Getting Started Guide
The Veezi-er Way

Vista Entertainment Solutions
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Vista Entertainment Solutions Ltd
PO Box 8279, Symonds St,
Auckland, New Zealand.
Ph: +64 9 984 4570
Fax: + 64 9 379 0685
Website: http://www.vista.co

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About this guide

Veezi is all about being *easy* to use.

We understand that not all cinema people are IT people, and some of you just don't have time for really technical language, especially if you just want to set up the Veezi trial as quickly and simply as possible, to see if it's right for your cinema.

Introducing **The Veezi-er Way**, a guide written in plain English to get you started and using Veezi with confidence in no time.

Reading this guide will be well worth your time to make everything about the setup process easier, or as we like to say, *Veezier*.

But before we get started, an important tip...

When you start the process of loading the Veezi trial, following the **Pre-Veezi Checklist** in order will make a significant difference when using the software for the first time. If you go out of sequence or skip any steps, certain functionality may not work properly.

A number of Veezi Trialists have run into operational issues which turned out to be completely avoidable, if they had followed the correct order. Veezi has worked hard to create a simple and logical setup process, so things are the way they are for a reason. Ignore at your peril!

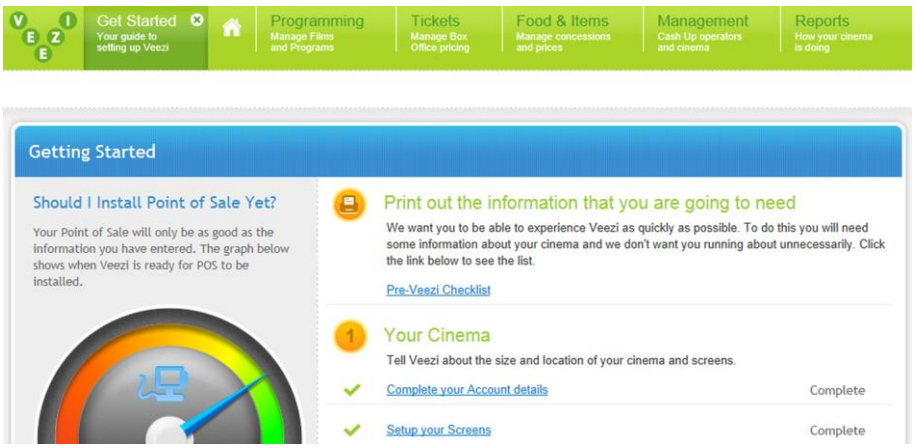
Now, let's get started.

Pre-Veezi Checklist

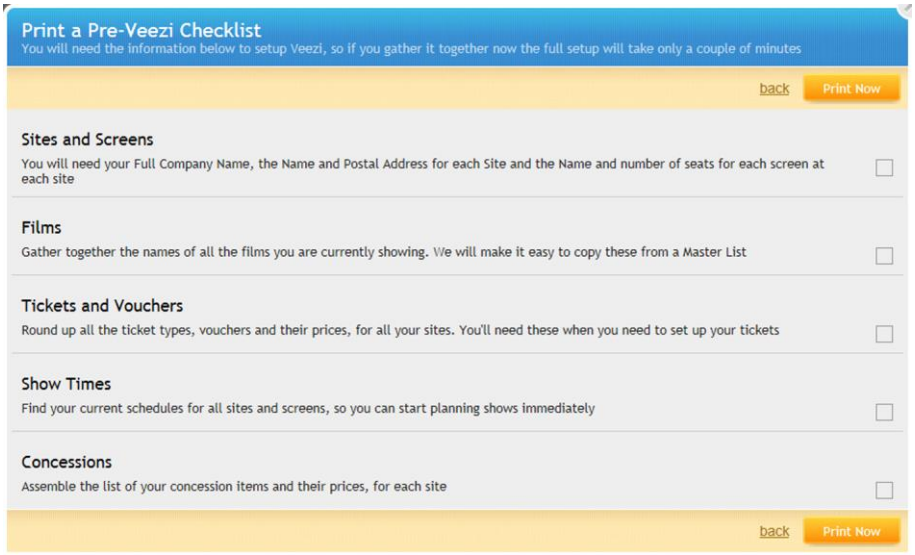
As we explained on the previous page, it's a good idea to do things in the right order. For this reason, we recommend you print out the **Pre-Veezi Checklist** to keep with you during the setup process.

1. Click on **Get Started**, next to the Veezi logo in the menu.

2. Click on **Pre-Veezi Checklist**.



3. If you think you need it, print the checklist and tick off the tasks as you complete them.



Your Cinema

Complete your account details

Obviously, we need to know who you are for starters:

1. On the **Get Started** page, click **Complete your Account details**.

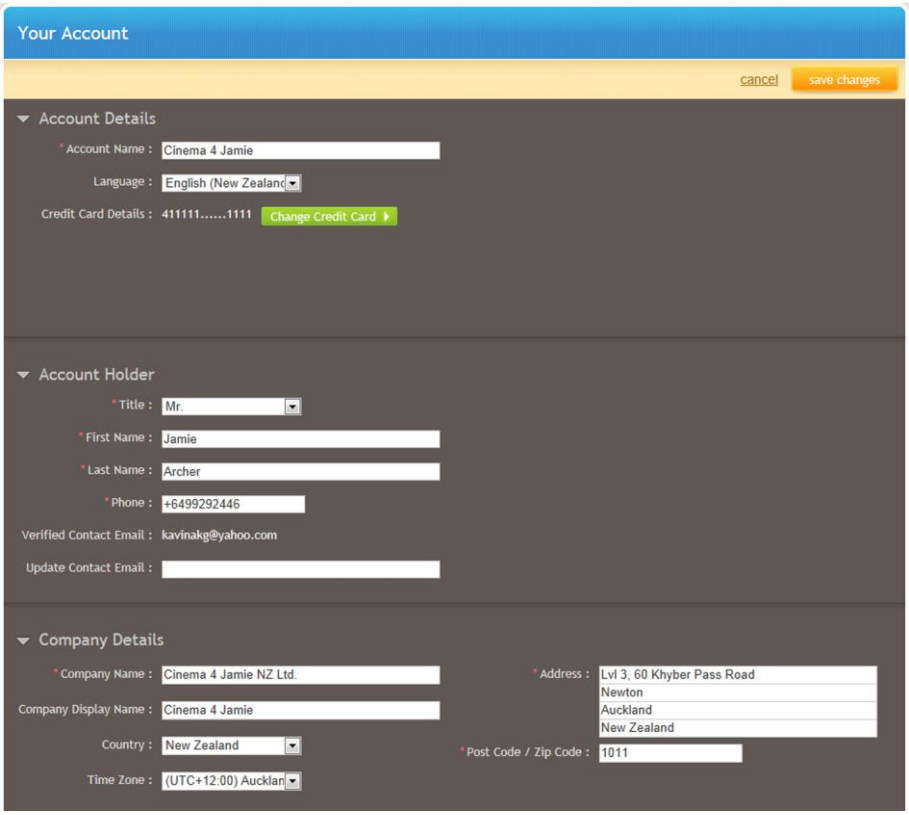
   This can be accessed again later by clicking on **Settings** in the top menu, and selecting **Your Account**.

