Conqueror Pro

user manual

QubicaAMF

THE POWER OF PARTNERSHIP

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Contents at a Glance

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MAIN MENU

1. Conqueror Main Menu

All areas of the Conqueror System can be accessed through the Main Menu which can be customized to suit the requirements of each Bowling Center and different access options enable certain areas of the Conqueror system to be accessed in a hurry.

The central area of the Main Menu is ordered into three columns ranging from more general, to more specific selections from left to right. When selecting an option from the first column, the modules contained within that section are displayed to the right of the column.

For example, an operator wishing to sell certain products goes into the POS (Point of Sale) section in the first column, then selects Income in the second column and chooses from the various sales options in the third column.

The external frame of the Main Menu window is always visible when using Conqueror, displaying general information such as the time and date, as well as providing useful functions such as quick buttons. Quick buttons are displayed regardless of the user's position within the program and are easily personalized and assigned either to a specific user or terminal, through the Terminal Setup settings.

Within each section, modules can be kept open while working through other modules and then called back if need be as described in the Task Holding section.

2. Main Modules

2.1 Quick Access Module

The most frequently used functions on a terminal can be added to the Quick Access module, situated at the top of the first column.

To add a module to the Quick Access menu, right click on the desired module in the Main Menu and select the Add Module to Quick Access option.

It is also possible to customize the menu icon display, by choosing the Add Module to Quick Access and Customize option: personalize the name and the picture of the menu item.

> In the appendix of this manual there is a list of pictures with corresponding number to be entered in the Icon Number field.

To delete a quick access item, right click on it and choose the Remove Module from Quick Access option.

To apply Quick Access options as user preference instead of terminal setting, see Diversified User Settings.

2.2 Front Desk

The Front Desk section contains modules fundamental to managing the aspects of the Bowling Center utilized daily, directly concerning customers, such as Lane Status, through which the operator interacts with the lanes, performing such tasks as opening and closing lanes, etc.

Through this section the operator has control over modules regarding leagues, tournaments, Time Games, lockers, frequent bowlers (members of the Bowling Center), Shifts and the ability to send messages and images to lanes.

2.3 POS

The Point of Sale section contains all modules dealing with sales (through the Income module i.e. extra products, shoes, socks, food & drink), deposits and refunds. POS can also be accessed through other Conqueror modules, such as Lane Status and the Booking System.

2.4 Back Office

The Back Office section is utilized by employees working with bookings, reports (the general administration/management of a Center), Shifts, system logs or the Trouble Call System (dealing with technical work on the lanes).

2.5 Setup

This section deals with all Conqueror related settings, from setting up individual terminals, to adapting the Conqueror system to suit the whole Bowling Center. Technical settings as well as settings regarding prices of items sold in the Center and tax rates used can all be adjusted through the various modules in the Setup section.

2.6 Utilities

Conqueror provides utility programs to perform backup tasks and to resolve emergency situations that block activity in the Bowling Center, by restoring activity.

Most of the contents herein are utilized only by the technician when installing Conqueror or when performing an upgrade of the system. However, if technical problems occur, the Bowling Center operator follows Technical Support instructions telephonically, using the Utility modules.

Windows Access

Utilities > Windows

Through this module, the Windows applications Calculator, Notepad, Web Browser, Send E-mail, Control Panel, Printer Setup and DOS Prompt can be accessed by simply pressing the appropriate option instead of having to leave Conqueror in order to start them.

2.7 Others

Time Tracking

Time Tracking keeps track of the working hours of the Bowling Center staff by registering the exact time of entry and exit of each staff member.

Log off and Exit Conqueror

To end a shift with Security activated, press Log Off whereby Conqueror remains open with the Log on window in the foreground, ready for the next user.

Press Exit Conqueror to close Conqueror.

3. External Frame

The external frame of the Main Menu window displays general information regardless of the user's position within the program.

It is possible to personalize the frame for a specific user or terminal, through Terminal Setup.

3.1 Memo Bar

The Memo Line at the top of the screen displays the operator's exact position within Conqueror and the two help question marks that open the Tooltip Guide and the User Manual respectively.

If the Security option is activated, the name of the user connected to the system is displayed on the upper bar and clicking on this section logs that particular user off, revealing the Log on panel for the next user.

3.2 Time and Date

The clock in the upper right-hand corner displays the system time and is used as a common reference for all Conqueror terminals connected, thus avoiding any synchronization problems.

It is possible to choose a digital clock to be displayed, in the Terminal Setup.

The current date is under the clock.

3.3 Shift Check

The color of the button under the clock reveals the status of the Shift in progress (or others); the button is green if a Shift is open and red if not.

Click on the button to open the Shift window where Shifts can be opened, closed and parked and information on specific Shifts can be displayed or made into reports.

3.4 Bowling Mode

This area indicates the current Bowling Day and which Bowling Mode is currently effective.

Click on this field to shortcut to the Bowling Mode module.

3.5 Quick Buttons

Up to five programmable buttons can be chosen, to be displayed on the right-hand side of the screen, personalizing the system for either user or terminal, in making frequently used modules easily accessible.

3.6 Task Holding

Main Menu / Return Tabs

There are two tabs at the bottom right hand side of the screen.

Pressing the first tab takes the user back to the Main Menu, while the returning arrow allows the user to return to the previously viewed open screen.

Task Holding Tabs

Up to 7 different modules can be held open at once, which can then be recalled through the tabs on the far left hand side of the desktop.

Each tab has individual colors and icons for quick and easy recognition.

To task hold, press the M tab while in the module that is to be kept open. This takes the operator back to the Main Menu without closing the other module.

3.7 The Stop Button

The desktop STOP button is Conqueror's built in safety mechanism to be pushed at any time to cut off all power to the pinsetters, stopping play immediately in emergency situations until the Reset button is pressed.

A child running onto a lane could present an emergency situation, in which the operator would stop play on that lane by pressing STOP.

To have the STOP button present during Conqueror use, select the Stop Button option in the Terminal Setup.

When the Close Stop Button option in Terminal Setup is deselected, the STOP button icon remains on the computer screen even after Conqueror has been closed. Selecting this option closes the STOP button when closing Conqueror.

> There is also a STOP button that functions in the same way on the lanes, so that customers also have this safety option if they recognize a dangerous situation on the lanes.

4. Help on Line

Help on Line provides the user with all available information on specific subject matter through accurately organized links to relevant sections, an index, search section and favorites list.

The contextual help guide (Tooltips) connects the user to the exact part of the manual on the relative subject, displaying a panel which occupies only part of the screen, providing clear and complete indications.

4.1 Tooltips

The yellow question mark is Conqueror's contextual help guide.

Click on the yellow question mark and then on the item for which help details are required. Having done so it is possible to navigate within the tooltip area by scrolling.

Using the arrows at the base of the page or by clicking on the links (underlined words), the operator can move out of the help section currently in use, to another relevant section.

To change the size of this help guide, the borders can be adjusted by using the drag and drop method.

4.2 On line User Manual

Clicking on the green question mark opens the Conqueror User Manual pertaining to the part of Conqueror currently in use.

Here it is possible to navigate within the Conqueror User Manual independently of the Conqueror module being utilized.

NAVIGATING THE ON-LINE USER MANUAL

Help on Line is easily navigated through the Contents tree on the left.

The main window of the Help on Line manual can be explored by scrolling, using the arrows at the base of the screen or through the links (pressing on an underlined word takes the operator to the relevant place in the manual).

- Through the Contents tab, the various sections of the Conqueror help manual are divided into a tree format for easy identification and can be opened section by section, clicking on the title of interest.
- Clicking on the active links takes the operator to the specific area in the manual that deals with that subject matter.

On the left of the main Help on Line window are another three tabs that allow a more direct navigation of Conqueror Help on Line.

- A list of key words, buttons/keys and labels can be found under the Index tab, whereby double clicking on a word, displays the paragraph containing that word.
- To search for a specific section or keyword, press the Search tab and enter a key word in the search space and press either Enter on the keyboard or List Topics. Any possible matches for the search criteria entered are displayed underneath. Select the desired section by double clicking on it, or by selecting it and pressing Display.
- In the Favorites tab, it is possible to maintain a list of the most useful and most utilized sections of the instruction manual by first accessing the desired section through one of the aforementioned methods and then pressing Add at the base of the tab section. To recall one of the existing favorite sections, select it and press Display (follow the same procedure to Remove items from the list).

To visualize the on-line user manual on a full screen, press Hide to hide the tabs and trees on the left. Having done so, the button is replaced with Show to restore the tree.

Pressing Print, proposes the option to print only the selected topic or the selected heading and all subtopics, choose the desired printout and press OK.

5. User Messages

The Conqueror system is able to transmit useful information to the user and alert the user to a situation requiring input.

To communicate with the operator, the system proposes messages that, according to urgency, are viewed on-screen:

- A reminder appears (upon log on or according to urgency) at the base of the screen informing users of any new/unviewed user messages regarding Conqueror. The operator then goes to the User Messages module to view the User Messages.
- If the message is of considerable importance, the module opens automatically and the message is highlighted by an exclamation mark.

In any case, all messages can be viewed in the User Messages module by following the path BACK OFFICE > USER MESSAGES.

5.1 Marking / Unmarking User Messages

When the operator has seen the message and noted its content, clicking on the Done button checks the message as having been viewed, whereby the time and date viewed are displayed in the upper section of the window under the message along with the user name.

> If Security is deactivated, the system is unable to recognize the user, thus indicating Completed.

To go back and unmark the message, select the message and re-click on Done, where the information Unmarked and the time and date of the action are added under the message.

5.2 Deleting a User Message

Press Delete to permanently erase the selected message.

> To perform this action the Access to the System Log and Delete User Messages privilege is required.

5.3 Table

In the table (the lower part of the screen), messages are ordered chronologically according to important messages that have not been viewed, important messages that have been viewed and all other messages.

- If the message is checked it has been dealt with,
- if marked with an asterisk the message is yet to be seen,
- if the message is marked with an exclamation mark it is of great importance.

6. Utilities

Conqueror provides utility programs to perform backup tasks and to resolve emergency situations that block activity in the Bowling Center, by restoring activity.

Most of the contents herein are utilized only by the technician when installing Conqueror or when performing an upgrade of the system. However, if technical problems occur, the Bowling Center operator follows Technical Support instructions telephonically, utilizing the following modules.

6.1 About Conqueror

UTILITIES > ABOUT CONQUEROR

The About Conqueror module displays details pertaining to the Bowling Center and technical information regarding Conqueror and the terminal on which Conqueror is installed.

The About tab in this section contains Conqueror version information, while the System Information tab contains operating system and hardware information of the terminal on which Conqueror is installed. This section is consulted when technical support is required – the technician might require the details contained here.

6.2 Database Backup

UTILITIES > DATABASE BACKUP

The option to backup all current Conqueror data at any given time may be useful in order to send data to the Technical Support team for analyzing in problem situations and where problems occur the data from the backup can be recalled through performing a Restore.

Busy Centers who do not wish to have the system down for the time it takes to perform an automatic backup every day, can perform them manually at a more convenient time.

To perform a backup manually, enter the Database Backup module and press OK.

If the Bowling Center is open 24 hours a day, database optimization may take too long, delaying system access and should therefore be deselected. Every now and then optimization must be carried out anyhow for efficiency of the database.

For settings on Automatic Backups, see the Backup tab in Center Setup.

6.3 Database Restore

UTILITIES > DATABASE RESTORE

Through the Database Restore module it is possible to recall all Conqueror data copied in the last backup performed.

To restore a backup, all terminals using Conqueror will be shut down. Press Yes to proceed and a panel opens, requiring the user to choose the specific backup to be restored. Select the appropriate backup and press OK.

Pressing Yes in the confirmation panel that follows, reveals a window where the data to be restored can be selected from the following; databases, effects and advertising, messages, member photos and settings.

Press OK to complete the restore procedure.

Note that this is an extremely risky operation in that it replaces all data with that from the last backup performed and therefore if the last backup was performed three days ago, information from the last three days will be lost.

6.4 Database Cleanup

UTILITIES > DATABASE CLEANUP

Select this option in order to eliminate all superfluous data from the database, as set in the Remove Data section in CENTER SETUP > BACKUP TAB.

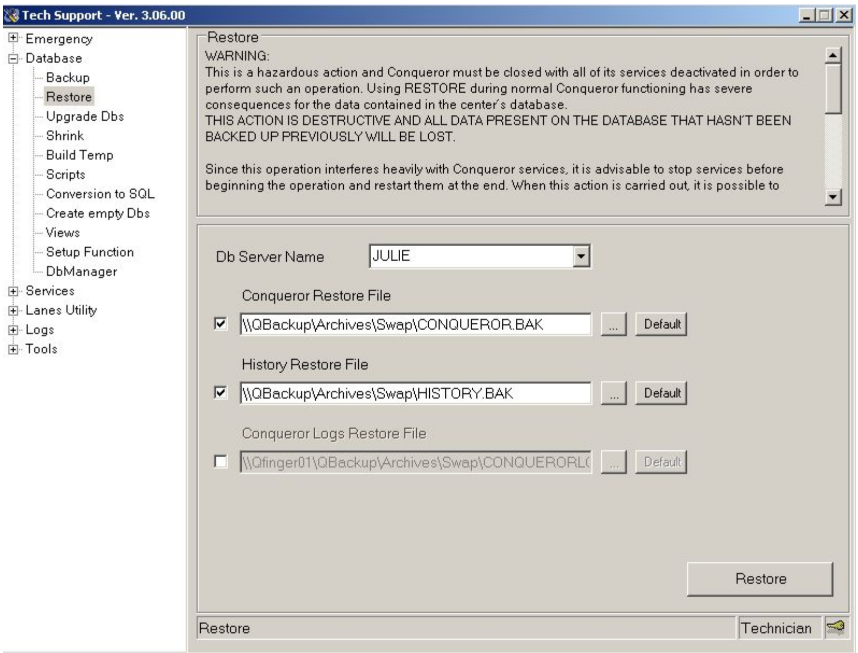
6.5 Technical Support

UTILITIES > TECHNICAL SUPPORT

This is an external problem-solving module to be utilized together with telephone assistance and can be opened independently from Conqueror in emergencies through the desktop icon.

Having called the technical support team, the Tech Support technician may require that the operator open the Technical Support Module and select the necessary options.

This can be done by selecting sections in the tree on the left and pressing + to reveal the sub-sections. According to the section selected in the tree, the right hand column displays a brief description (above) of the functioning of the section and its various options (below) to be followed in order to resolve the problem.



Note that many of the options here require that the operator enter a password, as these functions can cause substantial damage if performed incorrectly (passwords are obtained by calling Technical Support).

Having entered the password, follow the technicians advice on the correct options to select from the lower right-hand panel of the screen.

The toolbar at the base of the screen contains a key icon on the right which, when pressed, increases security allowing only those with the relevant password to perform certain procedures.

Next to the key icon is the field informing of the password required – there are three; User, Advanced and Technician, depending on the level of access required.

On the left hand side of the toolbar is an update as to how the operation is progressing, e.g. “Restore complete”.

7. Keyboard Shortcuts

The following keyboard shortcuts permit the operator to move rapidly within the Conqueror environment.

F1

Use the F1 command to open the User Manual regarding the window currently being visualized.

SHIFT + F1

Displays Tooltip information on the item selected.

F10

This command returns the user to the Main Menu of Conqueror whereby the window currently being viewed is parked and can be recalled through the appropriate tab.

CTRL + F1-F5

Opens the respective Quick Button on the right side of the screen.

CTRL + 1-7

Opens the various tasks held on the left hand side of the screen; therefore, pressing Ctrl and 2 would open the second parked window.

TAB

Pressing Tab selects the next field or button to that currently selected on screen.

SHIFT + TAB

By pressing the Shift and Tab keys simultaneously, the operator selects the previous field or button to that currently selected on screen.

ESC

Pressing the Esc key closes the window currently being viewed.

SHIFT + ESC (OR ALT + F4)

Closes Conqueror.

WINDOWS KEY

This option reduces Conqueror to an icon in the tool bar at the base of the screen, opening the Windows Start Menu.

ALT + TAB

To access other open applications.

POINT OF SALE

1. Overview

Through the Point of Sale module, the operator can sell all the items that are generally sold in a Bowling Center (e.g. games/time, drinks, food, etc.).

Selling items and collecting payments are among the most important operations for a Bowling Center. Through its immediate and simple layout, the Conqueror System allows safer, easier, quicker and more effective sales operations and financial transactions.

The POS module can be accessed through the Conqueror Main Menu and through other areas such as Lane Control, Booking System and Lockers.

No matter how the module is accessed, the layout and user interface remain the same so that the operator can also use this module in other contexts like sales purposes, purchasing goods that the Center may require, managing deposits, giving refunds to customers, etc.

Some of the most important POS functions can be accessed through the Main Menu, for example:

- Income, for the retail sale of the items organized in the main categories of a Bowling Center (Snack Bar, Pro Shop, Bowling items, etc.).
- Expenses, allowing the operator to pay a supplier using money from the cash register.
- Deposits, allowing management and collection of deposits.
- Refunds, allowing the correction of any sales errors and refunding of deposits, etc.
- Reprint Receipts, to print a receipt again in cases of receipt loss or printing issues.
- Open Cash Register, allowing the cash register to be opened without having to perform a transaction.

When entering the POS from different areas for sales purposes (Lane Control, Booking System, etc.), the POS module adapts to the new context and to the items to be sold, ensuring the quickest and easiest use in that particular area.

2. Sales

This window allows the selling of items according to how they have been organized in the Category Setup module.

The main POS window is divided in main sections: the selection area on the right, the current bill on the left and the control panel comprising the options at the base of the screen.

When opened, the Sales window displays the first category price keys, and when clicking on a sub-category, all price keys belonging to it are displayed.

Each category is given a different color, according to their settings.

The two arrows allow scrolling the price keys.

2.1 Selling Items

Select the item to be sold by clicking on it after selecting the category it belongs to. The item selected will then be displayed within the table in the left-hand area of the screen, indicating the name of the Product, its Quantity and its Total price.

As selections are made, the Total located straight under the items is automatically updated, displaying the total amount.

Selling Multiple Items

The system allows the sale of more than one item of the same kind in two quick and easy ways, giving the operator the opportunity to choose the most suitable one.

To sell more than one item of the same kind:

- Click on the item twice to sell 2 items, click on it three times to sell 3 items, etc. In this case every click is a row in the list.
- Press the desired numeric key, then select the item to be multiplied.

By clicking on ?x, the Insert Quantity window opens. Insert the quantity of the item to be sold. Once the correct quantity has been chosen, it will be displayed next to the relevant item in the table listing all items to be sold. The Total price displayed is consequently updated.

To modify the quantity relating to this item, click on the row of the table containing the item to be modified, press Change Quantity and insert the new quantity in the Insert Quantity window.

Setting Modifiers

Modifiers are displayed when a price key with Automatic modifiers is selected.

To assign a modifier to a price key to which no automatic modifier has been assigned, press Modifiers, click on the desired modifier and then press OK.

The modifier is added by default. If a modifier has to be removed from a price key, press Without before pressing OK.

Assigning a Transaction to a Member

If a transaction is to be assigned to a specific member to:

- record financial data relating to that specific member (to print reports and to allow the member to collect points as an award),
- sell Members only items,
- let the member pay with QCash,
- give them their member discount,

swipe the FB card or press Search. This opens a search window where members can be searched for by inserting their name or ID.

Inserting a Note

Allows writing a note that can be displayed under the selected line. In the window that opens it is possible to specify whether to print it in receipt and/or in reports.

Deleting a Row

Deletes the selected item or note.

The price key cannot be deleted if it was previously saved in a tab, but it can be voided.

Voiding a Price Key

Voids the selling of the selected price key.

Discounts

Opens a window where the appropriate discount can be selected and applied to the account manually.

Bills

Prints the bill to give to the customer.

> This bill is not the receipt. The receipt is printed after payment and it contains payment modes, change, taxes, discounts, etc.

Undo

Clears the table.

Tips

Open Tip Management.

Tabs

Opens Tab Management.

The current transaction can also be saved within an existing tab by clicking on Add to Tab.

Save

Allows saving the tab, assigning it a name and a reference user.

Payment

Opens the Payment window.

3. Tabs

POS > Tabs

The tabs currently open are represented by the boxes in the central part of the window.

Only one click on the tab is necessary to display its details (description, operator, bill details). A second click opens it in the Sales window.

Opening a Tab Manually

A tab can be created manually:

- in the Sales window after item selection by clicking on Save
- in this window by pressing New: in this case the operator is automatically sent to the POS for the sales as soon as the tab is created.

In both cases assign a meaningful name to the tab so it can be easily identified.

If the tab holder is a member, click on the Member field and select the FB. By clicking on OK the Sales window where items can be assigned opens immediately.

> In the Payment window all tabs linked to a specific FB or credit card will automatically be merged.

When created, the tab is associated to the operator who is currently logged in and by default is called "Terminal n – hh:mm".

To operate on the tab, double click on it or select it and press Choose. The Sales window is accessed and it is possible to add, modify and delete items (the items saved before are displayed in blue, while the new ones are in black).

> A tab can be deleted only if empty.

Operating with Automatic Tabs

Tabs are automatically created when opening a lane or when setting a reservation as Arrived (or Ready).

- Lane tabs can be displayed by pressing Lanes on the on the right-hand side of the window: each lane is represented by a box that can be selected and controlled with the buttons in the control panel at the base of the screen.
- Reservation Tabs can be displayed by pressing Booking on the on the right-hand side of the window: incoming reservations and current reservations are represented by boxes that can be selected and controlled with the buttons in the control panel at the base of the screen.

From the POS workstation it is possible to sell items to a reservation without opening the Reservation Sheet or the Lane Control window: simply click on the Booking or Lanes button, select the desired reservation or lane and press Choose.

Incoming Reservation Tabs

It is possible to display and manage tabs for Incoming Reservations.

To create a tab for an incoming reservation click on Next Bookings, select the desired incoming reservation and then press Choose to add items directly to the tab.

If the incoming reservation is a Provisional or Confirmed reservation, when creating a tab for it the reservation is automatically set as Arrived and the tab is displayed in the Tab window.

Merging POS Tabs with Reservations or Lanes

Reservation tabs and lane tabs can be merged with POS tabs, e.g. customer drinks or meals can be linked to their lane when they start to bowl.

1) Open the POS tab to be integrated in the reservation/lane tab,
2) press Add to Tab and select the reservation/lane tab
3) press Choose and the POS items are automatically moved/added to the selected reservation/lane tab.
4) By pressing Save the POS tab disappears and all the items are grouped in the lane/reservation tab.

Credit Card and Member Tabs

Thanks to tabs it is possible to provide customers with a single bill for their entire visit that includes bowling, restaurant and other items purchased at the snack bar, on the lanes or in any area of the Bowling Center: the operator swipes the customer's credit card at the beginning of the evening (the name of the tab automatically includes the name of the card holder, the terminal number, the date and the time). All customer purchases will be added to their tab and when they leave the Center the total tab amount will be automatically charged on the credit card previously swiped.

> All tabs linked to a specific credit card will automatically be merged in the Payment window.

FBT and Tabs

When the tab selected in the payment window pertains to a FB, all tabs related to this FB are automatically recalled to be paid, linked to another tab or split.

> All tabs linked to a specific FB will automatically be merged in the Payment window.

4. Payments

4.1 Payment Window

The Payment window provides a handy and versatile tool that allows various financial operations: a transaction can be paid, paid with receipt or split into two or more transactions.

