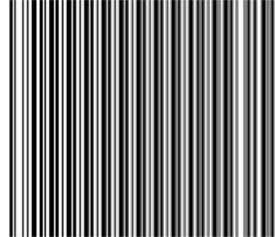
Thank you!

Oasis Lodge
EVENT TICKET
Tel: 044 123456789
Fax: 044 123456789

Falcon Woods
Zip Line

Event Ticket ID: 140
Ticket # ZL2022101400140
Event Date: 2022/10/19
Event Time: 14:00:00
Allow Entry: 10 - Adult
Reprint: 0

Event ticket restriction:
Only valid for date specified
Valid for any start time



100000000140

Thank you!

Oasis Lodge
EVENT TICKET
Tel : 044 123456789
Fax : 044 123456789

Falcon River
White Water Rafting

Event Date : 2022/10/20
Event Start Time : 10:00:00
Valid for any Event Start Time on Date specified
Ticket Number : MG2022101000141
Allow Entry : 20 Adults

Ticket Number : MG2022101000141
Event Ticket ID : 141
EMID : 38009
Reprint : 0

Thank You.



Novtel[®] Hospitality Management

3

Redeeming Tickets and Managing Timeslot Statuses



Redeeming a Ticket and Managing the Timeslot Status

Redeem Ticket

Manage Ticket / Reservation

Create Reservation

Process Reservation

Date: 2022/10/18

Scan Mode Keyboard Mode

Duncan -

10:00:00 - Cancelled Venue Capacity - 10 Reserved - 10 Confirmed - 10 Available - 0 Checked-In - 0 Guide - Not Assigned	11:00:00 - Cancelled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	12:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Duncan	13:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	14:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	15:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	16:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned
---	--	--	--	--	--	--

1 of 1

Event Code 1

Falcon Woods

Zip Line

Logout

When an Event User logs into Novtel, the 'Redeem Ticket' button is clicked, and the required event is selected.

All timeslots for the current date will be displayed, and each can be managed individually.

In this case, we will select the 12pm timeslot.



Redeeming a Ticket and Managing the Timeslot Status

Falcon Woods

Zip Line

Event Date :	2022/10/18	Time Slot :	12:00:00	Check-In for any available time slot	
Capacity :	10	Not Capped at Capacity		Status :	Open
Reserved :	0	Time Out :	08:00:00	Record Time Out	
	0			137	
Available :	10			Get Ticket ID	
Check-In :	0				
Guide :	10	Duncan			

Customer Name : Contact Number : Country :

Accept Event: 1 Cancel

1. As this is a 'guided' event, the required guide must be selected first.
2. Next, the status for this timeslot is changed to 'Open'.
3. The Ticket ID can now be entered, and the 'Get Ticket ID' button clicked, or the ticket scanned with the barcode scanner.

Event ID :	137
Name :	
Attendees :	4

Accept Cancel

The Event ID will now be indicated in this screen, and the number of Attendees linked to the ticket, displayed.

The details cannot be altered in any way.

To continue, click 'Accept'.



Redeeming a Ticket and Managing the Timeslot Status

Falcon Woods

Zip Line

Ticket Valid - Redeemed ✓

Event Date:	2022/10/18	Time Slot:	12:00:00	Check-In for any available time slot	
Capacity :	10	Not Capped at Capacity		Status :	Open
Reserved :	0	Time Out :	08:00:00	Record Time Out ✓	
	0			Get Ticket ID	
Available :	4				
Check-In :	6				
Guide :	10	Duncan			

CAS001 Customer Name : Contact Number : Country :

Accept Event: 1

As this ticket is valid, the wording is displayed in green, and the ticket has been redeemed successfully.

All other tickets can now be redeemed in the same manner.

When the tour is about to start, the ‘Record Time Out’ button is clicked – which will insert the exact time according to your computer’s clock.

The status is also changed to ‘In Progress’ automatically.

