AMF BOSS MANAGEMENT

*Version 9*

# FRONT DESK
# Reference Manual

400-295-109-001 Rev. A

August 10, 2004

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All of the product information contained in this manual was carefully prepared based on the latest information available and, to our knowledge, was believed to be correct at the time of printing. However, this publication could include inaccuracies or typographical errors, and AMF Bowling, Inc. cannot be held responsible for inadvertent errors or omissions that may appear in this document.

## Document Updates

In the interest of continual product and services improvement, AMF reserves the right to revise or update this manual at any time without obligation to notify any person or entity of such revision. The document number and revision date below indicate the edition and printing date of this manual.




**400-295-109-001, Rev A**

Issue Date: **August 10, 2004**



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# Introduction

## Welcome To Front Desk

The AMF BOSS Front Desk system delivers state-of-the-art bowling center management in one integrated system. Each job duty performed at a bowling center's front desk, from Check-In to Check-Out, is handled through a Front Desk workstation.

## How To Use This Book

This document assumes you have read the *System Overview Reference Manual* and know the screen layout, action icons, and how to use the navigation icons to move through the system screens.

This book emphasizes those functions you will use most often in the system, including how to set up the system at the beginning, then how to use it on a recurring basis. Additionally, the book follows the general flow of day-to-day operation as follows:

- *All About Lanes*: This section discusses how to select lanes and view lane status on the Main screen.
- *Checking In Open Play Bowlers*: This section covers how to perform regular and quick check-in of open-play bowlers. It also covers how to check in league and tournament bowlers, including instructions for third-party interface software.
- *Checking Out Open-Play* Bowlers: This section discusses how to check out bowlers.
- *Turning On And Off Non Open Play Lanes (Leagues And Tournaments)*: This section covers the various kinds of leagues and tournaments and how to check them in.
- *Working With Lanes*: This section tells you how to control various lane properties, transfer lanes, and rotate lanes.
- *Accepting Payment*: This section covers how to accept payment for pre-pay items during check-in and for POS items. It also covers how to refund a bowler’s money.
- *Managing Scores*: This section discusses how to adjust scores remotely.

- *Handling Emergencies*: This section tells you how to disable the pinspotter in the case of an emergency. It also discusses how to lock the workstation if you need to leave the Front Desk area.
- *Using Utilities*: This section covers those built-in BOSS utilities that allow you to unlock a lane(s), manage AMF area locks, and set parameters related to communication between the front desk and scorers.

This book is designed to accompany system use—in other words, while you are actually using the system. For that reason, we don't detract from the procedures by using screen prints (because you are probably looking at the real thing as you read this!).

## Logging On

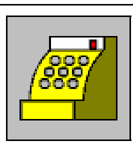
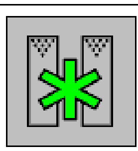
Of course, to access the Front Desk system, you must first log onto BOSS. If necessary, see your System Administrator or Center Manager for User ID and Password information, and also for instructions on how to log on.

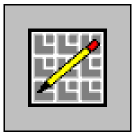
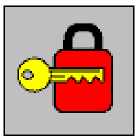
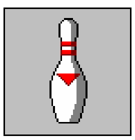
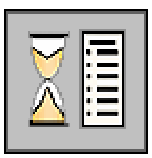
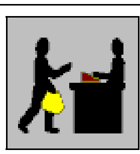
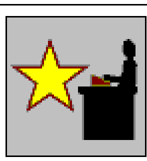
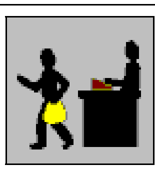

After you have successfully logged on to BOSS, *the BOSS screen appears*. Select the Front Desk icon to access the system. The first screen you see after you login is the Main screen.

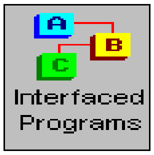
Other icons will appear in this area depending on the modules your center has installed. Each of these modules has a separate user's guide – if you need assistance with any of these other modules, see the appropriate user's guide.

## Function Icons

Function icons actually kick off some of the day-to-day Front Desk operations. These icons include the following:

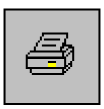
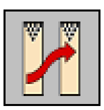
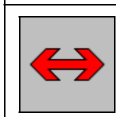
| Icon | Function |
|---|---|
|  (also CTRL+1) | Accesses the Point of Sale functionality, allowing you to sell food, drinks, or other items your center sells. |
|  (also CTRL+2) | Access lane properties you can control, such as scoring methods, scorer language, and settings for maintenance. |

| Icon | Function |
|---|---|
|  (also CTRL+3) | Allows you to adjust scores remotely. |
|  (also CTRL+4) | Locks the workstation to prevent unauthorized use. Also allows a change to a user with different permissions (such as from a clerk to a manager). |
|  (also CTRL+5) | Turns off the pinspotter on a lane. This button is usually used only in an emergency. |
|  | Switches to Waiting List add-in (if installed). |
|  (also CTRL+6) | Starts the open play check-in process. |
|  (also CTRL+7) | Begins check in for all non-open play games, including tournaments and leagues (including interfaced programs). |
|  (also CTRL+8) | Starts the check-out process. |

| Icon | Function |
|---|---|
|   | From the Non Open Check-In screen, this begins AMF tournament check in. |
|   | From the Non Open Check-In screen, this begins check in for leagues and tournaments through interfaced programs. |

## Action Icons

In addition to the standard action icons described in the *System Overview Reference Manual*, the Front Desk module includes the following additional action icons.

| | |
|---|---|
|  | Print tickets for selected lanes. |
|  | Transfer lanes. |
|  | On the Main screen, toggles between the detail lane view and the summary lane view. |

# All About Lanes

## Overview

Front Desk helps you to manage the keystone of your business: your lanes. This section covers the following:

- *Selecting Lanes*
- *Viewing Lane Status*

## Selecting Lanes

Most functions in Front Desk require you to first select a lane or a range of lanes. In fact, most if the instructions in this manual start with “Select a lane(s)…”

**To select a lane(s) using your mouse**, click the single lane or click and drag to select a range of lanes.

**To select a lane using your keyboard**:

1. Place your cursor in the **Lane(s) Selected:>>** field at the top right of your screen. Press **Tab** if necessary.
2. Type the lane number and press the **Tab** key. The cursor moves to the **to** field.
3. If you are selecting a single lane, go ahead and begin the function you want to do. If you are selecting a range of lanes, type the last lane number in the range, then begin your function.

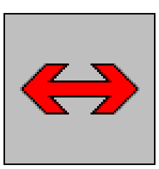
**To select a lane(s) using the touchscreen**, touch the lane, or touch and drag your finger across a range of lanes.

## Viewing Lane Status

The colors and symbols on the Main screen tell you the status of each lane in the bowling center. You set Lane Status options when you check-in bowlers, modify lane properties, use lane control, or modify scorer options. The table below lists the colors and their statuses.

| COLOR | STATUS |
|---|---|
| Blue | League Play |
| Brown | Open Play (Checked In and Checked In With Deferred Checkout) |
| Chartreuse | Prepaid Limit Approaching |
| Crimson | Timed Bowling On Hold |
| Cyan | Practice Time Almost Expired |
| Forest Green | Tournament Play |
| Fuchsia (Flashing) | End Bowling Initiated By Patron |
| Gray | Available |
| Magenta | $9^{th}$ OR $10^{th}$ Frame Warning |
| Olive | Slow Bowler |
| Orange | Being Serviced |
| Salmon | Pre-Paid Limit Reached |
| Teal | $3^{rd}$ Party |
| White (Flashing) | Out Of Service |
| Yellow | Not Communicating With Network |
| Yellow-Green | Practice Time Expired |

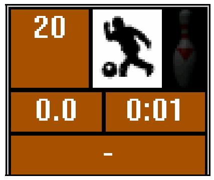
***Basic keyboard users**: You must use your mouse to select (click on) the toggle button.*



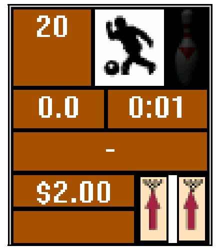
There are two ways to view the Main screen, and you can switch between these views at any time by pressing the Toggle button on the Main screen's Navigation Bar or the keyboard:

- The Quick Glance view shows the lane number, lane availability, elapsed time, number of games and frames bowled, and league number or Group ID. You can see more lanes in this view because less lane status information appears.

