



Version 9

SYSTEM OVERVIEW
Reference Manual
includes
Bowler Management

400-295-109-008 Rev. A

August 10, 2004

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System Overview

The BOSS Scoring™ system is made up of several software modules and the Bowler Management database. The software modules manage all functions of your bowling center from “renting” a lane to processing payments. The Bowler Management database stores information about your patrons. This document describes how to use the BOSS Scoring™ system, and provides an overview of the system modules and Bowler Management database.






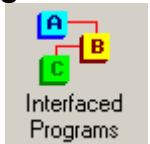
How-to-use information for each software module and the Bowler Management database is given in separate documents contained in this BOSS Scoring™ System Operations and Administration binder.




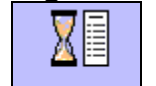
The Software Modules

Each software module performs actions for a specific function of your bowling center. For example, the Tournaments module handles all the tasks for creating, managing, and processing the finances for tournaments; the Locker module handles all the tasks for defining lockers, assigning/vacating lockers, and processing locker payments; and the Front Desk module handles all the tasks for turn on/turning off pinspotters, checking bowlers in and out, and processing payments. The modules are divided into two categories, the core functions that come standard with the BOSS Scoring™ system and the optional functions that augment those core functions. The table below lists the BOSS Scoring™ system modules and shows if they are core or optional functions.

<p>Front Desk</p>  <p>Front Desk</p>	<p>Core</p>	<p>This module is used to manage bowling functions, such as turning on/off lanes (pinspotters, lights, etc.), checking bowlers in and out, processing payments, maintaining a waiting list, and correcting scores.</p> <p>For information about using this module, refer to the <i>Front Desk Reference Manual</i> in this binder.</p>
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Administrative Settings  Admin. Settings	Core	<p>This module is used to set up the behind-the-scenes items, such as the tax rates, how receipts are to be printed, discounts, currency used, what information is required to perform a quick purchase, etc. It is also used to define your bowling center and to define and schedule employees.</p> <p>For information about using this module, refer to the <i>Administrative Settings Reference Manual</i> in this binder.</p>
Billiards Front Desk  Billiards Front Desk	Option	<p>This module is used to manage the billiards functions, such as assigning tables and processing payments for table use.</p> <p>For information about using this module, refer to the <i>Billiards Front Desk Reference Manual</i> in this binder.</p>
Bowler Management  Bowler Management	Core	<p>This is your bowling center's patron database. It allows you to enter, edit, and delete patron information, and to generate reports and mailings from the information in the database.</p> <p>The information in the database is shared between all the BOSS modules and can be sent to bowler terminals (for leagues and tournaments).</p> <p>For information about using this module, refer to the Bowler Management section of this document.</p>
Leagues  Leagues	Option	<p>This module is used to create and manage league bowling functions, such as how the games will be scored and league finances.</p> <p>For information about using this module, refer to the <i>Leagues Reference Manual</i> in this binder.</p>
Locker Management  Locker Management	Option	<p>This module is used to define, assign/vacate, and process payment for rental lockers.</p> <p>For information about using this module, refer to the <i>Locker Management Reference Manual</i> in this binder.</p>
Interfaced Programs  Interfaced Programs	Core	<p>This module is used through the Front Desk module. It allows you to import files from other programs so their information can be used by the BOSS Scoring™ system.</p> <p>For information about how to access the software, refer to the Interfaced Programs section of the <i>Front Desk Reference Manual</i>.</p>

<p>Tournaments</p>  <p>Tournaments</p>	Option	<p>This module is used to create and manage the tournaments, such as event sign-in, prizes, and financial settlement.</p> <p>For information about using this module, refer to the <i>Front Desk Reference Manual</i> document in this binder.</p>
<p>Utilities</p>  <p>Utilities</p>	Core	<p>This module is used through the Front Desk module. It locates which station has locked a module (BOSS Scoring™ does not support simultaneous users) and Front Desk station that communicates with the BOSS Scoring™ network.</p> <p>For information about using this module, refer to the Using Utilities section of the <i>Front Desk Reference Manual</i>.</p>
<p>Video Merchandising</p>  <p>Video Merchandising</p>	Option	<p>This module is used to import and export videos for display on the VGA or TV overhead monitors.</p> <p>For information about using this module, refer to the <i>Video Merchandising Reference Manual</i> in this binder.</p>
<p>Waiting List</p>  <p>Waiting List</p>	Option	<p>This module is used to create and maintain waiting lists for bowling lanes.</p> <p>For information about using this module, refer to the <i>Waiting List Reference Manual</i> in this binder.</p>

To find out what modules are installed at your bowling center, scroll through the icons at the bottom of the BOSS Scoring™ screen. For information about scrolling, refer to the Screen Format section later in this document.