2. Enter your basic details, and click **save changes** when you're finished.

   The fields marked with a red asterisk are mandatory.

   We don't require you to enter a valid credit card number from the start, because it's a free trial. If you like Veezi after the 30-day trial is over, then we'll ask you for a credit card number to continue. You can of course enter a credit card number to begin with, and you'll still receive the free 30-day trial.

   Please use your real details here, as it's nice to know who we're dealing with and it also means we can help you get the best out of Veezi if you decide to continue after the trial. If you decide that Veezi is *not* what you need for your cinema, we promise not to bother you after the trial.



Set up your Site(s)

Next, we need info about your cinema(s). **Sites** represent your cinema locations, and are configured with **Screens**. You may have only one site; otherwise if you're an organisation with multiple locations, you need one site record for each of them. **Reports** allow you to see what's going on at each site.

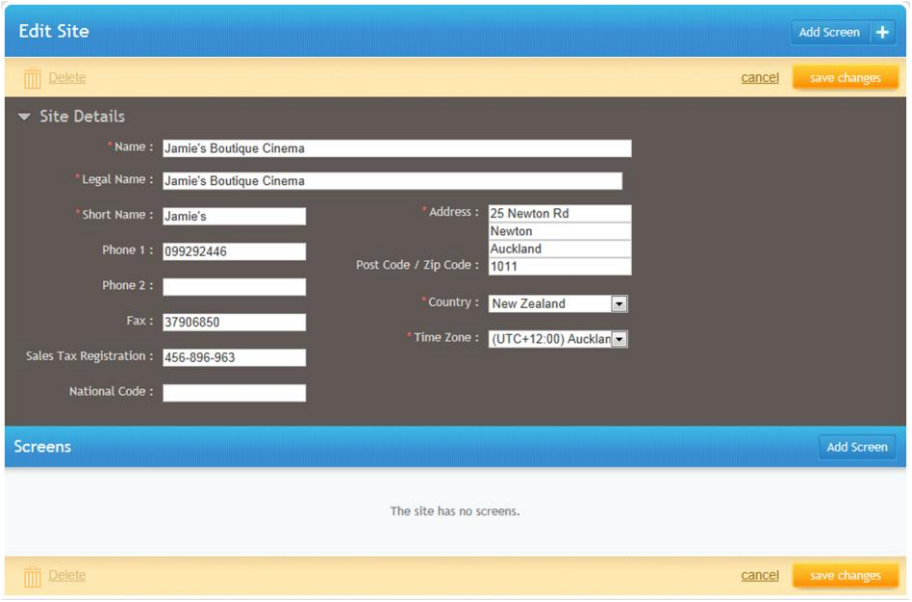
For now, let's concentrate on creating one site and its screens. You can repeat this process if you need to.

1. On the **Get Started** page, click **Setup your Screens**.

   This can be accessed again later by clicking on **Settings** in the top menu, and selecting **Sites & Screens**.

2. Click **Add Site**, and enter the basic details of your site.

3. Click **save changes**, and you'll automatically be taken to set up your screens.



Set up your Screen(s)

Once you have entered and saved your first **Site's** details, you're automatically taken to the **Create Screen** page.

1. Enter the details of your **Screen**:

   Name - Describe the screen here, such as *Cinema 1*, *Main Screen*, *Small Room*.

   Screen Number - Assign the screen a number, such Main Screen *1*, Small Room *2*.

   Total Seats - Enter the total number of physical seats in the auditorium, including standard, house, and wheelchair seats.

   Standard Seats - The number of normal seats that your patrons can buy tickets for. This is automatically calculated for you as the **Total Seats** minus **House Seats** and **Wheelchair Seats**.

   House Seats - Enter the number of seats that you reserve for special situations. If a patron spills some wine on a seat, you can use one of the house seats for the rest of the day instead. If there is a booking mixup, a few extra seats can be useful. Enter the number of house seats that suits your needs.

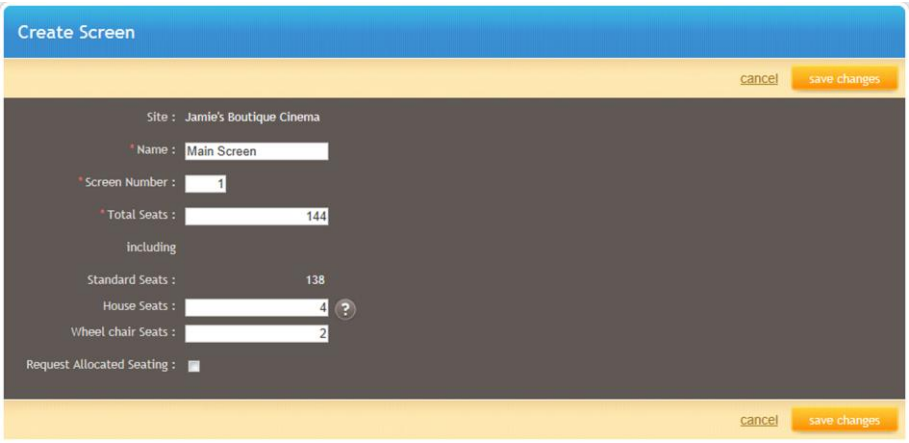
   Wheelchair Seats - Enter the number of wheelchair places available in your screen.

   Request Allocated Seating - You might like to let your patrons choose their seats online. To activate **Allocated Seating** in your screen, we need to get a copy of your seat map to figure out the number of rows and seats per row. If you want to do this, *tick* the box, and the extra option will display below.

   Seat Layout Diagram - Attach a picture of the seating layout for your screen. Once you've saved the screen, the image is sent to one of our tech gurus, who will set up allocated seating with the correct rows and seat numbers for you.

