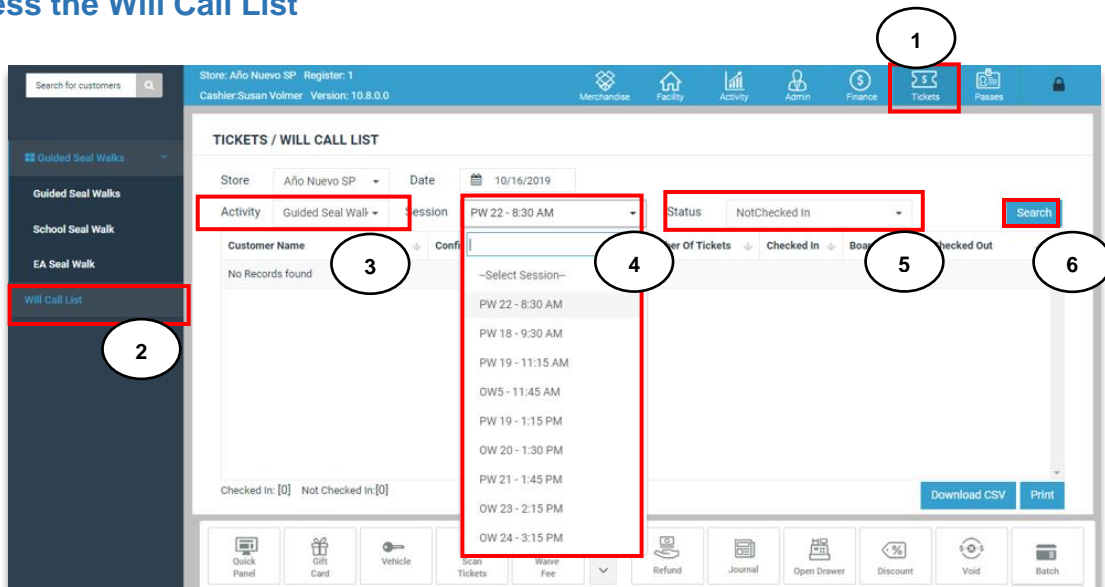


Job Aid 12.2: Año Nuevo Will Call List

This Job Aid describes how to use the **Will Call List** for Año Nuevo guided walks. The list can be filtered, downloaded and printed to show a list of visitor reservations for a specific date and/or for a specific tour and/or session. Each reservation may be accessed to check in the visitor, modify, transfer, or cancel a reservation, print or email the sales receipt/conformation to the visitor.

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

Access the Will Call List



1. Click **Tickets** from the top navigation pane.
2. Click **Will Call List** from the submenu on the left.
3. Click the **Activity** dropdown and select the Tour (if different from default value).
4. Click the **Session** dropdown and select the session or tour time.
5. Click the **Status** dropdown and select the status. (optional)
6. Click **Search**. The **Will Call List** displays reservations for the selected date, tour, and session as shown on the next page.

Job Aid 12.2: Año Nuevo Will Call List

TICKETS / WILL CALL LIST

Store: Año Nuevo SP Date: 10/16/2019

Activity: Guided Seal Walk Session: PW 19 - 11:15 AM Status: NotChecked In Search

Customer Name	Confirmation Number	Number Of Tickets	Checked In	Boarded	Checked Out
CUSTOMER SYSTEM	3158989	2	no	0	0
CUSTOMER SYSTEM	3158990	2	no	0	0
CUSTOMER SYSTEM	3158992	2	no	0	0

Checked In: [0] Not Checked In: [6] Download CSV Print

The **Customer Name**, **Confirmation Number**, **Number of Tickets** or **Status (Checked In, Not Checked In)** columns may be sorted in ascending or descending order.

7. Click on the arrow at the end of a column to sort that column.
8. Click on the **Download CSV** button to download the list into your browser.

After opening the report in **Excel**, you may **Save** or **Print** the report.

Modify a Reservation from the Will Call List

Customer Name	Confirmation Number	Number Of Tickets	Checked In	Boarded	Checked Out
CUSTOMER SYSTEM	3158989	2	no	0	0
CUSTOMER SYSTEM	3158990	2	no	0	0
CUSTOMER SYSTEM	3158992	2	no	0	0

1. Click the **Will Call List** reservation to display the visitor's reservation details.
2. Click/tap the **Modify** button and the ticket selection screen appears as shown on the next page.