- The Detailed view shows the same information as the Quick Glance view, as well as the rate charged, game or time limit, alternation style, and practice information.




*Quick View*




*Detailed view*

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# Checking In Open Play Bowlers

## Overview

Checking-in open-play bowlers involves turning on lanes for bowlers who are not participating in a league or tournament game.

This section covers the following:

- *Quick Check-In Of Open Play Bowlers*
- *Regular Check-In Of Open Play Bowlers*
- *Modifying And Deleting Line Items*

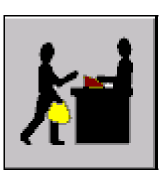
The Open Check-In button on the screen or keyboard is the place to start for the following open-play check-in methods:

- **Quick**: This is the fastest way to check-in open bowlers. Use this method if the defaults set at your center apply to the bowlers you are checking-in.
- **Regular**: Use this method when the defaults set at your center do not apply to the bowlers you are checking-in, or if bowlers request options for display format, score format, game type, or alternation style. Use this method also when you are using pre-paid games or time, or if you are selling other items (i.e., shoes) as part of check-in. See *Accepting Payment for POS Items During Check-In or During Play* .

## Quick Check-In Of Open Play Bowlers

To "quick check in" open play bowlers:

1. On the Main screen, select a lane or lane range. *The selected lane(s) is highlighted.*



2. Press **Open Check-In** (**CTRL+6**). *The Open Check-In screen appears.*

*Default revenue items are set in Administrative Settings. See that manual for more information.*

3. Press  to accept the default revenue item(s). If these revenue item(s) are post-pay, *the Main screen appears*. You can accept payment during check-out (see *Checking Out Open-Play* Bowlers). If the items are pre-pay, *the Cash screen appears* for you to accept payment now *(see Accepting Payment For POS Items During Check-In Or During Play*).

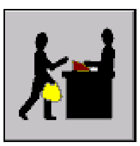
***Basic keyboard users:** You can press **CTRL+D**, or you can use your mouse to click  at this point. Customized keyboard users have the button on the keyboard.*

Note: When you first get to the check-in screen, you will not see the default revenue item "selected" on the screen. It will, however, apply to the lane when you return to the Main Screen after checking in the lane. If you have any questions about which item is the default, see your Center Manager.

## Regular Check-In Of Open Play Bowlers

To "regular check in" open play bowlers:

1. On the Main screen, select a lane or lane range. The selected lane(s) is highlighted.



2. Press **Open Check-In** (**CTRL+6**). *The Open Check-in screen appears*. Notice that there are 3 tabs in the Line Item area:
   - Items
   - Coupons
   - Discounts

***All keyboard users:** You must use your mouse to select the game type. Touchscreen users can touch the game type to select it.*

3. On the Items tab, select the button pertaining to the rate desired.

Note: If you choose a post-pay game, the other line item choices "go gray," and you cannot select another type of game. You can reconcile numbers of games/minutes played during check-out.

*To input any item more than once, press the desired number of items on the numeric keypad on the keyboard and then select the revenue item. You can also modify the quantity using the line item edit.*

If the item is set as manual pricing in Administrative Settings, *a dialog box appears*, allowing you to enter a quantity and a rate. Enter those items and click OK or press the Enter key. *The item appears* in the right area of the screen as a selected item.

If the item is *not* set as manual pricing in Administrative Settings, the item appears in the left area of the screen as a selected item. You can modify these selected line items if necessary. See *Modifying And Deleting Line Items*.

4. At this point, you can select applicable coupons from the coupon tab, and you can select applicable discounts from the Discounts tab.

*Keyboard shortcust:*
**F5** – *Display Format*
**F6** – *Score Format*
**F7** – *Game Type*
**F8** – *Style*
**F11** – *Bumpers*

5. Select options for **display format**, **score format**, **game type**, **style,** and **bumpers**. The selection buttons change to show the options for your selection.

6. Completing the following fields is optional:

*Keyboard:* F2

- Group Name. If desired, type up to twelve characters of the name of the bowler group for the lane or lane range, for example, "Troop 1472."

*Keyboard:* F3

- Sheet Number. If your center uses sheet numbers, the number will show automatically. You can, however, modify this number. Modifying the sheet number starts the sequence with the number you enter. You must use a number between 1 and 32767.

- Bowler Count. The number of people who want to bowl at the selected lane(s).

*Keyboard:* F4

***All keyboard users:*** *You must use your mouse to check this box.*

7. Your center may have special holiday rates set in Administrative Settings (see that manual for details). If this applies to your center, and if you are checking in a lane during one of these “special holidays,” select the box next to **Use holiday rates** to place a check in the box.

***Basic keyboard users: You** can press* ***CTRL+D****, or you can click ✓ or press. Customized keyboard users have the button on the keyboard.*

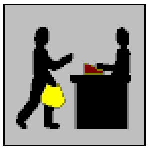
8. Press ✓ to complete the Check-In. If the bowling revenue items you selected are post-pay, *the Main screen appears*. You can accept payment during check-out. If the items are pre-pay, *the Cash screen appears* for you to accept payment and apply any relevant discounts and/or coupons now. See *Checking Out Open-Play Bowlers* and *Accepting Payment*.

## Modifying And Deleting Line Items

You can modify or delete line items before they have been paid for. The Modify Line Item dialog box allows you to change descriptors such as quantity, pre-pay or post-pay status, item type, and cost of bowling revenue line items.

Note: At any time, you can access a lane’s line items before check-out by selecting the lane, then pressing **Open Check-In**. Of course, you can always modify a line item during check-in by following steps 3 through 6 of the instructions below.

To modify bowling revenue line items:



1. Select the lane associated with the line item you wish to modify.
2. Press **Open Check-In** (**CTRL+6**). *The Open Check-In Modify screen appears.*
3. Double-click the item you want to change. *The Modify Line Item dialog box appears.*
4. Change the fields you want to change. You can only change sections that are white; gray sections are unavailable to you.

   To delete the line item, press .

*__Basic keyboard users:__ You can press __CTRL+D__, or use your mouse to click  in steps 5 and 6. Customized keyboard users have the button on the keyboard.*

5. Press  after all changes have been made.

Note: If you changed a post-pay item to pre-pay, *the Cash screen appears* for you to accept payment. See *Accepting Payment For POS Items During Check-In*.

6. Press  again to complete and return to the Main screen

# Checking Out Open-Play Bowlers

## Overview

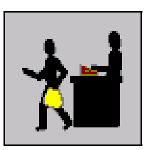
When you check-out open-play bowlers, you accept payment for games and any other post-pay bowling revenue items.

## Checking-Out Open-Play Bowlers

After bowlers have finished playing, you can check out the lane and accept any payments due.

To check-out open-play bowlers:

1. Select the lane(s) to be checked out.



2. Press **Check-Out** (**CTRL+8**). *The Check-Out screen appears.*

   If the game(s) is pre-paid, it appears in the line item section on the left side of the screen showing as $0.00 (because the bowler has already paid for it).

   Post pay games appear in the line item section on the left of the screen with amounts due. The scorer automatically records the total number of games/minutes played (depending on how your center calculates payment).