Logging On

To use any BOSS Scoring™ system function, you must first log on to the system.

1. At the log on screen, enter the system ID and password given to you by your System Administrator or Center Manager.
2. Select OK. *The BOSS Scoring™ system opening screen appears.*

Note: Throughout the documents in the BOSS Scoring™ System Administration and Operations binder, this screen is referred to as the BOSS screen..



From the BOSS screen, select the icon of the module you want to use. The software modules and their icons are listed in The Software Modules section earlier in this document. If you do not see the icon for a module, use the left and right scrolling arrows to display the hidden icons.

After you select a module, the screen displays the opening screen for that module. For example, if you select the Waiting List icon, the system displays the Waiting List for Bowling screen, as shown below. In the documents in the *BOSS Scoring™ System Operations and Administration* binder, this screen is referred to as the Main screen.

About The System

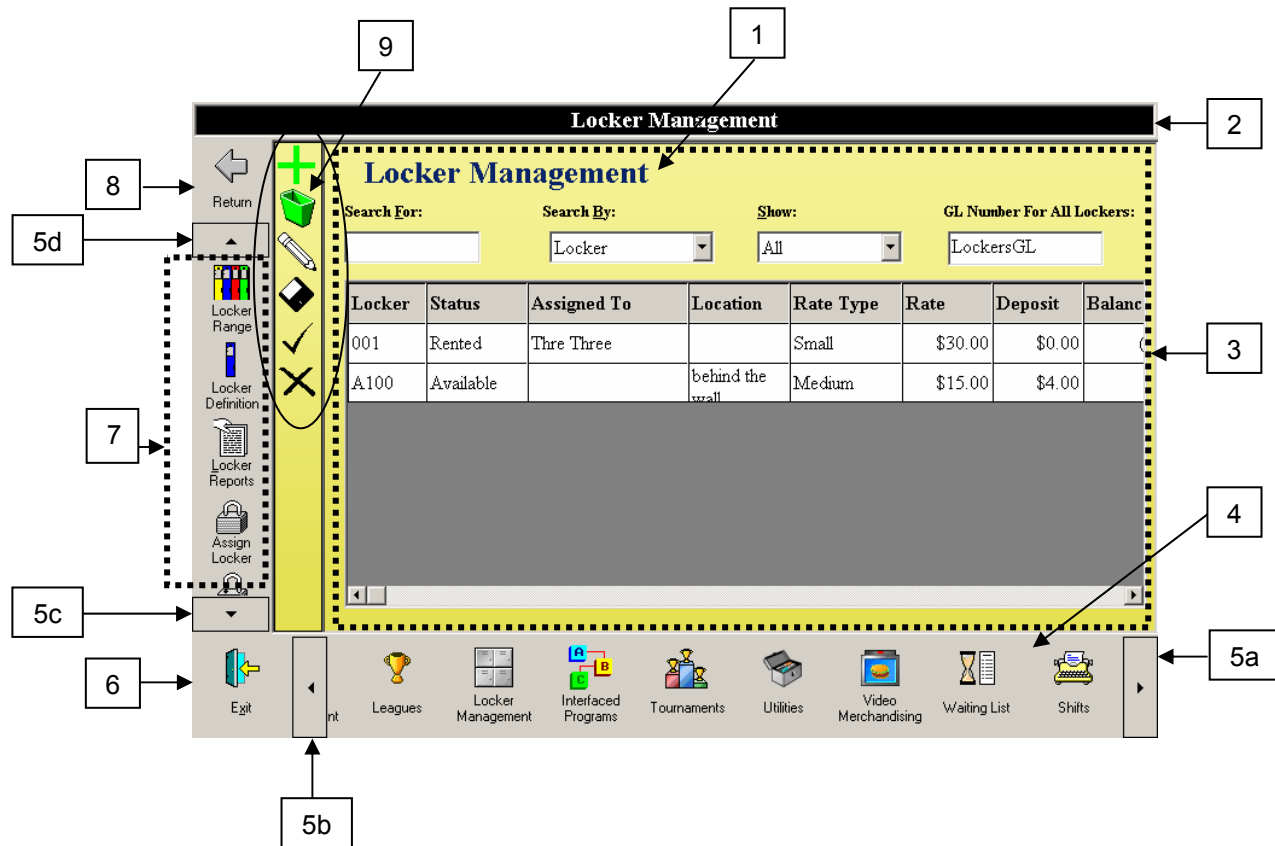
The BOSS Scoring™ system modules were designed to look and act alike. This means the screens have information and icons placed in the same area on each screen and that the action and navigation icons work the same way in every module.