This window contains a table with a different row for each item sold and the fields above the table are:

- Total that indicates the total amount of the current bill including taxes and discounts; by clicking on this box the Tax Details window opens, displaying the net total, the different taxes and the receipt total.
- Special Payment that indicates the amount paid through Special Payment.
- Still Due that indicates the amount still due if the customer has only paid a part of the total amount using Special Payments; this amount can be paid using another special payment, or cash.
- The Amount Tendered is the amount the customer is paying; by entering an amount here, the Change is automatically calculated.

The Pay button allows immediate payment collection, without printing a receipt.

To collect the payment and print the receipt, press Receipt. Should the printout fail for any reason, to reprint the receipt, enter POS > REPRINT RECEIPTS.

If the current transaction is linked to a member, all tabs linked to this specific member will automatically be merged to the current transaction.

When collecting a payment, it is possible to link the current bill to another one previously saved by clicking on the Link to. Select the relevant tab then press Choose, moving back to the Payment window.

A bill can be split into two or more different transactions, allowing the customer to pay at different stages, or allowing different customers to pay part of the whole amount (e.g. if members of a group decide to have separate bills). To split the bill in parts press Split.

4.2 Tips

For now tips are managed only for bills paid by credit card.

Usually the waiter takes the bill to the customer, who gives their credit card to the waiter. The waiter swipes the credit card and gives the customer their receipt. At this point, the customer writes the amount of the tip on the receipt. The waiter goes back to the cash register and inserts the amount of the tip in the Tips plugin.

Credit card payments and all the data related to them (ID, Date, Amount, Gratuity, Total, Tip to) are displayed in the table. Select the bill to which the tip has to be associated, insert the Tip Amount and if desired assign it to a different operator (if not currently logged in) by using the Tip to scroll down menu.

The Apply button makes the payment effective and the connection of the credit card transaction starts.

By default the table displays payments already made by credit card for which no tip has been given. To see transactions for which a tip has already been given, enable the Display all Transactions option.

Details relating to the transaction selected in the table are found in the box at the bottom of the window.

4.3 Special Payments

This module allows extremely flexible management of any of the payment modes a Bowling Center might accept, according to what has been set previously in the module SETUP > PRICE SETUP > DENOMINATIONS.

Here it is possible to combine various payment modes and to collect money from different customers if desired, allowing customers the freedom to choose the payment solution that best fits their needs. A customer may choose to pay part of the payment due using QCash, part by Credit Card, and part cash, etc.

Note that for Player Club Cash payments it is not possible to combine different payment types.

On the right-hand side of the screen there are boxes representing the different payment modes previously set (QCash, Credit Card, Check, Voucher, etc.), while the small table contains the description and the amount of the different special payments.

Simply click on the desired Special Payment, set the amount and click on OK.

Paying with QCash

Select the QCash box, which opens the Member Search window: swipe the member's card or search and select the member in the database.

The QCash Payment window opens, displaying data relating to the member previously selected. This data is set through Front desk > Frequent Bowlers and cannot be modified from this window.

On the right-hand side of the screen the amount to be paid with QCash can be defined (by default, the total amount due is suggested).

Search allows the operator to change the member through the Member Search window, while OK closes the window, calculating the Special Payment and the Total Due.

Paying by Credit Card

Selecting the credit card box opens the small Credit Card window, where the Amount to be paid by credit card can be entered.

The two fields Card Number and Expiry Date are automatically completed with the relevant information if the card has been swiped; if not, they can be completed manually.

Paying with Player Club Cash

Select the Player Club Cash box, which opens the Member Search window: search for and select the member in the database. Selecting the member automatically completes the Payment Mode table with the relevant information.

> Note that for Player Club Cash payments it is not possible to combine different payment types.

4.4 Paying Separately

A transaction can be split into two or more different transactions, allowing the customer to pay at different stages, or allowing different customers to pay part of the whole amount (e.g. if members of a group decide to have separate bills).

To split a transaction, press Split that opens a screen where the items to be split can be selected and moved from the table on the left to the one on the right, using the arrows in the middle.

After confirming the choice by pressing OK, the Payment screen opens, allowing the customer to pay their part of the total amount. After the payment has been received, the *Payment* window reopens and the transaction can be split again until the full amount has been paid.

4.5 Reprinting a Receipt

POS > Reprint Receipts

> Only operators provided with the Reprint Receipts privilege have the possibility to proceed.

First select the correct Date and Terminal followed by the desired transaction: the original transaction is immediately displayed on the left-hand side of the window, while the payment mode details are shown in the right-hand corner.

At this point, press Receipt to reprint the receipt currently displayed.

4.6 Opening the Cash Drawer

POS > Open Cash Register

Press here to open the cash drawer without performing a transaction.

> Only operators provided with the Open the Cash Drawer Outside Cash Operations privilege have the possibility to proceed.

Every time the cash drawer is opened from the Main Menu, the event is logged in the System Log for accounting purposes.

5. Expenses

POS > EXPENSES

All the various expenses pertaining to a Bowling Center are termed as negative transactions (outgoing funds).

Through this module the system provides a tool allowing the management and recording of all expenses, with the same effectiveness and accuracy devoted to all other financial operations.

Expenses are managed like the normal income is in the *"old Sales window"*.

6. Deposits

POS > TRUST

Effecting transactions as described below, assures accurate and precise management of all operations regarding deposits, enabling the Bowling Center to control and record all transactions of money and goods.

The Trust module provided by Conqueror is a tool that allows the operator to perform and record all deposit operations. Deposits may be necessary in various situations:

- As confirmation of a table reservation, tournament, etc. This deposit will be refunded upon full payment.
- As insurance against damage that is refunded upon conclusion of games, etc. when it is clear that the customer has not caused any damage.

Deposits are collected like the normal income is in the "old POS window", even if they are not to be considered real income, but pending amounts.

From this module, deposits can be managed in a simple way: they are received as deposits and refunded from the Refund module.

Effecting transactions as described below, assures accurate and precise management of all operations regarding deposits, enabling the Bowling Center to control and record all transactions of money and goods.

By clicking on the relevant item to be paid, a window appears where the Price can be modified and the Quantity of items selected. It is also possible to enter a reason for the deposit in the delegated space, and this Note can then be printed in Receipts and/or in Shift Reports.

To assign the current transaction to a member, press Search.

The Reset button clears the table, while pressing OK moves directly to the Payment window to carry out normal transactions (pay, stack, link).

> In the Booking System, deposits are managed differently.

7. Refunds

POS > REFUNDS

The Refund module provided by Conqueror is a tool that allows the operator to perform and record all refund operations. Refunds may be necessary in various situations: if the item required is no longer available although it has already been paid for, or if the customer is for any reason not completely satisfied, or simply if the customer is to be refunded their deposit.

Click on the item to be refunded, modify the Price if necessary (e.g. if only part of the price or a larger amount is to be refunded). If desired, a reason for the refund can be entered in the Note space and it is also possible to choose to print this note in Receipts and/or in Shift Reports.

To assign the current refund to a member, press Search; this also allows the refunding of *Members Only* items and discounted items.

The Undo button clears the table, while the Payment button allows moving directly to the Payment window.

Once the items to be refunded have been selected and set, press Payment that opens the Payment window to carry out usual transactions.

8. Credit Card Transactions

BACK OFFICE > CREDIT CARDS

This module contains a summary of all credit card transactions performed throughout the current bowling day. From here it is possible to verify the status of all credit card transactions, reprint receipts, filter the transactions displayed and cancel transactions.

In this summary one transaction is displayed per each line and automatically updated as its status evolves.

The ID (number associated to the transaction), the Date the transaction was performed and the transaction Status are specified for each line (for each transaction) as follows:

- E – Executed: the request has been sent to the bank (or to the international circuit), but the financial transaction is still open, so the operation can still be voided.
- V – Voided: the operator has voided the transaction due to an error.
- C – Closed: the bank has confirmed the operation, the transaction has been executed and therefore can no longer be voided.

Then, the Total amount of the financial transaction paid by credit card is indicated, followed by the Card Number, its Expiry Date (mm/yy) and by the Operator who performed the transaction.

If the transaction is voided, also the Void Date will be specified, while the name of the operator responsible of the void operation will be indicated in the Voided By column.

FROM…TO…

This option allows the operator to view all credit card transactions performed in the specific period of time entered.

Insert the relevant dates in the From... To... fields at the bottom left-hand side of the screen to display all credit card transactions performed in that period of time.

REFRESH

This option refreshes the list displaying all recent modifications, such as new transactions or changes of status made after screen opening or after the most recent refresh.

REPRINT

This option reprints a copy of the receipt pertaining to the selected transaction.

CLOSE BATCH

This option is available only for the DataTran credit card payment device.

The Close Batch option starts the completion procedure of financial transactions, i.e. it authorizes the debiting of the amount due. The transaction then passes from the Executed status to the Closed status (it is advisable to perform this task daily). Once the Close Batch button has been pressed, it is impossible to void transactions.

VOID

This option allows voiding the selected transaction.

For Centers using DataTran, it is possible to void transactions up until the Close Batch option has been executed.

Voiding transactions and closing batches require connection to the server that manages credit card transactions. This operation may take time and the module cannot be utilized while the operation itself is in progress.

9. POS Setup

CREDIT CARDS

Select the credit card Device present in the Center and specify the Credit Card Service Address.

The Mask Sequence setting disguises the credit card numbers set with an X and reveals those set with a 9. For example when setting the sequence "XXXXXXXXXXXX9999" all numbers are masked except the last four *In Standard Receipts* and/or *In Credit Card Receipts*.

When a credit card is necessary as warrantee to open the tab of a customer, it is possible to specify for which minimum amount a check to the customer's bank has to be made. Example: if a customer wants to open a tab in the Center and 1$ is set, the bank's server will be queried to find out if the customer has at least 1$ on their account. A tab will then be opened and payment can be made. In this case, set the Pre-authorization Amount to 1.

If a Mercury credit card device is selected, it is also necessary to specify the Center Merchant ID and Web Merchant ID (i.e. the customer codes necessary to use Mercury) and the Hot List (i.e. the Mercury addresses necessary for the center to carry out payments).

> These settings are established during the installation of the system. It is not recommended that operators modify any of these settings without first having received instructions from a qualified technician at QubicaAMF Technical Support.

TIP MANAGEMENT

Enables all the features regarding tips, in particular the print of the line of the credit card receipt referred to tips.

USE TABS SCREEN AS POS MAIN WINDOW

Enable this option to display the *Tabs management* screen as main screen of the POS Module.

LANE MANAGEMENT

1. Overview

The management of the lanes is contained for the most part in the Lane Status and Lane Control modules.

Lane functioning is regulated by the settings in Center Setup, the Lane Options and the Bowling Modes.

Options regarding the Bowling Center such as the Opening Modes set in Center Setup, regulate the functioning of the entire Center and are therefore controlled by Bowling Center management staff, due to their importance.

There are also many default options that can be set and then modified when necessary, making the process of opening a lane, quick and easy.

Dynamic Price Keys can be set by default, as can Lane Options (with standard configuration for certain situations such as Saturdays, children and glow bowling), Bowling Modes (a comprehensive set of Opening Modes, Price Keys and Lane Options that prepare the environment according to the Time Zones) and Bowler Options (individual player options). The more default values set, the quicker the process of opening and closing the lane.

For the examples in this section, the bowling sessions will be measured according to games rather than time or unlimited, in order to provide straight-forward explanations.

2. Key Concepts

2.1 Opening Modes

There are various modes in Conqueror through which payments can be executed for bowlers. Payment is based on either the number of games (or frames) played, the time for which the players occupy the lanes, or by selling tickets for unlimited time/games.

GAMES

When utilizing this opening mode, the players are sold a certain number of games.

It is also possible to deal with frames as a basis for payment, as an alternative to games, whereby payment is usually linked to dynamic price keys (that vary according to the time/day), even if the dynamic price keys can be used in any opening mode.

When charging per frame, payment is often associated with proportional payment, a method of precise calculation of moneys owed, set in Center Setup.

TIME

Through this mode, the bowler is charged for time on the lane, whereby payment for the session is based on blocks of time and (as with the other modes) the price may vary during the course of the session, depending on the prices set for each time zone.

UNLIMITED

This opening mode can be applied either to the lane or to the player, according to the settings in Center Setup. With this mode tickets are sold to individual players or for the use of the lane, regardless of the number of players, allowing them to bowl for the time that they desire.

2.2 Pre-assigned / Post-assigned

PRE-ASSIGNED

Pre-assigned mode requires the player to choose how long they wish to play for or how many games they wish to play or how many unlimited tickets they wish to purchase, before the beginning of the session.

Because the bowling session has already been defined, payment can be received before or during play or at the end of the game.

For lanes in pre-assigned mode, the lane can be set to close automatically as soon as the time or the games have finished, as long as all payments have been received before the end of the game.

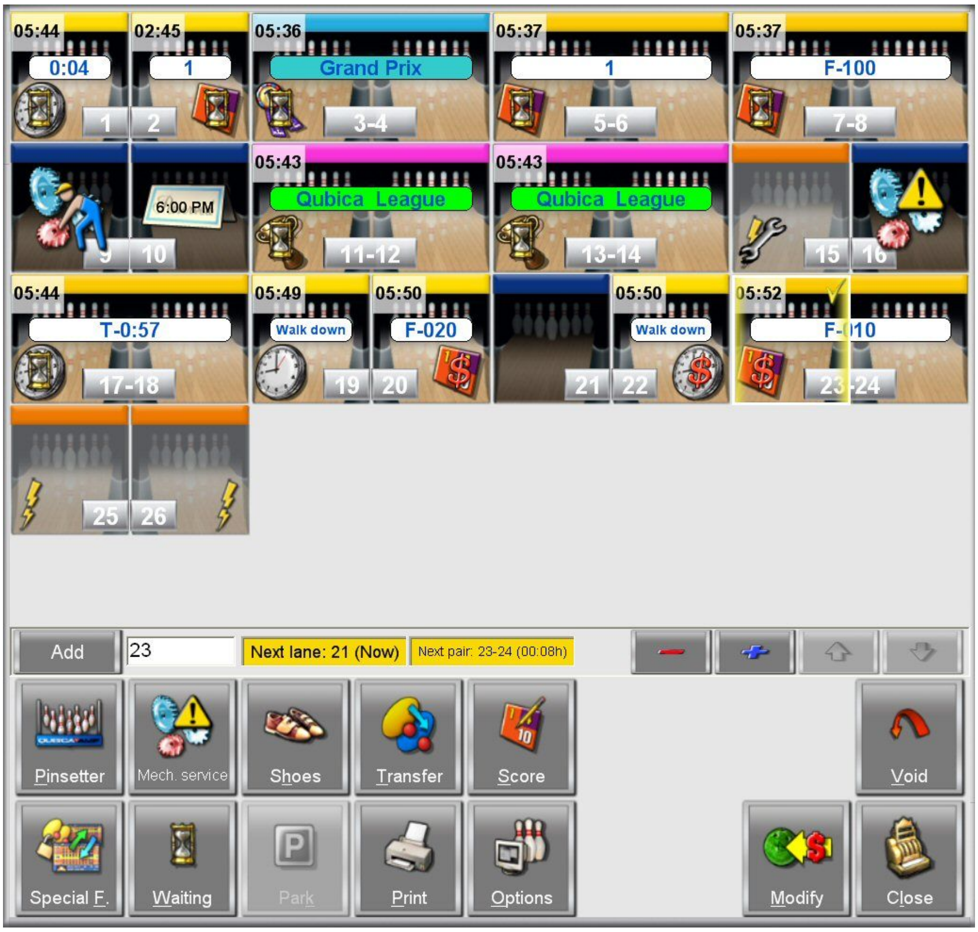
In pre-assigned time mode, time can be assigned either to the lane or to the individual player, while with post-assigned, time is attributed to the lane.

POST-ASSIGNED

In post-assigned mode, minimum settings regarding the session are defined upon opening the lane and therefore payment is received after play.

3. Lane Status

FRONT DESK / QUICK ACCESS > ALL LANES



In this module, the lanes are represented by icons in the upper section of the window which can be controlled with the buttons in the control panel at the base of the screen. For an immediate result, select a lane and then press the appropriate button in the control panel.

Relevant information (in the form of pictures) is displayed simultaneously within the icons that represent the lanes.

> The icon pictures are described in detail in the Lane Icon legend.

The Next Lane/Pair section provides an easy-to-read display of the lanes that will be available first and when they will be available (when dealing with pre-assigned sessions).

The Control Panel allows instantaneous actions for the selected lane and for the players/lanes in general: the shoe-hire module can be accessed rapidly here, as can the waiting list, modules utilized for printing/viewing scores, lane options, group lane selection, lane opening modes and modification options, closing/voiding and parking options, Special Functions and the mechanic service function.

More detailed information, such as whether the lane is in single or pair mode, the game mode (i.e. whether it is pre or post-assigned) and the estimated closing time, can be accessed by clicking on the yellow tooltip question mark and then on the icon.

3.1 Lane Icons

As mentioned previously, in the Lane Status module each lane is represented by an icon, providing an accurate summary in picture-form of the current status of the lanes which changes simultaneously when the status of the lane changes.

It is possible to increase or decrease the size of the lane icons, allowing the best display.

When lane icons require more space to be optimally displayed, the Lane Status is automatically subdivided into different scrolling windows. Click on the arrows to scroll through the Lane Status windows.

Furthermore, thanks to the Quick Access Menu, it is possible to subdivide the lanes into different Lane Status windows: when there are numerous lanes, or when lanes are on different levels in the Center, one module may be set for the first lanes and another for the next lanes or a module for each level, etc.

Lane Icon Legend

The lane icons in the Lane Status window represent the various statuses of the lanes. They are commented in this section.

> The two different types of graphics (Sky Blue and Pro) are displayed side by side.

These lane icons indicate that the pair of lanes is closed, while the number in the corner refers to the lane number.

These lanes have been reserved for a specific time in the Booking System.

The lanes above are open in game mode, and indicated by the game card.

On the pair of lanes 19-20 the game started at 11 (in the yellow tag), while on the pair of lanes 5-6 the game started at 5:37 pm. In both cases the first game currently being played (in the tag at the center).

The dollar sign symbol on lane 22 indicates that the lane was opened in pre-assigned mode and the F-100 label indicates that there are 100 frames yet to be played.

The lanes above were opened at in time mode, indicated by the clock.

The two first lanes were opened in post-assigned mode, and therefore count time played so far (in this case 2 minutes have been played).

The two other lanes were opened in pre-assigned time mode, as indicated by the dollar sign, and therefore the counter in the center counts back, revealing how many minutes of play are remaining (in this case there are 20 minutes and 6 minutes left).

Lanes opened in unlimited mode (sideways 8), playing the first game (as indicated by the number 1 in the center.

The prize ribbon indicates a lane opened for a tournament, while the tournament name is displayed in turquoise.

The trophy indicates a lane opened for league, while the league name is displayed in green.

The Walk Down label indicates that the players will commence play shortly. In this case, the lane is opened in pre-assigned time mode.

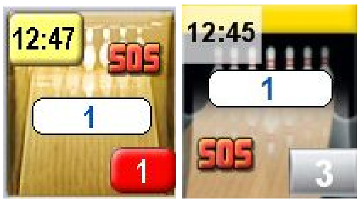
The lane remains open, but the pre-assigned time has finished, indicated by the flashing Time Out label.

The flashing hourglass indicates that the lane has entered Slow Bowling mode (set in Lane Options).

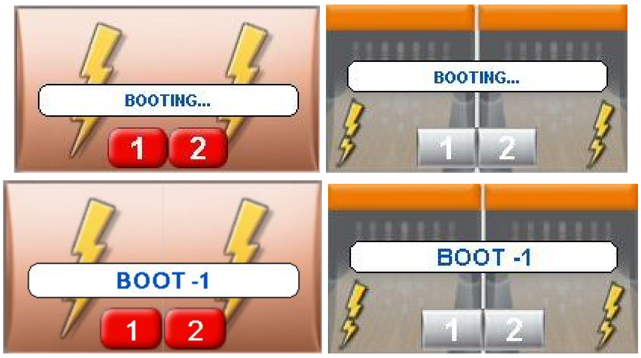
These lanes were opened in pre-assigned frame mode; 9 and 20 frames still have to be played.

If the square in the center of the icon (indicating the game number currently being played) is colored, a Classic Game is being played: pink for No Tap, turquoise for 3-6-9, orange for Low Game and yellow for Odd/Even.

Players can enter data from the on-lane keyboard.

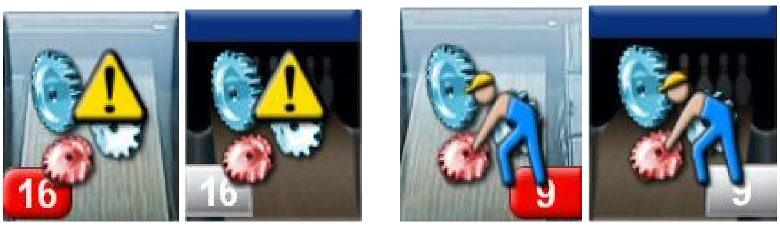


The flashing SOS signal indicates a call to the bar from the lane with VDB, whereas with RDB it indicates a service call.

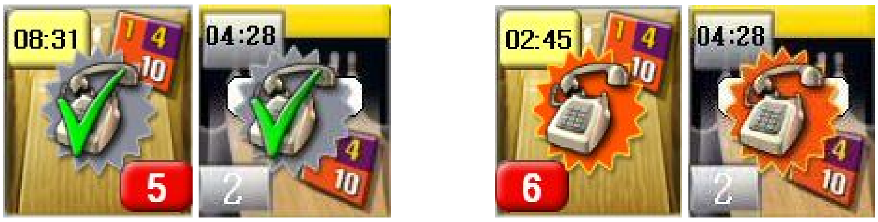


The lanes are loading programs and data (indicated by the lightening bolt and Booting label) – if there the Boot-1 label is present, it indicates that the boot is almost complete.

The lightening bolt indicates a communication error, while the lightening bolt with spanner indicates that the lane is in workshop mode.



The cogs and exclamation mark indicate that the mechanic has been called. The mechanic and cogs indicate that the mechanic has responded to the trouble call and is resolving the problem.



The first icon above containing the telephone indicates that the Intercom phone is ringing, while the second (telephone and check) indicates that the call is in progress.

3.2 The Control Panel

The buttons displayed in the control panel at the base of the Lane Status window depend on the lane selected and its status, for example:

- The Transfer option can only be utilized if a lane is free for the transfer of the bowling session from one lane to another.
- The pair opening mode buttons are only visible if both lanes of the pair are available.
- The score module is only available if an open lane is selected.

Select Lanes

It is possible to select a group of lanes for a multiple lane opening or to apply a Special Function or a Lane Options Set to more than one lane at the same time.

Select the first lane, then press Add and select the other lanes by clicking on the lane icons.

It is also possible to make multiple lane selections

- by pressing the Ctrl key on the keyboard and contemporarily clicking on the desired lane icons
- by dragging the mouse from the first lane to the last to be selected.

The lanes selected are highlighted and a summary of the multiple selection is displayed next to the Add button.

Next Lane and Next Pair

When dealing with pre-assigned bowling sessions, this section displays lane availability:

If there is more than one lane available, the least used lane is proposed.

If a lane is available for immediate play, the word Now is displayed in the box and by clicking on the lane number here, the lane is automatically opened in Primary Mode, as set in Center Setup.