3. You can now add additional games (adult, youth, etc.) or other items by pressing the buttons which correspond with those choices. For example, you may have checked in the lane by selecting a line item called Adult Bowler. The scorer automatically records how many games were bowled—and these additional games show up on this screen. But you may want to change a game from an adult price to a senior citizen price. You can either delete the line item(s) and add the new one(s), or you can modify the line item(s). See

4. *Modifying And Deleting A Line Item During* Check-Out.
5. You can now add any other items, if necessary. You can also select applicable coupons and discounts from the **Coupons** and **Discounts** tabs.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click at this point.*

5. Press or press the **Enter** key.

   If the game was pre-paid, *the Cash screen appears*, showing that the bowler owes $0.00. Press again to return to the Main screen. The lane is now checked out.

   If the game is post-pay, or you have added unpaid items at check-out, *the Cash screen appears*. Continue with the next steps to check out the lane.

***All keyboard users:*** *You need to use your mouse to select (click on) the payment type.*

6. In the top right part of the screen, you will see a dialog box containing icons representing the different payment options:

- **Cash**. Type the amount of cash the customer gives you in the Amount Collected box. Click **OK** or press the **Enter** key.
- **Charge**. Type the amount due. You can also (optionally) enter the credit card number, authorization number, and expiration date. Click **OK** or press the **Enter** key.
- **Check**. Enter the check amount. You can also (optionally) enter the check number, driver's license number, and authorization number. Click **OK** or press the **Enter** key.
- **Gift Certificate**: Enter the amount of the gift certificate, and click **OK** or press the **Enter** key.

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Note: If you have enabled Alternate Currency in Administrative Settings, and if you are allowed to accept payment in that alternate currency, select the currency from the **Accept In:** drop down list on each of the payment method screens. See the Administrative Settings manual for more information.

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7. Type the amount and any other information the dialog box asks for, and click OK or press the **Enter** key.

   The amount you type into this dialog box appears in the white payment box, which then displays the change due, if applicable. Similarly, if the amount tendered is less than the amount due, select another payment method until the total bill is paid.

8. Provide change, if due. If your center accepts change in an alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give change. Select the currency (**Primary** or **Secondary**), and press OK. See your Administrative Settings manual for more information on Alternate Currency.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click at this point.*

9. When the bowler has given you full payment, press to return to the Main screen.

## Modifying And Deleting A Line Item During Check-Out

To modify a line item during check-out:

***Customized and Basic keyboard users:*** *Press* **Tab** *to move from field to field.*

1. Double-click the item you want to change. *The Modify Line Item dialog box appears.*
2. Change the fields you want to change. You can only change sections that are white; gray sections are unavailable to you.

   To delete the line item, press .

***Basic keyboard users:*** *You can press* **CTRL+D***, or you can use your mouse to click  in steps 3 and 4.*

3. Press .

   Note: If you delete line items resulting in less games and frames than actually bowled, the transaction "halts" until you have accounted for them.

4. Press  again.

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# Turning On And Off Non Open Play Lanes (Leagues And Tournaments)

## Overview

Non Open Play includes all leagues, tournaments, and those leagues and tournaments accessed through interfaced programs.

This section covers the following:

- *Checking In League Bowlers*
- *Checking In Tournament Bowlers*
- *Checking-Out AMF Leagues, AMF Tournaments And Third Party Interfaced Leagues, And Tournaments*
- *Changing The Scorer Feature Settings*

## Checking In League Bowlers

Checking-in a league turns on lanes for league play. You can check in three types of leagues:

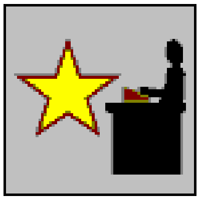
- Generic AMF Leagues (no league management software installed)
- AMF Leagues (with League Module installed)
- Interfaced 3rd Party Programs (Leagues, Tournaments, etc.)

### Checking In "Generic" AMF Leagues

To check in AMF league bowlers:

1. On the Main screen, select a lane range. The selected lanes are highlighted.

Note: Keep in mind that the first lane in the range must be an odd number, and you must select in pairs (2, 4, etc.).



2. Press **League/Tourn Check-In**. *The Non-Open Check-In screen appears*; you may have to pick the league option from the left side toolbar (depending on your current settings).

3. In the **League Number** box, type in the number of the league or the name of the league checking-in. This number or name will appear in the lane's box in the Main screen. Press the icon after typing in the league number.

*All keyboard users:* *press* **Tab** *to move from area to area, then use your arrow keys to move between buttons within an area. Press* **Enter** *to select a button.*

4. In the **Mode** area of the screen, select the desired game mode.

   Before the bowlers arrive, you should select **Hold**, placing the lanes on hold. After the league bowlers arrive, you should then access this check-in screen again, (selecting the lanes, and pressing **League Check-In**), then select **Practice**. When the league's practice time is up, access this screen once again, and select **On**.

| | |
|---|---|
| **Hold** | Turns on the scorer screen only. Lane is being held for a league that is not yet ready to play. |
| **Practice** | Turns on the lane(s) and the scorer; choose With or Without Pins. **With Pins** means that the Pinspotter clears fallen pins as in a regular game, and practice balls are returned. **Without Pins** means that practice balls are returned, but the Pinspotter does not clear fallen pins. |
| **On** | Scoring is started for league bowling. |

Note: After check-in you can also press **Lane Control** (**CTRL+2**) to change the lane settings. See *Controlling Lane Properties*.

5. In the **Alternation Mode** area, select the method of alternation.

6. Press ✓. *The Main screen appears.*

***Basic keyboard users:*** *You can press* **CTRL+D**, *or use your mouse to click ✓ at this point. Customized keyboard users have the button on the keyboard.*

## Checking In AMF Leagues With League Module Installed

Your center may have the AMF League Module installed to check in and handle leagues. If this is the case, please see that user's manual for instructions on how to check in leagues.

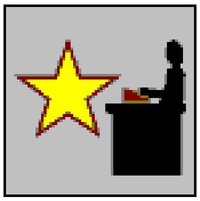
## Checking In Leagues Through Interfaced Programs

Checking in leagues through interfaced programs requires that the league has been set up in the Interfaced Programs module. See that manual for details.

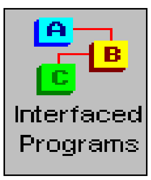
To check in a league through third party interfaced programs:

1. On the Main screen, select a lane range. The selected lanes are highlighted.

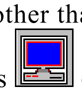
Note: Keep in mind that the first lane in the range must be an odd number, and you must select in pairs (2, 4, etc.).

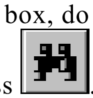


2. Press **League/Tourn Check-In**. *The Non Open Check-In screen appears.*




3. Press **Interfaced Programs**. *The Non Open Check-In screen for interfaced programs appears.*

Note: On the left hand toolbar you will see Leagues and/or Tournaments buttons in addition to the Interfaced Programs button. As each of these programs has separate check-in screens, a check-in screen other than the one for interfaced programs may appear first. You can press  (set as default) to make this Interfaced Programs screen always appear first when you access League/Tourn Check-In from the Main screen. If you do not have the AMF Leagues or AMF Tournaments software loaded, the check-in screen for interfaced programs will automatically appear first.

4. In the **Interfaced Programs ID** box, do one of the following:
   - Type the ID number, and press . *Information pertaining to the league appears* in the middle of your screen.
     OR
   - Choose the ID number from the drop down list.
5. From the **Play Mode** drop down list, select the desired mode.