Information Display

Information that can be changed on a screen is shown in black; information that is for display only (cannot be changed) is shown in gray.

The Screen Format

The screen is divided into several sections, as shown and described on the next page.



Ref	Description
1	The name of the screen.
2	The name of the module.
3	The information display and data entry area. The way the information is displayed on a screen will vary according to the type of information being displayed. Some tasks generate a pop-up window in this area.
4	The icons for the BOSS Scoring™ system modules and selected sub-modules.
5a	Scrolling arrows to view icons that cannot be displayed on the screen. The arrows indicate the scrolling direction (up, down, left, right).
5b	
5c	
5d	
6	The icon to exit from the BOSS Scoring™ system.
7	The icons for the functions you can perform in the module.
8	The icons for navigating through the module. The icons will vary according to the screen you are using.
9	The icons for the actions you can perform on the screen. The icons will vary according to the screen being displayed.



NOTE Depending on the function or action you are performing, the screen may contain additional or other sections.

Keyboard And Touchscreen Terminology

There are three methods through which you can communicate with the BOSS Scoring™ system: standard keyboard and mouse, programmed keyboard and mouse, and touchscreen and mouse. Your bowling center may have one or all of these methods.

Regardless of what communication method you have, this documents in the *BOSS Scoring™ System Administration and Operations* binder use the same term for each method. These terms are listed below.

Term	Standard	Programmed	Touchscreen
Press	If a Function Key (F1 , F2 , etc.), press the key; otherwise, position the cursor over the icon on the screen then press the mouse button. If special keystrokes have been defined for an action, the keystrokes will be shown in bold text in parentheses: (CTRL+2).	If a programmed key exists (the icon on the key matches the icon on the screen), press the key; otherwise, position the cursor over the icon on the screen then press the mouse button. NOTE There are some functions that can only be accessed by using the mouse.	Touch the icon.
Select or Click	Position the cursor over the item to be selected so it is highlighted and press the mouse button. If the item is already highlighted, press the ENTER key.	Position the cursor over the item to be selected so it is highlighted and press the mouse button. If the item is already highlighted, press the ENTER key.	Touch the item. If the item is already highlighted, touch the ENTER icon.
Enter	Type in the information using the keyboard.	Type in the information using the keyboard.	Type in the information using the keyboard.
Icon or Button	The pictorial representation of the action, function, or navigation direction on the screen.	The pictorial representation of the action, function, or navigation direction either on the screen or keyboard.	The pictorial representation of the action, function, or navigation direction on the screen.

Entering Data

All information is entered on the screen by positioning the cursor in a data entry box, using the keyboard to type the information, then selecting the **ACCEPT** (✓) icon.

When the system first displays a screen, it automatically positions the cursor at the first data entry box on that screen. When you complete the entry for a data entry box, the system automatically positions the cursor at the next data entry box.

To skip a data entry box (leave it blank) or move to another data entry box, press the TAB key to jump through the data entry boxes or use the mouse to position the cursor at the data entry box.

IMPORTANT

The information you enter on a screen is not stored in the system until you select the **SAVE** (💾) icon.

Function, Action, And Navigation Icons



All actions and functions are set in motion by selecting an icon on a screen. There are three types of icons: function, action, and navigation.












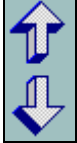
The function icons are different in each module so they are described in the document for each module.

The action and navigation icons act the same in every module. However, they may not all be active in every module or every screen in a module. If an icon is displayed but is “grayed out,” it is cannot be used on that screen. The action and navigation icons are described in the tables below.

The Action Icons


The table below lists the action icons common to all the modules. If a module has action icons in addition to those listed below, they are described in the documentation for that module.