2. Click **save changes**. You'll be automatically taken back to view your **Site**.

3. If you need to add any more screens, click **Add Screen**, and repeat the process.



Films

Import Films from the Veezi Master List

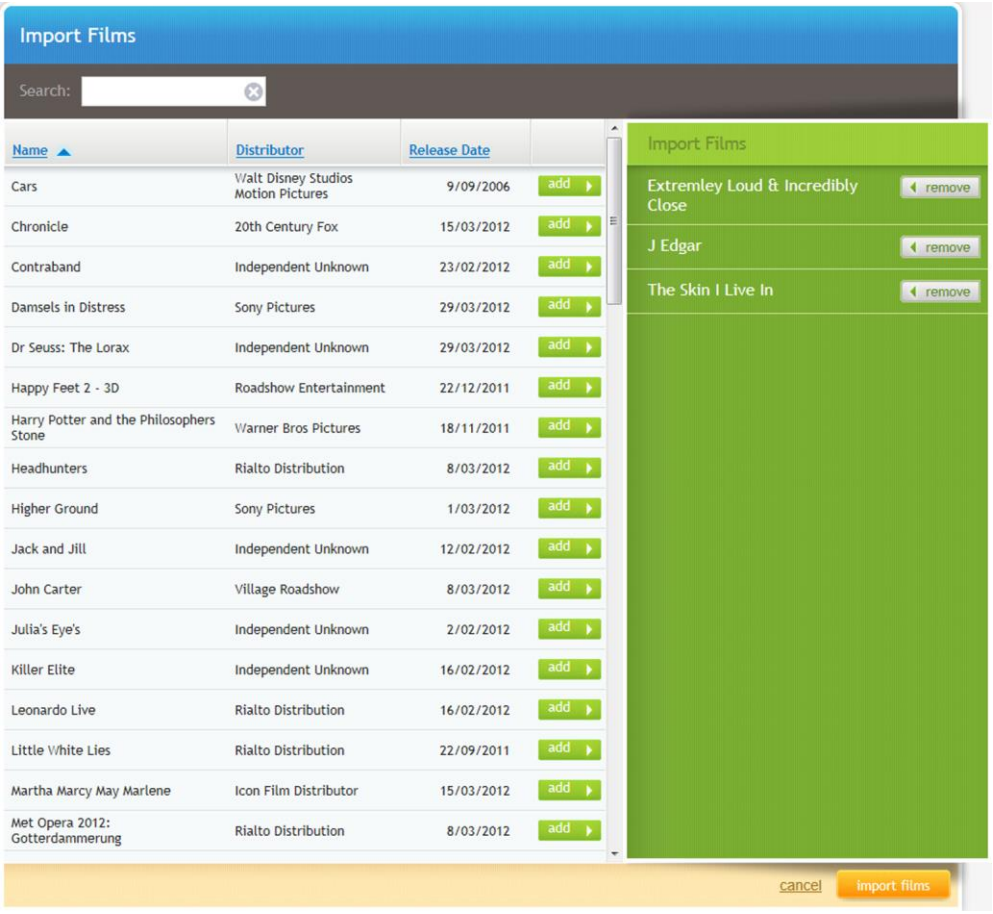
Veezi makes it simple to add new films. We constantly maintain a master list of films from which you can choose, meaning you don't have to spend precious time researching all the film data yourself.

If you need a special film that isn't in Veezi's database, you can also create it manually (page 25). For now let's focus on the simplest option.

1. On the **Get Started** page, click **Import Films from the Veezi Master List**.

2. On the **Getting Started with Films** page, **Films** are listed along with their **Distributor**, and **Release Date**. You can do a number of things here:
   a) Use the **Search** box to search for a particular film. You can also enter a distributor to show films from that distributor. Entering all or part of a date will show films with that release date (**for example:** *04/2012* will show films with a release date in April 2012).
   b) Click on a column heading to sort the films displayed (alphabetically by Name or Distributor, or chronologically by Release Date).
   c) Click **add** next to a film to add it to the **Import Films** panel. You can keep adding multiple films until you have all the ones you need.
   d) Click **remove** next to a film in the panel to remove it. The film won't be added to your system

3. Click the **import films** button at the bottom of the screen to add the films in the panel to your system.



Tickets and Prices

Ticket Types vs. Price Cards

Looking at the feedback from some of our Trialists, sometimes there's a bit of confusion over the difference between a **Ticket Type**, and a **Price Card**. Before we look at setting them up in detail, we'll clarify the distinction so you can fully understand how these two things interact, and how best to use them for your cinema.

Overview

A **Ticket Type** is a specific kind of ticket that you sell, such as *Adult*, *Adult 3D*, *Child*, or *Student*, etc.

A **Price Card** is a bundle of Ticket Types. It is used to determine which Ticket Types are available for a show, and what their prices are.

It is important to understand that a ticket type is configured with a **Default Price**, but the actual price can be changed on a price card. This means that the same ticket type can be included in different price cards with different prices, and you don't have to create a new ticket type for every new situation.

Example

Imagine a cinema where an adult ticket normally costs *$15*. Morning shows have a cheaper price of *$10*, and the cinema runs a weekly 'Super Tuesday' promotion where an adult ticket costs *$12*.

The following setup is required:

1. A Ticket Type called *Adult*, with a **Default Price** of *$15*.
2. A Price Card called *Matinee*, only available before *1pm every day*, including the *Adult* ticket type with a price of *$10*.
3. A Price Card called *Super Tuesday*, only available on *Tuesday* after *1pm*, including the *Adult* ticket type with a price of *$12*.
4. A Price Card called *General Admission*, available after *1pm every day* (except *Tuesday*), including the *Adult* ticket type with a price of *$15*.

When creating a show, you select the price card for the correct day and time of day. **Point of Sale** will only be able to sell tickets that are included in the show's price card, and at the prices configured on that price card.

The interaction between ticket types and price cards means that you only need one *Adult* ticket type, which is important for reporting. If you had different ticket types such as *Adult General*, *Adult Matinee*, and *Adult Tuesday* instead, to figure out how many adult tickets you sold, you would have to look at reports and manually add up the totals for each ticket type. By having only a single ticket type that varies its price on price cards, it's easy to look at reports and tell how many adult tickets were sold.

Ticket Types

Import Tickets from the Veezi Master List

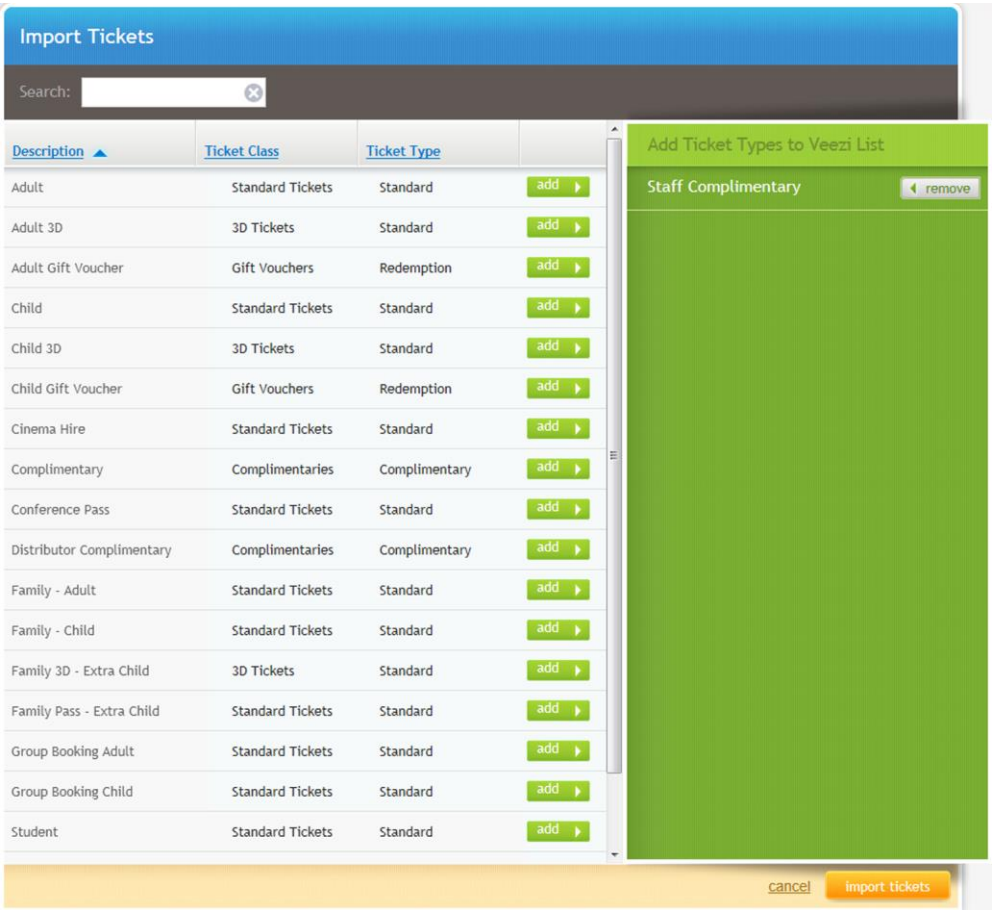
Veezi makes it simple to add new **Ticket Types**. We have a large list of standard ticket types that are common in the industry, so you can pick the ones needed for your cinema and get started right away, without having to spend time creating all the normal ticket types yourself.