   Before the bowlers arrive, you should select **Hold**, placing the lanes on hold. After the league bowlers arrive, you should then access this check-in screen again, (selecting the lanes, and pressing **League/Tourn Check-In**, then **Interfaced Programs**), then select **Practice**. When the league's practice time is up, access this screen once again, and select **Play**.

| | |
|---|---|
| **Hold** | Turns on the scorer screen only. Lane is being held for a league that is not yet ready to play. |
| **Practice** | Turns on the lane(s) and the scorer; choose With or Without Pins. **With Pins** means that the Pinspotter |

| | |
|---|---|
| | clears fallen pins as in a regular game, and practice balls are returned. **Without Pins** means that practice balls are returned, but the Pinspotter does not clear fallen pins. |
| **Play** | Scorer is started for league bowling. |

Note: After check-in, you can also press **Lane Control** (**CTRL+2**) to change the lane settings. See *Controlling Lane Properties*.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or use your mouse to click at this point. Customized keyboard users have the button on the keyboard.*

6. Press . *A message appears*, informing you that the system has sent information on the bowlers in that league to your server.

Note: Before you press , you can press (Scorer Features Settings) to change the default scorer settings for this league play. See *Changing The Scorer Feature Settings*.

7. Click **OK**, or press the **Enter** key.

Note: Remind bowlers to press **Next Game** after the last game bowled to receive scores from the last game in your leagues software.

## Checking In Tournament Bowlers

Checking in a tournament turns on lanes for tournament play. You can check in 3 types of tournaments:

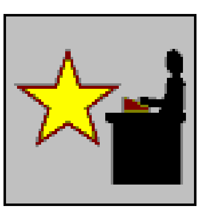
- AMF Tournaments ("generic" tournaments)
- AMF Tournaments (with Tournaments module installed)
- Interfaced Programs Tournaments

### Checking In "Generic" AMF Tournaments

To check in AMF Tournament bowlers:

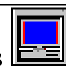
1. On the Main screen, select a lane range. The selected lanes are highlighted.

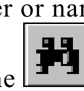
Note: Keep in mind that the first lane in the range must be an odd number, and you must select in pairs (2, 4, etc.).



2. Press **League/Tourn Check-In**. *The Non Open Check-In screen appears.*


3. Press **AMF Tournaments**. *The Non-Open Check in screen for tournaments appears.*

Note: Press  (set as default) to make this Tournaments screen always appear first when you access League/Tourn Check-In from the Main screen.

4. In the **Tournament ID** box, type in the number of the tournament or the name of the tournament checking-in. This number or name will appear in the lane's box in the Main screen. Press the  icon after typing in the tournament number.

5. From the **Play Mode** drop down list, select the desired mode.

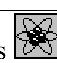
   Before the bowlers arrive, you should select **Hold**, placing the lanes on hold. After the tournament bowlers arrive, you should then access this check-in screen again, (selecting the lanes, and pressing **League/Tourn Check-In**, then **Interfaced Programs**), then select **Practice**. When the tournament's practice time is up, access this screen once again, and select **Play**.

| | |
|---|---|
| **Hold** | Turns on the scorer screen only. Lane is being held for a league that is not yet ready to play. |
| **Practice** | Turns on the lane(s) and the scorer; choose With or Without Pins. **With Pins** means that the Pinspotter clears fallen pins as in a regular game, and practice balls are returned. **Without Pins** means that practice balls are returned, but the Pinspotter does not clear fallen pins. |
| **Play** | Scorer is started for tournament bowling. |

Note: After check-in, you can also press **Lane Control** (**CTRL+2**) to change the lane settings. See *Controlling Lane Properties*.

***Basic keyboard users:*** *You can press* **CTRL+D**, *or use your mouse to click*  *at this point. Customized keyboard users have the button on the keyboard.*

6. Press . *A message appears*, informing you that the system has sent information on the bowlers in that league to your server.

Note: Before you press , you can press  (Scorer Features Settings) to change the default scorer settings for this tournament play. See *Changing The Scorer Feature Settings*.

7. Click **OK**, or press the **Enter** key.

Note: Remind bowlers to press **Next Game** after the last game bowled to receive scores from the last game in your tournament software.

## Checking In AMF Tournaments With Tournaments Module Installed

Your center may have the AMF Tournaments Module installed to check in and handle tournaments. If this is the case, please see that user's manual for instructions on how to check in tournaments.

## Checking In Tournaments Through Interfaced Programs

Some centers handle Tournament check-in with software that is separate from—but interfaced with—Front Desk. Checking in these types of tournament bowlers requires that you have already set up the tournament and its bowlers in the Interfaced Programs module of BOSS. See that manual for more details.

To check in a tournament through third party interfaced programs:

1. On the Main screen, select a lane range. The selected lanes are highlighted.

---

Note: Keep in mind that the first lane in the range must be an odd number, and you must select in pairs (2, 4, etc.).

In addition, you do not need to turn on all lanes at the same time. In other words, you can start a ten-team tournament one pair at a time.

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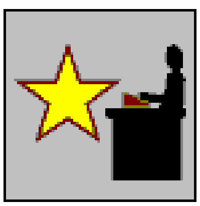
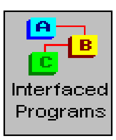
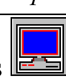


2. Press **League/Tourn Check-In**. *The Non Open Check-In screen appears.*




3. Press **Interfaced Programs**. *The Non Open Check-In screen for interfaced programs appears.*

---

Note: Press  (set as default) to make this Interfaced Programs screen always appear first when you access League/Tourn Check-In from the Main screen.

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4. In the **Interfaced Programs ID** box, do one of the following:
   - Type the ID number, and press . *Information pertaining to the tournament appears* in the middle of your screen.
     OR
   - Choose the ID number from the drop down list.

5. From the **Play Mode** drop down list, select the desired mode.
   Before the bowlers arrive, you should select **Hold**, placing the lanes on hold. After the tournament bowlers arrive, you should then access this check-in screen again, (selecting the lanes, and pressing **League/Tourn Check-In**, then **Interfaced Programs**), then select

**Practice**. When the tournament's practice time is up, access this screen once again, and select **Play**.

| | |
|---|---|
| **Hold** | Turns on the scorer screen only. Lane is being held for a tournament that is not yet ready to play. |
| **Practice** | Turns on the lane(s) and the scorer; choose With or Without Pins. **With Pins** means that the Pinspotter clears fallen pins as in a regular game, and practice balls are returned. **Without Pins** means that practice balls are returned, but the Pinspotter does not clear fallen pins. |
| **Play** | Scorer is started for tournament bowling. |

Note: After check-in, you can also press **Lane Control** (**CTRL+2**) to change the lane settings. See *Controlling Lane Properties*.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click* ✓ *at this point. Customized keyboard users have the button on the keyboard.*

6. Press ✓. *A message appears*, informing you that the system has sent information on the bowlers in that tournament to your server.

Note: Before you press ✓, you can press (Scorer Features Settings) to change the scorer settings for that tournament check-in.

7. Click **OK**, or press the **Enter** key.

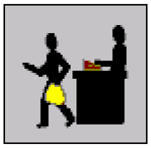
Note: Remind bowlers to press **Next Game** after the last game bowled to receive scores from the last game in your tournament software.

## Checking-Out AMF Leagues, AMF Tournaments And Third Party Interfaced Leagues, And Tournaments

As discussed previously, the check-in process differs between AMF Leagues, AMF Tournaments, and Third-Party Interfaced Program Leagues and Tournaments. However, the check-out process is the same for all of these types of events. League and tournament bowlers pay elsewhere for their games, and checking them out only involves turning off their lanes and viewing their game counts. See the users' manuals for both the League Module and Third-Party Interface Programs for more information.

To check-out league and tournament bowlers:

1. Select the lane(s) to be checked out.



2. Press **Check-Out** (**CTRL+8**). *A table appears*, listing the number of games played for each lane number.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click*  *at this point. Customized keyboard users have this button on their keyboards.*

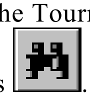
3. Press .