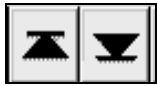
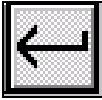
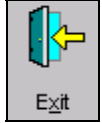
Icon	Action
	Creates a record in the database.
	Marks the selected record for deletion from the database. NOTE You must select the action icon (✓) to enact the deletion request.

	<p>Stores the information you have entered on the screen in the database.</p> <p>If you leave a screen without selecting this icon, you will lose the information you entered.</p>
 	<p>Processes the action you have started.</p> <p>This icon is can be located with either the action icons (along the side of the screen) or the function icons (across the bottom of the screen).</p>
	<p>Allows you to change the information displayed on the screen.</p> <p>If you leave a screen without first selecting the Save icon () , you will lose the changes you entered.</p>
 	<p>Removes any entries you made on the screen before you selected the Save icon () and redisplay the screen as it was before you saved any changes.</p> <p>This icon is can be located with either the action icons (along the side of the screen) or the function icons (across the bottom of the screen).</p>
	<p>Locks the workstation so that unauthorized personnel cannot use it.</p> <p>This icon is can be located with either the action icons (along the side of the screen) or the function icons (across the bottom of the screen).</p>
	<p>Looks up a patron in the Bowler Management database.</p>
	<p>Transfers a data item (e.g., patron's money)..</p>
	<p>Moves the selected item up or down in the display order.</p>

The Navigation Icons

The table below lists the icons that move you through the screens in a module. If a module has navigational icons in addition to those listed below, they are described in the documentation for that module.


Icon	Function
	<p>RETURN Closes the current screen (does not save any information) and displays the previous screen.</p>

Icon	Function
 	
	Closes the current screen (does not save any information) and displays the next screen.
	Scrolls up or down one line of information in the data display area.
	Scrolls up or down one block of information in the data display area.
	Scrolls to the top or bottom of the blocks of information in the data display area
  Exit	<p>Exits from the module. For data security reasons, your center may require you to enter a password to exit from a module and for you to log onto the system again to access other modules.</p> <p>Depending on the module you are using, the Exit icon can be located with the function icons across the bottom of the screen , with the action icons along the left side of the screen, or .with the task icons on the screen.</p>

On-Line Help

Each module of the BOSS Scoring™ system includes a link to an on-line copy of its reference manual in Adobe™ format. To access the on-line manual, press F1 or HELP on your keyboard. *A Help Topics screen appears* with a list of modules, as shown on the next page, for you to select the document you want to view.

To exit from the on-line document display, close the Adobe™ window. The system will return to the BOSS Scoring™ screen from which you accessed the Help Topics menu.

 About	This icon displays the hierarchy of tasks/subtasks in the module and information about the software version
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HELP CONTENTS



[Front Desk](#)



[Tournaments](#)



[Administrative Settings](#)



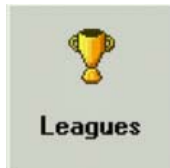
[Waiting List](#)



[Billiards](#)



[Locker Management](#)



[Leagues](#)



[Video Merchandising](#)

Bowler Management

The BOSS Scoring™ system includes a Bowler Management module that maintains a database of information about your (repeat) patrons. All of the modules that require patron information – Leagues, Lockers, Waiting List, Tournaments – can access the information in the database so you don't have to re-enter it for every module or every transaction.

Once you create a record in the database, the BOSS Scoring™ system assigns the patron a unique identification number called the Bowler ID. Through the Bowler ID, the information for that patron is available for use in all the BOSS Scoring™ modules and at the bowler terminals. For example, once you enter the information for Amy White, you can add her to a league, assign her a locker, or put her on a waiting list by simply entering her Bowler ID. And when Amy comes in as a Walk-In bowler, she can enter her number on the Sign-In screen at the bowler terminal to have all her information entered by the system instead of having to enter it.

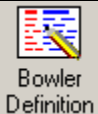
Accessing The Bowler Management Module





To access the Bowler Management system, select the Bowler Management icon from the BOSS screen. *The Bowler screen appears.*

Bowler Management Functions





Function icons actually kick off the functions you can perform in the Bowler Management module. These icons are:

Icon	Function
	Accesses the Bowler Management database allowing you to add and change patron information, and delete patron records.

