Newman Go Live Training

Objective

To have Newman set up ready to sell tickets and products and for venue managers to be ready to train other users in using the Point of Sale.

Structure

- 2 days (ideally back to back).
- Ideally, to be held one week before ticket sales go live.
- Confirmed information required:
  - Ticket pricing
  - Membership scheme
  - Product prices

Requirements

- At least 1 PC (with mouse and keyboard) with active internet connection.
- Venue Server active and set up.
- At least 1 Point of Sale till active and on the network (in the same room) ideally with a working ticket printer (with tickets) and chip and pin.
- Seating Plans supplied and uploaded into Newman.
- Your pre-pay cards should be ready (if you are using them).

Content

Day 1

Session 1

- Introduction to Newman Back Office – how to navigate around, page features, introduction to Filters and Queries
- Setting up Users
- Setting up Ticket Classes
- Setting up Films
- Setting up Deals
- Setting up Shows

The aim by the end of this session is to have a week's worth of shows programmed onto the tills.

Session 2

- Setting up Products
- Setting up Product Prices
- Setting up Till Layouts

The aim by the end of this session is to have a till layout set up with a number of products set up.

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Day 2

Session 3

- Setting up Memberships
- Setting up Pre-pay cards
- Setting up Ticket Pricing
- Finishing setting up Till Layouts
- Finishing programming Shows

The aim by the end of this session is to have the tills programmed as fully as possible and ready for training in the afternoon. The customer will be able to complete the programming by adding any missing products or shows themselves following the training.

Session 4

- Till Training
  - Selling Tickets and Products
  - Previous Transactions
  - Memberships
  - Cash Control
  - Till and other settings

The aim by the end of this session is for the venue managers to be confident enough to deliver "Front of House Newman Training" to their staff.

Session 5

- Results and Reports

The aim by the end of this session is to be able to see results and print reports.