If you need a special ticket that isn't in Veezi's database, you can also create it manually (page 26). For now let's focus on the simplest option.

1. On the **Get Started** page, click **Import Tickets from the Veezi Master List**.

2. On the **Getting Started with Tickets** page, **Ticket Types** are listed along with their **Ticket Class**, and the **Type of Ticket** (*Standard*, *Complimentary*). You can do a number of things here:
   a) Enter something in the **Search** box to search for a particular ticket type. You can also enter a ticket class to show tickets in that class.
   b) Click on a column heading to sort the films displayed (alphabetically by Description, Ticket Class, or Type).
   c) Click **add** next to a ticket to add it to the **Import Tickets** panel. You can keep adding multiple tickets until you have all the ones you need.
   d) Click **remove** next to a ticket in the panel to remove it. The ticket won't be added to your system.

3. Click the **import tickets** button at the bottom of the screen to add the films in the panel to your system.



Add Prices to Tickets

Once you have chosen the tickets you want to use in your cinema, you need to set prices for them.

1. On the **Get Started** page, click **Add Prices to Tickets**.

2. On the **Getting Started with Pricing** page, Veezi automatically assembles your first *General Admission* price card from the ticket types you imported:

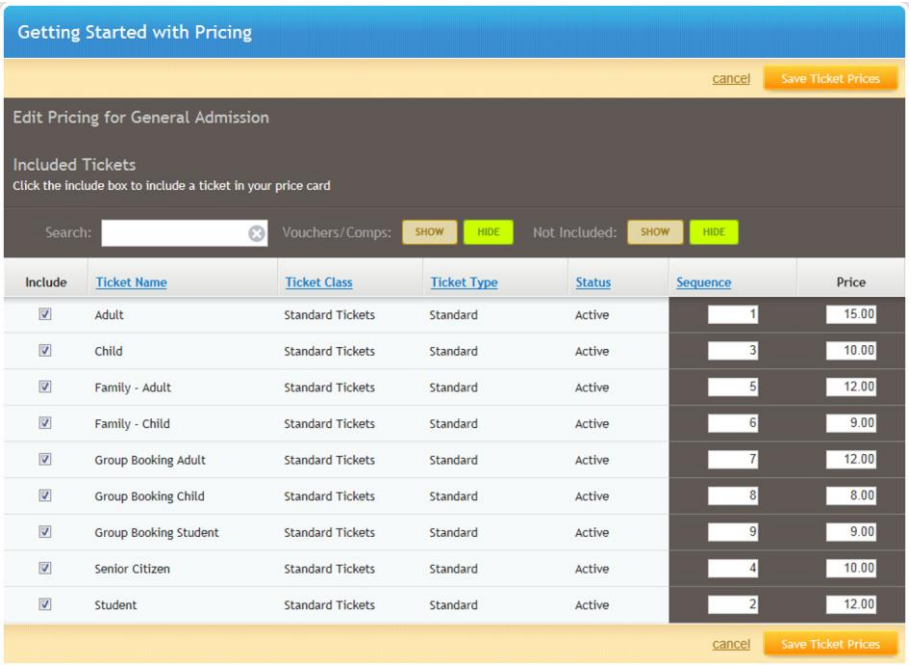
   a) If you want to remove any of these tickets from the *General Admission* price card, untick the **Include** checkbox.

   b) The **Sequence** number determines the order in which the ticket types are displayed on **POS**. Lower numbers are shown first.

   c) The Price determines how much the ticket will cost for a show using the *General Admission* price card.

   Remember! This is just your first price card. You can create other price cards with the same ticket types at different prices (page 12).

3. Click **Save Ticket Prices**.

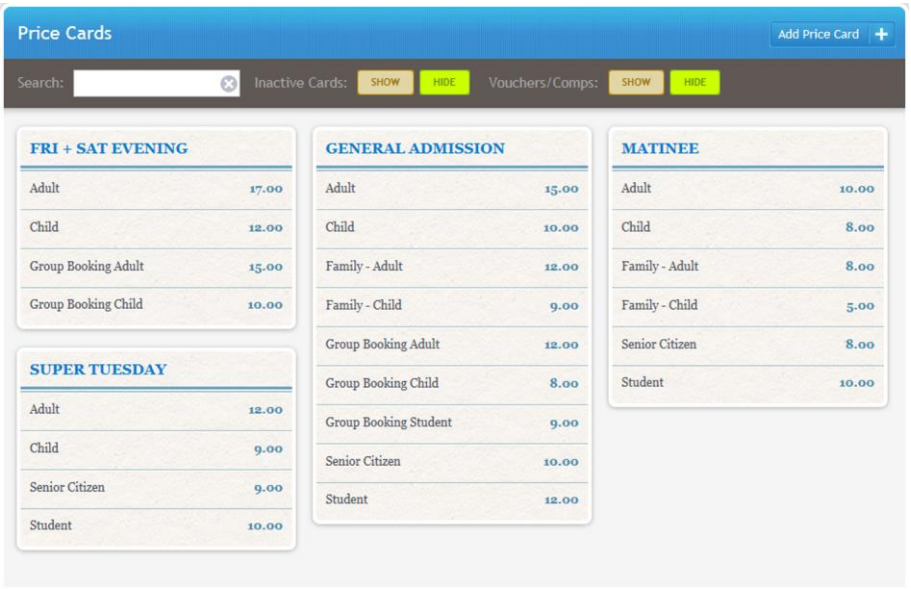


Price Cards

Once you have imported the tickets your cinema needs, and set the normal pricing on your *General Admission* **Price Card**, it's time to create some other price cards.