 Customize Bowler report	Accesses the Customized Reports screen, allowing you to create and print customized reports of the information in the database.
 Mailing Labels	Accesses the Mailing Labels screen, allowing you to create and print mailing labels from the information in the database.

Bowler Management Actions

In addition to the standard actions (described earlier in this document), you can also perform the following actions.

Icon	Function
	Prints a list of the information in the database. The information is ordered by the Bowler ID.
	Displays a list of the information in the database on the screen. The information is ordered by the Bowler ID.
	Exports the information in the database for use in another application.
	Imports data from another application for use in the database.

The Bowler Management Database

You can start a record for a patron through several of the BOSS Scoring™ system modules, but you can only complete a record through the Bowler Management module. If you start the record through a module other than Bowler Management, the system collects only the minimum information needed by that module. For example, if you start a patron record through the Tournament function, the system will only require the patron's name to assign the Bowler ID; you will have to enter the remainder of the information through the Bowler Management module.

Patron records can be changed and deleted only through the Bowler Management module.

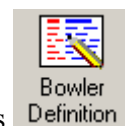
The table on the next page lists the information that is stored for each patron in the Bowler Management database:

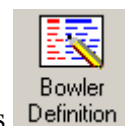

Data Name	Description
Bowler ID	This is a unique number that the system assigns to each patron.
Last Name	The patron's last name
First Name	The patron's first name
MI	Middle Initial – The patron's middle initial
Nick Name	The patron's nick name.
Title	The patron's title: Mr., Ms., Mrs., Dr.
DOB	The patron's date of birth: mm/dd/ccyy
Phone Number	The patron's telephone number.
National ID #	The patron's BPAA number.
Age	The patron's age group: Unknown, Youth, Adult, Senior.
Gender	The patron's gender: Unknown, Female, Male..
E-mail Address	The patron's email address.
Home Phone	The patron's home telephone number.
Business Phone – Ext	The patron's business telephone number and extension (if applicable).
Fax	The patron's fax number.
Address	The first line of the patron's address.
Address Line 2	The second line of the patron's address.
Address Line 3	The third line of the patron's address.
City	The patron's city.
State/Province	The patron's state (US) or province (Canada).
Zip	The patron's postal delivery code.
County	The patron's county.



Managing Patron Records

Creating, changing, and removing patron records is done by selecting the appropriate action icon on the Bowler screen.




Creating Patron Records






1. On the Bowler screen, press  or . *The Bowler Definition screen appears.*

2. Enter the patron's information. At a minimum, you must enter at least the patron's last name.
3. Press  or **SAVE**. *The system assigns a sequential Bowler ID, and a displays the number in the lower right corner of the data display area of the screen.*
4. Press  to return to the Bowler screen. *The patron has been added to the table.*

Changing Patron Records

1. On the Bowler screen, select the patron record you want to change and press . *The Bowler's Definition screen appears with that patron's information displayed.*
2. Enter the new information on the screen.
3. Press  or **SAVE** to save the changes or press  to cancel them.

Deleting Patron Records

1. On the Bowler screen, select the patron record you want to delete, and press . *A message appears asking if you are sure you want to delete the Bowler.*
2. Press  to complete the deletion request or press  to cancel it.






Generating Reports And Mailing Labels

You can generate reports and create mailing labels containing the information in the Bowler Management database.





Mailing labels are a specific type of report that generates the information to fit the mailing label you specify.

Generating A Report

1. On the Bowler screen, select the Report icon. *The Customized Report screen appears.*

2. Complete the items on the screen as detailed below.
 - **Selection Name**
 - **Report Caption**
 - **Report Fields**
 - **Leagues**
 - **Tournaments**
 - **Sorting**
 - **Age**
 - **Gender**
 - **List By Leagues**
 - **List by Tournaments**
 - **Range for Fields**
3. Press  to save your report definition or  to cancel it.
4. Press  to display the report on your screen or press  to print the report. Press  to create an exportable file.

Generating Mailing Labels

1. On the Bowler screen, select the Mailing Label icon. *The Mailing Labels Report* screen appears.
2. Complete the following boxes with the appropriate information:
 - **Selection Name**
 - **Report Fields Selection**
 - **Labels Editing**
 - **Sort By**
 - **Font Name**
 - **List By Leagues**
 - **List by Tournaments**
3. Press  to save your data or  to cancel.
4. Press  to display the report on your screen or press  to print the report.



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