If all lanes are full, the first available lane numbers for either single lanes or pairs is displayed along with the estimation of how long the current session will take on that lane.

The time estimate is precise when the lane is in Time mode, but when opening in Game mode, it is based on the pace of the game. The estimation adapts to rhythm of the real game according to the Estimated Duration settings in Center Setup. For example, if the bowlers finish their first game in 12 minutes, the system estimates that the next three games will take 36 minutes, but if the game slows down in that time-span, the estimate adapts accordingly.

Opening Modes

The buttons that allow the choice of opening mode for single/pair lanes, can be found on the right of the control panel and the modes selected in Center Setup and supported by the Bowling mode currently applied, are available here for both individual and pair opening (i.e. there are 2, 4 or 6 available selections).

- Open/Pair Unlimited
- Open/Pair Time
- Open/Pair Game

The first opening mode on the left is set as Primary Mode in the Center Setup that is the opening mode used most often in the Center.

By selecting an available lane and an opening mode, the Lane Control module for that lane is automatically set for opening with that particular mode.

Pinsetter

This button opens a window from which various pinsetter actions can be provoked.

Reset resets the pinsetter to the first cycle with all ten pins, while Cycle prepares for the second cycle from the first and to the next frame once the second cycle has finished. Select the desired pins with the Set button, if the pinsetter allows (especially for bowlers wishing to practice a particular bowl, i.e. utilizing four pins set in a specific position, instead of the regular cycle).

The pinsetter can also be turned On or Off manually through this panel.

These functions are displayed (or omitted) according to the type of pinsetter.

Special Functions

This window offers functions such as viewing the lane monitor, modifying the volume, changing the television settings, transferring players to another lane, re-opening a lane and more.

Workshop

This option allows setting a lane in Workshop mode for when technical problems occur, rendering the lane unavailable for play and Restore Play Mode when technical problems are resolved, resetting the lane so that it can be utilized again.

See the Lane Icon Legend to view the relevant icons that appear in the Lane Status module.

Mechanic Service

This button opens a window in which Workshop mode can be applied to the selected lane or a Mechanic Call can be made through Trouble Call System.

Shoes

The Shoes option can be utilized to directly access the Sales window for the Shoes & Socks department from which shoes are hired out and socks sold, whereby transactions are not directly linked to a lane/player.

Print Games

All score data related to games can be filtered, displayed and printed (for bowlers who want a written copy of the scores achieved), through the Game Printouts screen.

This window can also be accessed by pressing the Print Games button in the Lane Control window or through FRONT DESK > LANE CONTROL > GAME PRINTOUTS.

Waiting List

When all lanes are busy, the operator arranges the bowlers waiting into the first available and appropriate lane through the Waiting List, whereby as much or as little detail can be entered in the Lane Control window in preparation for opening.

Transfer

This option allows bowlers to be moved from one lane to another (if available) with their settings, scores, etc. applied.

For example, this could be particularly useful when a large group requiring a pair of adjoining lanes, enters the Bowling Center and there are only single lanes remaining; thus players bowling on one of the single lanes would be moved to another lane, leaving a pair of lanes available for the group.

The transfer is also possible by dragging the mouse from the number of the lane to be transferred to the number of the destination lane.

Score

Press the Score button to access the Score window which displays the bowler's scores for the current game on the selected lanes in the upper section and a control panel of options in the lower section.

Options

This option opens the Lane Options module for the open lane selected, where the lane can be modified according to player preference.

Modify

This option opens the Modify window which is another version of the Lane Control module, where the various settings that apply to that particular lane and the players on it, can be changed.

See the Refund section for information regarding the reduction of quantities.

Void

This option allows voiding a lane opening when errors occur, if the session has not yet begun or been paid for.

Park

Through this button, a bowling session can be recuperated from the Parking area, as through the Parked Lanes Quick Button.

When the session is finished (and the lane is being closed), the operator may wish to park the session for the time it takes the bowlers to leave the lanes and pay, safeguarding all session data while waiting to close the lane and receive payment. Doing so, the lane is free sooner than it would be otherwise and can be assigned new players from the moment the bowlers leave the lane, without wasting valuable playing time.

This feature can also be used as a pause option for the players, if they want a break for lunch, dinner, etc. leaving the lane free for others during their break, whereby the lane can then be re-opened for them upon their return.

Close

The Close button allows lane closure, receipt of payments and other such operations performed upon closure.

The Close window can also be accessed by double clicking on the open lane.

4. Lane Control

The Lane Control module is utilized to enter the necessary details regarding all of the various facets of the bowling session when opening / modifying / closing a lane through Lane Status. Although there is a lot of difference between bowling in pair, single, time or game mode the data entry screens for each are very similar.

Once inside the data entry screen, the operator can enter as much or as little information as necessary: the bowler names and options can be set, as can the number of games/amount of time of the session, price keys, lane options, global or partial payments can be received, Fast Sale or POS items can be sold and lanes can be opened, modified and closed.

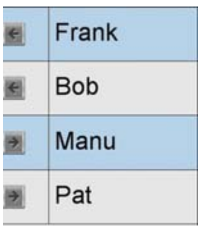
Following is a detailed description of the columns and other important areas of the window. The buttons that adapt according to the situation on the lanes, are described in the Lane Management section.

Window Title

The title of the Lane Control window varies according to the action being performed, it displays the action followed by the lane currently in use, such as Open lane 1/Close lane 1/Modify lane 2, etc.

Player Info

The player information is displayed on the left-hand side of the window.



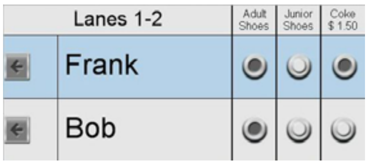
If the lane is open in pair mode, an additional column displays arrows that indicate how the players are divided on the pair of lanes. Click on the arrows to move players from one lane to another.

In the example, Frank and Bob are playing on one lane and Pat and Manu on the other.

By double-clicking on the player name and setting certain Bowler Options, another column is added containing a symbol or letter next to the bowler such as B for Blind, >> for Best Frame, V for Vacant, P for Pre-bowled…

FAST SALE ITEMS

The next three columns contain Fast Sale Items, set in the Price Setup module. Click in the appropriate square to sell these items to the player or lane.



In the example, Frank and Bob were sold adult shoes, while Frank was sold a soft drink.

PRICES

The Prices column contains the price keys used for each bowler together with default price keys labeled (d).

Select the price key to be utilized through the Set Price button.

Then click on the square in the Prices column to attribute the selected price key to the corresponding player/lane. Clicking twice will assign 2 games/2 hours and so on whereby the price keys are ordered according from the most to the least sold.

In this example, Frank has been assigned the Normal default price key, but has been sold 2 games under the Senior price key.

GAMES / TIME

The Games/Time/Frames column reveals the number of games / frames / amount of time attributed to each player or lane. In Unlimited mode the column is labeled Players and reveals the number of tickets attributed to each player/lane (according to the settings in Center Setup)

Click in the column to sell the game/time to the corresponding bowler or to the entire lane. In the Sales window that opens, the default price key is selected automatically, but another can be selected if desired.

In the example, two games have been attributed to the first two players.

TOTAL

This part of the module contains the Total due for each bowler or for the lane.

Click on it to reveal a window similar to the Payment window, but in which the transaction for the corresponding player/lane can be viewed complete with any Fast Sale/POS item purchased.

DUE

The Due column indicates the amount yet to be paid for each bowler/lane which is useful as a quick reference when dealing with partial/separate payments.

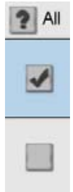
The amounts due to be paid are displayed in red.

SELECTION COLUMN

In the bowler selection column it is possible to select all bowlers or only some of them.

Use the All button above the column to select or deselect all players or select/deselect players individually by clicking in this column in the appropriate row. Selecting only one of the bowlers can be useful when assigning different prices, amounts of time or numbers of games to a single player or checking out individual players from a lane.

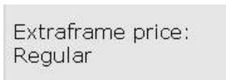
The data in the Selected Totals row adapts accordingly when items are sold to the players/lane selected in the last column.



Only the first player is selected in the above image.

EXTRA FRAMES

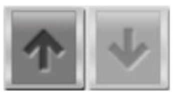
When closing or modifying a lane opened in Game mode that wasn't pre-assigned, the below box is present.



Clicking on Extra Frame Price opens the Define Bowling Price for Extra Frames window, allowing price keys to be assigned for any extra frames played, here the default rate for extra frames can be changed from free to a chargeable rate.

SCROLL ARROWS

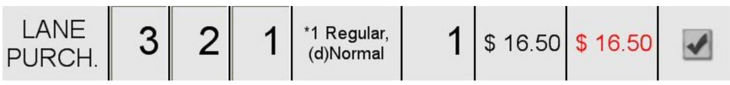
The arrows on the left can be used to move from page to page through the list of players if there are more than 8 players or multiples of 8, to a lane/pair.



LANE PURCHASES

The row underneath the player area is reserved for lane purchases (Fast Sale Items, game price keys, games/time attributed, total and total due).

It also contains the game/time total required by the lane regardless of the number of players.



SELECTED TOTALS

The Selected Totals are those pertaining to the players/lane selected in the selection column.

Grand Totals

The Grand Totals row is a continually updated, collective summary of the totals of the entire lane including all players.

Extra Frame Details

When in Game mode for a bowling session that is post-assigned, the game/frame counters in the panels in the Selected Total and the Grand Total rows give a progressive update of the games/frames played.

Clicking in the Click->XF Details panel opens the Select Extra Frame Types to be Paid window, providing the option of charging for the following frames: frames from incomplete games, anonymously thrown balls, balls thrown on erased frames, balls thrown on unsynchronized score pinsetter.

Whereas clicking on the Click->GPA panel opens the Global Price Assignment window where the games and frames of each player can be grouped together for global payment.

5. Opening a Lane

Lanes can be opened extremely quickly by relying on the default settings and inserting only the number of players and the prices in the Lane Control module (quantities if dealing with the pre-assigned mode).

On the other hand it is possible to open a lane in a detailed fashion, setting everything from bowler options to practice minutes.

5.1 Quick Opening

Double click on a closed lane to open it as a single lane in the mode and with the values set by default for that time slot (Center Setup and Bowling Mode).

To open a lane in pair mode and/or in a different opening mode to that set by default, select a closed lane and press an Opening Mode icon (Time, Game or Unlimited), revealing the Lane Control module adjusted to that mode.

For example, when selecting Pair Game, the window will be automatically prepared for a pair of lanes playing according to Game mode and price keys can be selected from those present in the Game Bowling Price Department.

At this point details such as player names, price keys and bowler options can be added and modified in the Lane Control window.

Open Now / Pay Now / Pay Later

If dealing with post-assigned, press Open Now to open the lane.

From the moment the operator attributes games, players, POS items, etc., the Open Now button is replaced by the Pay Later button and the Pay Now button is activated.

It is then possible to choose between the two:

- Take advance payment with the Pay Now option, which opens the Payment window for the selected items and once payment has been received, the lanes open automatically.
- To receive payment afterwards, press Pay Later.

5.2 Number of Bowlers and Bowler Options

This is an optional process, it comes down to the service level that the Center wishes to provide its customers:

- Click in the bowler name space and insert the names of each player by typing the name in the space provided, whereby the Bowler Options window opens automatically then press Enter on the keyboard and enter the next player name and so on.

It is also possible to open the Bowler Options window by pressing Insert on the keyboard, without having to use the mouse or the touch screen.

- By swiping the player's member card, the player's name and game rate are inserted automatically. With the FB Confirmation Dialog option enabled, a confirmation dialog opens after swiping a membership card from Lane Control, to verify its authenticity before sending the player to the lane.
- Press the Bowler No. button to open the Select Bowler Number window where the number of players to send to the lane can be selected. The players are inserted in the Lane Control window with predefined names as selected in Center Setup. To modify the number of players, press Bowler No. again and set the correct number.
- It is also possible to leave the names blank (with the automatic underscore if the Force Sign-in Screen on Lane option is selected in Center Setup) and allow the players to enter the names themselves on the lane keyboard, as long as the keyboards have been set accordingly in Lane Setup.

Note that in pair mode the system automatically decides which lane each bowler will play on if names are entered at the front desk. The lane is indicated by the small arrows to the left of the player names. This selection can be overwritten by clicking on the arrow which then changes the player to the other lane.

The names and options of individual players can be entered/modified by clicking in the name space which opens the Bowler Options module.

Quick Insertion of Families and Groups

By swiping the card of a member who has linked contacts (e.g. family) in Lane Control, a selection window opens and it allows sending of all contacts related to that member or group to the lanes in a single and quick operation.

In the upper section of this window, the member's personal data are displayed together with his number of games in account, amount of points collected, QCash credit, default price keys assigned and the member's photo so that his identity can be verified if necessary.

In the lower part of the window there is the list of all the member's linked contacts (or of all the components of the group, if it is a group). All the players are already selected and ready to be sent to the lanes, each one with his own default price keys.

At this point, deselect absent players and press OK.

5.3 Quantities

In pre-assigned mode, Games, Time or tickets can be attributed to either the lane or to individual players.

In Center Setup the Lanes Only, Players Only and Selection options can be set by default so that the operator doesn't need to select these in the last column.

Assigning a total number of games/amount of time to the lane is a quick solution when all players wish to pay the same number of games or for the same amount of time. Insert the total number of games/amount of time for the lane by selecting the Lane Purchases row and pressing Set Games / Set Time or by clicking in the Prices column in the Lanes row as many times as necessary to achieve the number of games/amount of time desired.

Click on the panels in the Prices column to attribute a game or time with predefined price keys to the corresponding player. Click again to assign more games/time blocks, or select the players in the last column and press Set Games / Time to select the number of games or the amount of time to assign to the selected players.

The Set Games / Set Time button is unavailable when playing in Unlimited mode.

5.4 Price Keys

The Prices column contains the price keys used for each player, where predefined price keys are marked (d).

To change the price key, press Set Price which opens the Default Price for the Selected Items window and the selected price key will then be added by clicking in the Prices column as many times as necessary (i.e. pre-assigning). When in nor pre-assigned mode, the price keys chosen through Set Price are those that will be utilized when the player pays for their games played.

For example, a player has a voucher for 3 discounted games. After the third game, the player may wish to play another game. The discounted price key can then be changed to the regular price of the game through this option, without modifying the details of the previously discounted games.

Default Price Keys

This setting refers to the order of the default price key selection.

The default price keys are ordered as follows:

- that on the player's card,
- that of the category,
- that of the current Bowling Mode,
- that set in Center Setup.

If none of these have been set, the system sets the first appropriate price key it finds.

If no price keys have been set, the system requests the creation of the price key.

5.5 Lane Options

This opens the Lane Options module, where the options can be set for that lane, as in the Lane Status module, by selecting an open lane and pressing Options.

The default set of lane options is that pertaining to the current Bowling Mode.

5.6 Selling POS Items

Click in the 3 columns next to the appropriate player or the lane to sell the Fast Sale Items set through the Price Setup module.

To sell POS articles, select the players or the lane in the last column and open the POS module through the Lane button, or if an individual bowler is selected, this button displays the player's name. This opens the Sales window in which the desired articles can be selected.

In this case, the player Matthew has been selected and therefore the articles selected in the Sales window will be attributed to him.

This operation can also be performed when modifying/closing a lane.

5.7 Practice

The default practice time is that of the current Bowling Mode and is displayed in the Practice icon as: P – 5M (5 minutes of practice time remaining) or P – 4B (4 bowls remaining).

Pressing this button opens the Practice window as in the Lane Options module where the practice time or bowls can be altered or cancelled.

5.8 Opening a Booked Lane

If a lane has been reserved through the Booking System, when nearing the booking time, the lane icon displays the opening time of that lane.

If trying to open this lane nearing the booked time, a warning message appears, whereby the operator decides whether to start the reservation or proceed to open the lane for other customers.

If trying to open a lane when there are customers on the Waiting List, the "Warning, the waiting list is not empty!" message is displayed, whereby the operator decides whether to ignore this warning by pressing Cancel and proceed to open the lane, or open the item on the waiting list on this lane.

6. Managing an Open Lane

This section refers to the organization of advanced operations on an open lane.

The elements pertaining to an open lane can be modified when necessary for various purposes such as adding/selling POS/Fast Sale items, collecting partial payments, modifying Bowler Options, adding/removing players, adding game quantities/time, etc. Change the desired element and press Save & Exit.

6.1 Adding a Bowler

To add a player to an open lane, select the lane in Lane Status, press Modify and click in the free player space, whereby opening the Insert Bowler Name & Options window.

Insert the player name and options and specify in the Start Mode scroll menu in the Bowler Options window that opens, whether the player is to be added to This Game, the Next Game or directly to the current frame (Auto Fill) (whereby the score for previous frames is set as a Gutter bowl).

6.2 Collecting Partial Payments

Partial payments can be taken at any time; when opening, modifying and closing a lane; from the moment a lane has been pre-assigned or sold POS articles.

To perform a partial payment, select the players who wish to make a payment, in the selection column and press Pay Now. The Payment window then opens containing the articles/games to be paid for by the selected players.

The amount paid and the total remaining amount due are automatically updated in the Lane Control module.

6.3 Checking a Bowler Out

Feature available only in BES, Bowland and Bowland-X Bowling Centers.

To allow a bowler to check out before the others and therefore accept payment, it is necessary to go through the closing procedure.

It is possible to accept partial payment for a player wishing to depart before the other players without closing the lane.

To do so, select the lane in the Lane Status window and press Close. Select the player in the Lane Control window, in the selection column and press Check out (if in pre-assigned mode) or press Pay Now (if in post-assigned mode); in both cases the Payment window opens, complete with the articles to be paid for by that particular bowler.

The player that has checked out is then automatically removed from the player list.

6.4 Printing Scores

The score printing window can also be accessed through the Lane Status module by pressing the Print button or through FRONT DESK > LANE CONTROL > GAME PRINTOUTS.

Press Score to open the plugin, prepared with the selected games.

6.5 Voiding a Lane Opening

If errors are made when opening a lane, it may be easier to void the lane opening rather than correct the errors in the modification window, depending on the errors.

Void can only be applied if articles have not been utilized or paid for, i.e. players have not yet begun to bowl and POS items have not yet been bought, otherwise these items must be refunded.

To void an entire lane, go to the Lane Status module, select the lane, press the Void button and confirm.

Any voids performed are included in the financial reports.

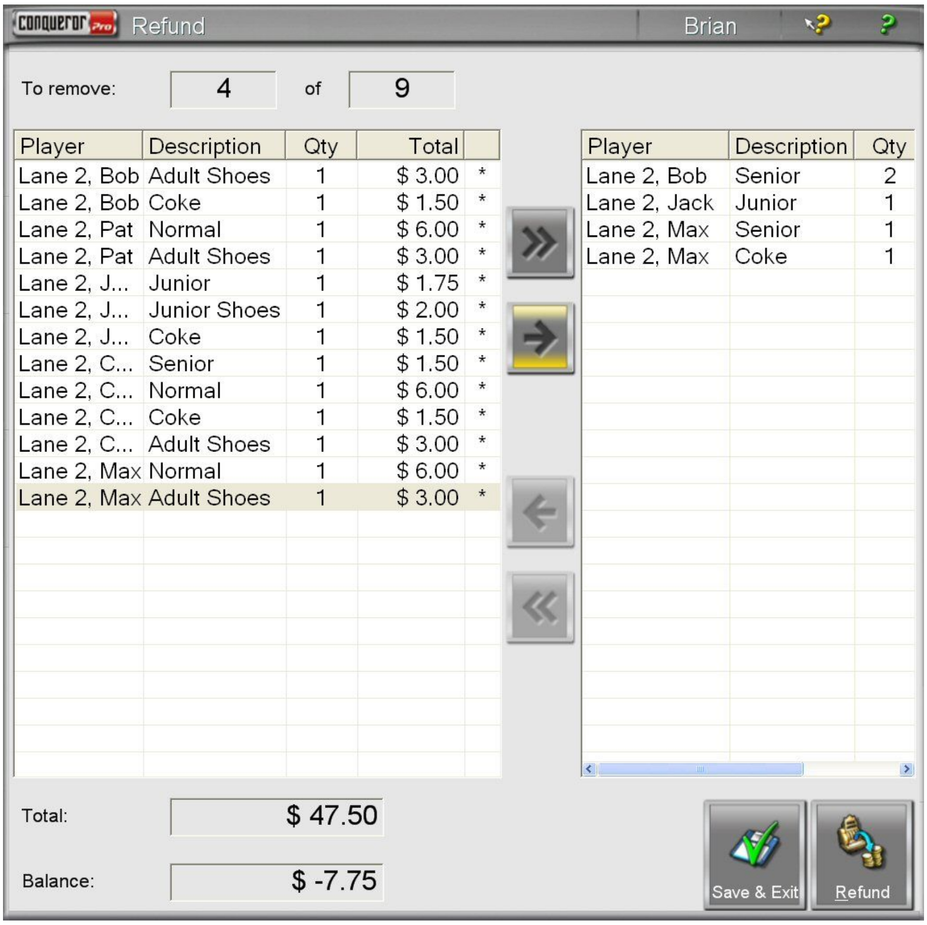
6.6 Refunding a Transaction

Articles/games that have already been paid for, but not utilized, can be refunded here.

It is also possible to utilize this option to reduce the quantities (i.e. the amount of time/number of games) set upon opening, regardless of whether they have been paid for or not, by following the same procedure as for a normal refund.

PROCEDURE

To refund a transaction (or part thereof), go to the modify/close window. Through Lane Control, select the player/lane in the selection column and press Refund.



In the Refund window, the items to be refunded can be selected and moved from the table on the left (all the sold items) to that on the right (items to be refunded), by using the arrows in the middle.

In both tables, each row contains the player/lane and a brief description of the items and the total due.

The double arrow removes all elements pertaining to the item selected, while the single arrow opens a panel where the quantities to be refunded can be specified.

The To Remove _ of_ section displays the number of bowling sessions that can be refunded and the number of those already set to be removed.

Total represents the total amount of refundable items, those in the left column, while Balance gives a summary of the amount to be refunded which adapts to selections in the lists.

Press Refund to open the Payment window where the refund can be performed or press Save & Exit to confirm the refund without performing the actual transaction if for example, the players then decide to purchase further items that will be accounted together with any refunded items.

> The Refund Bowling/POS Payments privilege is required in order to perform refunds.

7. Closing a Lane

Once the bill for a pre-assigned lane has been paid, the lane closes automatically when the players have finished playing.

To close a pre-assigned lane that has not yet been completely paid for, select the lane, press Close and select the players/lane in the Lane Control module and press Pay Now bringing up the Payment window if there are remaining payments.

To close a lane that isn't pre-assigned, select the lane in the Lane Status window and press Close, or double-click on the open lane where it is possible to close it through the Close Lane window.

The Close Lane window adapts according to the type of closure, including the control panel, where the Score button appears, allowing the operator to print the scores pertaining to that lane, any prizes won can be seen through the View Prizes button and the transaction can be parked.

It is also possible to modify the price keys upon lane closure if the session is in post-assigned Game mode, in either of the following ways:

- By grouping all games/frames from all players together and applying the Global Payment Method.
- By applying the Proportional payment method whereby prices are assigned according to each time zone, rather than the price keys valid for the opening or closing time.

