

Clear Seating Chart

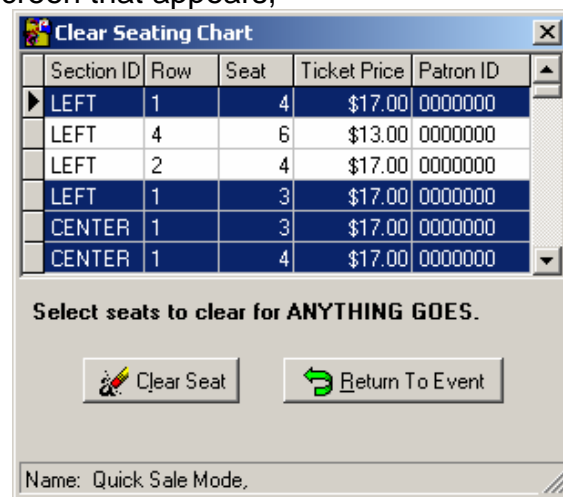
Choose A Seat screen shows that the seat is sold to the Patron, but it doesn't exist in that patron's history, how do I correct it?

Make sure you know which patron should have the seat. You can reference printed receipts, printed tickets, the seller's recollection of the sale, open the Choose A Seat screen and look at the Patron ID that pops up when you click on the seat in question, or view the Check Seat Assignments report for the message "Record in Event file, but not in History".

Utility | Clear Seating Chart,

1. Find the patron from the Search Patrons screen that appears,
2. Choose the event from the Select Event screen that appears,

3. Find the seat that does not exist in History...
4. Click on it once to highlight it. NOTE: If more than one seat is to be cleared, use the Ctrl button or Shift key to highlight multiple seats.



5. Click Clear Seat to release it from the seating chart. Use the Return to Event button to choose another Event from the list.

6. Redo the sale. Now that you've cleared the Seating chart, the seats will be open for sale. You'll need to redo the sale before those seats are sold to another patron.
If no payment was saved during the original sale, then you may complete the payment information now and end the session.

Payment was saved during the original sale...

7. If a payment was saved in History, then you will want to delete the extraneous payment. You may delete it under utilities or keep the original payment data.*

*Delete the extraneous payment. Utility | Modify/Delete Data | Modify/Delete Payment

How could this happen?

Once the seller ends the Session, the Payments, Miscellaneous Items, and Ticket Sales are sent to the data tables. If the flow to the data tables is interrupted, the Event File shows the ticket belongs to the patron, but the Ticket History has not been saved in the Patrons Information File.

Interruptions may include a server or network down; a seller mistakenly turns off a computer or a power outage during an electrical storm.