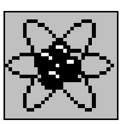
## Changing The Scorer Feature Settings

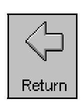
Front Desk allows you to change the scorer feature settings for a particular league or tournament, without affecting the default settings. These default settings are maintained in Administrative Settings.

These instructions assume you are currently on the Non-Open Check in screen.

To change the settings:

1. After you have entered the Tournament ID number or Interfaced Program ID letters, press .



2. Press **Scorer Features Settings**. *The Scorer Information screen appears.*
3. Make any necessary changes by picking options from the drop down lists.
4. Press  to save or  to cancel.
5. Press 

to return to the Non Open Check-In screen.
6. Proceed with check in procedures.

# Working With Lanes

## Overview

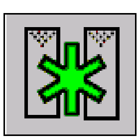
In addition to the lane control functions you control during check-in, Front Desk allows you to control other lane properties and perform additional operations, such as lane transfers and rotations. This section covers:

- *Controlling Lane Properties*
- *Transferring Lanes*
- *Rotating Lanes*

## Controlling Lane Properties

The Detailed Lane Control screen in Front Desk allows you to perform a level of lane control for lanes that are both checked-in and not checked-in. To access this screen:

1. Select the lane(s) you want to control.
2. Press **Lane Control** (**CTRL+2**). *The Detailed Lane Control screen appears.*



*__All keyboard users:__ Press* **CTRL+2** *to access Lane Control. Once there, you can use your* **Tab** *key to navigate the buttons or tabs on each screen, and press* **Enter** *to select one.*

Notice that the screen actually consists of two separate tabs: **Actions** and **Features**. To access the lane control options on either tab, simply select it.

The following table lists lane control options on the **Actions** tab:

| BUTTON NAME | AVAILABLE OPTIONS |
|---|---|
| **Practice Modes** | Practice with Pins; Practice without Pins; Off |
| **Alternation** | Open Style-Non-Alternating; League Style-Alternating; Alternate After Game |
| **Baker** | Enabled; Disabled |
| **Frames per Bowler** | 1; 2; 5; 10 |
| **Scoring Methods** | Regular; 8 Pin No Tap; 9 Pin No Tap; 3-6-9 |
| **Game Types** | Regular; 40 Frame Game; Strike Shot |
| **Bumpers and Chase Lights** | Bumper states and chase light patterns. |
| **Hold** | On; Off |
| **Cycle Pinspotter** | Requires you to confirm this action. |
| **Display Formats** | 10 Frame; Tournament Display; 5 Frame Display |
| **Color Setup** | Various colors |
| **Scorer Language** | Any currently supported language. |
| **Video Merchandising** | Blank State; Merchandise 1; Merchandise 2; Merchandise 3; Logo; Screen Saver |
| **Reverse Play Arrows** | Yes |
| **Television Setup** | Volume; Channel; On; On-League Style; Aux TV Control |
| **Message Setup** | Set up and save single, scroll, and full-screen messages |
| **Monitor Power** | On; Off |
| **Pinspotter Modes** | On with Pins; On without Pins; Off |
| **Restore Game** | Requires you to confirm this action. |

The following table lists lane control options on the **Features** tab:

| BUTTON NAME | AVAILABLE OPTIONS |
|---|---|
| **Color Sequencing** | Enabled; Disabled |
| **Bowler Keyboard** | Enabled; Disabled |
| **Scorer Off Options** | Screen Saver; Logo; Group 1; Group 2; Group 3 |
| **Remove Score Request** | Enabled; Disabled |
| **Start New Game** | Yes |
| **Action Graphics** | Enabled; Disabled |
| **Scorer In/Out of Service** | In Service; Out of Service |
| **Maintenance** | On; Off |
| **Pindication** | Enabled; Disabled |
| **SpareMaker** | Enabled; Disabled |
| **Software Version** | Version number |

The following table lists lane control options on the **Others** tab:

| BUTTON NAME | AVAILABLE OPTIONS |
|---|---|
| **Clear Lane Status** | Yes only<br><br>CAUTION: Be careful when clearing lane status. You cannot undo this action, and it will be recorded in the daily reports. |
| **Reboot Scorer** | Yes only |

3. Choose a tab (**Actions** or **Features**). Once the desired tab is in view, select the button that corresponds to the lane property you want to change. The screen changes to reflect available options for that lane property.

4. Select the desired button, then choose the appropriate option.

*Basic keyboard users:* *You can press* ***CTRL+D*** *or you can use your mouse to click* ✓ *at this point.*

5. Press ✓ to change the property. The system automatically returns you to the Main screen.

   If you are asked to confirm the change, press **OK** to complete the action, or **Cancel** to reset without making the change.

## Transferring Lanes

You can transfer all of a bowler's information, including the score, display mode, game type, number of games, and time played from one lane or lane range to another lane or lane range.

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Note: The “destination lane(s)” must be off before you can begin the transfer. The transfer process will turn the scorers and pinspotters on in the appropriate mode.

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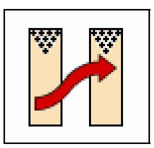
To transfer lanes:



1. Press the **Transfer** key or **CRTL**+**T** on your keyboard. *The Transfer dialog box appears* at the bottom right of the Main screen.

*The Transfer key only appears on the customized keyboard—not on the screen. Basic keyboard users must use the* ***CRTL+T*** *combination to access this function.*

2. In the **Transfer this range from** box, type the lane transferring from. If transferring from a range of lanes, type the first lane number in the range, press the **Tab** key on the keyboard, then type the last lane number in the range in the **To** box.
3. In the **to this range** box, type the lane number transferring to. If transferring to a range of lanes, type in the first lane number in the new range. The system fills in the end lane number automatically based on the number of lanes in the range.
4. Press the **Enter** key on your keyboard. *The Confirm Lane Transfer dialog box appears.*
5. If the lane numbers are correct, press the **Enter** key or select **Yes** to transfer the lanes. If the lane numbers are not correct, press **No** or select **ALT+N** and respecify the lane numbers.

## Rotating Lanes

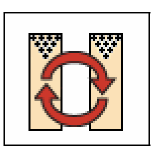
During a competition or league play, bowlers may rotate lanes. Lane rotation must be done through Front Desk so that bowlers' names are rotated to the new lane when the current game is completed and a "new game" is initiated.

Note: Only names are moved from scorer to scorer in a rotate, unlike the transfer process, which actually moves all information, including number of games, game type, etc.

Additionally, all lanes in the range must be on in order for the rotate to work. For example, if lanes 1 through 4 are on and lanes 7 through 10 are on, and if you then try to rotate lanes 1 through 10 by 2 lanes, it will not work. The system will try to send names to lanes 5 and 6, which are off.

You can initiate a rotation once a session has begun. Nothing will happen immediately at the lanes, but the names will rotate when the new game is initiated at the scorer. Take the following scenario for example: turn on lanes 1 through 10 in a tournament. The names are entered at the scorer, and they start bowling the first game. Sometime during the first game, you initiate a rotate from lanes 1 through 10 by 4 lanes. Nothing will happen to the lanes while they are bowling their game. But when the game is complete, and each lane presses "New Game," the names will move to the appropriate lane. If the lane that the bowlers are supposed to move to is still in use (another game), the scorer will hold the names in "limbo" until that group of bowlers presses "New Game."

To rotate lanes:



*The Rotate key only appears on the customized keyboard—not on the screen. Basic keyboard users must use the* ***CRTL+R*** *combination to access this function.*

1. Press the **Rotate** key or **CRTL**+**R** on your keyboard. *The* ***Rotate*** *dialog box appears* at the bottom right of the Main screen.

2. In the **Rotate this range from** box, type the lane number the bowler is rotating from. If the bowler is rotating from a range of lanes, type the first lane number in the range, press the **Tab** key on the keyboard, then type the last lane number in the range in the **To** box.