7.1 Viewing Prizes

When closing lanes, the View Prizes button is activated in the Lane Control and in the Score windows. By clicking on it the names of the customers who have won prizes are displayed and a receipt can be printed:

- for all players who have won prizes

or

- for one specific winner (by using the scroll menu).

This option is activated upon lane closure if prizes have been won on that lane.

7.2 Global Price Assignment

This function can be used to close a lane in post-assigned Game mode (not proportional), so that the games played are paid for in the most fair way possible.

GPA groups the games with more than one player on the same lane, allowing all price keys to be considered as a single transaction with a single price key for all of the games, a different price key for each game, or an offer for a certain number of games.

Members with default price keys set, cannot be included in the GPA.

For example, Pat is a regular bowler paying for 3 games at Normal rate, Max has a voucher which entitles him to 2 games at the adult rate and 1 game free, Bob has 3 different promotional vouchers that allow him 3 different game rates, Cathy is a junior and gets charged the Junior rate, while Julie is a senior citizen and therefore receives a discount, creating quiet a complicated transaction.

To simplify this transaction, all games and frames bowled can be combined to form a single 15 game transaction, where an individual price could be assigned to each of the 15 games bowled. Another way of achieving this is to click in the Games field pertaining to each player. Once inside the price selection window prices can be assigned for each of the games, repeating this procedure for each player.

Procedure

Select the players to be included in this operation in the selection column, then click on the Click->GPA panel displaying the games and frames details in the Selected Totals row.

Then, in the Global Price Assignment window, there are a total of 15 games, whereby 1 single price key can be assigned for all of the games or 15 different price keys can be assigned, depending on preference.

While the price keys are selected, as in the Sales window, the Games counter is updated to display the number of games to be attributed updated price keys.

It is also necessary to choose a price key for the extra frames. To utilize a game price key for the extra frames, press Xf and select the game price key. The system then automatically divides the tariff by ten and applies a tenth of the price to each frame.

To view the original transaction in this window, press Undo displaying the price keys that can be modified.

To confirm the operation press OK, where the rows of bowlers included in the GPA is shaded blue in the Lane Control window and the GPA summary is displayed in the Lane Purchases row.

To annul the application of Global Price Assignment, click on any Undo field in the Games column, whereby the original table appears.

Rounding and Combining

For example, Leo and Bryan were to play 2 games but they had to leave unexpectedly after the eighth frame in the second game, in which case the following options can be applied:

- Charge them game rates for the completed games and then charge them extra frame rates for the partial games.
- Use the Combine function to convert the 2 games and 16 frames into 3 games and 6 extra frames.
- Use the Round and Combine function which will convert the 2 games and 16 frames into 3 games and 6 frames then round up to 4 games.

Rounding and Combining are two separate features available in the Global Price Assignment window that allow the combining and rounding of isolated frames (fractional games) into games, for example when dealing with players who haven't finished their games. A normal game price key can be assigned to virtual games resulting from the combination of isolated frames, in order to facilitate the payment procedure.

By pressing the Normal button the status of this complicated game & frame situation can be changed. The Frame Round Type function box appears in which the desired function can be selected: Combine, Round & Combine or Normal (to restore the process to its original state).

Regular game rates can now be assigned to these games.

7.3 Proportional Payment

Proportional mode is a general functioning mode, set through the Proportional option in the Prices tab in Center Setup.

Dynamic price keys are price keys that can vary every half hour and are set in the Price Setup module. These dynamic price keys are utilized through this mode, so that payments are calculated according to the various price keys that are valid during the course of the session as follows:

- For games paid by frame, in proportional mode each frame is paid for according to the price key valid at the moment it was played, creating an extremely precise account.
- For lanes opened in game mode in which 7 frames have been played in one time zone and 3 in another, the whole game will be paid for according to the time zone in which the most frames were played (that with 7 frames played).
- For a lane opened in time mode from 2.15 to 3.15, the first quarter of an hour is paid for according to the 2.00/2.30 time zone, the next half hour according to the 2.30/3.00 time zone and the last quarter of an hour according to the 3.00/3.30 time zone.

When closing a lane, clicking on a game played by one player in the Games column, allows the application of a different price to that currently applied by the system in proportional mode, to one or more games. The price key applied by the system can be modified for each time zone with another divisible price key that is applicable in that time span. See Price Setup for further details.

To utilize a game price key for the extra frames, press Xf followed by the game price key. The system then automatically divides the tariff by ten and applies a tenth of the price to each frame.

To reset the session with the original settings, press Reset. To apply these settings press OK.

8. Parking a Lane

Parking a lane allows the lane to be utilized at every available opportunity, making the most of the time from when the bowlers leave the lanes, to when they pay.

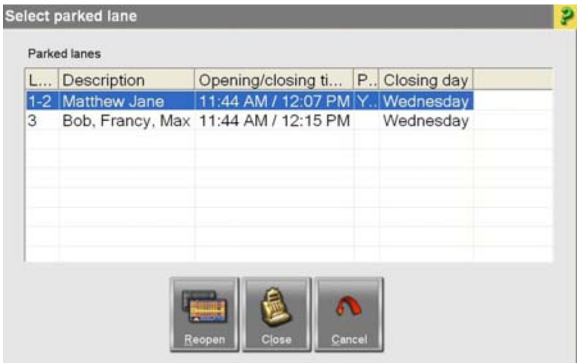
Parking a lane consists of safeguarding all information regarding the session that has just finished, in a protected area until payment has been received and the lane can be closed. This allows the lane to be opened for other players as soon as the session has been parked instead of having players waiting for the lane to be closed after payment. Then when the "parked session" customers arrive at the desk to pay, their session details can be retrieved from the parked register.

When the customers leave the lane, select the lane in the Lane Status window, press Close and then Park in the Lane Control module. The lane is then automatically made available for other players.

Retrieving a Parked Lane

When the customers arrive at the cash register, press Park in the Lane Status module, or the Parked Lanes Quick Button, which is activated if any lanes are parked.

This opens the Parked Transaction Pending Completion window where the operator selects the appropriate lane and presses OK in order to complete the check out process.



Each row pertains to the lane number, player names, opening and closing times, whether in pair mode and the closing day.

The Reopen button allows the reopening of the parked lane for the same players, if for example, they had a break for lunch and wish to re-commence the game.

> The Reopen feature available only in BES, Bowland and Bowland-X Bowling Centers.

The Close button allows access to the window where lane closure can be performed. Here it is also possible to make final adjustments to prices, print games, etc. and press Pay Now to conclude the payment.

Recuperating parked lanes is registered in the System Log as a suspect action.

9. Group Lane Management

Good management of groups of lanes is useful when actions need to be performed very quickly. Opening modes are standard so the player names don't have to be inserted and the Fast Sale/POS items are assigned to the lane. Therefore the procedure is a lot faster, with less precise settings.

The operations and settings applied during lane opening to the lanes selected, can be personalized by modifying the individual lane. To modify an individual lane, select the appropriate lane in the Lane Status window and go through the modification process of inserting player names, lane options, etc.

This feature is also useful when applying Special Functions to more than one lane.

9.1 Group Opening

Select the group of lanes through the Select Lanes function in the Lane Status module, highlighting them in blue. Click on the Opening Mode to be applied for all of the selected lanes and the Lane Control module opens.

This window is similar to that of Lane Opening, but instead of players, there are lanes pertaining to the group, the practice is displayed in its own column and the extra frames are on the right.

In this Lane Control window, all games, items from the bar, etc. are attributed to the lane instead of being attributed to the players.

Assigning Players

The lanes pertaining to the group are displayed in the first column. Press Bowler No. to attribute the same number of players for each of the selected lanes pertaining to the group.

If a different number of players is to be attributed to each lane, click in the appropriate row of the Bowlers column and Select Bowler Number.

Practice Setup

In order to set the practice for the lanes selected, press Practice to assign the same practice to all of the lanes selected, or click in the squares of the appropriate column to enter a different practice setting for each lane. The Define Practice Mode window that opens here, can also be accessed through the Special Functions panel in Lane Status.

Fast Sale Items

In order to assign these to the lane, click in the appropriate row under the item to be sold and select the amount to be sold to the entire lane.

Price Keys

To modify the default price keys for the selected lane or assign the default price keys to games, press Set Price.

Time / Games / Ticket Distribution

By clicking on the squares, games or time can be assigned to the corresponding lane.

Press Set Games / Set Time to sell games/time to the selected lanes.

Totals

The Totals column displays the amount due for each lane.

Click in the square to attain a preview of the transactions for the corresponding lane.

Partial Opening

Lanes can be opened a few at a time as follows: for example, if there are four lanes to be opened, two lanes can be selected in the selection column and opened without receiving payment; Lane Control remains open, displaying only the lanes yet to be opened where it is then possible to select another two and receive payment.

9.2 Group Closure

Group lane closure refers to the closure of a selected group of lanes.

There are fewer options available in this Lane Control panel: Set Price, Park, Save & Exit and Pay Now.

Closing a Group of Lanes

To close a group of lanes at once, select the lanes to be closed through the Select Lane window, press Close in the Lane Status module, whereby the Lane Control module appears complete with the details of all players in all of the lanes selected for closure.

Lanes opened in different modes can also be closed together through the Select Lane option.

All players and lanes are selected in the selection column by default and therefore to accept a group payment, (where the lanes were not opened together and paid for upon opening) press Pay Now.

For customers paying separately, select the appropriate customers and press Pay Now.

The totals in the Selected Totals row are those of the selected customers and those in the Grand Totals row underneath refer to all of the players and lanes included in the lane closure.

10. Waiting List

The waiting list can be accessed by pressing Waiting in the Lane Status module or through the Quick Button in the external frame of the main menu (if set).

When the Bowling Center is full, the waiting list arranges customers waiting to play, into a list with the lane pre-prepared for opening with as much or as little detail as desired; the more detail entered here, the less time it will take to open the lane, once a lane is free.

In the table, all items created for the resource selected in the drop down menu are listed.

Each item is composed of: ID, Reference, Bowler Number, Lanes (single or pair), Opening Mode, Time of item insertion, quantity (Qty) of time / games / tickets, Total and amount Due.

By selecting an item (with a click on the corresponding row), the table below displays details regarding the session, with the number of games/amount of time attributed to each player inserted.

Printing Item Receipts

The Print Receipt option prints the receipt for customer reference, as soon as the item has been saved. The receipt containing the ID, is given to the customer, who presents it to the cashier when called.

Ordering Items

The two arrows at the base of the window on the left, are used to modify the order of the items: the selected item is moved up or down according to the arrow pressed, making it easy to order them according to priority.

Resetting Item ID Number

The Reset ID button is only active when the upper table is empty and is used to ensure that the next item entered starts from number one.

10.1 Creating an Item

To create an item, first choose the type of bowling Resource out of those available in the drop down menu in the Waiting List window.

Enter the Reference name (which will then be announced when it's time to play) and either press Enter on the keyboard to apply the primary Opening Mode or press the desired Opening Mode directly.

In either of the above instances, the Lane Control window opens with the left tab containing an hourglass and a label displaying the Reference.

As when opening a lane, all necessary data can be entered such as player names and options, default price keys can be modified, partial or complete payments can be taken and POS or Fast Sale Items can be sold.

The item is then added to the table in the waiting list, complete with data, whereby the receipt is then printed automatically if the Print Receipt option was selected.

10.2 Modifying an Item

Select the appropriate item in the table and press Modify, whereby opening the Lane Control window in which the data can be changed.

If the amount of time/number of games are to be reduced, it is necessary to follow the Refund procedure.

10.3 Revealing Item Details

Select an item and press Zoom to see the summary window of the selected item such as the position in the list, the number of bowlers, the total, the amount due and the Opening Modes.

Here it is possible to enter a description in the designated space, or modify and save the existing description, while the four arrows at the base of the panel allow scrolling through the other items of that resource.

10.4 Removing an Item

To delete an item (for which no payment has been taken) from the waiting list, select the item in the table and press Remove.

If bowling sessions have been paid for regarding the item to be removed, the Remove button in the table is changed to Refund. Pressing the Refund button opens the Payment window complete with the details of the refund to be given. Once the refund has been performed, the item is automatically cancelled.

If, when creating the item, Fast Sale Items or POS articles were bought that have not yet been paid for, the button changes to Pay & Delete and pressing it opens the Payment window ready to accept payment for these articles. Once payment has been received, the item is automatically cancelled.

10.5 Sending an Item to the Lane

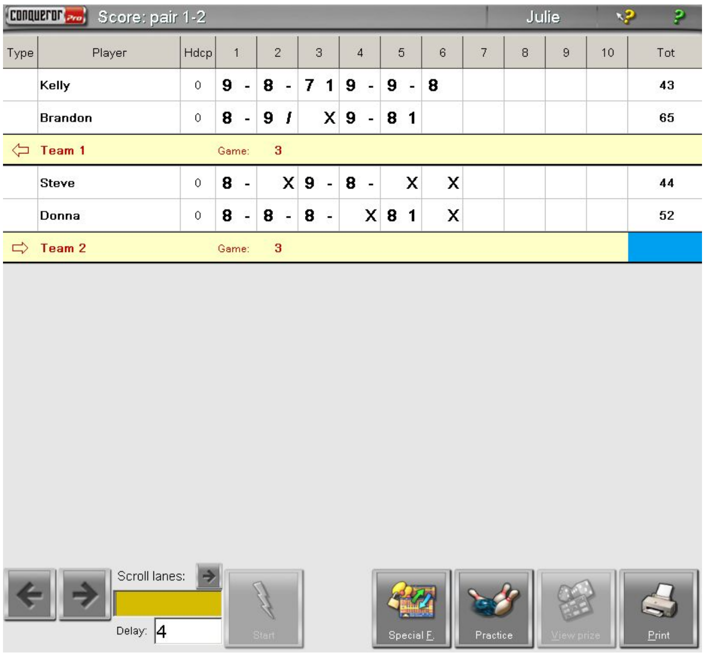
To send an item to a lane, select the item, press Open, choose the lanes from the window that opens and press OK. In the Lane Control module that opens, the opening can be performed.

The item is then automatically removed from the waiting list.

If opening a lane from Lane Status when there is an item present in the waiting list, the following warning appears: Warning, the waiting list is not empty!. The operator can then decide whether to open the item in the waiting list or ignore the warning by pressing Cancel and proceed with the opening.

11. Score

To view, print or modify scores or to view the prizes won, select the appropriate lane in the Lane Status module, press Score and this window opens displaying the scores of all of the players for the current game.



In the last section of the table under the scores, the number of the game being played is displayed (in the above example, it is the first game).

Here it is possible to add a player to the lane, by clicking in the yellow zone with the flag and the team number under the player names.

To open the Bowler Options, click on the Type, Player or Handicap column above the yellow line and the Bowler Options module opens with an extra function allowing the modification of the player order with the arrows.

In pair mode, the Score window is subdivided horizontally into two sections and arrows indicate which group of players belongs to the left lane and which to the right.

Modifying Bowler Score

Score modification is useful for example, when a player accidentally bowls on the other player's turn and the players then request to modify the score, or when the pinsetter makes a scoring error (when a pin falls a moment later).

To modify the score, click on the frame to modify and the Modify Score panel will open. Now the score of the two bowls can be modified: for each frame it is possible to insert the score or modify the status of every single pin by clicking on the drawing.

The F can be used to assign a foul, the - to assign a "gutter", the X to assign a strike and the C button clears the score entered. Make the required modification and press OK.

Scroll Lanes

The arrows on the left allow the operator to scroll through the various open lanes.

Clicking in the Scroll Lanes section, selecting the appropriate lanes and then pressing the Start button, scrolls the lanes selected automatically.

DELAY

Enter the Delay time in seconds to determine the amount of time that each score sheet is viewed at a time before the automatic scroll kicks in.

SPECIAL FUNCTIONS

The Swap button interchanges the players between the two lanes of a pair opening (the arrows in the yellow section indicate which lane the players are on).

Press New Game to interrupt the current game and begin a new one.

Transferring the totals to the next game is a Lane Option, the Reset Total button forces resetting so that the score is calculated from zero for the next game, with the original settings.

PRACTICE

Press Practice to set the practice time/bowls for the selected lane in the Define Practice Mode window as in the Lane Options module.

VIEW PRIZES

Displays any prizes won by the bowlers through BES Special Games.

When closing lanes, the View Prizes button is activated in the Lane Control and in the Score windows. By clicking on it the names of the customers who have won prizes are displayed and a receipt can be printed:

- for all players who have won prizes

or

- for one specific winner (by using the scroll menu).

PRINT

This option prints each player's scores in detail, including bowls, frames, partial and global totals, time and date, etc. providing a comprehensive reference for the bowlers to take home if desired.

The header printed in the score report is the Score and Mailing Header previously set in SETUP > TERMINAL SETUP > PRINT.

12. Bowler Options

Bowler Options refer to the bowler’s preferences regarding various aspects of the game.

Bowler Options can be accessed through various modules including Lane Control, Waiting List, Score, Booking System and the League and Tournament modules.

To insert bowler names, handicaps and preferences regarding the game, click on the player name in Lane Control, whereby the Bowler Options window appears.

NAME

The name of the player can be entered on the keyboard or if the player is a member, by membership card or researching their details in the database using the Search button.

GAMES / TIME

Set the number of pre-assigned games or the amount of time to be sold with the default price key set through the Set Price button.

HANDICAP

Enter the player’s handicap.

Start Mode

When adding a bowler to an open lane through the Lane Control or Score modules, specify in the drop down menu, whether the bowler is to be added to This Game, the Next Game or directly to the current frame (Auto Fill) inserting nil (Gutter score) for the points of previous non-played frames.

Delete

The Delete button allows the cancellation of a player from the lane, as long as the lane has not yet been opened.

Birthday Photo

Press this button to access the birthday party photo settings.

Search

This option opens the Member Search module.

Info

This option opens the Member Data window where it is possible to view all information, data, photograph, etc. regarding that bowler.

Bowler Price

Set the bowler default price key to be utilized for the games or time pre-assigned through the Game/Time field.

OK

Save and exit by selecting this option.

12.1 Bowler Type

According to the settings, a symbol or letter is displayed next to the name of the bowler to identify the type of bowler in the Lane Control window.

Pacer

Check this option when the league bowler is to be set as Pacer.

Regular

When this option is selected, specify the following options;

- Remove – if the bowler is to be completely removed from the game and all successive games
- Skip – if the bowler has left for a brief period and is to recuperate all missed frames upon return
- If the Bumpers are to be set for this bowler
- If the Q-View replay device is desired
- If the player is Pre-bowling
- Birthday Party – *Bowland Only* – enables a photograph of the birthday bowler to be sent to the lane monitor after the second bowl.
- Special Game – this option is checked by default, deselect if the bowler does not wish to participate in the Special Games set for the lane
- Left-handed – *BES Only* – launches the Tutor animation with bowling tips for left-handers.
- Q-Flash Level – enables the interactive laser bowling game combining accuracy with timing (and a Strike or Spare) – select Auto for a more challenging game whereby the speed of the flashing beams increases as the score increases
- No Tap – if the player does not wish to participate in the No Tap Classic Game launched through Lane Options, select Off in the scroll menu. The No Tap value can be modified in the scroll menu for that bowler.

Blind

Specify whether to Remove, Skip or assign the bowler a Blind Score.

Best Ball

The Best Ball game is a team game that constructs a virtual game with higher scores, by combining the scores of all of the players in the team; the system constructs this game using the players' best bowls.

For example, Bobby scores 7 and 1, while Frankie scores 6 and 2, therefore the Best Ball Bowler obtains a score of 7 and 2!

By selecting this option, this player is set as the Best Ball Bowler.

The Best Ball Bowler must be the last to bowl, for this function to work.

Specify whether or not the player is to be removed.

Best Frame

This option functions in the same way as the Best Ball Bowler option, but utilizes each of the players' best frames to construct a game of the best virtual players.

The Best Frame Bowler must be the last to bowl, for this function to work.

Specify whether the player is to be removed.

Vacant

Specify whether the bowler is to be removed, skipped or assigned a Vacant Score.

Pre-bowled

Specify whether the player is to be removed or skipped, as well as the Current Game score and that of the next 9 games.

This setting is used when a league or tournament player cannot participate on the date of play, whereby they play before the date, entering their scores manually in this section which will then be displayed frame by frame as the actual league/tournament game is played.

13. Special Functions – BES & Bowland

Lane Status > Special Functions

Special Functions are a series of functions that can be applied to a lane or to a group of lanes.

To apply any of the Special Functions, first select the lane and then press Special Functions to apply the desired function as follows.

Split / Merge

Divide a pair of lanes into two single lanes by selecting the pair and pressing the Split button.

Join a single lane with its sister lane (if compatible) by selecting it and clicking on Merge.

These functions are unavailable if lanes are opened in Time mode with the Charge Double Time option checked in Center Setup.

Last

Press Last to display the last photo of the pins taken by the camera on the lanes selected.

TV

A window displaying normal TV remote control options is available by pressing this button.

It is also possible to choose if the Score has to be displayed on the Left, Right or on Both Monitors.

Other details are provided for each type of TV in the Technical Manual.

Pogo Pin

Press here to activate the Pogo Pin game on the selected lanes.

Strike Challenge

Press here to access the Strike Challenge setup and management.

Reopen

Reopens the lane with the same settings (options and players) of the last bowling session (the games played will be put together with those played previously).

Example: the game has finished, the lane is closed but the players change their minds and wish to continue playing.

Skip Boot Error

When the Lane Control Box has a boot error, it is possible to force its functioning by using this button (that is, open the lanes), thus ignoring the error.

When errors occur regarding TV PIP for example, that is not vital to the development of the game and therefore the customer wouldn't notice the malfunction, this button comes in handy. On the other hand, when an error occurs regarding the pinsetter, this option allows the lane to be opened, but the pinsetter commands will have to be entered manually on the keyboard, in the same manner as scores are inserted.

This button is useful during tournaments when continuous play is essential, even if it requires that tasks be performed manually.

Swap

Swap players in a pair of lanes, from one lane to another.

Keyboard

Opens a keyboard simulating that on the lanes, allowing the operator (instead of the players) to send commands to the lanes.

Volume

The Volume option controls the general volume on the lanes, while the volume of Special Games, TV, animation/advertising in Lane Off and for bowling sessions and animation in Lane On can be controlled separately. The Mute button turns the sound off completely which may be utilized when a loud-speaker message is to be transmitted, for example.

This panel is only accessible if the Sound option is checked in Center Setup.

The Lane Off and Games options are only available for Bowland Centers.

Monitor Image

Displays the image of the monitor of the selected lane.

Transfer Bowlers

To transfer players from one lane to another available lane (whether open or closed), click on the Transfer Bwlrs button, choose the destination lane and press OK, then select the player to be transferred and the amount of time (Time to Transfer) if the session was opened in Time mode. If the lane was opened in Game mode, the remaining frames to be played are entered automatically.

13.1 Pogo Pin

Bowland Only

This option is for the Bowland Pogo Pin game.

This is Qupee animation that jumps from lane to lane on the monitors and stops at a random player (or a pre-selected player) who has then won the game. The winner is advised on their lane monitor, while other players are displayed an arrow indicating the winner's lane.

> The Access to Pogo Pin Special Function privilege is necessary to activate this game.

Pogo Pin Setup

Select a group of open lanes for which player names have already been entered and then press Initialize in the Pogo Pin window to access the settings.

In the Pogo Pin Winner box, the winner's name is displayed as is the lane on which the game was won. Pressing here, the operator can access the table of players available and choose the winner manually.

> To choose the winner manually, the Change Pogo Pin Winner privilege is necessary.