Price cards are used to set specific pricing and ticket type availability at specific times, giving you the ability to easily control any pricing structure needed by your cinema.

Below is a very simple example setup of some possible price cards. *Matinee* pricing is used every day before 1pm, *Super Tuesday* is used after 1pm on Tuesdays, *Fri + Sat Evening* is used after 1pm on Friday and Saturday, and *General Admission* is used at all other times (after 1pm on Monday, Wednesday, Thursday, and Sunday).



Name & Validity

When creating and editing a **Price Card**, there are two main sections. The first section, **Name & Validity**, is used to configure when a price card can be used. A price card cannot be used for shows that fall outside the range configured here.

1. Hover over the **Tickets** option in the menu, and select **Price Cards**.
2. Click **Add Price Card**.

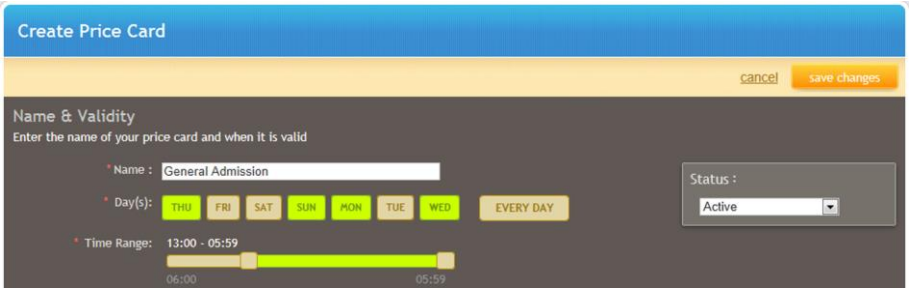
   To edit an already existing price card, click the name.
3. Edit the price card details as required:

   Name - Whatever you want the price card to be called. It is a good idea to name it based on what it's used for.

   Day(s) - Select which days of the week you wish the price card to be available for. Click **Every Day** to select all days.

   Time Range - Select the time range you wish the price card to be available for each day.

Status - Only *Active* price cards are available for use. You can change the status of price cards at any time if they're no longer used, or become needed again.



Included Tickets

After you have configured the validity of the **Price Card**, the next section, **Included Tickets**, is where you choose which Ticket Types are available for shows with the price card, and what their prices are.

1. Select the **Include** checkbox next to a **Ticket Type** to include it in the price card.

   You may wish to have different ticket types available in different price cards.

   For example: Your standard *General Admission* price card may include discount tickets like *Student*, or *Senior Citizen*. On the other hand, peak-time price cards like *Fri + Sat Evening* may not have discount tickets, forcing patrons to pay full *Adult* price.

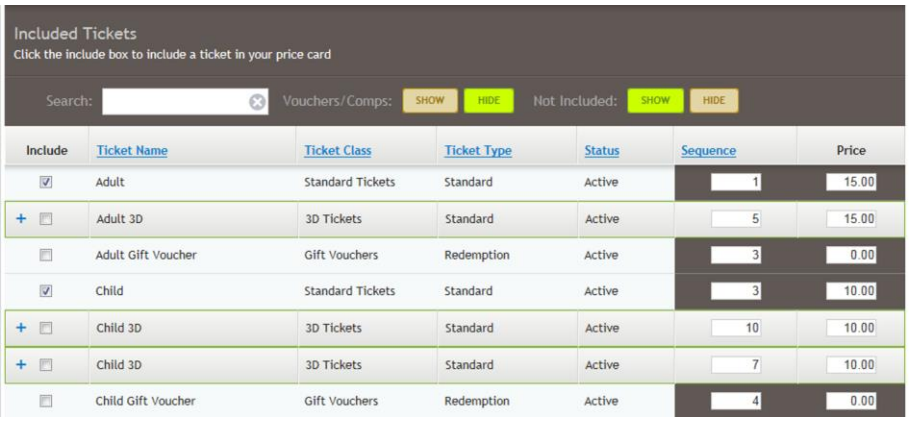
   TIPS! *The* ***Vouchers/Comps*** *buttons allow you to toggle whether or not* Complimentary *and* Redemption *ticket types are shown in the list. If you just want to see the ticket types you have included, use the* ***Not Included*** *buttons to filter out tickets that have not been selected.*

2. By default, the **Sequence** is the number configured on the Ticket Type record. You can change this here if you want shows using this price card to list ticket types in a different order on **POS**.

3. By default, the **Price** is the **Default Price** configured on the Ticket Type record. You can change this here if you want shows using this price card to have a different price for the ticket.

4. Click **save changes**.

5. If you need to create any other price cards, click Add Price Card and repeat the process.



Shows

Set up your first Show

Now that you've got all your films, tickets, and pricing sorted out, the next step is to load shows into Veezi to sell tickets for.

1. On the Get Started page, click **Setup your first Show**.

2. On the **Setting up a Show to sell** page, you can easily create your first trial shows:

   Site - The name of your site (page 8).

   Film - Select the film (page 10) you wish to show.

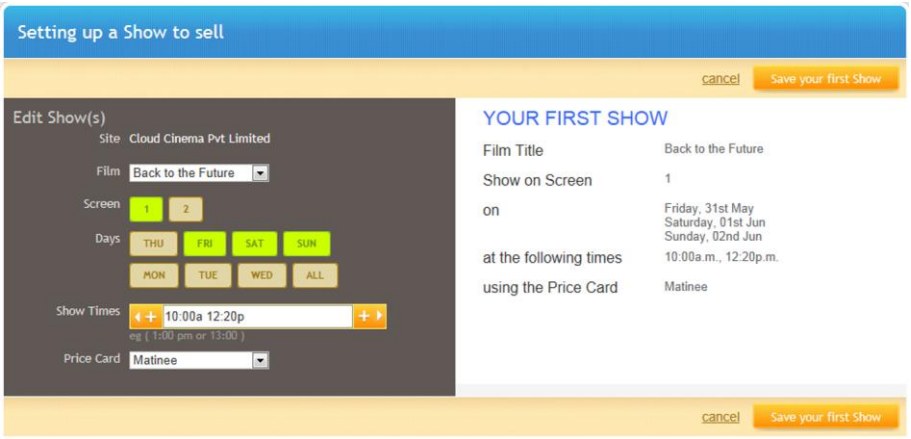
   Screen - Select the screen (page 9) you wish to show the film in.

   Days - Select the specific days of the week you wish to create the show for, or click **All**.

   Show times - Enter the start time of the show you want. If you click the **+>** button, Veezi will automatically enter another show time based on the film's duration, and leaving a gap to clean the auditorium. This is an easy way to quickly create mutiple sessions in the same screen.

   Price Card - Lastly, choose the **Price Card** (page 15) you want to use for the show(s).