Search by Conf#/Customer/Email/Phone#

Confirmation #: 3158992 Check-In

SYSTEM CUSTOMER Check In

Activity: Guided Seal Walks - (Public & ...
Schedule: 10/16/2019 11:15 AM
Classification: Adult(2)

Transfer Modify Cancel Print Conf.

Job Aid 12.2: Año Nuevo Will Call List

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

10/16/2019 11:15 AM (9) Seat selections are registered under the head of Household

10/16/2019 11:15 AM (9)

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)

10/16/2019 5:00 PM (200)

Child (Ages 5-12)(\$7) 0

Years(\$0)

Availability 9

2 tickets in this order

Do not check-in

7 8 9

4 5 6

1 2 3

0 C

Go To Shopping Cart Close

3. Select the desired new tour time from the available tours in the dropdown menu in the **PreCart**, in this case the 5:00 PM tour.
4. Click **Go To Shopping Cart**.

*The **Shopping Cart** displays the previous (cancelled) tour time and the modified (new) reservation. In this example, the tour was changed from 11:15 AM to 5:00 PM.*

Description	Unit Price	Qty	Total
Registrant: CUSTOMER , SYSTEM Activity: Guided Seal Walks - (Public & Open) - Ano Nuevo SP Schedule: 10/16/19 05:00:00 PM Classification: Adult			
Guided Seal Walks - (Public & Open)	\$7.00	2	\$14.00
Registrant: CUSTOMER , SYSTEM Activity: Guided Seal Walks - (Public & Open) - Ano Nuevo SP Schedule: 10/16/19 11:15:00 AM Classification: Adult			
Guided Seal Walks - (Public & Open) Cancellation	\$7.00	-2	(\$14.00)

Paid by for: Change: OFF Tax Exempt

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

\$ Hold Empty Cart Credit Card **+** Tender Cart

5. Click the **Exact Change (+)** button to process the modification.

Job Aid 12.2: Año Nuevo Will Call List

Print Receipt from Will Call List

Customer Name	Confirmation Number	Number Of Tickets	Checked In	Boarded	Checked Out
CUSTOMER SYSTEM	3158989	2	no	0	0
CUSTOMER SYSTEM	3158990	2	no	0	0
CUSTOMER SYSTEM	3158992	2	no	0	0

1. Click a row in the **Will Call List** to display the visitor reservation details for that reservation in the center panel.

Search by Conf#/Customer/Email/Phone#

Confirmation #: 3158989

SYSTEM CUSTOMER

Activity: Guided Seal Walks - (Public & ...

Schedule: 10/16/2019 11:15 AM

Classification: Adult(2)

Print Preview

Confirmation (1 copy) 1249_Año Nuevo Public Seal Walk Tour Information

1249_PUBLIC CONFIRMATION LETTER - Año Nuevo for ReserveCalifornia

Año Nuevo SP
1 New Years Creek Rd
Pescadero CA, 94080

SALES RECEIPT

Transaction Number: 48413
Date: 10/16/19 9:12 AM
Batch #: 1095
Register #: 1
Cashier: 30658

SYSTEM CUSTOMER
704 O St
Sacramento, CA 95814

Confirmation Number: 3158989

Description	Unit Price	Qty	Amount
Registration: CUSTOMER - SYSTEM			
Activity: Guided Seal Walks - (Public & Open) - Año Nuevo SP			
Schedule: 10/16/19 11:15:00 AM			
Classification: Adult			
Guided Seal Walks - (Public & Open)	\$7.00	2	\$14.00
Guided Seal Walks - (Public & Open) Registration Fee.	\$0.00	2	\$0.00
Subtotal			\$14.00
Sales Tax			\$0.00
Shopping Cart Total			\$14.00
Cash Tended			\$14.00

Thank you for visiting CA State Parks

Page 1 of 1

2. Click the **Print Conf.** button to display the **Print Preview** shown below.
3. Click **Print All Copies** to print the receipt for the visitor OR
4. Click **Email All Copies** to send an email confirmation to the visitor.

This concludes Job Aid 12.2: Año Nuevo Will Call List.