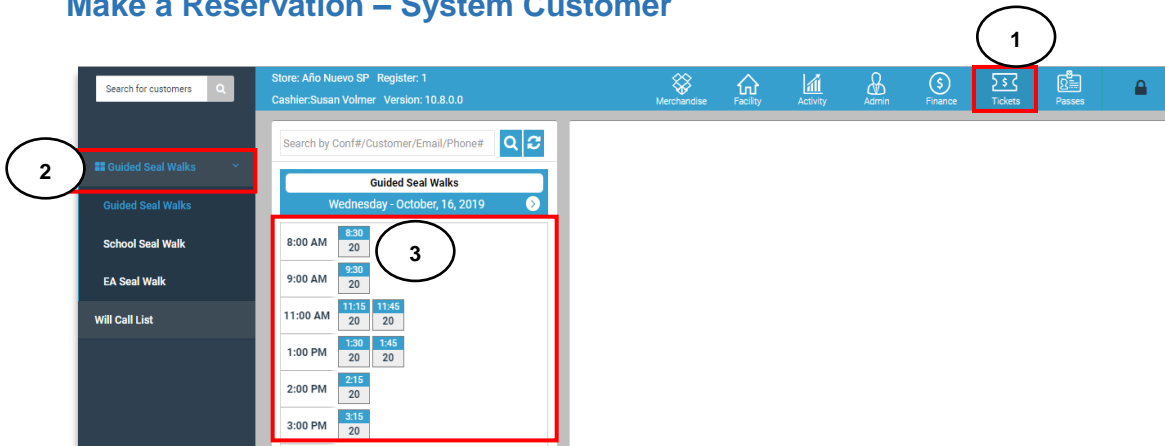


## Job Aid 12.1: Año Nuevo Tour Tickets

This Job Aid describes how to make, find, modify, and check in an advance reservation for an Año Nuevo guided walk. By default, tour reservations are made with the R2S2 System Customer. If a visitor has a Distinguished Veteran pass, staff must make the reservation with the visitor's Customer Profile so the visitor will receive the appropriate discount. When a reservation is made and the sale tendered, R2S2 prints a receipt and the confirmation number is on that receipt.

*The actions in this Job Aid must be performed in the R2S2 **Tickets** section.*

### Make a Reservation – System Customer



1. Click **Tickets** from the top navigation pane.
2. Click **Guided Seal Walks** to display the available tours in the center panel.
3. Select a **Tour** start time (click on time in blue above number of available spaces).

Guided Seal Walks - (Public & Open) - Ano Nuevo SP

10/16/2019 9:30 AM(20) Seat selections are registered under the head of Household

Adult(\$7)  Child (Ages 5-12)(\$7)

Less Than 5 Years(\$0)

Availability 20

3 tickets in this order  
 Do not check-in

[Add to Shopping Cart](#) [Close](#)

4. Select the number of **Adult** tickets to be sold using mouse and keypad on the right.
5. Click in the **Child** field and enter ticket quantity manually or use the keypad.
6. Click **Add to Shopping Cart**.

## Job Aid 12.1: Año Nuevo Tour Tickets

The screenshot shows a ticketing system interface. On the left, there is a calendar view for 'Guided Seal Walks' on Wednesday, October 16, 2019, with various time slots. The main area displays a shopping cart with the following items:

Description	Unit Price	Qty	Total
Guided Seal Walks - (Public & Open)	\$7.00	2	\$14.00
Guided Seal Walks - (Public & Open) Registration Fee.	\$0.00	2	\$0.00
Registrant: CUSTOMER , SYSTEM Activity: Guided Seal Walks - (Public & Open) - Año Nuevo SP Schedule: 10/16/19 09:30:00 AM Classification: Child (Ages 5- 12)			
Guided Seal Walks - (Public & Open)	\$7.00	1	\$7.00
Guided Seal Walks - (Public & Open) Registration Fee.	\$0.00	1	\$0.00

Below the cart, there are fields for 'Paid by for' (set to 'Head of Household') and a 'Tax Exempt' toggle (OFF). The totals are: Sub Total: \$21.00, TAX: \$0.00, Grand Total: \$21.00. At the bottom, there are buttons for '\$ Hold', 'Empty Cart', 'Credit Card', '+', and 'Tender Cart'. A red box highlights the cart items, and a circle labeled '7' highlights the registration details. Another circle labeled '8' highlights the payment buttons.