3. In the **by this number of lanes** box, type the number of lanes by which the lanes should rotate. For example, if you want lanes 1 through 10 to rotate by 3 lanes, you would type **3** in the box.

4. Press the **Enter** key on your keyboard. *The Confirm Lane Rotate dialog box appears.*

5. If the lane numbers are correct, press the **Enter** key or select **Yes** to rotate the lanes. If the lane numbers are not correct, press **ALT+N** or select **No** to respecify the lane numbers.

# Accepting Payment

## Overview

Front Desk allows you to use the system like a cash register, selling both pre and post-pay items and may or may not be associated with bowlers who have checked in.

### Pre-Pay Or Post-Pay?

Front Desk offers two ways to pay for a game and other items:

- **Pre-pay:** Items that are set as pre-pay must be paid for at the transaction time, before the activity takes place. For example, games set as pre-pay must be paid for at check in. Likewise, shoes, food, drinks and other items set as pre-pay must be paid for when ordered.

- **Post-pay:** Items that are set as post-pay do not have to be paid for until checkout.

Games and other items are defined as pre or post-pay in the Administrative Settings module. Basically, your center's settings must be set up to allow post pay items, and then each item defined in the revenue key must be defined as pre- or post-pay. Please refer to the Administrative Settings user's manual for detailed instructions on making these settings.

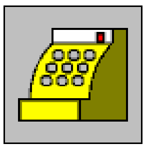
This section covers the following:

- *Accepting Payment For POS Items During Check In Or During* Play
- *Selling Items Not Associated With A Lane*
- *Selling POS Items Using Quick Keys*

## Accepting Payment For POS Items During Check-In Or During Play

**These instructions assume you are currently on the Open Check-In screen, checking in bowlers.**

To accept payment for pre-pay items during check-in:



1. Press the POS button (**CTRL+1**) at the bottom left corner of the screen. *The Point Of Sale (POS) screen appears*. Notice that there are 4 tabs in the Line Item area:
   - Items (items available for sale)
   - Coupons
   - Discounts
   - Payouts (Payouts are revenue items that are always treated as a negative amount and are non-taxable. Payout expenses usually come from the cash drawer.)

   You can click on the tab to change to the one you want to use—in this case, the **Items** tab.

*To modify a line item after you have added it, simply double-click the item with your mouse, make your changes as necessary on the Modify Line Item box, then click **OK** or press **Enter**.*

2. Select the item(s) you wish to sell from the Items tab in the upper right of your screen. A *box may appear prompting you for a quantity*; if so, enter the number of the item to sell, and click **OK** or press **Enter**. *The item appears* in the list on the upper left part of your screen.

   You can also choose any coupons or discounts to apply by selecting those tabs in the upper right part of the screen.

*__Basic keyboard users:__ You can press **CTRL+D**, or you can use your mouse to click ✓ at this point. Customized keyboard users have this button on their keyboards.*

3. Press ✓. If all items are post pay, *the Main screen appears*. You will collect payment for these items at check-out.

   If some or all of the items are pre-pay, *a cash collection screen appears*. If you have enabled Alternate Currency in Administrative Settings, this screen will show the amount due in the alternate currency as well as the primary currency. See the Administrative Settings manual for more information.

*__All Keyboard users:__ you need to use your mouse to select (click on) the payment type.*

4. In the top right area of the screen, select the button corresponding to the type of payment the bowler is giving you. *A dialog box pertaining to the payment method appears.* Choose any combination of the following payment methods:

- **Cash**: Type the amount of cash the customer gives you in the Amount Collected box. Click **OK** or press the **Enter** key.
- **Credit Card:**. Type the amount due. You can also (optionally) enter the credit card number, authorization number, and expiration date. Click **OK** or press the **Enter** key.
- **Check:** Enter the check amount. You can also (optionally) enter the check number, driver's license number, and authorization number.

Click **OK** or press the **Enter** key.

- **Gift Certificate**: Enter the amount of the gift certificate, and click **OK** or press the **Enter** key.

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Note: If you have enabled Alternate Currency in Administrative Settings, and if you are allowed to accept payment in that alternate currency, select the currency from the **Accept In:** drop down list on each of the payment method screens. See the Administrative Settings manual for more information.

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5. Type the amount and any other information the dialog box asks for, and click **OK** or press the **Enter** key.

   The amount you type into this dialog box appears in the white payment box, which then displays the change due, if applicable. Similarly, if the amount tendered is less than the amount due, select another payment method until the total bill is paid.

   *The cash drawer opens.*

6. Provide change, if due. If your center accepts change in an alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give change. Select the currency (**Primary** or **Secondary**), and press OK. See your Administrative Settings manual for more information on Alternate Currencies.

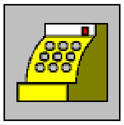
*__Basic keyboard users:__ You can press __CTRL+D__, or you can use your mouse to click at this point. Customized keyboard users have this button on their keyboards.*

7. When the bowler has given you full payment, press to return to the Main screen.

## Selling Items Not Associated With A Lane

Point of Sale (POS) items can be purchased at any time. They can be either pre-pay or post-pay. You can use Front Desk like a cash register to sell and accept payments for these items.

To sell POS items:



1. Press **POS** (**CTRL+1**). *The POS screen appears.*

   Notice that there are 4 tabs in the Line Item area:

   - Items (items available for sale)
   - Coupons
   - Discounts
   - Payouts (Payouts are revenue items that are always treated as a negative amount and are non-taxable. Payout expenses usually come from the cash drawer.)

   You can click on the tab to change to the one you want to use—in this case, the **Items** tab.

*To modify a line item after you have added it, simply double-click the item with your mouse, make your changes as necessary on the Modify Line Item box, then click **OK** or press **Enter**.*

2. Select the item(s) you wish to sell from the Items tab in the upper right of your screen. *A box may appear prompting you for a quantity*; if so, enter the number of the item to sell, and click **OK** or press **Enter**. *The item appears in the list on the upper left part of your screen.*

   You can also choose any coupons or discounts to apply by selecting those tabs in the upper right part of the screen.

3. Press ✓. *A cash collection screen appears*. If you have enabled Alternate Currency in Administrative Settings, this screen will show the amount due in the alternate currency as well as the primary currency. See the Administrative Settings manual for more information.

***Basic keyboard users:** You must use your mouse to click ✓. Customized keyboard users have this button on their keyboards.*

Note: POS items not associated with a lane will always be pre-pay, requiring you to accept payment at the time of sale.

***All keyboard users:** you need to use your mouse to select (click on) the payment type.*

4. In the right area of the screen, select the button corresponding to the type of payment the customer is giving you. *A dialog box pertaining to the payment method appears.* Choose any combination of the following payment methods:

- **Cash**. Type the amount of cash the customer gives you in the **Amount Collected** box. Click **OK** or press the **Enter** key.
- **Credit Card**. Type the amount due. You can also (optionally) enter the credit card number, authorization number, and expiration date. Click **OK** or press the **Enter** key.
- **Check**. Enter the check amount. You can also (optionally) enter the check number, driver's license number, and authorization number. Click **OK** or press the **Enter** key.
- **Gift Certificate**: Enter the amount of the gift certificate, and click **OK** or press the **Enter** key.

Note: If you have enabled Alternate Currency in Administrative

Settings, and if you are allowed to accept payment in that alternate currency, select the currency from the **Accept In:** drop down list on each of the payment method screens. See the Administrative Settings manual for more information.

5. Type the amount and any other information the dialog box asks for, and click **OK** or press the **Enter** key.

   The amount you type into this dialog box appears in the white payment box, which then displays the change due, if applicable. Similarly, if the amount tendered is less than the amount due, select another payment method until the total bill is paid.