Falcon Woods

Zip Line

Event Date:	2022/10/18	Time Slot:	12:00:00	Check-In for any available time slot	
Capacity :	10	Not Capped at Capacity		Status :	In Progress
Reserved :	0	Time Out :	12:37:11	Record Time Out	
	0	Time In :	08:00:00	Record Time In	
Available :	0				
Check-In :	10				
Guide :	10	Duncan			

CAS001 Customer Name : Contact Number : Country :

Accept ✓ Event: 1 Cancel



Redeeming a Ticket and Managing the Timeslot Status

The event board will display the updated status, as well as the Guide selected for this event.

Falcon Woods - Zip Line			
2022/10/18 12:40:32 pm		Items:7	Page:1 of 1
10:00:00 am	39273	Cancelled	
11:00:00 am	39272	Cancelled	
12:00:00 pm	39271	In Progress	→ Duncan Sawyer
13:00:00 pm	39270	Scheduled	
14:00:00 pm	39269	Scheduled	
15:00:00 pm	39268	Scheduled	
16:00:00 pm	39267	Scheduled	



Completing an Event Timeslot

When the event has been completed, the Event User will click on the 'Redeem Ticket' button and access the required timeslot.

Next, the 'Record Time In' button is clicked – which will immediately change the timeslot status to 'Completed' and insert the current time according to your computer's clock.

NOVTEL
Duncan -

Date: 2022/10/18
Scan Mode Keyboard Mode

10:00:00 - Cancelled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	11:00:00 - Cancelled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	12:00:00 - In Progress Venue Capacity - 10 Reserved - 10 Confirmed - 10 Available - 0 Checked-In - 10 Guide - Duncan	13:00:00 - Open Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Estie	14:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	15:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	16:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned

1 of 1

Event Code 1
Falcon Woods Zip Line

Falcon Woods

Zip Line

Event Date:	2022/10/18	Time Slot:	12:00:00	Check-In for any available time slot
Capacity :	10	Not Capped at Capacity	Status :	Completed
Reserved :	0	Time Out :	12:37:11	Record Time Out
	0	Time In :	13:20:55	Record Time In
Available :	0			
Check-In :	10			
Guide :	10		Duncan	

Customer Name : Contact Number : Country :

Accept Event: 1 Cancel



Completing an Event Timeslot

Redeem Ticket

Manage Ticket / Reservation

Create Reservation

Process Reservation

Date: 2022/10/18

NOVTEL

Scan Mode Keyboard Mode

Duncan

10:00:00 - Cancelled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	11:00:00 - Cancelled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	12:00:00 - COMPLETED Venue Capacity - 10 Reserved - 0 Confirmed - 10 Available - 0 Checked-In - 10 Guide - Duncan	13:00:00 - Open Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Estie	14:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	15:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned	16:00:00 - Scheduled Venue Capacity - 10 Reserved - 0 Confirmed - 0 Available - 10 Checked-In - 0 Guide - Not Assigned
--	--	---	--	--	--	--

The timeslot is now marked as 'Completed' and the timeslot is removed from the Event Board.

Falcon Woods - Zip Line			
2022/10/18 13:22:31 pm		Items:6	Page:1 of 1
10:00:00 am	39273	Cancelled	
11:00:00 am	39272	Cancelled	
13:00:00 pm	39270	Open	Estie Walters
14:00:00 pm	39269	Scheduled	
15:00:00 pm	39268	Scheduled	
16:00:00 pm	39267	Scheduled	



Novtel[®]

Hospitality Management

4

‘Invalid Tickets’

-

Causes and Communications



Invalid Tickets – Causes and Communications

Ticket Redeem Error – Ticket Not For This Event

At a facility where more than 1 event is hosted, always ensure that the correct event is selected when redeeming a ticket. Also check the ticket thoroughly before entering the ticket ID for the selected event. If attempting to redeem a ticket for the incorrect event, Novtel will respond as follows:

Zip Line

Zip Line Activity

Ticket Redeem Error - Ticket Not For This Event

Event Date:	2019/03/28	Time Slot:	08:00:00	Check-In for any available time slot	
Capacity :	40	Not Capped at Capacity		Status :	Open
Reserved :	0	Time Out :	08:00:00	Record Time Out	
	0				Get Ticket ID
Available :	40				
Check-In :	0				
Guide :	23	Russel			

Customer Name : Contact Number : Country :

AcceptEvent: 9Cancel



Invalid Tickets – Causes and Communications

Ticket Redeem Error – Ticket Already Redeemed

A ticket can only be redeemed once. If attempted to redeem a ticket again, the following error will appear:

Zip Line

Zip Line Activity

Ticket Redeem Error - Ticket Already Redeemed

Event Date:	2019/03/28	Time Slot:	08:00:00	Check-In for any available time slot	
Capacity :	40	Not Capped at Capacity		Status :	Open
Reserved :	0	Time Out :	08:00:00	Record Time Out	
	0				Get Ticket ID
Available :	40				
Check-In :	0				
Guide :	23	Russel			

Customer Name :

Contact Number :

Country :

Accept

Event: 9

Cancel



Invalid Tickets – Causes and Communications

Ticket Redeem Error – Ticket Not For Current Date

If a ticket was bought for a future date, and the User attempts to redeem it on any other date prior to the ticket date, Novtel will respond as follows:

Winery

Wine Tasting Tour

Ticket Redeem Error - Ticket Not For Current Date

Event Date:	2019/03/28	Time Slot :	16:00:00	Check-In for any available time slot
Capacity :	50	Capped at Capacity	Status :	Open
Reserved :	0	Time Out :	08:00:00	Record Time Out
	0			Get Ticket ID
Available :	50			
Check-In :	0			

Customer Name : Contact Number : Country :

AcceptEvent: 3Cancel



Novtel[®]

Hospitality Management

5

Event Reservations



Event Reservations

Redeem Ticket | Manage Ticket / Reservation | **Create Reservation** | Process Reservation

Date: 2022/10/18

Scan Mode | Keyboard Mode

Novel Hospitality

Duncan -

CREATE BY CUSTOMER

CREATE BY GROUP (In-House)

CLOSE

Event Reservations can be created from the Event Manager's screen, and reservations can also be created from a reservation and group reservation for accommodation.

Novtel Hospitality Ultimate Enterprise 7.9.0.3 - [Item Grid]

File Edit Modify Setup Process Reports Help

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Room Number: C002 Chalet 2 - 2 Bedroom

Guest Tariff: C28001 Chalet 2 Bedroom 0.00

Reservation #: 647 Order #:

Customer Code: AND001 Search <F5> Edit Customer Membership

Reservation Type: 2 Bed and Breakfast

Housekeeping:

Country: South Africa

Vehicle Reg No: Vehicle Desc:

Arrival Memo:

Adults: 2 Child Rates: Up to 5 6 - 10 11 - 15

Children: 2

Payment Method: Payment Type:

Invoice Number:

Customer Code: DIS001

Customer Description: Discover SA and Beyond

Country: South Africa

Start Date: 2022/10/20 End Date: 2022/10/21

Order Number:

Group Status: Provisional

Booking Number: 653

Reservation Type: 1 Bed Only

Agent Code: 07

Description: Louise

Confirmation Date: 2022/10/11

Status: Confirmed

Created: 2022/10/12 09:20:40

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log

Novtel Hospitality Ultimate Enterprise 7.9.0.3 - [Item Grid]

File Edit Modify Setup Process Reports Help

Group Details

Group Number: 1105

Group Description: Discover SA Group

Invoice Number:

Customer Code: DIS001

Customer Description: Discover SA and Beyond

Country: South Africa

Start Date: 2022/10/20 End Date: 2022/10/21

Order Number:

Group Status: Provisional

Booking Number: 653

Reservation Type: 1 Bed Only

Agent Code: 07

Description: Louise

Confirmation Date: 2022/10/11

Status: Confirmed

Created: 2022/10/12 09:20:40

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log



Event Reservations

The screenshot shows a software interface for managing event reservations. At the top, there is a navigation bar with four tabs: 'Redeem Ticket', 'Manage Ticket / Reservation' (which is selected and has a green checkmark), 'Create Reservation', and 'Process Reservation'. Below the navigation bar, the main area is divided into two panels. The left panel is titled 'Manage Ticket' with a green checkmark and contains three buttons: 'Print Reservation Tickets (Paid - Not Printed)', 'Reprint Event Tickets Not Processed', and 'Move Ticket (Select By Ticket ID)'. The right panel is titled 'Manage Reservation' with a green checkmark and contains five buttons: 'Reprint Reservation (Slip Printer)', 'Reprint Reservation (Report Printer)', 'Change Reservation Quantity (Not Processed)', 'Move Reservation (Not Processed)', and 'Report - Event Ticketed Reservations (Not Processed)'. At the bottom left, there is a section with a left arrow button, a text input field labeled 'Event Code', and another empty text input field. At the bottom right, there is an 'Exit' button.

If not yet converted to tickets, event reservations can be:

- ✓ Reprinted to either a slip printer or report printer.
- ✓ The reservation quantity can be increased or decreased.
- ✓ The reservation can be moved to another date and/or timeslot.

Tickets can also be moved to another date and / or timeslot if required.

Tickets – which were paid for but not yet printed – can be printed from here too.

And tickets – not yet redeemed – can be reprinted.





Property
Management



Hospitality
Management



Equipment Hire



Relations
Management



Self-Storage



Vehicle Hire



The Invoice Module
and Job Tracker Utility

(For the Glass Cutting Industry)



Contract
Management



Bank Manager



Access Control



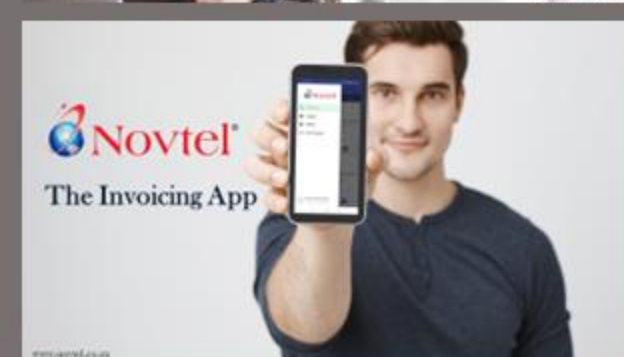
Property Management
Mobile Application



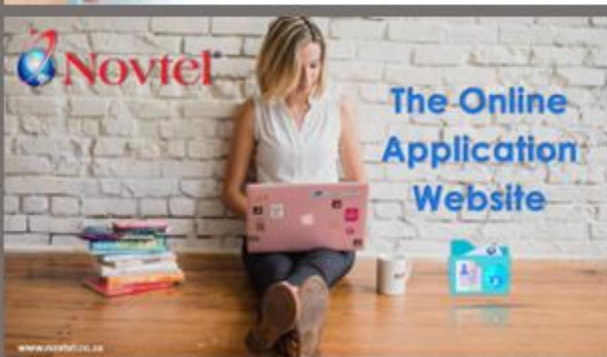
Relations Management
Mobile App



The Invoicing App

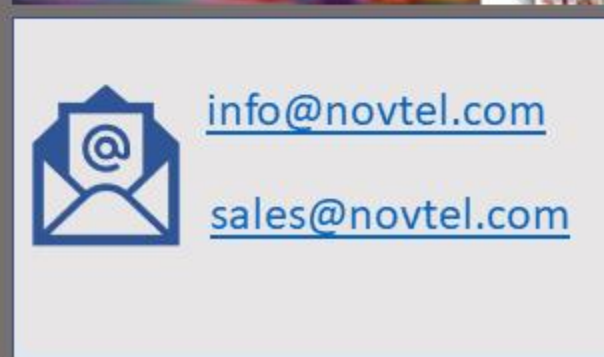


The Online
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