7. Verify the correct number of tickets and dollar amount in the **Shopping Cart**.
8. Click **Credit Card**, **Exact Change ( + )** or **Tender Cart** to process the payment.

To process more than one tender type or to split a transaction on two credit cards, use steps “a” through “e” and start by clicking on the **Tender Cart** button to display the following:

The screenshots show the payment process flow:

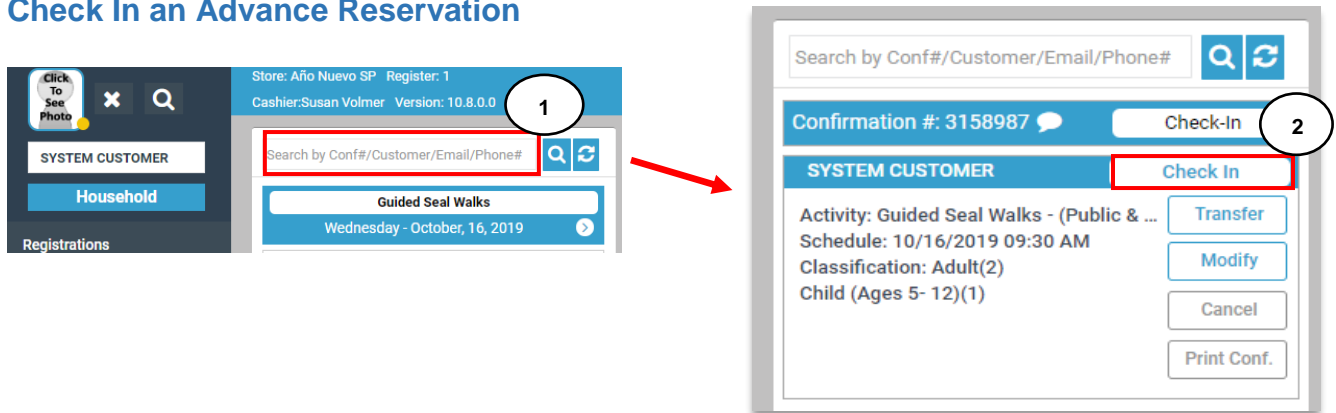
- TENDER TRANSACTION** window: Shows payment methods. The 'Cash' field is highlighted with a red box and labeled 'a'. The 'Total Balance' is highlighted with a red box and labeled 'e'. A red bracket labeled 'b' encompasses the 'Check' and 'Credit Card' fields.
- CHECK PAYMENT** window: Shows fields for 'Check # 91-58/1221', 'Pay to the Order of', 'Routing Number', 'Account #', and 'Check #'. A red bracket labeled 'c' encompasses the 'Check #' and 'Account #' fields.
- CREDIT CARD PAYMENT** window: Shows fields for 'Tender Amount' (pre-filled with \$11.00), 'Name on Card', 'Card Type', 'Card Number', and 'Expiration Date'. The 'Accept' button is highlighted with a red box and labeled 'd'.

- a. In the **TENDER TRANSACTION** window, click in the **Cash** dollar amount field and enter an amount less than the total transaction amount and the **Total Balance** displayed, and marked with “e” in this example, changes to the remaining balance.
- b. Click in the **Check** or **Credit Card** field to enter remaining balance.
- c. Fill in required fields for the **CHECK PAYMENT** (check number and amount) or **CREDIT CARD PAYMENT** (all fields will pre-populate with chip or mag stripe).
- d. Click **Accept**.

## Job Aid 12.1: Año Nuevo Tour Tickets

There are no card readers in the Training Environment, so type in card number: 4111 1111 1111 1111 and 999 for the CVV. Make up the other required information.

### Check In an Advance Reservation

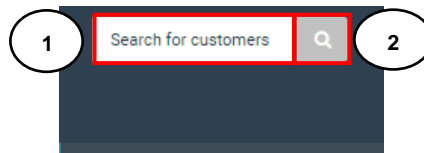


1. Click/tap in the **Conf#/Customer/Email/ Phone#** field and enter the confirmation number from the visitor's printed confirmation or locate in the **Journal**.