   If your center accepts change in an alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give change. Select the currency (**Primary** or **Secondary**), and click **OK**. See your Administrative Settings manual for more information on Alternate Currencies.

*__Basic keyboard users:__ You can press __CTRL+D__, or you can use your mouse to click at this point. Customized keyboard users have this button on their keyboards.*

6. When full payment has been given, press to return to the Main screen.

## Selling POS Items Using Quick Keys

Administrative Settings allows non-lane revenue items to be associated with Quick Purchase Items—or Quick Keys. If your center uses Quick Keys, they appear on the bottom right of your Front Desk Main screen, next to the navigation arrow buttons. Basically, these keys allow you quick access to the POS screen when you sell one of these items. A CTRL keystroke combination can also be set for each key, so you can either click or touch the icon, or press the keystroke combination on your keyboard to make the sale.

Note: POS items in this screen will always be pre-pay, requiring you to accept payment to complete the transaction.

Note also that discounts and coupons are not accessible for quick keys.

To sell a POS Quick Key item:

1. On the Front Desk Main screen, press the Quick Key icon (on the bottom right of your screen) of the item you want to sell. If your center has set up a CTRL keystroke combination for the revenue item, you can also press those keys.

   *If a dialog box appears*, you can enter the quantity of the item, then click **OK** or press the Enter key. *The Cash screen appears, with that item selected.*

Note: See the Administrative Settings manual for more information on the Quantity Prompt.

***All keyboard users:*** *you need to use your mouse to select (click on) the payment type.*

2. In the right area of the screen, select the button corresponding to the type of payment the customer is giving you. *A dialog box pertaining to the payment method appears.* Choose any combination of the following payment methods:

   - **Cash**. Type the amount of cash the customer gives you in the **Amount Collected** box. Click **OK** or press the **Enter** key.
   - **Credit Card**. Type the amount due. You can also (optionally) enter the credit card number, authorization number, and expiration date. Click **OK** or press the **Enter** key
   - **Check**. Enter the check amount. You can also (optionally) enter the check number, driver's license number, and authorization number. Click **OK** or press the **Enter** key.
   - **Gift Certificate**: Enter the amount of the gift certificate, and click **OK** or press the **Enter** key.

Note: If you have enabled Alternate Currency in Administrative Settings, and if you are allowed to accept payment in that alternate currency, select the currency from the **Accept In:** drop down list on each of the payment method screens. See the Administrative Settings manual for more information.

3. Type the amount and any other information the dialog box asks for, and click **OK** or press the **Enter** key.

   The amount you type into this dialog box appears in the white payment box, which then displays the change due, if applicable. Similarly, if the amount tendered is less than the amount due, select another payment method until the total bill is paid.

   If your center accepts change in an alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give change. Select the currency (**Primary** or **Secondary**), and press OK. See your Administrative Settings manual for more information on Alternate Currencies.

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click ✓ at this point. Customized keyboard users have this button on their keyboards.*

4. When full payment has been given, press ✓ to return to the Main screen.

## Providing Refunds

Depending on the permissions that have been assigned to your user ID, you can provide a refund for any item pre-paid by a customer. Basically, Front Desk treats refunds as “negative sales.”

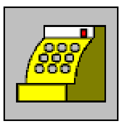
Generally, there are two common situations involving a refund:

- Refunding a POS item
- Refunding a game or time

## Refunding A POS Item

You will note that the process for refunding a POS item is different than in previous versions—namely, you no longer use the general **Refund** key on the customized keyboard or the **CTRL+Shift+R** key combination on the basic keyboard.

To refund a POS item:



1. Press the **POS** button (**CTRL+1**). *The Point of Sale screen appears.*

***All keyboard users:*** *you need to use your mouse to select (click on) Refund.*

2. On the bottom right of your screen, click the **Refund** box, placing a checkmark in the box.

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Note: You must check this box <u>before</u> doing anything else on the screen. Otherwise, the system will not recognize the process as a refund.

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***All keyboard users:*** *you need to use your mouse to select the item to refund.*

3. In the upper right area of your screen, select the item you are refunding. *A dialog box appears,* requiring you to enter a quantity and/or amount to refund.

4. Enter the quantity of the item to refund, and click **OK** or press the **Enter** key on the keyboard. Notice that the Line Item area now contains the item, but with a negative sign (-) in front of the quantity, and the amount in parentheses (indicating a negative sale).

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click*  *at this point. Customized keyboard users have this button on their keyboards.*

5. Press . Notice now that the screen displays the total due back to the customer. If you have enabled Alternate Currency in Administrative Settings, this screen will show the amount due in the alternate currency as well as the primary currency. See the Administrative Settings manual for more information.

6. In the **Payment** area, select the payment method in which the refund will be given. *A dialog box appears*, requiring you to enter an amount.

   If your center accepts alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give the refund. Select the currency (**Primary** or **Secondary**), and press OK. See your Administrative Settings manual for more information on Alternate Currency.

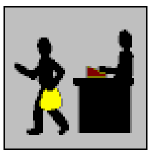
7. Refund the money due.

*Basic keyboard users:* *You can press* **CTRL+D***, or you can use your mouse to click* ✓ *at this point. Customized keyboard users have this button on their keyboards.*

8. After you have refunded the money, press ✓ to return to the Main screen.

## Refunding A Game

To refund a game:



1. Select the lane(s) on which the refund is due, and press **Check-Out** (**CTRL+8**). *The Check-Out screen appears.*

***Keyboard users****: Use your arrow keys to move up and down the line item list.*

2. Select the line item (on the left of the screen) you want to refund.

*Basic keyboard users:* *You can press* **CTRL+D***, or you can use your mouse to click* ✓ *at this point. Customized keyboard users have this button on their keyboards.*

3. Press ✓. *The Cash screen appears*. Notice that a **Refund** button next to the Games Bowled field is enabled.

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Note: The **Refund** button is present only if the number of prepaid games or minutes is greater than what was actually bowled.

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*Basic keyboard users:* *You must use your mouse to select (click on) Refund.*

4. Press the **Refund** button. *A dialog box appears*, requiring you to enter a quantity and/or amount to refund.
5. Enter the quantity and/or amount to refund, and select **OK** or press the **Enter** key on your keyboard.
6. In the **Payment** area, select the payment method in which the refund will be given. *A dialog box appears*, requiring you to enter an amount.

   If your center accepts alternate currency, *a dialog box appears*, requiring you to select the currency in which you will give the refund. Select the currency (**Primary** or **Secondary**), and press **OK**. See your Administrative Settings manual for more information on Alternate Currency.
7. Refund the money due.

*Basic keyboard users:* *You can press* **CTRL+D***, or you can use your mouse to click* ✓ *at this point. Customized keyboard users have this button on their keyboards.*

   Press ✓ to return to the main screen. *The lane is now checked out.*

# Managing Scores

## Overview

You can take control of a bowler's scorer from Front Desk. For example, you may want to correct a score, change the bowler's name, or simply help a bowler with a particular scorer function. All functions available to the bowler are available to you.

This chapter covers the following:

- *Changing Scores Using Remote Control*
- *Printing Score Tickets*

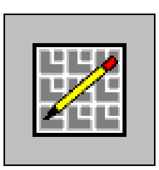
## Changing Scores Using Remote Control

This function allows you to make "live" changes to a score. As you make changes or choose options, the screen at the lane displays your actions.

Note: This remote control function will not work if the scorer is out of service or not in communication with the server.

To adjust scores using remote control:

1. Select the lane where you need to make the change.

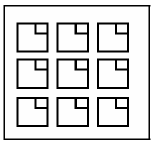
   Press **Correct Score** (**CTRL+3**). *A screen identical to the bowler's scorer appears.*

3. Press **Enter** to make changes. *Scorer option buttons labeled with numbers appear.*
4. Press the number displayed on the button of the desired scorer option.
5. Follow the instructions on the screen.
6. When you have finished with all changes needed, press the **Esc** (Escape) key on the keyboard to return to the Main screen.