The Duration of the animation can also be set here through Max Duration, that is calculated on the basis of the number of lanes and the number of players.

The Volume of the Pogo Pin game can be modified independently to the volume settings applied to the lanes.

Once the winner, duration and volume have been set, press Start to send the Pogo Pin session to the lanes.

Press Cancel to clear the display of the winner on the monitor.

14. Special Functions – BOSS

LANE STATUS > SPECIAL FUNCTIONS

Special Functions are a series of functions that can be applied to a lane or to a group of lanes.

To apply any of the Special Functions, select the lane and press Special Functions to apply the desired function as described below.

SPLIT/MERGE

Divide a pair of lanes into two single lanes by selecting the pair and pressing the Split button.

Join a single lane with its sister lane (if compatible) by selecting it and clicking on Merge.

These functions are unavailable if lanes are opened in Time mode with the Charge Double Time option checked in Center Setup.

TV

A window displaying normal TV remote control options is available by pressing this button.

It is also possible to choose if the Score has to be displayed on the Left, Right or on Both Monitors.

Other details are provided for each type of TV in the Technical Manual.

REOPEN

Reopens the lane with the same settings (options and players) of the last bowling session (the games played will be put together with those played previously).

Example: the game has finished, the lane is closed but the players change their minds and wish to continue playing.

KEYBOARD

Opens a keyboard simulating the one on the lanes, allowing the operator (instead of the players) to control the lanes.

REBOOT

Press to restart the lanes saving information.

MONITOR ON/OFF

Press to turn lane monitors on or off.

ADVERTISING

Allows access to the *Advertising* module.

NEW GAME BUTTON

Enables the button on the lane that allows the start of a new game.

It can be pressed on the lane keyboard or *Keyboard* plugin.

HOLD LANE

This option, enabled only in case of Time Mode, stops time on the lanes.

Lanes on hold are highlighted in the *Lane Status*.

RESET LANE

After downloading all the games, this function allows to restart the lanes deleting all the information regarding games, players, etc.

KEYBOARD

Opens a keyboard simulating that on the lanes, allowing the operator (instead of the players) to send commands to the lanes.

MASK COLOR

Opens a window where the color of the mask can be selected.

If the *Color Sequencing* Lane Option is enabled, the selected mask will be shown only for the first game. The mask of the following color will be shown for the second game and so on for each following game.

If the *Color Sequencing* Lane Option is not enabled, the selected mask color will always be used.

START NEW GAME

Press to start a new game.

REVERSE ARROW

Names are not moved from one monitor to the other when swapping and opening lanes in *Alternate mode* (Swap Lanes). In this case arrows will appear next to the names of the players that are changing direction at the moment of swapping.

This option is used when opening lanes, if the foreseen direction has to be inverted.

15. Lane Options – BES & Bowland

Lane Option Sets and Bowling Modes prepare the environment for faster and easier lane opening.

Lane Options refer to the options that control the lanes and lane monitors.

Lane Options can be grouped into pre-prepared sets in standard configuration for certain situations e.g. for children, for tournaments or for "glow" nights. These sets can be utilized when opening lanes, while the lane is already open or they can be associated a Bowling Mode and can be modified when being used.

A Bowling Mode is a comprehensive configuration of default values with Lane Opening Modes, Price Keys and sets of Lane Options grouped together to form the mode that can then be programmed to be activated in certain time zones and on certain days (e.g. for Saturday nights) or set manually when necessary.

Lane Options can be accessed by pressing Options button in the Lane Control, in the Lane Status module and in the Reservation Details window (Booking System).

The module that opens displays a list on the left, containing the sets already created and the individual options, ready for selection in order to send them to the lanes through the Send to Lane option.

To prepare a set of Lane Options, go to SETUP > BOWLING SETUP > LANE OPTIONS. The module that opens is that same as that accessed through Lane Status or the Booking System, with the New, Delete and Save buttons instead of the Send to Lane option.

In the setup window it is possible to create, modify or eliminate Lane Options sets.

To create a Lane Options set press New, enter an appropriate name, activate or deactivate the options constituting the set in the various tabs according to preference and press Save. A brief Description of the set can also be entered in the space under the Option Sets list.

To modify an existing set, select the set from the Option Sets list, make the desired changes in the tabs and save.

To eliminate a superfluous set, select it and press Delete.

The above modifications can only be made if the set is not currently being utilized in a Bowling Mode.

15.1 Basic

SPEED

This setting displays the speed of each ball throw on the lane monitor.

KEYBOARD

This option enables the use of the on-lane keyboard.

It activates the Qubica Key in Bowland Centers and the Modifications tab in BES Centers (which contains the functions available from the lanes).

This option is available if the Keyboards have been previously enabled in Lane Setup.

IMPACT IMAGES

Select the effects that can be activated on the lane monitors:

- animation for 9 score, Strike, Spare, etc.,
- animation set, between Vintage, Energy, etc. *(BES & Bowland-X Only)*,
- audio on the lanes,
- junior animation for 7 and 8 scores,
- Spare Finder,

For BES Centers, choose a Spare Finder in the scroll down menu.

BUMPERS

Activates the bumpers for the lane.

Bumpers in Practice

Activates the bumpers during practice bowls.

Practice

This option opens a window where it is possible to set the number of bowls or the minutes of practice allowed which can also be accessed through the Lane Control module.

In the Mode drop down menu, choose from the following:

- Cycle where the pinsetter is to function normally
- No Cycle if the pinsetter is not to perform cycles during practice bowling
- Full Set if all pins are to be reset after each bowl.

Press Manual if the players wish to decide when to stop practicing by pressing the red button.

Press No Practice to deactivate the practice session.

Special Games for All

Check this option if Special Games are to be activated for all players. It is then possible to deactivate any players not wishing to participate, by deselecting the Special Games option in their Bowler Options.

Deselect this options to deactivate Special Games on the lanes, activating only customers willing to participate.

Special Games

Choose the Special Game sessions to be played by clicking here. A window appears where the desired session of one or more Special Games can be assigned to (or removed from) lanes.

By choosing to send a BES Birthday Party to the lanes, the Birthday Photo button appears in the bottom right hand corner: press it to access the Birthday Party photo settings.

Classic Game

This option allows the choice between three Classic Games (No Tap, Low Game, Odd/Even or 3-6-9) and setting the rules for them.

Environment

BES Only

Click here to choose the environments to be displayed on the lane monitors during bowling sessions.

Simply click on the environment picture to send it to the lane.

Environment from Console

Enable this option to allow the bowlers to choose the animation set from their console.

Q-View

Bowland Only

Choose whether to activate the optional Q-View replay system from the scroll menu.

Carry over Game Total

Here it is possible to have the cumulative score of previous games together with the current game score which adapts accordingly as the game progresses.

Swap Every Game

Activates lane exchange of those opened in pairs, at the end of each game.

Swap Lanes

Select this option so that players bowling on lanes opened in pair mode, exchange lanes after a set number of frames played (1,2,5 or never).

Language

Select the language to be utilized on the lane monitors.

15.2 Advanced

Pinsetter on with Sign-in Screen

Enables the starting of the pinsetter during the insertion of player names on the lane keyboard.

This option is deactivated by default with the pinsetter off during name insertion thus saving electricity: in which case the pinsetters are activated by pressing the Red Key when the customers are ready to play (i.e. after they have changed their shoes and entered their names).

Practice Start Only from Desk

Select this option if the practice time is to start from the moment the lane is opened from the front desk.

If this option remains deselected, practice time starts from the moment the first ball is bowled.

This option is only available when the practice is measured in time rather than by the number of bowls.

Warning Message

Set here to display the Bowling Center Warning Message prior to lane opening.

When the message is displayed on the lane bowlers have to acknowledge it by clicking on the Red Button on the keyboard to open the lane.

For BES and Bowland-X Centers, this message is customizable in Center Setup.

Print Score after Closure

Check this option if the scores are to be printed automatically upon lane closure.

The score sheets are printed by the printer specified in the Terminal Setup.

Mask to Be Used

Bowland Only

Choose the score grid desired and press OK.

Speed Limit

Set the limit, above which the speed of the bowl is no longer displayed on the monitor and the counter must be reset at the front desk.

This deters players from competing for the fastest bowl, as throwing as fast as possible is dangerous and could cause damage.

Bar Key

Bowland Only

This option activates the Lane Orders.

To deactivate it temporarily, for example when bar or kitchen closing time is coming up, use the Menu Mode option in the Lane Order Menu Setup.

Stop Key

Activates the Stop key on the lane keyboard.

By pressing this key, players can begin a new game even if the previous one is unfinished.

If the Erase Bowler Names with Stop Key option is activated in Center Setup, pressing the Stop key also allows the cancellation of player names.

Close Lane from Keyboard

BES Only

This option allows the players to close the lane from their keyboard, thereby turning off the pinsetter, displaying the closed lane image.

If all payments have been taken, the lane also closes automatically in the Lane Status module. But if there are remaining payments to be made, the lane is automatically parked.

Score Correction

This enables players to correct their scores using the lane keyboard.

By enabling this option in a BES Center, the Advanced Score Correction and Delete Bowl options are activated as well.

By enabling this option in a Bowland Center, the Disable Delete Bowl option is activated as well.

Disable Delete Bowl

Bowland Only

This prevents players to delete bowls using the keyboard.

This option is available only if the Score Correction option is enabled.

Disable Automatic Recap

Bowland Only

Enable this option to disable the automatic end-of-series recap sheet displayed on lane monitors.

Advanced Score Correction

BES Only

This enables players to correct their scores using the lane keyboard in an advanced mode: it is necessary to insert the pins left standing and those knocked down, for each bowl.

If this option remains de-activated, just insert the points for each bowl.

This option is available only if the Score Correction option is enabled.

Delete Bowl

BES Only

This enables players to delete the last two bowls using the lane keyboard.

This option is available only if the Score Correction option is enabled.

Qubica Key

BES Only

This allows bowlers to modify the environments and the upper and lower monitor mode on the lane keyboard.

Correct Bowler Key / Correct Team Key

BES Only

This activates the Correct Bowler and Correct Team on the lane keyboard, enabling the modification of team and player information.

Pinsetter Control Key

Bowland Only

This allows bowlers to start a new pinsetter cycle.

Mechanic Call

Bowland Only

This allows bowlers to report errors through the Trouble Call System.

QFoul Mode

This option is only visible if Advanced Foul Device has been set in the Center Setup.

Three different states can be managed from Conqueror:

- Off,
- On : if the foul line is surpassed, an alarm sounds and the foul symbol is displayed in the player's score,
- Warning Only : the foul line is passed, only the sound alert is activated, with no effect on the score.

Action Replay

BES Only

Choose in which mode to activate or inactivate the optional Action Replay device from the scroll down menu.

Foul Input Check

Activates the electronic device that makes sure that the players don't exceed the foul line.

If the foul line is surpassed, the foul symbol is displayed in the player's score.

This option is only visible if the Advanced Foul Device has not been set in the Center Setup.

Club

Choose the minimum final score (between 175, 200, 225, 250, 275, 300) for which to have animation displayed on the lane monitor.

When players reach the points set here, the monitor displays animation such as "Club 200"!

Slow Bowling

Select the number of minutes that bowling can lapse before the front desk is alerted and animation is displayed on the lane monitor requesting the bowlers to recommence play.

Walk Down Time

Set the amount of time it usually takes for bowlers from the moment their lane is opened at the front desk, to when they are present and ready for play on the lanes.

For example if a lane is opened for a group at 3:30 pm for an hour's play, and Walk Down Time is set at 2 minutes, the hour of play will commence at 3:32 pm.

Choose between 1 and 14 minutes, Off if not wishing to use the setting (such as when opening lanes through game mode), Unlimited if not defining the amount of time, commencing the time from the moment the lane is opened.

Walk down time finishes as soon as the first ball is bowled.

Upper and Lower Monitor Mode

BES Only

Select the layout for the lane monitor grid from the following:

- Default – normal layout with each lane on its own monitor.
- 12 Player Mode – when there are more than six players to a lane, by setting this mode, the player rows shrink to allow for more players.
- Score Grid Share Mode – if two lanes are open, the data of both lanes can be displayed on one screen, leaving the other free to watch television or advertisements and the like.
- Pip TV – this option displays the television in the right-hand corner of the monitor.
- Super Wide – this permits the score display of one lane to be spread out over two monitors, that is, the first five frames on the left monitor and the second five on the right.
- Super Wide Share – this permits the score display of two lanes to be spread out over two monitors, that is, the first five frames on the left monitor and the second five on the right.

15.3 Bowling and Lane Services

BES Only

The Bowling Services Key and Lane Services Key menus allow bowlers to select various functions from the lane keyboard.

The first menu proposes:

- Service Call: allows bowlers to call the front desk operator when necessary. When this occurs, the Lane Status module displays the SOS flashing light on the relevant lane.
- Recap Sheet: displays a summary of the games for each player on the lane monitor.
- Replay Last Ball: displays the last bowl (if the Action Replay device has been installed).
- Mechanic Call: allows the players to call for technical assistance through the Trouble Call System. When the call is registered, the players can see the progression of the work in progress through the animation on the monitors (the telephone ringing, QuPee working on the problem, etc.).
- Statistics: proposes statistics on the highest score, best score, the number of Strikes, Spares, Gutters, etc. for each of the players.

The second menu allows the technical staff to change the settings of the monitor, pinsetter, action replay device and touch calibration.

Disable Automatic Recap

Enable this option to disable the automatic end-of-series recap sheet displayed on the lane monitors.

15.4 Score Style

The following settings allow the modification/management of the Score Grid.

Display Consecutive Strikes

By checking this option, if consecutive Strikes have been achieved, the score of each Strike is displayed on the grid after the next two bowls.

If this option remains unchecked, consecutive Strike scores are displayed together as soon a non-strike bowl has been performed.

Display Incomplete Frames

Select to display the score after each bowl.

Unchecked, the score is displayed as usual, after the second bowl when the frame is complete.

Handicap per Frame

The player's handicap is included in the single frame score.

Incomplete Frames in Team Total

The team total increases bowl by bowl, without waiting for the end of the frame.

Display Game Total with Handicap

The handicap is added to the total game score.

Flip Screens in Pair Mode

When players change lanes in pair mode, this option enables slow animation simulating the exchange from one monitor to the other.

The alternative (unchecked) is a rapid update from screen to screen. With Bowland-X, however, arrows display the lanes that the players are to bowl on.

Bowler Initials

To view only the bowler's initials in the grid.

Message in Pair Mode

Enables the Scrolling Messages to flow continuously from one screen to the next on 2 lanes opened in pair mode.

If not checked, the message appears separately on each monitor.

Show Bowl on Spare Finder

Bowland Only

Displays the bowl necessary to achieve a Spare in the Spare Finder image.

This setting is only available in the 10 pin score type if the Spare Finder option has been selected in the Basic tab > Impact Images.

Advanced Spare Finder

Bowland Only

Displays the score in the upper section of the Spare Finder.

This setting is available for 10 pin score type only if the Spare Finder option has been previously selected in the Impact Images section of the Basic tab.

Change Grid Color with Game

Changes the grid color at each game.

Game 1 is green, game 2 yellow, 3 red, 4 green and so on.

Split Reverse

Bowland Only

Displays the splits on a colored background.

Strike = X – Spare = /

Displays the Strikes and Spares as symbols in the grid.

Unchecked, they are displayed respectively as dark squares and triangles.

Circle for Split

Bowland Only

Highlights split scores by circling them.

Reset Message

Displays a message alerting to the reset after the tenth frame.

Bowler Centered

Bowland Only

When the number of players on a lane surpasses the maximum number that can be displayed on the monitor, by selecting this option the current bowler is displayed in the center of the monitor.

Highlight Player

Bowland Only

Select this option if the name and score of the player is to be highlighted when it is their turn.

Highlight Pre-Paid

Select to highlight the lanes on which payment has already been received. Highlighted with the dollar sign in BES and with a red square in Bowland.

Frame / Time Counter

Displays the frame counter/minutes in the corner of the game grid where the number of the current game is usually displayed.

If the game is pre-assigned, the counter decreases, while if post-assigned, the counter increases.

Zoom to 5 Frames

Increases the size of the current player's score, only displaying the last 5 frames where 10 are usually displayed.

Zoom Frame Numbers

BES Only

This option is only active if the previous option has been set. It increases the size of the frame numbers, only displaying the last 5 frames where 10 are usually displayed.

Smart Best Games

If playing with Best Frame Bowler, this option does not allow the remaining players to bowl if the score of the current frame cannot be beaten, speeding up the game.

For example, the second player bowls a Strike and therefore the other 4 players don't bowl, as Strike is the highest score.

These players' frames are automatically completed with the Gutter score (zero).

Show Empty Frames

BES Only

Check this option to view the frames yet to be played on the monitor.

This is unchecked by default, allowing the background animation to be displayed.

Display Bowler Total

BES Only

The display of the bowler total column on the lane monitors, can be selected from this scroll menu.

Display Team Total

BES Only

Here the display of the totals row on the lane monitors can be chosen.

Display Team Info

Bowland Only

Displays the score line, containing the game total, total pin fall, total handicap, total bonus and total points.

15.5 Qubica Key / Modifications

With Bowland this tab is referred to as the Qubica Key, whereas with BES it is called Modifications.

This tab is enabled if the Keyboard option is checked in the Basic tab.

It permits the players to activate the following functions directly from the keyboard.

Substitute League Bowler

Allows the players to replace a league player with a substitute recognized by the system through their ID.

Add New League Bowler

Allows players to add new league bowlers.

Edit Pre-bowled League Scores

Here the players can insert, modify or cancel the total scores of pre-bowled games.

Set a Pacer

Allows a Pacer to be set or another player to be indicated as a Pacer.

Edit Team Handicap

The players can modify the team handicap.

Insert / Remove a Team Member

A new team member can be added here.

A league or team member can be removed here.

Edit Blind Scores

Allows players to edit a Blind player's scores if corrections are necessary.

Skip a Bowler

Allows the players to pause for a player that has to skip frames (if they are absent for a few minutes).

This pause cannot continue past the current game; therefore this option must be removed in order to finish the game.

Change Lineup

Allows the players to change the lineup of the current game.

Display Team Info

Bowland Only

With this options, the players can display information regarding the team and players (Name, Average, ID and Totals).

Modify Bowler Name / Handicap

Allows the modification of the name and handicap of the current player.

Display Bowler Options

Bowland Only

Displays a descriptive table of the current options available for each bowler.

Modify Bumper Status

Allows the deactivation of the bumpers.

Select Special Game Bowlers

Permits the players to choose whether they wish to participate in the Special Games.

Edit Q-Flash Value

Allows the players to modify the level of difficulty of the Q-Flash game.

Display Card Hands

Enables the Poker Hand option on the keyboard, that allows the display of the cards received up to that moment.

Give a Card to a Bowler / Take a Card from a Bowler

These options enable the Deal Card and Remove Card options on the keyboard, allowing the request or removal of a card.

For example, an extra card could be requested when a pin that guaranteed a Strike, fell late and an undeserved card could be removed when a pin falls provoking an accidental Strike.

Bowler Gender

BES Only

Allows to correct the gender of the player on lanes.

> This option is available only in case of specific license.

Edit No Tap Values

Allows the players to modify the values for the No Tap Classic Game.

Select Best Ball Bowler

Allows the setting of a virtual Best Ball Bowler.

The Best Ball Bowler's game is constructed by the system selecting the actual players' best bowls.

Select Best Frame Bowler

This option functions in the same way as the Best Ball Bowler option, but is utilized for each best frame.

15.6 External Devices

There is a drop down menu in this tab for each of the external devices set in Center Setup.

For each of the external devices, one of the following can be set:

- On
- Off
- Default – follows the settings of the current Bowling Mode.

15.7 Classic Games

This title refers to alternative bowling games.

It is possible to identify the lanes on which these games are run through the colored icon in Lane Status.

No Tap

If the first bowl in the frame scores 7 or more, 8 or more or 9 or more (according to the settings), it is converted to a Strike.

Supplementary rules: when a Split Converted is scored, a Strike is attributed and when a Split is scored, a Spare is attributed.

Low Game

The aim of this game is that of having the lowest possible score without throwing the ball into the gutter, the lowest score possible being 20.

It is therefore necessary that the players try to knock down only one pin at a time!

The players must avoid the gutters on the first bowl as a Gutter throw is recognized as a Strike, on the second bowl a Gutter is recognized as a Spare, while all other scores are regarded as normal (e.g. Strike = Strike, 3= 3, etc.).

Odd Even

In this game, the player must bowl an even number of pins to be automatically attributed a Strike. When an odd number of pins is bowled, the player is automatically attributed a Spare on the second frame, regardless of the actual number of pins knocked down.

3 6 9

Here the 3rd, 6th and 9th frames are not played as players are automatically attributed three Strikes.

The 3-6-9 default can be changed to any other frame, by using the buttons 1-9.

16. BES Birthday Parties

With the BES birthday party package, pictures of the birthday child and their friends can be taken at the front desk and then displayed on the lane monitors while they are bowling.

As bowlers proceed through the game, photos are displayed with every frame in a specially dedicated environment that combines 2D and 3D graphical elements.

An optional setting is available with BES Birthday parties: the Magic Wheel Special Game can appear randomly awarding bowlers with an extra special bonus surprise.

16.1 Enabling a Birthday Party on the Lanes

Birthday Parties are enabled in the Lane Options module, in two different ways:

By Choosing the Default Birthday Lane Option Set

Choose the default Lane Option Set (called Birthday) in the left part of the screen: it includes the Birthday environment and enables the Birthday Photo button, in order to take photos of the party children.

A new Birthday session is automatically created for the current lanes and is easily identifiable thanks to its session ID: Birthday sessions automatically created are called Birthday #1, Birthday #2, etc.

If there is a birthday party already running on the lanes, it is possible to link the lane that is currently being opened to it. A list of the current birthday parties is proposed to the operator, together with the lanes on which they are running: select the appropriate birthday party to join.

By Choosing a Customized Session

It is also possible to choose a customized birthday session for the lane that is currently being opened by clicking on the Special Game field and then select the birthday session in the window that opens.

Customized birthday sessions can be created in Special Game Setup, in the Birthday tab, by pressing on New.

16.2 Creating the Picture List to be Displayed on the Lanes

This can be done from different modules:

- from Lane Options: press on the Birthday Photo button,
- from Special Game Setup: when the birthday party is running, select it in the table and click in the Photos field,
- from the Bowler Options: when the birthday party is running, enter the birthday child's Bowler Options and press the Birthday Photo button.

In the picture management window that opens, take children photos using the web-cam by pressing New Photo and enter a Title for each photo, which will be displayed on-screen under the photograph.

When the picture list is complete, press Close to exit the photo management.

The photo can also be extracted from the Frequent Bowler database by pressing on Search Photo.

17. Lane Options – BOSS

Bowler Keyboard

This option is enabled by default because it allows bowlers to start to play.

If a tournament is taking place and only the tournament director is allowed to carry out modifications, this option will be disabled so players cannot control the keyboard.

Pindication

Enables a fixed image on the monitors that shows the throw and the number of pins still standing.

Spare Maker

Option available only if the *Pindication* has been enabled.

Displays the bowl necessary to achieve a Spare.

Color Sequencing

This option allows to change the color of the grid and of the whole background of the screen at the beginning of every game.

Action Graphics

By enabling this option, static graphics are displayed on lane monitors when a player scores a Strike, a Spare, a Split, a Gutter, etc.