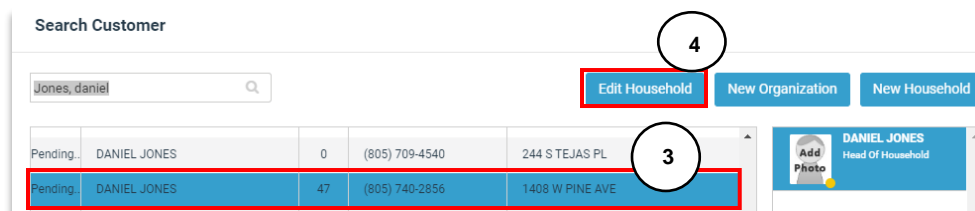
*If the visitor has their printed receipt with confirmation number, or their wristband, you may scan the barcode rather than type in the confirmation number.*

2. Click/tap the **Check-In** button and the wristband(s) print.

### Make a DVP Reservation – Customer Profile



1. Click/tap in the **Search for customers** field, enter the visitor's phone number, or enter the first few letters of the visitor's last name, a comma, and the first few letters of the first name.
2. Click/tap on the **Search** (magnifying glass) button.



3. Verify the address and/or phone number when the search results display.
4. Click **Edit Household** and the following screen displays.

## Job Aid 12.1: Año Nuevo Tour Tickets

**Classification / Active**  
 Current Classification: Distinguished Veteran  
 Status:  Active  Suspend  Hold  
 Expiration Date: NEVER  
 Collect Proof of Eligibility: No additional information is needed at this time to prove the customer's eligibility for this classification.  
 Relationship: [Dropdown]  
 Add Dependent  
 Close Save

5. Confirm customer **Classification** in the **Edit Household** screen.
6. Click **Close**.

Search	First Name	Last Name	Age	Phone	Address
Pending	DANIEL	JONES	0	(805) 709-4540	244 S TEJAS PL
Pending	DANIEL	JONES	47	(805) 740-2856	1408 W PINE AVE
Pending	DANIEL	JONES	0	(907) 748-4050	2517 VIRGINIA STAPT 1
Pending	DANIEL	JONES	0	(916) 240-4782	5700 CALLISTER AVE
Pending	DANIEL	JONES	0	(925) 605-8409	1249 HILLVIEW DR
Pending	DANIEL	JONES	0	(951) 216-5304	13874 HUNTERVALE DR
Pending	DANIELLE	JONES	0	(303) 845-0036	5314 SW MANNING ST
Pending	DANIELLE	JONES	0	(530) 413-3172	943 WAGSTAFF RD
Pending	DANIELLE	JONES	39	(559) 469-9204	1550 PINE DR
Pending	DANIELLE	JONES	0	(619) 851-5417	4025 FLORIDA STUNIT 7
Pending	DANIELLE	JONES	0	(707) 319-7917	5414 ALUMNI DR NWUNIT A
Pending	DANIELLE	JONES	0	(714) 306-6867	8461 DANBURY CIR

Close Select Household

DANIEL JONES  
 Add Photo  
 DANIEL JONES  
 Household

7. Click **Select Household** at the bottom of the **Search Customer** window and the customer/visitor name displays in the top left of the screen.

Once you select a Tour time from the center panel, the **PreCart** displays the appropriate ticket classification indicated in “a” below.

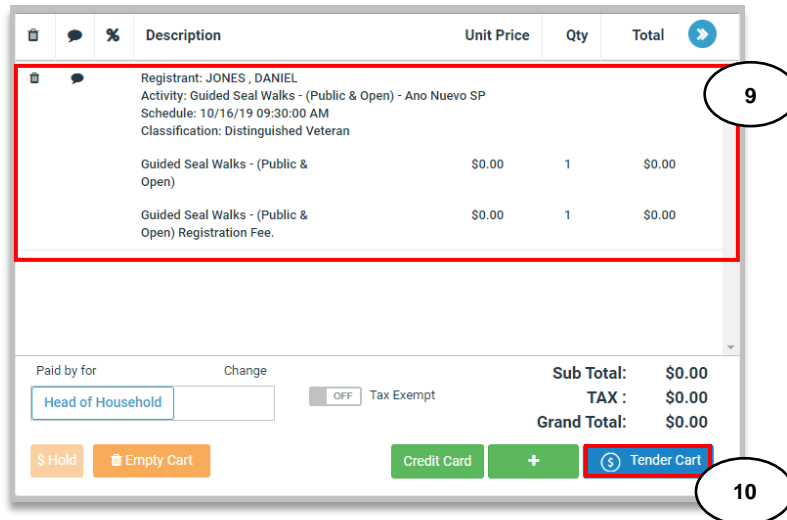
Guided Seal Walks - (Public & Open) - Ano Nuevo SP  
 10/16/2019 9:30 AM(17) Seat selections are registered under the head of Household