## Printing Score Tickets

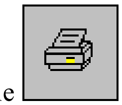
To print score tickets:

1. Select a lane.



*Print Tickets Key*

***All Keyboard users: You can also** press **F11** to access the Print Dialogue box.*

2. Press the **Print Tickets** key on the keyboard, or press the  icon on the front desk toolbar. *The Print Tickets dialog box appears.*

From here you can print a score ticket from a current game, or a ticket from a saved session.

### Printing A Current Ticket

1. On the Print Tickets dialog box, press the button marked NORMAL then the button marked **PRINT CURRENT TICKET**. *The Print Tickets screen appears* with the setting from the last score ticket printed.

*Use your **Tab** key to move around the options. Press **Enter** to select one.*

2. Select **Half Sheet** or **Full Sheet**.
3. Press **OK** to print the ticket, or press **CANCEL** to close the dialog box without printing the ticket.

Note: At this point, you can also press **PRINT PREVIEW** to preview the ticket on your screen before actually printing it.

### Print A Games Recap Ticket

1. On the Print Tickets dialog box, press the button marked **GAMES RECAP**.
2. Press **OK** to print the ticket, or press **CANCEL** to close the dialog box without printing the ticket.

### Printing Saved Tickets

1. On the Print Tickets dialog box, press the button marked **PRINT SAVED TICKETS**.

*Use your **Tab** key to move around the options. Press **Enter** to select one.*

2. Select one of the following:
   - **Normal**: The system will print the score grid as it appears when the game ended.

- **Consolidated**: The printed ticket will show all games on a per bowler basis. In other words, all games for bowler X will be grouped on one sheet, all games for bowler Y will be grouped on another sheet, etc.

  You can print consolidated tickets for sessions only (see next step).

3. Select **# of Games** or **# of Sessions**, then enter the appropriate number in the respective box.

   As mentioned in step 2, you must select **# of Sessions** if you are printing a consolidated ticket.
4. Select **Half Sheet** or **Full Sheet**.
5. Press **OK** to print the ticket, or press **CANCEL** to close the dialog box without printing the ticket.

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Note: At this point, you can also press **PRINT PREVIEW** to preview the ticket on your screen before actually printing it.

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# Handling Emergencies

## Overview

If an emergency situation develops at a lane, for example, a child heads toward the pins or a mechanic needs to repair a lane, you can prevent accidents by quickly turning off the Pinspotter for that lane or lane range. Additionally, if you leave the front desk, you should lock the AMF BOSS workstation. The **Pinspotter** and **Lock** keys allow you to do both of these operations easily.

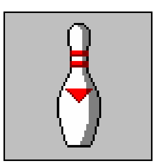
This section covers the following:

- *Turning The Pinspotter Off*
- *Locking The Workstation*

## Turning The Pinspotter Off

To turn off the Pinspotter:

1. Select the lane(s) on which the emergency is occurring.

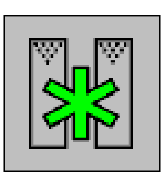


   *Press **Pinspotter** (**CTRL+5**). The Pinspotter on that lane(s) turns off.*

### Turning The Pinspotter Back On

To turn the pinspotter back on:

1. Select the lane(s) on which you had turned the pinspotter off.



   *Press **Lane Control** (**CRTL+2**). The Detailed Lane Control screen appears.*

2. On the **Actions** tab, select **Pinspotter Modes OFF**.

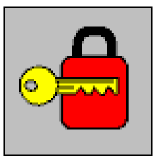
***Basic keyboard users:*** *You can navigate from button to button using your arrow keys. Select the button by pressing* ***Enter****.*

***Basic keyboard users:*** *You can press* ***CTRL+D****, or you can use your mouse to click*  *at this point. Customized keyboard users have this button on their keyboards.*

3. Select **ON – with Pins** or **ON – withOUT Pins**.

4. Press .

## Locking The Workstation



To lock the workstation:

Press **Unattended** or **Lock** (**CTRL+4**). *The workstation locks and a User ID and Password screen appears.*

### Unlocking The Workstation

To resume work, type your name and password, followed by pressing **OK**, to unlock the workstation.

# Using Utilities

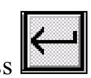
## Overview

The Utilities module allows you to perform various tasks regarding the locks and communication status of your lanes. These tasks include:

- *Setting The Front Desk Number*
- *Managing Area Locks*

### Accessing Utilities

The Utilities system is a separate module from Front Desk. To access Utilities:

1. From the Front Desk Main screen, press  to access the BOSS Main screen.
2. Press **Utilities**. *The Set Front Desk Number screen appears*.


## Setting The Front Desk Number

This feature allows you to specify which station the scorers communicate with. The BOSS system is designed so that the scorers should talk to a specific machine on the front desk network, and this is almost always the server (typically Front Desk Number 1). **Do not change this setting for scorers without explicit instructions from AMF Technical Support.** When in doubt, always set your scorers to communicate with the server.

To set the station with which the scorer communicates:

1. Access Utilities.
2. In the **Set Front Desk** area, use the < and > keys to enter the new number of the workstation that will communicate with the scorer.

3. To set the scorer's front desk number on one lane, press the **Single Lane** button, then select the numerical button(s) corresponding to the lane number. *That number appears* in the box below the buttons.

Note: Setting the front desk number for one lane will actually make the change for both lanes of that pair.

To set the scorer's front desk number on a range of lanes, press the **Lane Range** button, then select the numerical button(s) corresponding to the first lane number in the range. Next, select the box after the "to" (placing the cursor in that box), and select the numerical buttons corresponding to the last lane number in the range.

4. Press . *A message appears* confirming the action.

5. Click **OK** or press the **Enter** key on your keyboard.

## Managing Area Locks

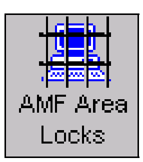
This feature lets you know when another workstation has an area—such as Leagues or Lockers—locked (in use). On the Area Locks screen, you can do one of the following:

- Send a message to the workstation that has the area locked, requesting that the personnel unlock the area so others can use it.
- Delete the lock.
- Refresh the screen.

Note: Unless otherwise noted, you must use your mouse or touchscreen to perform all of the functions on this screen. There are no corresponding keys on the basic or customized keyboards that will navigate the screens or select the options.

To access and manage area locks:

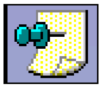
1. Access Utilities.




2. Press **AMF Area Locks**. *The Area Locks Management screen appears.*

## Sending An Unlock Request

To send a request to the workstation to unlock the area:



On the Utilities Area Locks Management screen, select the lock from the list, and press the “tack” icon.

***All keyboard users:*** *you must use your mouse to select the icon.*

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Note: You can search for a specific lock by entering the name of the area in the **Search For:** box, and/or picking from the criteria on the **Search On:** drop down list.

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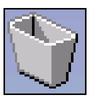
A message requesting that the workstation back out of the area is sent.

## Deleting The Lock

You can choose to delete the lock, instead of (or in addition to) sending a message.

To delete the lock:



On the Utilities Area Locks Management screen, select the lock from the list, and press the “trashcan” icon.

***All keyboard users:*** *you must use your mouse to select the icon.*

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Note: You can search for a specific lock by entering the name of the area in the **Search For:** box, and/or picking from the criteria on the **Search On:** drop down list.

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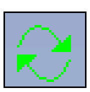
The lock is deleted.

## Refreshing The Screen

To refresh the screen:



On the Utilities Area Locks Management screen, select the lock from the list, and press **Refresh**.

***All keyboard users:*** *you must use your mouse to select the icon.*

The screen refreshes with the most recent information.

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