Exciter Bumper Lights

Enables the lights on the bumpers that flash after a Strike or Spare.

Bumpers

Activates the Bumpers.

Bumpers by Player

If the *Bumpers* option has been activated, it is possible to enable this option that allows to activate Bumpers for single players in Lane Control, through the *Bowler Options*.

Baker

Through the Baker option, the first frame of the game is played by the first player, the second frame of the same game by the second player and so on.

Classic Game

This option allows to set one of the three Classic Games: Regular, 3-6-9, 9 Pin No Tap, and 8 Pin No Tap.

3-6-9: the 3rd, 6th and 9th frames are not played because three Strikes are automatically assigned to players.

No Tap: if the first bowl in the frame scores 8 or more (8 Pin No Tap) or 9 or more (9 Pin No Tap), it is automatically converted into a Strike.

Swap Lanes

Players bowling on lanes opened in pair mode can exchange lanes:

- after every frame: Alternating
- never: No Alternating
- after every game: Alternating after Game

An arrow appears next to the name indicating the lane the player is on at the moment.

Frames per Bowler

This setting defines the number of frames each player has to play before another player's turn.

The possibilities are: 1 frame, 2 frames, 5 frames, 10 frames.

Language

Select a language to be used on the lanes from the ones available in the scroll down menu.

Practice

Practice can be: On with Pins, On without Pins, Off.

Practice Time

Set practice duration in minutes.

Walk Down

Only for Time mode

If disabled, time starts running upon lane opening.

If enabled time starts running only after the first throw.

Print Score after Closure

Check this option if the scores are to be printed automatically upon lane closure.

The score sheets are printed by the printer specified in the Terminal Setup.

Image Set for Lanes off

Select which set of images has to be sent to the lanes at lane closure.

The choices are: Blank State (no image), Advertising 1, Advertising 2, Advertising 3 (from Advertising module), Logo and Screen Saver.

Display Format

It is possible to choose how to display the score on the lanes between: 10 frames, 5 frames, Tournament format.

Chase Light Pattern

Choose a default Chase Light Pattern in the scroll down menu between: Reverse, Forward, All Flash, Twinkles, All on, 1-2-3-2-1, Forward Dark Spot, Reverse Dark Spot, 10 or define a Custom Pattern by choosing the relative option.

A Custom Pattern is made up of several sequences of 3 lights, and each sequence is customizable by clicking on the light bulbs (e.g. "on-off-on"). The sequences will be alternated and between a sequence and the following one second will go by.

18. Bowling Mode

The term Bowling Mode refers to the set of default options (including the opening modes, the default price keys and the lane options), that prevails upon the general options set in CENTER SETUP > LANE CONTROL.

For maximum efficiency, Bowling Modes are programmed to be used in certain time zones and on certain days, but they can also be set manually when necessary.

For example, a Bowling mode can be prepared with predefined settings for Saturday night and then activated for the "every Saturday, from 8 to 12" time zone, meaning that Saturday evenings will be a lot easier for the cashiers in that they are spared the task of selecting price keys and Lane Options.

A special Bowling Mode can be prepared for school children in that when a school group arrives at the Center, the preset "Junior" Bowling Mode can be activated manually that automatically activates price keys for children or youth groups, activating the bumpers and deactivating the keyboard on the lane.

These sets can be saved with an appropriate name in order to be easily retrieved.

18.1 Bowling Mode Management

In the external frame, under the clock, an area indicates the Bowling Day and which Bowling Mode is currently effective.

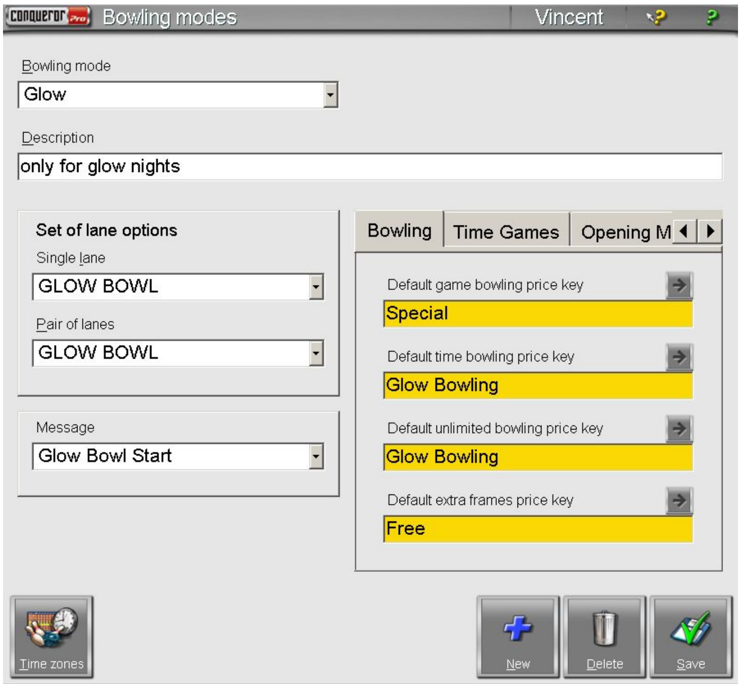
Click on this field to shortcut to the Bowling Modes module, where it is possible to modify it, to activate another Bowling Mode, or setup a new one.

18.2 Bowling Mode Setup

SETUP > BOWLING SETUP > BOWLING MODES

Here it is possible to create new Bowling Modes and modify existing ones.

Select a Bowling Mode from the scroll menu to view its settings (Description, Set of Lane Options, Message, price keys, etc.), to Delete it or to modify it.



CREATING A BOWLING MODE

Press New to create a new Bowling Mode, then insert a name and Description.

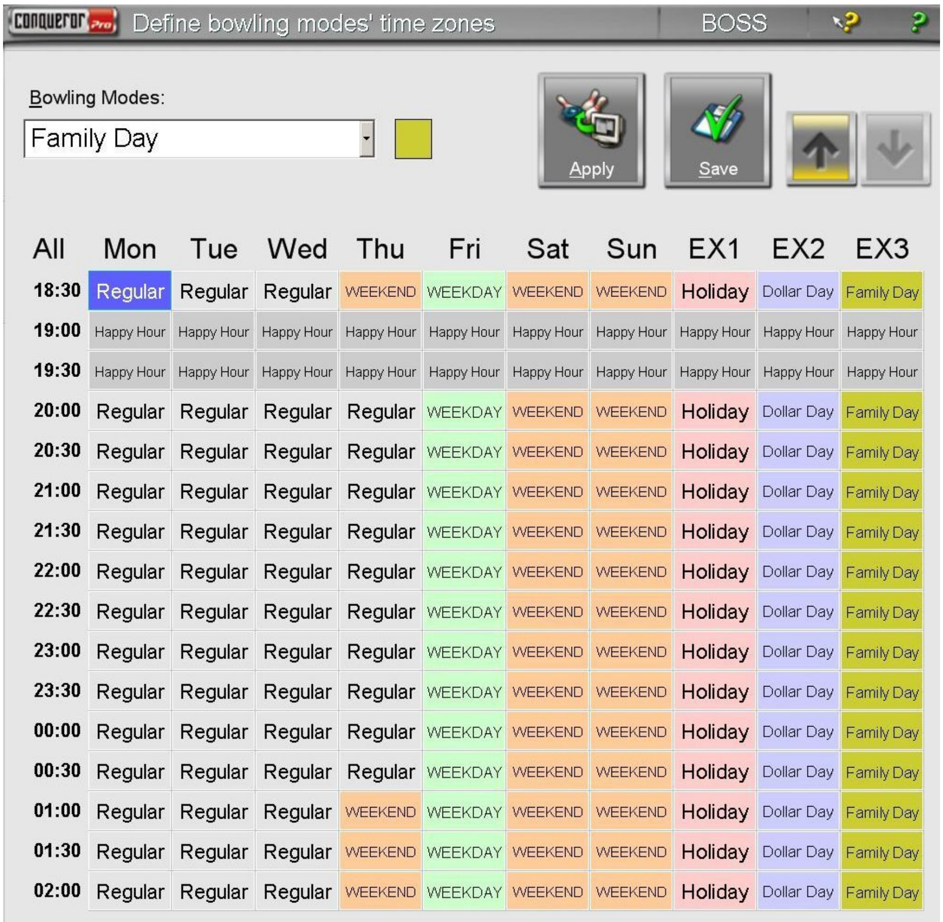
Select which Set of Lane Options for single/double lanes from the scroll menu and choose the Message to send to the lane for this Bowling Mode.

Choose the default price key for game/time/unlimited opening, for the extra frames and for Time Games.

Define the lane Opening Mode for this Bowling Mode (the Opening Modes set in Center Setup are proposed by default). For example, a Bowling Center may wish to set Saturdays as not having Unlimited play, therefore setting Game and Time as the primary and secondary modes and None as the third mode.

Then choose whether the External Devices set for the Centre (such as glow lights, foul units, etc.), should be turned on or off for that Bowling Mode.

Define the Time Zones for which the Bowling Mode is to be activated.



19. Scrolling Messages – Bowland and BES

Front Desk > Lane Control > Messages

In this section up to twelve special scrolling messages can be created in various colors, sizes and fonts and then displayed on lane monitors for purposes such as special events within the Bowling Center, holidays, package deals, etc. Once the message has been created and saved, it can be reapplied whenever necessary. Images can also be attached to these messages and sent to lane monitors.

To create a message, click on one of the twelve buttons (that represent twelve possible messages) on the left hand side of the screen and enter an appropriate Message Name such as "Christmas", making it easy to identify each reusable message.

Write the message in the Message Text field, which can be previewed in the miniature scrolling view window as it's being written.

At the base of the screen is a color grid where the color of the text and background can be selected by clicking on the colors.

Press Font underneath the color bars to choose from a variety of different fonts, sizes and styles and press OK in the Character Selection window to confirm selections made.

To display a scrolling corporate logo, for example that of the Bowling Center or an external advertiser; click in the message text space and press Attach, select the desired image and press OK.

The image is then displayed in the Message Text field between < and >. To cancel the tag inserted, delete the Message Text content.

New images can be created in the logo file format, which should have the following settings: 16 colors, Bitmap format and size 8 x 26. After an image has been created it should be saved in the server directory C:\QDESK\DATABASE\MESSAGES so that it can be accessed through Conqueror.

At the top of the screen, choose to which lanes the message has to be sent to by clicking in the Selected Lanes field. The Select Lanes screen will open and all lanes/pairs can be either selected or deselected.

Once the desired message has been created and the appropriate lanes selected, press Enable to send it to the selected lanes. To remove an existing scrolling message from the lanes press Disable.

These messages can also be associated with a Bowling Mode. For example if a bowling mode is applied on Saturday evenings, the scrolling message may be used with it to advertise the Saturday night happy hour or a Sunday special price.

It is not advisable to use the last programmable message space as the system overrides any message there in order to send Standings to the lanes.

20. Scrolling messages – BOSS

In this section it is possible to create up to twelve special messages and then display them on open lane monitors for purposes such as special events in the Bowling Center, holidays, package deals, etc.

Once the message has been created and saved, it can be reapplied whenever necessary. Images can also be attached to these messages and sent to lane monitors.

To create a message, click on one of the twelve buttons (that represent twelve possible messages) on the left hand side of the screen and enter an appropriate Message Name such as "Christmas", making it easy to identify each reusable message.

Write the message in the Message Text field, which can be previewed in the miniature scrolling view window as it's being written.

Enter the Message Display Time, that is the number of seconds that the message is displayed (set it to zero if the message has to be displayed constantly, until lane closure).

Choose the message type between:

- Scrolling: the message scrolls on the top part of the screen.
- Full Screen: only the message is displayed on the screen, on more than one line.
- Fixed: the message does not scroll. It is fixed on the top part of the screen.

At the top of the screen, choose to which lanes the message has to be sent to by clicking in the Selected Lanes field. The Select Lanes screen will open and all lanes/pairs can be either selected or deselected.

Once the desired message has been created and the appropriate lanes selected, press Enable to send it to the selected lanes. To remove an existing scrolling message from the lanes press Disable.

These messages can also be associated with a Bowling Mode. For example, if a bowling mode is applied on Saturday evenings, the scrolling message may be used with it to advertise the Saturday night happy hour or a Sunday special price.

It is not advisable to use the last programmable message space because the system overrides any message there in order to send Standings to the lanes.

21. Impact Images

Bowland Only

FRONT DESK > LANE CONTROL > IMPACT IMAGES

Static Impact Images can be displayed on lane monitors through this section at opportune moments, such as when a player scores a Strike, a Spare, a Split, a Gutter or a Split Converted. Images can also be displayed when players Foul, others for Birthday parties and Junior graphics for children which are displayed when the child knocks down 1 or more pins. The Spare Finder layout can also be chosen, containing suggestions as to how to knock down the remaining pins. There are also Off-lane images that can be displayed on the lanes for Advertising purposes, etc.

Choose one of the ten libraries on the left, to which selected images from each tab can be added which are then displayed randomly on-screen upon impact.

Select the left and right arrows in the tab area of the screen to move from one tab to another.

If the tab contains a lot of images, use the left and right arrows in the center of the screen to see additional images within a specific tab.

SET NAME

Name the current impact images set here.

ON-LANE ONLY / OFF-LANE ONLY / ALWAYS

In the Advertising tab, it is possible to choose if the picture has to be displayed only when the lane is closed, only when the lane is open or always by pressing the Ctrl key on the keyboard and contemporarily clicking on the desired picture.

GRAPHICS TIME

Refers to the amount of time (in seconds) that each image regarding play is displayed (i.e. the Strike image).

OFF-LANE TIME

Refers to the amount of time (in seconds) that the off lane images are displayed when lanes are not in use (i.e. advertising images).

ADVERTISING TIME / FREQUENCY

Set the amount of time in seconds that the images are displayed when lanes are in use and the frequency with which images are displayed (in seconds).

A good default example of these settings could have the advertisement displayed for 5 seconds (Advertising Time) every 300 seconds (Advertising Frequency).

HISTORICAL HIGHS

This option allows the operator to send the highest scores (as set in the Lane Highs module) to selected lanes which is useful for tournaments and the like.

QUBICARDS

Bowland Only

Select this option to enable Bowland Special Card Games to be sent to the lanes.

ADVERTISING

By selecting this option, the images selected in the Advertising tab are sent to the lanes.

SOUND

Check this option to activate sound for all "Exciter Images".

COPY TO

By pressing the Copy to button, the operator can copy the contents of one set to another.

MEMORY

This is a current memory gauge (referring to the capacity of the VDB) which displays the amount of memory used to download the images onto the lanes and the amount remaining, in bar form. The gauge adjusts accordingly as images are added or removed.

ENABLE / DISABLE

Enable sends the current selection to the lanes, while Disable removes the current selection from the lanes. It is unnecessary to remove a selection before applying a new one, as the new selection automatically overwrites the current selection.

22. Advertising – BES & Bowland

FRONT DESK > LANE CONTROL > ADVERTISING

Advertising images to be sent to lanes via the Impact Images module must be loaded into Conqueror and converted through the Advertising module.

To load the images in this module, it is necessary to set the directory Source Path. Having done so, the Source Images are displayed on the left and can be converted into the .imm format by pressing Convert.

The images loaded into Conqueror must be in Bitmap format (16 or 24 bits), maximum size 512 (width) x 286 (height) pixels with BES or 256 height pixels with VDB.

> If the pictures are smaller, they will be centered on the screen, while if the pictures are bigger they will be cut out.

VIEW

The View button opens a screen where all images in the current list can be previewed by selecting one image after the other.

RENAME

The Rename option allows the operator to change the name of the selected file.

DELETE

Press Delete to delete the image selected.

PASTE

The Paste button can be utilized to copy any screen image to this module. Bring the desired image up on the computer screen and press Print Screen on the keyboard followed by Paste and the image is automatically saved in the .imm format, ready to be utilized by Conqueror for advertising.

ALL / NONE

The All / None buttons serve to select/deselect all items in either list in order to then delete, convert or view them.

23. Advertising – BOSS

FRONT DESK > LANE CONTROL > ADVERTISING

The plugin is divided in two tabs: Lane Advertisings and Advertising Categories.

The first thing to do is to define the Advertising Categories, then the categories can be filled in with the images saved in the computer.

After setting these Advertising Categories it is possible to decide which images have to be sent to the lanes.

23.1 Advertising Categories

Press New Category to create a new category and to give it an appropriate name, such as "Restaurant Advertising" or "Saturday Night Packages".

To modify the name of the category, press Rename.

To fill in the category with the desired images, press Add Image. The image chosen and loaded will be pre-displayed as it will be shown on the lanes. The images loaded into Conqueror Pro must be in Bitmap, Jpg or Gif format, 256 colors, size 640 (width) x 480 (height) pixels. If the images are smaller they will be enlarged on the screen, while if the images are bigger they will be minimized.

Press Delete Image to delete an image from the present category.

To remove all the images from the present category, press Empty Category while to delete a category with all the images it contains, press Delete Category.

Before modifying the Advertising Categories it is advisable to press Refresh, to quickly synchronize the terminal with the server.

23.2 Lane Advertisings

The sequence of advertisement images to be shown on the lanes is set in the first tab. It is possible to define maximum 3 sequences, called by default Advertising 1, Advertising 2 and Advertising 3.

> This set of images can be sent to the lanes at lane closure through the Image Set for Lanes off Lane Option.

The choices are: Blank State (no image), Advertise 1, Advertise 2, Advertise 3 (from Advertising module), Logo and Screen Saver.

Select the sequence to customize in the scroll down menu called Advertising Sequences, then select a category from which the desired image has to be selected and press Copy to Lane.

To remove an image from the sequence, select it and press Remove Image.

It is possible to completely empty out the sequence in a single step by pressing the trash button, under the Advertising Sequences list.

The two arrows at the base of the Advertising Sequences list are used to modify the display order of the images: the selected image is moved up or down according to the arrow pressed.

After selecting all the images and setting their display order, choose the lanes to which the sequences have to be sent to (From Lane / To Lane) and for how many seconds every single image of the sequence has to be shown (Display Time).

Press Save to save the sequence and Send to Lane to send the sequence in progress to the lane. Press Play Advertising to enable the sequence on the monitors.

Press Stop Advertising to interrupt the sequences enabled on the lanes.

24. Lane Highs

FRONT DESK > LANE CONTROL > LANE HIGHS

Module available only in BES, Bowland and Bowland-X Bowling Centers.

Through this screen, the highest scores (or tournament winners) can be prepared to be sent to closed lanes, whether they be for leagues, tournaments or general high scores achieved in the Center.

For each pair of lanes, various pre-set messages can be created and saved, each with a different layout.

To transfer these scores to the lane monitors, select the Historical Highs option in the Impact Images module and then press Enable.

NEW

Select the desired pair of lanes in the list on the upper left-hand side of the screen.

Press New to create a score page and choose how the scores are to be viewed by selecting how many headings are to be displayed from the Layout list.

When the 3 Columns option is selected, icons for first, second and third place can be included with the scores by checking the Show Bitmaps option. Whereas for the other selections, the headings are displayed in yellow on the monitors.

Then complete the various fields with the data that is to be displayed on the lanes.

The list at the base of the screen contains messages regarding the selected pair.

DELETE

Press Delete to delete the score page selected.

PREVIEW

Preview displays the actual layout of the selected page on the lane monitors.

COPY TO

Copy to allows copying the pages directed to specific lanes, to other pairs. The new page will have the same name as the source, but it can be modified while copying.

CLEAR

Clear deletes the text of the current message.

SAVE

Save saves the current settings (enabled only if changes have been made).

25. Game Printouts

FRONT DESK > LANE CONTROL > GAME PRINTOUTS

All score data related to games can be filtered, displayed and printed (for bowlers who want a written copy of the scores achieved), through the Game Printouts screen.

It is possible to choose the type of printout according to the standing and the score, and select additional details to display in the printouts.

This module can also be accessed through Lane Status and Lane Control by pressing Print Games.

The data printed in the report header are the official Bowling Center's name and address entered upon activation of the Conqueror license.

25.1 Filtering Events

One or more events can be selected in order to analyze them in the main screen.

If this module is accessed through Lane Control, games that have just been played on the lane will be selected automatically.

The filters can be applied to the Game number, Total or the Scratch total, for example to limit the printout to the best players only.

Choose one or more Lanes and insert the time interval (date and time) by completing the From Date/To Date and From Time/To Time fields.

To select a specific member's games, swipe the membership card or insert the FB ID, filling in the Frequent Bowler field.

To select the games pertaining to a specific reservation, put in the Reservation ID.

Then, select a league and/or tournament and press Apply Filters to consult all filtered data in the main screen complete with their opening mode, lane number, play date, opening and closing time.

To start again from zero, press Clear Filters.

25.2 Selecting Events for Printouts

On the right-hand side of the window, the tree structure represents the filtered events, with the games included in the event, and the players that participated in the games along with their scratch, handicap and total.

Select the sections to be printed from the tree-structure, then press Score or Standing, according to the report-style desired. Set the printout options in the window that opens.

25.3 Modifying Game Score before Printing

To modify/correct a game score from this module, select 1 game in Open Mode from the tree-structure and press Modify Game: the Modify Score panel will open and for each frame it will be possible to insert the score or modify the status of every single pin by clicking on the picture.

It is also possible to modify player *Gender* and *Attributes* for the selected game.

25.4 Printing Scores / Standings

SCORE PRINTOUTS

Press Score to access the score printout setup with the default settings, which have been pre-set trough the Default Options button:

Select whether the frames have to be grouped by player, by lane or if game total only is desired.

Select whether the players have to be ordered according to their Player Name, their Scratch or Total (for example, to filter the best players) or their position on the lanes.

The following additional Print Options can be selected, to display more information in supplementary rows or columns:

- In the scroll down menu choose between Display Total Only and Display Total and Scratch;
- Scratch displays both the scratch and handicap totals;
- Pin Position Scheme puts in a graphical scheme of the pin position, if desired;
- Statistics adds number of strikes, spares, converted splits, gutters, etc. for each bowler;
- Team Total includes a row of totals for each game;
- Sum Totals displays the progressive totals: the total is added to the previous ones, increasing;
- Prizes prints a page of the prizes won through Special Games by players included in the printout;
- Transactions inserts the financial transaction total of the current event at the end of the printout.

Once the appropriate options have been selected, insert the number of Copies to be Printed, then press Print to print out the report immediately, or press Preview to allow the operator to view the report before deciding whether to print it or not.

For Automatic printouts, the print settings applied are those set through the Default Options button.

Standing Printouts

Press Standing to access the standing setup.

Choose between the individual Player standing and the Team standing.

Choose if the standing has to be based on the Total or on the Scratch Total, and afterwards in case of a tie, if the Low/High Game Difference has to be considered.

Choose the type of numbering to use in case of ties and select the Optional Details.

It is also possible to add to the standing one or more Optional Sections based on the Scratch Total, the Total, or Both.

The player standing contains the player position number in the standing, the player name and ID together with his handicap, number of games played, lane number and scratch total; the team standing contains the team position in the standing, the team name, handicap, number of games played, lane number and scratch total.

Once the appropriate options have been selected, insert the number of Copies to be Printed, then by pressing Print the standing is printed out immediately, while by pressing Preview the operator can view the standing before deciding whether to print it or not.

It is also possible to send it to the lanes through a Scrolling Message by pressing Message: the Lane Messages window will open and the message can be previewed and modified.