Adult(\$7) 0 Child (Ages 5-12)(\$7) 0  
 Distinguished Veteran(\$0) 1 Less Than 5 Years(\$0) 0  
 Availability 17

1 tickets in this order  
 Do not check-in  
 Add to Shopping Cart Close

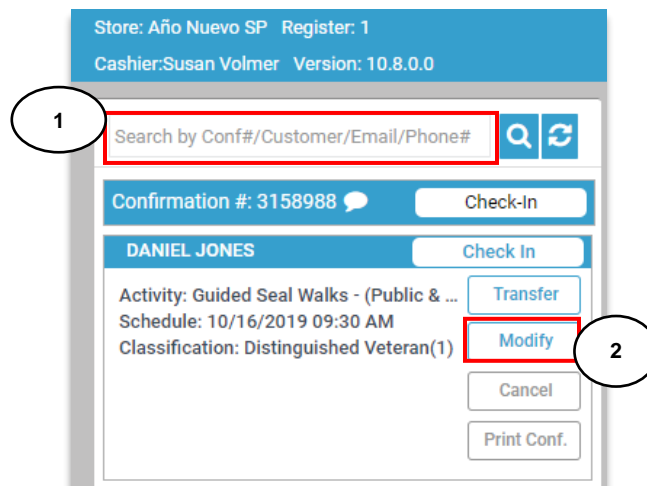
8. Click **Add to Shopping Cart**.

## Job Aid 12.1: Año Nuevo Tour Tickets



9. Verify the discount in the **Shopping Cart**.
10. Click **Tender Cart**.

## Modify a Reservation



1. Click/tap in the **Conf#/Customer/Email/ Phone#** field and enter the confirmation number. The reservation displays in the center panel.

*If the visitor has checked in, you must click **Undo Check In** before you can modify the reservation.*

2. Click/tap the **Modify** button and the ticket selection screen appears as shown on the next page.

## Job Aid 12.1: Año Nuevo Tour Tickets

Guided Seal Walks - (Public & Open) - Ano Nuevo SP

10/16/2019 9:30 AM (16)  Seat selections are registered under the head of Household

10/16/2019 9:30 AM (16)

10/16/2019 11:15 AM (20)

10/16/2019 11:45 AM (20)

10/16/2019 1:30 PM (20)

10/16/2019 1:45 PM (20)

10/16/2019 2:15 PM (20)

10/16/2019 3:15 PM (20)

Child (Ages 5-12)(\$7)

Less Than 5 Years(\$0)

Availability 16

1 tickets in this order

Do not check-in

Go To Shopping Cart Close

3. Select the desired new tour time from the dropdown in the **PreCart**.
4. Click/tap in the appropriate ticket field(s) and type or use the mouse and keypad to enter the desired number of tickets in each field.
5. Click/tap the **Go To Shopping Cart** button. The changes and the balance or refund due display. The added tickets are in **black** and the cancelled tickets in **red** in "a".

Description	Unit Price	Qty	Total
Registrant: JONES, DANIEL Activity: Guided Seal Walks - (Public & Open) - Ano Nuevo SP Schedule: 10/16/19 11:15:00 AM Classification: Distinguished Veteran			
Guided Seal Walks - (Public & Open)	\$0.00	1	\$0.00
Registrant: JONES, DANIEL Activity: Guided Seal Walks - (Public & Open) - Ano Nuevo SP Schedule: 10/16/19 09:30:00 AM Classification: Distinguished Veteran			
Guided Seal Walks - (Public & Open) Cancellation	\$0.00	-1	\$0.00

Paid by for   OFF Tax Exempt

Sub Total: \$0.00  
TAX: \$0.00  
Grand Total: \$0.00

Hold Empty Cart Credit Card + Tender Cart

6. Click/tap **Tender Cart** button to complete the transaction.

**This concludes Job Aid 12.1: Año Nuevo Tour Tickets.**