3. Click **Save your first Show**.



Food

Import Items from the Veezi Master List

Veezi makes it simple to add new food items. We have a large list of common cinema, bar, and restaurant concession items, so you can pick the ones you need and get started right away.

If you need a special item that isn't in Veezi's database, you can also create it manually (page 27). For now let's focus on the simplest option.

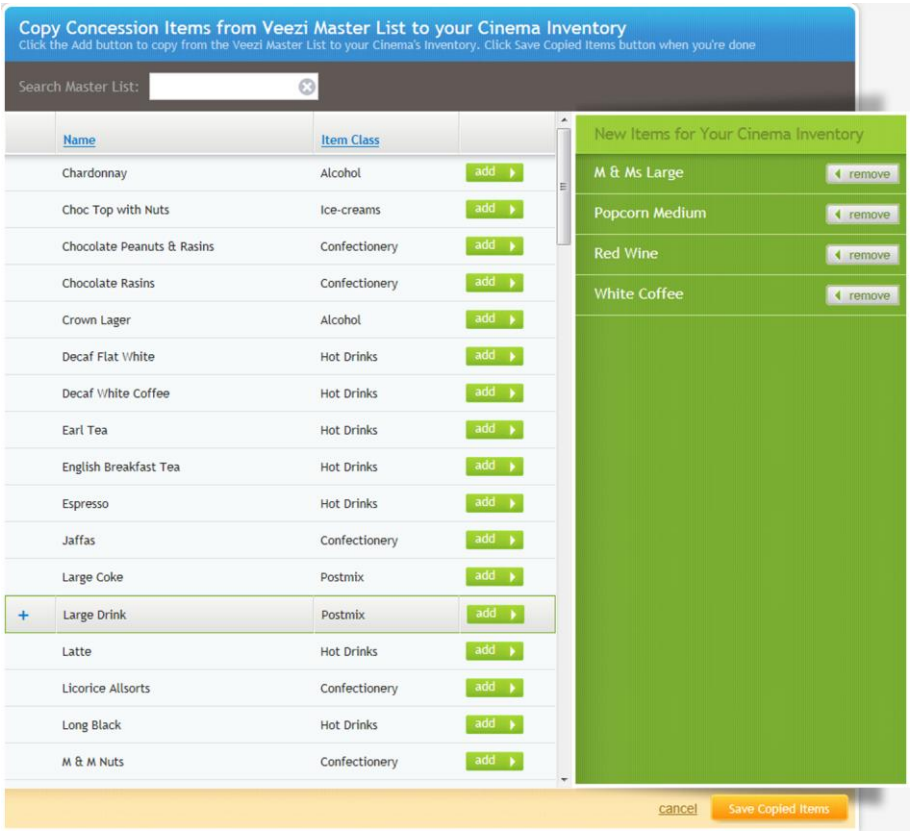
1. On the **Get Started** page, click **Import Items from the Veezi Master List**.

2. On the **Getting Started with Concession Items** page you can do a number of things:
   a) Enter something in the **Search** box to search for a particular item.
   b) Click on a column heading to sort the items displayed (alphabetically by Name or Item Class).
   c) Click **add** next to an item to add it to the **New Items for Your Cinema Inventory** panel. You can keep adding multiple items until you have all the ones you need.

   Tip! If an item is marked with a **+** and a green border, this indicates that it's a group of multiple items. Click **+** to show the associated items.

   d) Click **remove** next to an item in the panel to remove it. The item won't be added to your system.

3. Click the **Save Copied Items** button at the bottom of the screen to add the concession items in the panel to your system.



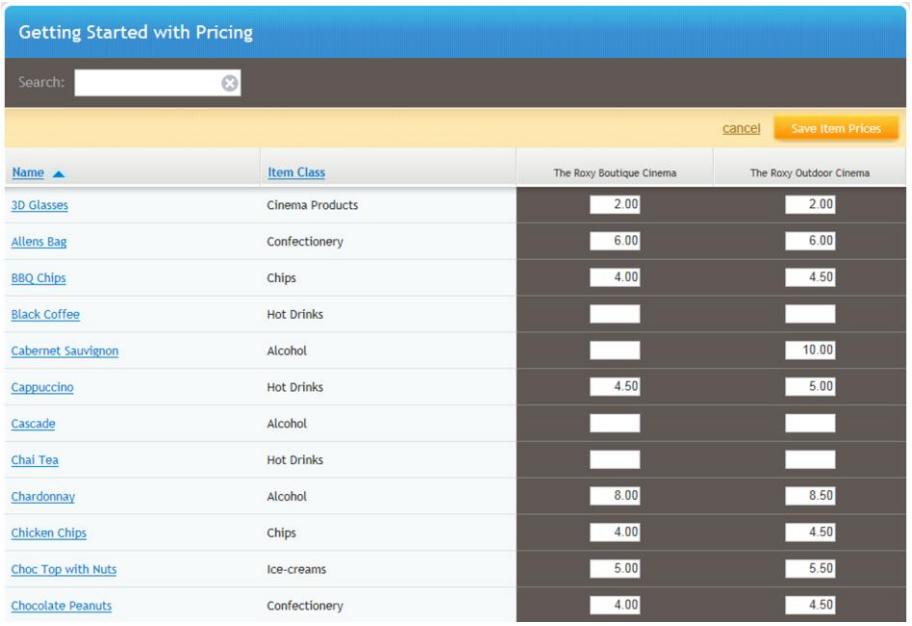
Add Prices to Items

Once you have chosen the items you want to use in your cinema, you need to set prices for them.

1. On the **Get Started** page, click **Add Prices to Items**.

2. On the **Getting Started with Pricing** page, Veezi allows you to easily configure the price of each item at each site. Use this to set up your different pricing structures, or if you have only one site, just enter the required prices and you're away.

3. Click **Save Item Prices**.



Name	Item Class	The Roxy Boutique Cinema	The Roxy Outdoor Cinema
3D Glasses	Cinema Products	2.00	2.00
Allens Bag	Confectionery	6.00	6.00
BBQ Chips	Chips	4.00	4.50
Black Coffee	Hot Drinks		
Cabernet Sauvignon	Alcohol		10.00
Cappuccino	Hot Drinks	4.50	5.00
Cascade	Alcohol		
Chai Tea	Hot Drinks		
Chardonnay	Alcohol	8.00	8.50
Chicken Chips	Chips	4.00	4.50
Choc Top with Nuts	Ice-creams	5.00	5.50
Chocolate Peanuts	Confectionery	4.00	4.50