26. Keyboard

Front Desk > Lane Control > Keyboard

This module simulates the keyboard on the lanes, where operations can be performed by the operator from the front desk, instead of by the players themselves.

Make sure the lane is open, then go to the Keyboard module, select the Lane Number and press Qubica, which reveals the instructions on the lane monitor as to how to perform the relevant task.

Press the Monitor Image button to view the selected lane monitor through this module (and to update the image thereafter).

The row below displays the text entered, while the Clear button deletes the text entered.

SHIFT MANAGEMENT

1. Overview

This section deals with the management of employees' work sessions.

The system is flexible and can be configured according to the needs of both small Centers managed by a family and large Centers with a lot of employees in various distinct sectors (e.g. bowling, restaurant, lockers, pro-shop, etc.).

For smaller Centers not requiring staff management, the No Shift mode is recommended. Activating the security system is recommended for Bowling Centers utilizing Shift management, while smaller Bowling Centers can limit their security to the Daily/Periodical Reports.

2. Key Concepts

Sector

The Bowling Center can be organized into different sectors, representing the various areas dealing with income.

It is possible to have a different Shift for each sector. For example, the bowling and restaurant sectors can have the same hours and the same Shift, while the pro-shop may have more restrictive hours and therefore an independent Shift.

For those wishing to manage Shifts according to sector, start by determining the Sector settings in Center Setup.

Shift

The Conqueror Shift refers to the period of time worked within the sales area of the Bowling Center between the opening and closing of all cash drawers in any one sector (Lanes, Bar, Shop, etc.). All transactions performed by cashiers during their work sessions are summarized in the Shift Report.

Cash Drawer Sessions

Cash Drawer Session refers to the work session of one or more cashiers working at the same cash drawer.

There can be more than one cash drawer in each sector, which can be shared by more than one terminal.

For example, in the restaurant sector the bar cash drawer is accessed by two terminals, while the cash drawer in the pizza area of the restaurant is accessed through another terminal.

Reports

At the end of the work session, each cash drawer generates a report describing the transactions performed at that cash drawer. When all of the cash drawers in a sector have printed their reports, a Shift report is printed to consolidate the data pertaining to all of the cash drawers. The cash drawer and Shift reports are delivered to the manager, who verifies that all of the session details are correct and have not been tampered with.

For those not working with Shifts, the Daily Report provides all information on cash management in report form, on a daily basis.

Shift Progression

A Shift is opened automatically when an operator opens their cash drawer session at the beginning of their work session. All cash drawer sessions must be closed or parked before the Shift to which they belong can be closed and terminals cannot connect to a Shift that is being closed.

A shift can be parked so that the next shift can start without delays due to counting floats for the last shift.

A Shift is in the Printable status when all cash drawer sessions have been closed and the Shift report is ready to be printed, whereas Printed is the final Shift status evident when the Shift has been closed and printed.

Magic Number

This refers to the control number used to verify the authenticity of the data contained in the report.

It is generated by combining and scrambling key data pertaining to the report (Print Date/Time, Amount Tendered, Under/Over, Host Number).

To verify a report using the magic number it is necessary to be assigned a managerial profile. Enter the Shift Management module, insert the above data and make sure that the number generated corresponds.

2.1 No Shift Mode

Smaller Bowling Centers would preferably work in No Shift mode as they don't have many employees and therefore require minimum security (that is, they don't work with profiles or privileges).

In this case, management of Shifts and cash drawer sessions are unnecessary and the content of the cash drawer is counted by the manager at the end of the day which is recorded through printing a Daily Report.

This report contains all transactions starting from the last Print & Reset.

Daily Report

Front Desk > Daily Report

This module is displayed instead of the Shift module and from here it is possible to Preview and Print reports of transactions performed.

Print and Reset

Depending on the status of the Print Function in Center Setup, this button changes.

Press Print and Reset in order to clear all data ready for the next day's report data.

3. Operating with Shifts

Front Desk > Shifts

This window can also be accessed by clicking on the green button under the clock in the main menu.

It contains the following:

- The statuses of Shifts and cash drawer sessions
- Report printing options
- The option to insert further information (cashiers working on the cash drawer session or Shift, the weather or other income determining factors, etc.)

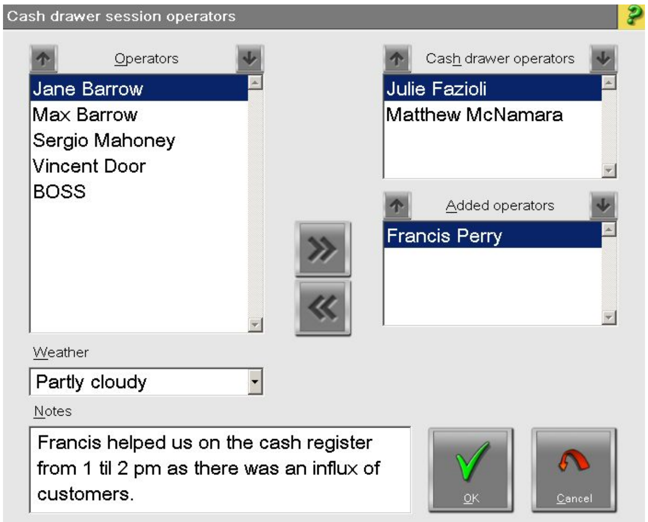
The first scroll menu displays the Sector to which the terminal belongs.

The second scroll menu displays the Shift to which the terminal is connected, with its opening date, number and status.

Selecting a Cash drawer on the left, displays Information on the right regarding the Shift or cash drawer sessions: Status, Started at (time and date), By and the Connected Users.

The Open, Close and Park options are described in detail in subsequent paragraphs.

Press Info to open the Cash Drawer Session Operators window.



Information can be entered in this window at any stage, although it is recommended that it be done during Shift closure so all information is compiled automatically and only operators that worked through other terminals need be entered.

On the right is a list of all users that participated in the Shift, while the list on the left contains all other employees.

Use the arrows to add operators to the Shift or to remove them.

The operator can also enter the weather conditions present during the Shift.

The user can also insert a Note describing specific conditions present during the Shift.

This window automatically opens upon Shift closure when the Note, Weather and Staff option is selected in Center Setup.

Counter Report

Press Counter Report to print a report regarding the cash drawers.

This opens the End of Shift Reporting window, which can also be accessed through Back Office.

To activate this option, there must be more than one cash drawer pertaining to the Shift.

Report

Here it is possible to print/archive the selected Shift Reports.

3.1 Starting Cash Drawer Sessions

The operator commences their working day by opening a cash drawer session (and therefore a Shift) pertaining to their sector from their own terminal by performing either of the following;

- Pressing Open in the Shift window in the front desk module.
- Responding Yes to the question "Do you wish to start a new Shift:…?" upon performing actions requiring payment.

Having performed one of the two operations above, the operator beginning a cash drawer session, verifies that the float in the cash drawer corresponds to the amount displayed by the system (set by default in Center Setup when creating a cash drawer in the Sectors and Cash Drawers tab).

If the operator confirms the float amount, the cash drawer session can be opened (as can the Shift).

If the float is found to be of a greater or lesser amount than that proposed by the system, the operator should report the discrepancy to the person responsible and the cash drawer session should not be started until the situation has been resolved.

3.2 Closing Cash Drawer Sessions

To close a cash drawer session, press Close in the Shift module and print the cash drawer session report.

A cash drawer session can be parked by a cashier (with the appropriate privileges), permitting the operator to count the moneys received on another terminal that does not necessarily pertain to that cash drawer or sector.

When closing a cash drawer session, all other terminals connected to that Shift receive a message inviting them to log off in order to close the Shift and other users are not permitted to connect.

When all terminals have disconnected from the cash drawer session, the moneys received can be counted if set accordingly.

Once the moneys received have been counted, the End of Shift Reporting window opens and the Shift report can be printed and/or exported (automatically or manually) through QuCad and QuickBooks.

QuickBooks is widely available bookkeeping software, while the QuCad application is designed to organize data for its smooth transition from Conqueror to QuickBooks. QuCad is not indispensable for this transfer of data.

3.3 Parking Cash Drawer Sessions

Cash drawer sessions can be parked when Shift closure has been ordered and all operators working within the cash drawer session have logged off except one, who opts to suspend closure.

The cash drawer session is then parked so that the next Shift can be opened, finalizing closure details later.

3.4 Moneys Received Summary

The Moneys Received Summary window appears (if selected in Center Setup) when closing a Shift/cash drawer session.

This window functions similarly to the Sales window, whereby the operator selects the denomination and then specifies the amount of that particular denomination that is in the cash drawer.

The Total is updated as the money is counted into the system.

If typing errors are made, press Reset to empty the table.

Press OK when all moneys have been accounted for in the system.

At this point a window reveals the Starting Float, the Net Cash Counted, the System Calculated Total and the money Over/Short of the calculated total.

To go back to the Shift window in order to correct any counting errors or the like, press No or press Yes to continue, where confirmation of the amount deposited for the next cash drawer session is required. Press OK to confirm the proposed amount or insert a new amount.

Once the operation is complete, press OK to proceed to the End of Shift Reporting window.

The cashier inserts all data before seeing the report, thus avoiding the manipulation of income. If, however, the cashier requests to Preview the report without printing it, this is registered as a suspect action in the System Log.

3.5 Closing a Shift

To finish a cash drawer session it is necessary to print the report pertaining to the current Shift.

This is possible after all cash drawer sessions in the Shift have been closed.

To close the Shift, the operator can perform one of the following operations from the terminal:

- Press Close in the Shift window in the front desk module.
- Close the cash drawer session and respond Yes to the question "Do you wish to close the entire Shift:...?" that appears automatically.

In both cases, the other cash drawers pertaining to that Shift, receive instruction to close or park the current transaction and the cash drawer session.

From the moment Shift/cash drawer session closure is requested, until all cash drawer sessions have been physically closed or parked, the Shift remains in Closing status.

While waiting for all cash drawer sessions to be closed or parked, the operator that requested Shift closure can add any useful statistical information regarding the Shift, in the Info section prior to receiving a message confirming that the next Shift can be opened.

4. Shift Reporting

Both the Cash Drawer Session Report button and the Shift Report button open the End of Shift Reporting window in which the level of detail contained in the report and any additional information can be chosen.

This window can also be accessed through the front desk menu by pressing Counter Report.

Detail Level

The operator printing the report chooses the level of detail to be included, which will then also be proposed the next time a report is printed.

The following elements can be included in the report:

- Main Departments – Displays the totals of moneys received for the main departments, including data such as the department name and net value.
- Sub-departments – Displays sub-department data, with the main department name and sub-department. Both this option and the previous option serve to provide a high level of data pertaining to the moneys received in the Center.
- Price Key – Reveals data for each price key utilized divided into the departments and sub-departments to which the price key belongs (transactions for items sold and refunded), including the quantity and total net amount.

- Price Key by Value – As above, yet here each price key value is displayed per row, for example, dynamic price keys are divided into each of their various values according to time zones utilized.
- Receipt Rows by Departments - Here transactions are divided according to the item department on each row. Further to the data mentioned above, the receipt number, time of payment, operator name, cash drawer name and member details (if customer is a Center member) are displayed.
- Transaction List – Here the level of detail is on par with that of the Sub-departments report. This report displays two sections, the first pertaining to the bowling session and moneys received on the lanes divided per lane or player, whereas the second section displays all financial details.

Group Type

The Group by Time Zone option is enabled if Time Zones for Shifts have been defined in Center Setup (through the Shift Zone button).

This option groups the report data according to sections, each with its own heading "Time Zone name: start time – end time".

This option only applies to Main Departments, Sub-departments, Price Keys and Price Keys by Value reports.

Price Information

- Special Price – displays details on price key sales set as Special.
- Void – reveals details regarding voided transactions.
- Refund – shows details of refunded transactions.

Optional Information

In this section the following optional information can be added to the report:

Tips – adds a detailed section about tips collected and tips given to operators.

Payment Types – lists the method of payment used by the customer (i.e. credit card, cash, check, etc.) and the amount spent using each method of payment.

Played Games – reveals the average number of games based on the total number of frames played during the Shift, divided into the opening mode applied (Open, League, Tournament…).

People bowling statistics – in this optional section it is possible to display the total number of games sold, the total number of players who bought the games and the total cashed for these games. Only games played and sold in Game Mode are considered.

Taxes Included – displays the various taxes included in the transaction in a separate row, before the grand total.

Suspect Actions – suspect actions such as previewing a Shift report without printing it or changing the system time and date or performing a 'No Sale', are summarized here with the number of occurrences.

Uncommon Bowls – a number is displayed for bowls performed out of the ordinary modes, i.e. bowls on closed lanes, practice bowls, etc.

Points Handled – displays points added and subtracted *manually* from members by the operators.

Player Club Cash Payments – displays a section containing information on payments done using the players' points.

List of Operators – reveals staff members that participated in the Shift.

Bills and Coins – specifies the denominations utilized when counting the float.

Notes and Weather – includes the notes inserted when closing the Shift.

Export

Using this option exports the report information in .csv format that can be read by various applications including Excel.

E-mail

Press E-mail to send the report to the e-mail address specified in Center Setup.

The option is deactivated if the address hasn't been specified in Center Setup.

PRINT

Prints the report on the set printer.

PREVIEW

Press Preview to view the report before sending or printing it.

QUCAD / ZONAL

Utilize this option to export the report using QuCad or Zonal applications.

This option is only present if the relevant option has been set in Terminal Setup.

QUICKBOOKS

Exports report data to the external QuickBooks managerial program.

This button is only visible if enabled in Center Setup.

5. Managing Shifts

BACK OFFICE > SHIFT MANAGEMENT

This window contains two tables, the upper table regarding Shifts and the lower, cash drawer sessions.

The cash drawer session report is a descriptive report for each cash drawer, printed after each cash drawer session, while the Shift report is a cumulative report for all cash drawers pertaining to the Shift.

In this module it is possible to perform the following:

- Print Shift/cash drawer sessions details (even Open Shifts).
- Reprint or cancel Shifts/cash drawer sessions labeled Printed.

If the printout is satisfactory, the operator confirms, otherwise a reprint can be requested which is then registered in the System Log.

The report contains:

- The names of the operators participating in the Shift
- A detailed summary of transactions
- The time and date of the start and end of the Shift
- The expected total
- The total declared by the cashier that closed the Shift
- Any difference between the above two totals
- The Magic Number and the summary of any unusual activity detected by the system, to be signed by the manager if selected in Center Setup
- The closure data: the taxable total and the total taxes.

REPORT

The Shift and Cash Drawer Session Report buttons open the End of Shift Reporting window where the level of detail can be selected for reports pertaining to the Shifts or cash drawer sessions which can then be printed, previewed, exported or e-mailed through this window.

The status of Shifts and cash drawer sessions is not altered when utilizing the Report buttons in this module.

DELETE SHIFT

To delete a Shift manually, the Shift must be in the Printed status, that is, completely concluded and therefore transferred to the history database, according to the settings in Center Setup.

After a Shift has been deleted, it can only be consulted through the history database (if transferred).

Ordered By

Here the table can be ordered according to Date, Sector, Cash Drawer or Shift.

Magic Number

This button opens a window where the following Shift data to be verified can be entered: Print Date, Print Time, Amount Tendered, Under/Over, Host Number.

At the base of the report, the Host Number (Et-Host) can be found so that the authenticity of the report can be verified even if the report pertains to another Bowling Center.

Assign a Magic Number to the Shift by pressing Compute. This number is used to verify that the report has not been falsified.

Filters

This option allows the operator to select from the following available filters in order to modify the table display: All, Since, Until, Between & Select Sector / Shift / Cash drawer.

Having inserted the relevant criteria, press Filter to return to the table adjusted accordingly or press Cancel to cancel the operation.

6. Historical Reports

Back Office > Reporting > Historical Reports

Here the parameters listed below can be set for the historical report printouts of transactions performed from a specific terminal.

Specify the level of detail desired (Main Departments, etc.).

It is possible to focus on a specific period of time by selecting Since, Until or Between, and selecting a Sector and a Shift.

This report can be viewed through pressing either Preview, Print, E-mail or Export.

If export has been set as the Print Function, the e-mail, print and preview options are unavailable.

7. Profiles and Privileges

For complete Shift management, different access levels can be set, depending on levels of responsibility within the Center.

To do so, profiles are created and attributed to staff members in the User Profile Setup and Staff Setup modules.

Start a New Shift

The Open button is activated for users with this privilege.

Close Own Sector Shift

Enables users with this privilege to close Shifts.

Open a Cash Drawer Session (Confirm Float)

Allows the operator to open a cash drawer session and confirm the amount in the float, which does not automatically give the user the privilege to open and close Shifts.

Count Money and Close Own Cash Drawer Session

Allows the user to count the money earned during their work session and then close their own cash drawer session.

Print / Send the Cash Drawer Report by E-mail / Export the Cash Drawer Report

Gives the operator the privilege to either print, e-mail or export the cash drawer report so that the management has all copies documented in the same place at the end of the Shift.

Print / Send the Shift Report by E-mail / Export the Shift Report

Gives the operator the privilege to either print, e-mail or export the Shift report so that the management has all copies documented in the same place at the end of the Shift.

View and Print the Historical Reports

Allows the operator to check all data that has been moved to the historical database.

Operate in Every Sector of the Bowling Center

The user with this privilege can operate in every sector, opening and closing Shifts.

Use Every Cash Drawer in the Selected Terminal Sector

Allows operation throughout the Center using any cash drawer in any sector.

7.1 Examples

The following is an example of how these different access levels could be applied.

The Cashier utilizes the cash drawer and therefore requires the privileges to open and close cash drawer sessions, confirming the float and counting the moneys received.

The Cashier Manager is responsible for the cash drawer and any possible discrepancies and therefore performs the following duties, further to the operations mentioned above: opens and closes Shifts and cash drawer sessions within the sector and prints the cash drawer session reports.

The Sector Manager manages a sector within the Bowling Center (bowling, pro shop, etc.) and in addition to the responsibilities mentioned above, performs the following: closes Shifts, prints cash drawer session reports pertaining to the sector and prints Shift reports.

The Manager organizes Shifts and sets the options and further to the above, the manager requires the relevant privileges to perform the following: operate on cash drawer sessions and Shifts pertaining to any sector within the Center, reprint reports pertaining to previous Shifts or cash drawer sessions, set configuration options including whether or not to print all cash drawer sessions in order to generate the Shift report.

8. Shift Setup

CENTER SETUP > SHIFTS TAB

Shifts

Select whether or not Shift management is desired.

If not selected, the system works in No Shift mode with Daily Reports.

Count Float on Closure

Select this option if the system is to propose counting the float upon Shift closure.

Bill and Coin Details

Select this option if the Moneys Received Summary window is to be proposed automatically when closing Shifts so that bills and coins from the float can be counted into the system.

Notes, Weather and Staff

With this option, the system automatically proposes the Notes, Weather and Staff window upon Shift closure.

Float Confirmation

Select this option to confirm the float amount upon Shift closure.

Shift Report Signing Section

Select to include the Confirmed by Supervisor section, where the cashier and manager can sign the report.

Automatic Shift Closure

For Centers that use the system of automatic exporting for the moneys received each day, this option checks if any cash drawer sessions or Shifts remained open at the day change time, and automatically closes them.

Print Function

Choose the archive operation desired for the Shift from: Print, E-mail, Export, Nothing.

If E-mail is chosen, specify the address on the right, to which the report will be sent.

Automatic Export

Select the external accounting program, such as QCad, to which the shift data is exported upon Shift closure.

Select the QuickBooks check underneath to add the QuickBooks and Both options to the Automatic Export scroll menu.

QuickBooks

Select whether the QuickBooks management software is to be used.

With this option selected, the Export Detail Level scroll menu can be accessed, in which the default level of detail can be selected for data exportation.

Reset Shift Report Number

Choose whether the number of the Shift report gets reset Every Day or Never.

Backtask Sector

It is advisable to create a “virtual” Sector that will be utilized by Conqueror’s Backtask (especially when working with the Booking System), where transactions such as automatic cancellations of bookings with deposits paid, are registered.

Send Report to / cc

Specify the e-mail addresses to which a copy of the reports can be sent.

This is useful when the manager has more than one Bowling Center to run, or is away from the premises and wishes to check up on things.

Shift Zone

Press this option to access the Define Shift Report Time Zones window.

Here the bowling day can be divided into various Time Zones (e.g. morning, evening and night) giving them a name, so that in the data in the reports is grouped into these sections.

The Group by Time Zone option will be activated for the End of Shift Report.

8.1 Sector Setup

SETUP > CENTER SETUP > SECTORS AND CASH DRAWERS

In this window sectors and their cash drawers can be created.

On the left side of the screen, create a list of all the different sectors the Bowling Center is divided into (bowling, bar and so on), while on the right create the associated cash drawers with the corresponding float.

It's possible to create, Modify or Cancel sectors and cash drawers separately.

After following the steps to create sectors and cash drawers, set the right sector and cash drawer for each terminal through TERMINAL SETUP > PREFERENCES.

FREQUENT BOWLER TRACKING

1. Overview

The Conqueror FBT module allows the Center a custom built member database, increasing the Center's profitability by allowing a broader level of communication with customers.

The FBT module is a fully integrated system which tracks and reports every transaction made by members, allowing the Center to offer their customers more in the way of special offers (as they are able to identify the member's habits in the Center), classifications (bowling scores, etc.) and special management of companies through group membership.

Efficient and cost effective marketing and advertising is possible through the Mail Merge module and through the Point Collection scheme.

Members can be assigned exclusive price keys and discounts according to their category and they can also hire lockers.

By swiping the magnetic membership card, the member is immediately identified by the system, providing both member and operator with many advantages, such as:

- When opening a lane for a member, their name is automatically entered in the Lane Control window.
- Member default bowling rates (price keys) and discounts can be pre-set, saving time when performing transactions.
- Members can purchase games, or charge money (QCash) to their accounts.
- Members can have more than one membership card, with the possibility to set other cards (such as credit cards) to function as membership cards as well.

2. Managing Members

FRONT DESK > FREQUENT BOWLERS

The Frequent Bowlers window is divided into the Search and History tabs where it is possible to perform the following operations:

NEW MEMBER / NEW GROUP

Add a new member or group to the database and perform the various operations necessary in order to register a new member, such as taking the member's photograph, assigning membership cards and links, etc.

MODIFY

Change/update selected member's details (or group details) by using this option to open the Modify module.

INFO

The Info button is used to display the selected member's personal data such as the number of games and credit on the membership card, the card expiry date, the default price keys assigned to the member and the contact linked to him.

This window also contains the member's photo so that their identity can be verified if necessary.

CLEAR

Clear the tab of member profiles using the Clear button.

SEARCH

Enter the relevant criteria in the appropriate fields and press Search to find a specific member or simply press Search to reveal the complete list of members.

3. Finding a Member

FRONT DESK > FREQUENT BOWLERS

The Search tab allows the operator to find one or more members based on the information entered in the fields present.

Insert the relevant information and press Search to begin the search.

> It is possible to enter part of a name, e.g. Mel instead of Melissa when searching for a member, or to view all members press Search or enter the underscore _ in the name field and then press Search.

The search is a cumulative process, whereby all members found possess data in line with the search parameters entered.

Once the appropriate member has been found, it is possible to change and save the data by pressing Modify, view the member's photograph and details by pressing Info, or Clear the fields to perform another search.

Select a member in the table, to display their reservation history and the operators responsible for the actions present, in the History tab.

