

## Day 6 - Morning

### Your questions

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### Install Updated Database

- Install updated/data imported database
- Review any imported data for verification of accuracy

### Review of Prior Topics

- Patron Management
- Ticket Sales
- Donation Management

### End of Day Processing

- Till Balancing for each employee (Box Office and Development)
- Creating a Deposit, Sales Posting, and Posting to the General Ledger
- Printing the End-Of-Day Reports

### Online Credit Card Payment Server

- Review of Online Credit Card Payment Server Reports
- Settlement of Online Credit Card Payment Server via Theatre Manager
- Forced Deposit Issues (stop, drop, and roll!)
- Management of Online Credit Card Payment Server (Box Office needs easy access)
- Review of Online Credit Card Payment Server manual settlements procedure
- Review of the 4 Major Players Involved with Processing Credit Cards
  - o **Theatre Manager** – entry and collection of data that talks to the Online Credit Card Payment Server
  - o **Online Credit Card Payment Server** – Middleman who receives data from Theatre Manger and communicates with your Service Provider; then communicates back to Theatre Manager.
  - o **Service Provider** – the entity that authorizes the credit card. Do you have their contact information easily available?

## Day 6

- **Your Bank** – the location where the Service Provider deposits the money after a successful settlement of the Online Credit Card Payment Server.

### Transferring End-Of-Day Activity into Accounting Package

- Theatre Manager is based on Accrual Accounting Principles and as such, all reports for End-Of-Day summary of activity are presented in that fashion.
- Review of Theatre Manager's End-Of-Day Reports to make sure that the selected report to have the Box Office run at the end of each day will provide the information in the best possible layout for the accountant.
- Review of Theatre Manager's Account Receivables Reports

### Managing A Sale After the Fact

- Fixing Incorrect Pre-Deposited Payments and Post-Deposited Payments
- Printing an Invoice from the Patron Window
- Printing Invoices from the Batch Functions menu
- Printing an Invoice and Emailing the Invoice to the Patron for the Patron Window

## Day 6 – Afternoon

### Mail Lists

- Difference between Who (mail list) and What (report)
- Database mining to build Mail Lists
- Adding Specific Patrons to a Mail List
- Removing Specific Patrons from a Mail List
- Using the powerful "Having" button
- Combining various Mail Lists into a single Mail Lists

### Label Printing and Exporting Data via Mail Lists

- Printing Address Labels and Envelopes
- Exporting Patron Names & Addresses for External Use
- Printing a Form Letter to be sent to Patrons on a Mail List

### Word Processing

This section may not need to be covered again if it was covered during the Donation Management training session.

- Review of the word processing module
- Designating the file used for the letter data
- Creating a form letter

### Form Letter Merging

- Merging a Form Letter with a Mail List
- Email Blasts - This will cover only high level overview. More detailed information can be provided if there is time available on Day 8 or during a separate training session (i.e. Follow Up Training)

## Day 6

### Introduction to Reports

The purpose of this session is not to learn each and every report in Theatre Manager, rather it is used to learn about the Report Criteria Window and how to access the data so you print Theatre Manager's reports.

- Box Office and Donation Reports
- In-depth review of Part of the Criteria Window
- Using Filters to quickly find data base fields
- Saving reports as PDF's for saving on the Server
- Creating Custom Categories
- Saving and using previously saved criteria
- Using the "Test" button
- Running similar reports with the same criteria
- Altering the criteria on the existing data
- Exporting data directly into MS Excel documents
- Producing reports in Theatre Manager that mimic the reports from your prior system (based on the reports that have been supplied to the Trainer)
- Creating criteria for reports that mimic the report criteria from your prior system (based on the reports that have been supplied to the Trainer)

### Meeting with Executive Director - Review of Onsite Training

- Status update of where we are in the training process
- Outstanding tasks that need to be completed
- Missed topics that were part of the base curriculum and reasons why they were missed
- Possible options (cancel future topics, shortened time allocation to future topics, postpone a future topic for another onsite training session in the future) to catch up on any missed topics

## Day 6 – Homework

### Preparation for Going Live

- Box Office to start entering any sales into Theatre Manager that were received since the Data Import Cutoff Data and have already been reported to the Accounting Department.