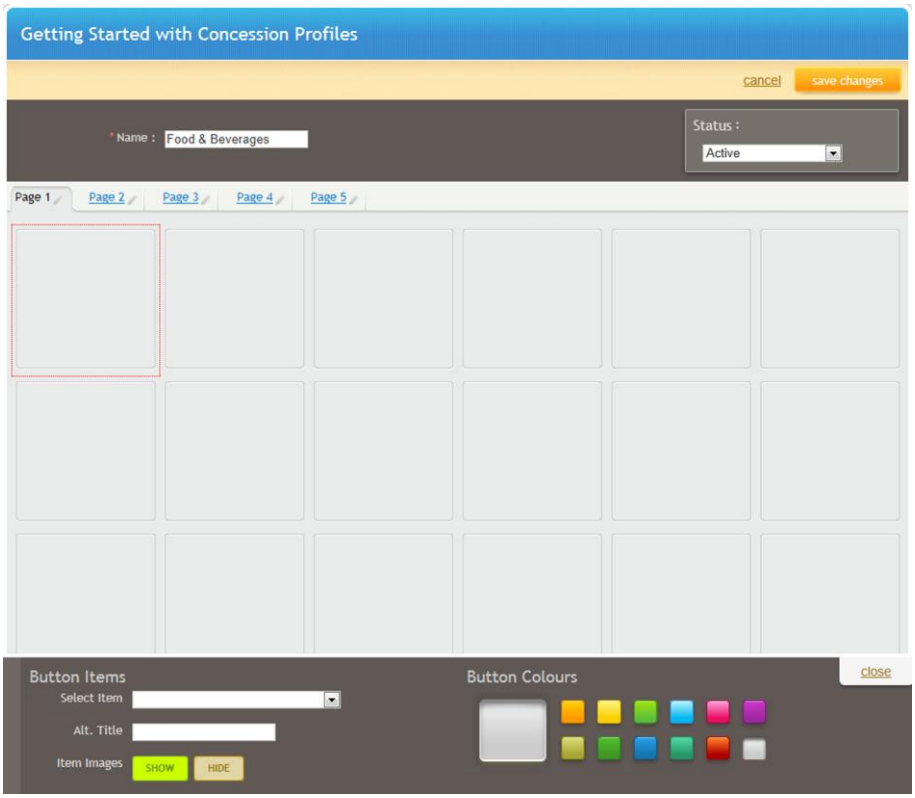
Display Items on POS

To sell items easily at the point of sale, you need to create a button for it on your **Concession Profile**. Rather than going into detail here, we'll just work through the simple getting started process.

1. On the **Get Started** page, click **Display Items on POS**.

2. On the **Getting Started with Concession Profiles** page, you can easily create and customise buttons for items, and arrange them on pages:
   a) Click on a button to configure the **Button Item** (page 20) and the **Button Colour** (page 21).
   b) Click on a **Page** title to add buttons to other pages.
   c) Click the **Pencil** icon next to a page title to rename it.

3. After you're done, don't forget to click **save changes**.



Button Items

Select Item - Choose the **Item** (page 18) that you wish to use the button for. When a **POS** operator presses the button, the associated item is added to the order.

Alt. Title - By default, the button text is the name of the selected item. You can use this option to override that and put different text on the button if you need it. **For example:** the standard item name might be too long.

Item Images - Items can be configured with images to display on buttons. This allows you to choose whether or not the image is shown.

Button Colours

Button Colours - Adding colours to buttons can be a good way to group similar types of items, and allow your POS users to easily identify items on the screen for quick service. **For example:** yellow buttons for popcorn items, red for coke items.

Vouchers and Gift Cards

Vouchers and gifts cards are powerful tools to help you generate more revenue, increase customer satisfaction and make it super easy for your customer to buy more from you. They are like cash - but often vouchers and gift cards are not tracked or controlled as tightly. Veezi **Voucher Manager** is the simple solution to having total visibility and control over your voucher and gift card stock. VVM provides information through your POS applications, allowing you to set up new vouchers from within one place. Reconciling sold and redeemed vouchers and gift cards has never been so easy and accurate.

Set up Voucher Manager

1. Open **Additional Modules > Enable Vouchers and Gift Cards**.
2. Agree to the Terms and Conditions.
3. Hit Enable Vouchers and Gift Cards.

   We will work our magic in the background to get your **Veezi Voucher Manager** account setup. This may take 5– 10 minutes.
4. Check that you have received a confirmation email from us to say that setup is complete.

   Your VVM account is now ready to use!
5. Hit the **Manage** button.

   Voucher Manager will open in a new window.
6. Log in using your Veezi credentials, and you're good to go.

Users

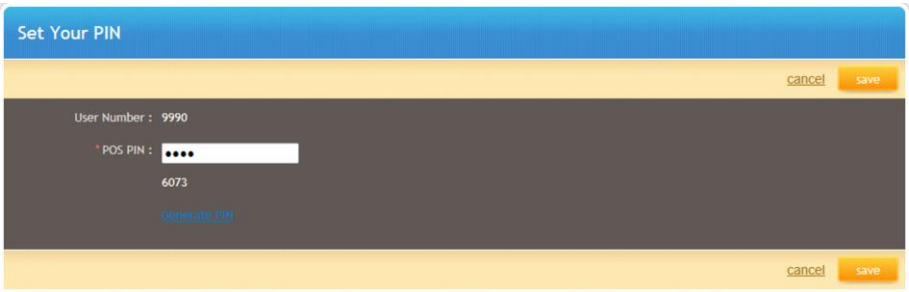
Set your PIN

When setting up Veezi for the first time, each person who needs to log on to **POS** needs a **User Number** and a **POS PIN**. You will have already been given a user number, so for now let's just set up your own PIN, so you can get on to testing POS.

1. On the **Get Started** page, click **Set your PIN**.

2. On the **Set Your Pin** page, you can enter your own in, or click **Generate PIN** to have Veezi automatically choose one for you.

3. Click **save**.



POS

Before you install POS, it's important that you complete all the steps described in this guide. If you try to install POS before completing these steps, important functionality will not work correctly.

You can still make it work, but the process requires far more technical knowledge and ability. It's quite easy to get stuck and end up needing to call support.

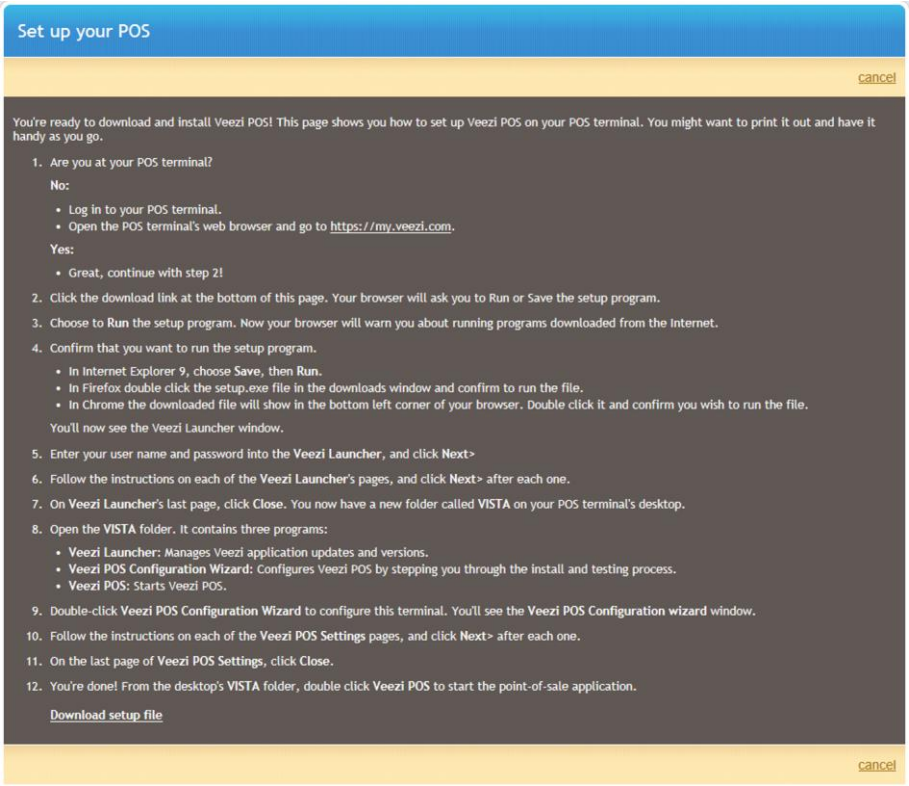
If you want to make things easy for yourself, we strongly recommend completing all the steps of this guide in order. This will get you up and running in no time.

1. On the **Get Started** page, click **Go and install POS**.

2. Follow the simple instructions on the **Set up your POS** page.

That's all there is to getting started with POS for your Veezi trial.

If you need more detailed information about how POS works, see the *POS User Guide*.



Summary

Congratulations! You have now successfully installed your trial version of **VEEZI**.

We hope the setup process was easy to complete.

If there is any part of this guide which you feel needs improvement or more clarification, please don't hesitate to get in touch with us. We value any suggestions that will help future Veezi Trialists.

Most of all, we hope you enjoy using Veezi!

The **VEEZI** Team.

Extra stuff

In previous sections of the guide, we looked at importing **Films** (page 10), **Ticket Types** (page 13), and **Concession Items** (page 18) from the Veezi master lists.

If you need to create your own custom records, this extra section talks about how to do that.

Creating and editing Films

If you need a special film that isn't in Veezi's database, you can create it manually.

1. Hover over the **Programming** option in the menu, and select **Films**.
2. Click **Add Film**.

   If you need to edit an existing film, click on the **Title**.
3. Click **(C) Create a new film**.
4. Enter the details of the film as required:

   Title - The name of the film.

   Short Name - A shorter version of the name that is displayed if the full title is too long.

   Synopsis - A summary of the film that is displayed on POS.

   Genre - The type of film.

   Signage Text - The name of the film as it appears on signage such as LED boards.

   Distributor - The distributor that the film belongs to.

   Opening Date - The film's release date.

   Rating - The film's local censor rating.

   Content - Further information about the censor rating, such as Contains violence.

   Duration - The running time in minutes.

   Restricted - Select this option if the film is age restricted.

   Display Sequence - This number determines where the film is displayed on POS. The lowest numbers are listed first.

   National Code - If your government requires film data to be reported, the film's report code can be entered here.

   Status - Only *Active* films are available for use. You can change the status of films at any time if they are not longer used, or become needed again.

   Poster Graphic - You can upload a promotional image for the film, which will display on POS.

Actors & Directors - Click **Add Person** to associate actors and directors with the film, which will be listed on POS.

5. Click **save changes**.

6. If you need to create any more films, click Add Film and repeat the process.

Creating and editing Ticket Types

If you need a special ticket that is not in Veezi's database, you can create it manually.

1. Hover over the **Tickets** option in the menu, and select **Ticket Types**.

2. Click **Add Ticket**.

   If you need to edit an existing film, click on the **Description**.

3. Click **(C) Create a new ticket**.

4. Enter the details of the ticket type as required:

   Description - The name of the ticket type, such as *Adult*, *Adult 3D*, *Child*.

   Label - A short name for the ticket that is displayed if the full description is too long.

   Ticket Class - Choose the most appropriate class.

   Default Price - Set the price most normally used for the ticket. This can be changed on price cards.

   Sales Tax - Choose the appropriate tax rate.

   Is Child - Select this option if the ticket type is for children.

   Display Sequence - This number determines where the ticket type is displayed on POS. The lowest numbers are listed first. The info line shows which sequence numbers have already been used by other ticket types.

   Is Package - Select this option if the ticket type is a Package, such as *Adult 3D Package* which includes an *Adult 3D ticket* and a pair of *3D glasses*.

   Voucher Identifier - If the ticket type corresponds to a voucher, enter the barcode prefix of the type of voucher here. Barcodes are set up under **Settings > Point Of Sale**.

   Sales Via - Select how you want the ticket type to be sold. **TIP!** You *can* select both options. Many Trialists have forgotten to select the right options here, and wonder why the ticket type doesn't show up where they want it to.

   Ticket Type - *Standard* ticket types are for normal everyday use. Complimentary ticket types are strictly used for comps. *Redemption* ticket types can be redeemed for tickets and/or items. If a redemption ticket is sold at your cinema, it is configured with a **Sales Tax** rate and an **Item Class**.

Status - Only *Active* ticket types are available for use. You can change the status of ticket types at any time if they are not longer used, or become needed again.

5. Click **save changes**.

6. If you need to create any more tickets, click Add Ticket and repeat the process.

Creating and editing Items

If you need a special ticket that is not in Veezi's database, you can create it manually.

1. Click on the **Food & Items** option in the menu.

2. Click **Add Item**.

   If you need to edit an existing item, click on the **Name**.

3. Click **(C) Create a custom item**.

4. Enter the details of the item as required:

   Name - The name of the item, such as *Small Popcorn*, *Peanut M&Ms*, *Cheeseburger*.

   Label - A short name for the item that is displayed if the full name is too long.

   Item Class - Choose the most appropriate class.

   Unit of Measure - Select how the item is counted in your stocktakes.

   Sales Tax - Choose the appropriate tax rate.

   Voucher Identifier - If the item corresponds to a voucher, enter the barcode prefix of the type of voucher here. Barcodes are set up under **Settings > Point Of Sale**.

   Item Price - Set the retail price most normally used for the item.

   Cost Price - Set the cost for you to purchase stock of the item.

   Report as Box Office - Select this option for items that you do not want to include in concessions on reports, such as ticket vouchers and coupons sold at POS, or promotional material like film posters.

   Status - Only *Active* ticket types are available for use. You can change the status of ticket types at any time if they are not longer used, or become needed again.

   POS Image - You can upload an image to display on the item's POS button.

   Options and Upgrades - Select *None* for normal items that are sold by themselves. *Use Options* for items that have alternatives, such as *Ice Cream* having options for *Chocolate*, *Strawberry*, and *Vanilla* flavours. *Use Upgrades* for items that can be upgraded, such as a *Small Drink* being upgraded to a *Medium* or *Large Drink*.

5. Click **save changes**.

6. If you need to create any more tickets, click Add Ticket and repeat the process.

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