MEMBER SEARCH THROUGH CONQUEROR MODULES

The member database can be accessed through many areas of Conqueror such as the lanes, POS, Staff Setup and Lockers, in order to select a member for a lane opening, assign them a transaction, attribute a locker, etc.

In each of the aforementioned modules, the Member Search window can be opened by pressing the FBT Search button.

For example, when wishing to sell certain items to a member through one of the Income modules, simply press the FBT Search button, enter the search criteria and press Search, whereby the Members Found table in the lower part of the screen, displays all members found, according to the search criteria entered. Click on the desired member and press Select and all items then selected in the Income module will then be attributed to that specific member.

4. Registering a New Member

FRONT DESK > FREQUENT BOWLERS

To define a new member, press New Member / New Group in the Member Search window and add the desired level of detail regarding the new member, create a magnetic membership card (and credit it), take the member's photo, etc., in the tabs described below.

LOG

Press Log to enter a log regarding the selected member, such as a reminder to email the member, requested details with the date of the request. This log is recorded and can be viewed in the History tab.

PRINT

The Print button opens the FBT – Filters and Reports window complete with the selected member's details, where reports can be printed, mail merges can be created for correspondence purposes, member data can be exported or another search can be performed.

DELETE

Press Delete to eliminate the currently displayed member from the database.

This elimination is only possible if there are no financial transactions open and no bookings regarding this member. If this is not the case, it is necessary to finalize the financial transactions and remove any bookings.

If there are lockers assigned to the cancelled member (or if the member is on the waiting list for a locker), they are automatically vacated as for tournaments whereby the cancelled member is erased from the tournament.

When canceling a staff member here, they are automatically canceled from the staff member list.

The Delete option is only present when modifying details.

SAVE

Press Save to confirm and save the data entered.

CANCEL

Press Cancel to exit the New Member window.

4.1 Basic

Selecting Automatic Case Adjustment at the bottom left of the screen, adjusts the first letter of the information entered to upper-case. For example, meadow would be automatically adjusted to Meadow.

> Yellow fields require obligatory information.

MEMBER DETAILS

Enter the member's names (last/first name, nickname), address, e-mail address, telephone and fax numbers in the Basic tab.

The telephone number types to be inserted for the member can be selected in the scroll down menus between: main, secondary, mobile, work, home, pager and fax.

Also enter the member's personal details, such as Birth Date, Marital Status and the Marriage Date (if applicable). This data could be useful when organizing events in the Center.

Specify whether he plays in tournaments or leagues and if the member hires shoes every time he plays.

Enable the Web User option for members who want to login to the Center Booking Website. (To login they have to use their e-mail address and the Default Password set in Web Setup.)

Then enter the member's Gender, Age Bracket (adult, junior or senior), if left or right handed, Shoe Size and whether he smokes or not (this setting is useful for Centers with zones for smokers on the lanes, for Time Games, in the restaurant, etc. as the bookings for the member can be organized accordingly).

Note that Gender and Age Bracket data are imported in the League module for Bowler Category management.

GROUP DETAILS

For group creation, enter the Group Name, Location Name (for example the name of the shopping center where the company is at), Group Type (for example: church group, sport association, retired), Profession/Workplace (the company's field of activity) and Number of members.

> The Group Types and Workplaces available in this scroll down menu have been previously set in Center Setup.

4.2 Advanced

NO LONGER A MEMBER

Check this option if a member wishes to cancel their membership, but the Center still requires the member details.

The ex-member's details remain in the database so that if they later wish to re-activate their membership, it can be performed easily.

INCLUDE IN MAILING LIST / E-MAIL

Select the appropriate option if the letters created in the Mail Merge section are to be sent to this member.

Data Available for Others

Selecting this option reveals that the information regarding this member can be shared with external parties for purposes such as publicity, according to the laws of privacy.

Statistics

This caption reveals information regarding reservations, no shows, cancellations and automatic cancellations as of a specific date.

Press Reset Counters to reset these statistics to zero and to the current time and date.

Registration Date

Select the date that the member was signed up here.

Expiry Date

Enter the expiry date of the membership.

One Year Extension

Press the One Year Ext. button to extend the membership for a year.

This option is available only if the membership expiration date was set.

Discover Source

Select the place where the member first discovered this Bowling Center (useful for advertising purposes).

> The Discover Sources available in this scroll down menu have been previously set in Center Setup.

National Code

Enter the member's taxation number here.

Free Entry Code

The free entry code refers to the sanction ID code for federation bowlers.

Notes

It is possible to enter any other relevant information regarding the member, in the Notes section.

4.3 Links

Main Member

Click here to search for the Main Member; for example if a child's details are being entered, the main member linked to the child could be a parent.

Once found and selected, the name is automatically inserted here.

To remove the Main Member set, click on the little cross next to the box.

Introduced By

Click here to search for the member who introduced the new member to the Center. Once the member has been found and selected, the name is automatically inserted here.

This data can be used to assign incentives to those who introduce new members.

To remove the member set here, click on the little cross next to the box.

Destination of Statistics

Select the destination of the statistics regarding this member from the drop down menu – they can be directed to the main member in order to be saved together with other relevant data of a group or family.

DESTINATION OF POINTS

Select the destination of the points earned by this member from the drop down menu – they can be directed to the main member which can be useful especially for children in order to redirect their points to their parents.

LOCKER LINK

This is a list of the lockers assigned to the member.

To assign a locker to a member, click in this bar, opening the Lockers module where the appropriate locker can be selected for the member.

MAIN CONTACT / ACTIVE CONTACT

Select whether the member is the Main Contact of a group, whether they are still the Active Group Contact and enter the Department to which they belong in the group.

OTHER MEMBER LINKS

Insert the members connected to the member currently selected, for example if they are a group of friends that play together regularly.

Press Add Contact to open the New Member window in order to register a new member of the Center.

Select a member in the table and press Modify Contact to modify their details, or to cancel a name from the list, select it and press Delete Contact.

4.4 Account

CATEGORY / PAYMENTS

Select the Category from those available in the scroll menu (set previously in FBT Setup), into which the member will be entered.

By selecting one of the member categories, the four price keys in the Payments section below, are automatically set with the predefined values pertaining to that category. These can be modified by clicking on the relative field.

> The member category can be then modify also from the Filters & Reports module.

Select the Preferred Payment Method from those available in the scroll menu, previously set in the Price Setup.

OWNS AN ACCOUNT

Check this option to activate the account section of the window, where games, points and QCash can be attributed and managed:

GAMES ON ACCOUNT

To load pre-sold games onto the membership account, click in the Games on Account field. The Sales window opens in which the price key can be selected for the sale of these games, then press OK and the Payment window appears.

REFUND GAMES

To refund one or more pre-sold games, press the Refund Games button, select the price key and amount to utilize for the refund, regardless of the price key utilized for the sale and press OK, followed by Refund in the Refund Games window.

POINTS IN ACCOUNT / USE POINTS

The number of points present in the membership account are indicated here. The points are collected by spending money in the Center, following rules set in the Point Collection Setup.

To manually add points, click in this field and insert the number of points in the window that opens.

It is possible to use points in the membership account, for example when the member wishes to purchase games, t-shirts and other items, by using the points in his account instead of cash: press Use Points and digit the Number of Points to be deducted from the total in the account.

QCash in Account / Refund QCash

In this field it is possible charge money to the account.

Pressing in this field opens the Prepaid QCash Sales window, containing the recharge price keys set in the Trust > QCash section. Select the desired price key and press OK, followed by Pay in the Payment window.

To refund QCash, press the Refund QCash button, enter the amount be reimbursed, press OK and then press Refund in the Refund QCash window.

Debt Limit

Set the maximum debt allowed for the member through his account here.

4.5 Cards

The card reader/writer device has to be set in Terminal Setup > Devices.

Two types of cards are managed in this section:

- QubicaAMF cards, that can be created as membership cards by writing data onto the magnetic strip of the card,
- any other type of card with a magnetic strip (such as the customer's credit card), that can be used as a membership card.

To create a QubicaAMF card, press Create Card, swipe/insert it in the card-writing device and then enter the required information (fields are described below).

This action must be performed only on cards used for this specific purpose, because any other information already on them will be overwritten.

To create another type of card for the member (Generic or Credit Card), press Add Card, swipe/insert the card in the reading device and enter the required information, as described below.

To modify any of the details pertaining to a card, select the card from the list of cards belonging to this member and press Modify.

To cancel a card, select the card and press Delete Card.

Type

Select the type of card to be added between Credit Card, QubicaAMF or Generic.

Status

Select the status of the card from the scroll down menu, between To be activated, Active, Expired and No longer valid.

Description

Enter the description of the card (for example sanction card, etc.)

Free Entry Code

The code on the magnetic strip is automatically entered here.

When a Credit Card is used, the credit card numbers madding up the Free Entry Code are masked as set in Credit Card Setup.

Notes

Information regarding the member can be entered here.

Issue Date / Activation Date / Expiry Date

The date the card was issued, the activation date and the expiry date are entered here automatically upon swiping the card, otherwise they can be entered manually.

Number

This section is active only if the card being added is a credit card.

The number of the card is entered automatically upon swiping the card, otherwise it can be entered manually.

The credit card numbers are masked as set in Credit Card Setup.

4.6 Photo

Here it is possible to take the member's photograph if the web-cam is connected or to add a photo taken previously.

The photo is saved together with the other data pertaining to the member and is then displayed in the Member Identification window every time the member card is swiped. It can also be used for the Birthday animation on the lane, which can be activated through the member's Bowler Options.

Press Take the Photo and a window opens displaying the web-cam view. When the member is ready and in the right position, take the photo. If the photo is not satisfactory, press Take the Photo again and re-take the member's photo.

To load a picture already present on the computer, press Load Photo and select the picture directory.

To clear the current picture and restart the picture procedure from zero, press Clear Photo.

It is also possible to save the member's picture on the computer, by pressing Save Photo.

4.7 History

The member's reservation history and the operators responsible for the actions present are displayed in this tab, which can also be accessed through the Member Data window.

5. Managing Member Accounts, Cards and QCash

Membership accounts provide advanced features for pre-paid games, storing & tracking member points for reward programs, debit (storing money on the account) and credit options for trusted members.

Using the membership card when opening a lane for the member, allows many options, including the following:

- The member's name is automatically entered on the lane, saving time at the counter and on the lanes.
- The member's default bowling rates and discounts are entered automatically.
- The member can purchase more games, or put more money into their account.

Swipe the membership card to open the Member Data window where:

- The member's remaining games and money are displayed.
- The member's photo is displayed for identification purposes.
- Member notes are displayed to inform the operator of any special situations.
- The membership card expiry date is displayed.

When the debit function is utilized, incentives can be applied in order to promote the use of QCash, such as bonus programs, where an extra value for purchasing could be applied, e.g. $22 worth of goods/services for $20.

Q-Cash allows the members to put money in their accounts for future use. This is also a great way for parents to control the spending of their children, in that they can give their children the card instead of cash. QCash can be used anywhere in the Center: at the Snack Bar, Pro Shop, for Bowling, etc. This also allows a fee to be introduced, whereby the member pays a small amount (e.g. $5) to recharge the card.

Cards used to access membership accounts, can be attributed to the member in the Card tab.

Magnetic membership cards can also be assigned to staff members, by registering them as per normal with Center members and linking this registration to the staff member in the Staff Setup module.

6. Member Reports

BACK OFFICE > FBT > FILTERS AND REPORTS

Customized individual member reports can be used as a valuable tool for bowlers to track their skills and these can be printed or e-mailed to the member.

Use the filters to obtain reports or mailing lists for everything from birthdays and anniversaries to defined bowler groups, frequency of visits and money spent at the Center.

Reports can be printed for everyone in the Center's FBT database, or for individual members, based on the information entered in the filters. The more information entered, the more precise the reports. Choose between individual reports, global reports, mail merge or data export.

6.1 Filtering Clientele

Choose the filters to be applied when selecting a limited number of members according to the data they have in common.

For example, only children with a birthday next month, or only super Strikers or highest spenders, etc.

The Reset button clears all of the fields in the search page, so the operator can perform another search with different criteria.

The Search button begins the searching process on the basis of the data entered. Once the process is complete, the Results tab is displayed complete with the members found.

BASIC FILTERS

In the first two tabs, Basic 1 and Basic 2, are the data fields present upon member registration, such as personal details, card details, card and locker expiry dates, etc. Set the search parameters and press OK.

ADVANCED FILTERS

It is also possible to utilize advanced filters in the Advanced tab. Press the Add Filter button and in the list that appears, click on the desired fields, such as Games Bowled, Members Introduced, Strikes per Game, Total Number of Visits, etc., set the search parameters and press OK.

Here, members can be searched for according to how many times they have played in the Center which, for example, could be useful in order to send them publicity or a bonus for having played more than ten times.

For other filters, such as Purchases and Points the departments for the search can be specified. Select All if the search is not to be limited to a specific department.

To modify or cancel a filter, select it in the table and press Modify / Delete.

The search can also be limited in terms of time, as follows:

- With the From Registration option, the search starts from the registration of the member in the Center database.
- The Current Year option limits the search to the current year.
- To set the date desired, enter the dates in the Set Date Range section.

A filter can be set both for the games and for the transactions for the Open Bowling and/or League and/or Tournament modes.

6.2 Reporting

The report settings window can be accessed by pressing either Individual rpt or Global rpt.

Individual Reports can be created for Personal Profiles, Game Statistics, Game Statistics Summaries and Full Transactions (with the Open Balance check activated) each permitting All Members Found and Selected members Only options.

Global reports can be created for Contacts and Contact Summaries, Member Assessments, Targeted Members, Liabilities (Games, Points, Money, Debt Limit) and Game Statistics and can be ordered by Last Name, Registration Date, Total Number of Visits, Points on Card, etc. either Ascending or Descending.

Once the type of report has been set, the content can be viewed before printing by pressing Preview or it can be printed directly.

Press Mail Merge to access the Mail Merge module in order to create a message to accompany the report.

From this module it is also possible to change the member category by selecting a member in the list and then pressing Change Category. A window opens and the new member category can be chosen in the scroll down menu.

7. Mail Merge

BACK OFFICE > FBT > MAIL MERGE

The mail merge function makes it possible to send targeted information to the right members for events such as birthdays, anniversaries and newsletters (to name a few). Letters can be e-mailed from the FBT module and saved for re-use so that they don't have to be rewritten later.

This feature allows mailing all or a group of select members or individual members, that must be selected first through the Filters and reports module.

Through the mail merge function, members can be sent summaries of their account balances, specials, upcoming events, or coupons and cards for birthdays, anniversaries, etc.

From here letter or e-mail templates can be created that can then be personalized with the member data, the date, etc. inserted in the appropriate fields. Labels and envelopes can also be created and printed through this module.

> The Mail Merge module can also be accessed in the Filters and Reports module by pressing Mail Merge in the Results tab.

7.1 Creating Mail

Enter the Mail Merge module directly from the Main Menu via BACK OFFICE > FBT > MAIL MERGE.

Click on the Edit tab to access all of the instruments available for the creation of a letter template. Type the letter in the central window.

Word options can be selected from the upper section of the window (as in the image above):

- Select the font out of those installed on the computer.
- Choose between bold, cursive and underlined.
- Page alignment can also be selected here to have the text aligned on the left, in the center or on the right.
- Set a numbered/points list.
- Insert a page break.

To insert key fields (marked with parenthesis) into the text, it is necessary to position the cursor correctly within the text and select from the following options in the Insert scroll menu: Member ID, address, company, card type, registration date, card expiry date, etc.

It is also possible to select an E-mail Attachment by clicking on the yellow field.

The Cut, Copy and Paste buttons can also be utilized in the template to paste or copy information from another word document.

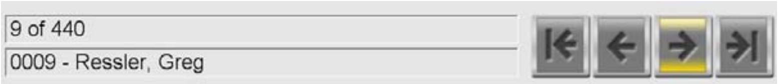
Each letter template can be saved with a different name, so they can be easily recognized and reopened for sending, printing or modification.

7.2 Using the Template

The letter can be sent to one or more members via post or e-mail.

First it is necessary to open the Filters and Reports module, and search for the appropriate members through the various filters.

Click on Mail Merge, to access the module, with the number of members displayed in the upper section and the arrows to scroll through them, with the name and ID of the member selected currently.



In the example above, 440 members have been chosen and the member currently selected is the ninth of those filtered.

LOADING THE TEMPLATE

Load the template desired by pressing Load: in the first page the loaded template is displayed, in which the key fields are automatically completed with the information regarding the member currently selected.

PRINTING LETTERS AND LABELS

At this point, use the Print button to access the following options:

- Filter all members or only include the member currently selected.
- Whether to send the letter via e-mail or print it and send it by post.

The page format settings (such as margins, dimensions, headers and footers, etc.) can also be set by pressing Setup.

When printing labels, the Labels button allows access to the settings necessary for printing, such as the number of rows and columns, the size, height, margins, etc.

8. Duplicated Members

BACK OFFICE > FBT > DUPLICATED FB

This module is used to put order in the member archive if doubles have been created.

If a member has been registered twice, this module will allow to easily and quickly find the “duplicated” member and to merge them together in a single record.

This module is particularly useful in Bowling centers that use the Booking Website: when members register on the web, they create a second record that has to be bonded to their main one when they get to the center.

IDENTIFYING DUPLICATED MEMBERS

The first thing to do is to search for the duplicated members, so it is necessary to choose the filters to base the search on (first name, last name, phone number, etc.) and to click on Search.

The chart will list all the members who have the data selected in common and each group (couple) of doubles (duplicated members) will have a different color, so it can be easily found.

COMPARING AND MERGING TWO MEMBERS

Choose a couple of doubles by clicking on it and then click on Compare: a window opens where all the data of the two members are listed.

After analyzing the content of the two records it is possible to:

- Merge the two members into one, so that the data of the member to be deleted is not lost: select the member to keep and click on Choose in the column of the member to keep.
- Remove the useless member by clicking on Remove in the column of the member to delete (there won’t be a merge in this case, but only the double record will be deleted).

After putting in order the first group of doubles (the first couple of duplicates), the following couple will be displayed so the whole list of doubles can be quickly finished off.

9. Member Setup

BACK OFFICE > FBT > FBT SETUP

9.1 Member Categories

Member categories can be created here, such as member types or clubs, e.g. VIB Club, League Bowler, Birthday Club and Children Club.

Then special dynamic member rates can be created for all bowling types, shoe rental, or special percentage discount on all products. Special rates can be applied automatically by day and during non-peak hours, with normal pricing during peak periods (see Dynamic Price Keys).

To create a new member category press New and then perform the following:

1) Insert the group name.
2) Set the predefined price keys for that member category.
3) Select a Discount from the scroll menu. This discount is automatically applied to all of the members that are part of this group.

The price key settings can be modified by clicking in the field and selecting another price key from the window that appears.

The Modify / Delete buttons can be utilized for selected categories. Categories can only be deleted if they don't contain any members.

9.2 Point Collection

Members can receive a specific number of points for every given amount spent in the Center in each department.

These points can be:

- redeemed in the form of merchandise or prizes
- used to pay in the Payment window through the Player Club Cash feature.

The Point Collection tab displays the departments available in the point collection scheme: select a department (a row in the table), press Modify and enter the number of Points and the Amount of money spent to earn that number of points.

For example, it is possible to set that in the Snack Bar department members receive 1 point for each $5 spent. In this case if a member spends $17 in the Snack Bar department, automatically three points are added to their account.

The Price keys valid for Point Collection are set in the Price Key Setup through the Point Collection option.

The Reset button resets the points collected by all Center members to zero, which is a fairly risky operation. Confirmation of the operation is requested before proceeding.

9.3 Player Club Cash

Members can use the points received through the Point Collection scheme to pay in the Payment window through the Player Club Cash feature.

In the lower part of the window it is possible to enable Player Club Cash Payments and to set the conversion rate between points and cash. E.g. if in the Center 4 points are needed to pay 1 Dollar/Euro (or 1 unit of the Center currency), set 4 in the Currency/Point Conversion field. In this case, to pay 10 Dollars/Euros etc. the member must have at least 40 points on their card.

Set the Player Club Cash payment mode in the Denomination Setup to display it in the Payment window and to use it for members.

In the shift reports an optional section displays information on payments made using the players' points.

> Note that for Player Club Cash payments it will not be possible to combine different payment types.

9.4 Member Formats

These settings allow the Center to define how the names and addresses of the members are displayed in Conqueror, according to different countries.

In Conqueror the member name can be displayed as the Full Name, which will then be displayed for example in the booking confirmation window, or in a more compact form, Short Name, which is used for example in modules such as the Teams & Players module for the leagues.

The data available to compose the Full Name and/or the Short Name are: first name, last name, middle name, suffix, title, etc. while the data available to compose the Address are: number, street, district, post code, city, state, county, country, etc.

To modify the default values, click on the Format menu and select the format to be edited.

To insert an additional option into the combination proposed, it is necessary to position the cursor correctly within the Format Composition and select the desired option from the options in the Tag scroll menu.

To remove a tag from the text format, select it and press Delete on the keyboard.

Each format can be saved by pressing OK.

10. Export to BowlerTRAC

BACK OFFICE > FBT > IMPORT / EXPORT FB DATA

The frequent bowler archives for individual members (not for groups) can be exported to the BowlerTRAC program through this module.

Press the Export to BowlerTRAC section in the main menu to access the Export Member Data panel. Here the file path can be found by clicking in the Member Data File bar. The system proposes the last path entered, by default and if the file selected for exportation already exists, it requests permission to overwrite it.

Select the Export All Member Data option if all data is to be exported to the BowlerTRAC program, deselect it if only updated data is to be exported.

LEAGUES

1. Overview

The Conqueror league module allows the Center to manage all the aspects of many types of leagues, like setting up leagues, defining teams and players, creating standings, managing the games on the lanes and printing scores.

League management is completely integrated with the rest of Conqueror, which not only renders it simpler to use, but also makes the simultaneous management of other events and regular bowling sessions, a lot easier.

The management of the players taking part in the league, as well as the teams participating, the substitutes, the vacant bowlers and the team line-up, functions in an effective and easy way thanks to the drag and drop method. Its integration with the member archive makes the membership for the leagues extremely quick and easy. Furthermore, a series of keyboard shortcuts makes it even faster.

Various types of team and player handicaps (both positive and negative) are coordinated here, along with automatic average calculation. The USBC schedule is managed through the League module.

Match points are automatically issued and can be modified or issued manually.

Production and printing of standings and various reports of both teams and players is incorporated.

Financial transactions such as payments, refunds, funds management are integrated, and a complete history of these transactions of the league can be consulted.

2. Managing a League

FRONT DESK > LEAGUES > ALL LANES

The league lanes are managed through the Lane Status window with options for opening, closing and partially closing lanes.

OPENING LEAGUE LANES

If practice time or balls have been set in the Basic tab in Lane Options and the pinsetters are turned on automatically, the Send Roster button is displayed as Start Practice and allows to start the practice session.

If no practice has been set, this button is displayed as Send Roster, and the pinsetters have to be turned on manually.

When the players are ready to play, select the Start Score option to start the competition. If keyboards on the lanes are enabled, the players can perform this action themselves by pressing the red button.

Enter the week to be played in the window that opens and press OK. The first week that hasn't been played yet is proposed by default.

TURNING PINSETTERS ON / OFF

The pinsetters can be turned on and off through the Pinsetter on and Pinsetter off options.

CLOSING LEAGUE LANES

Pressing League off opens a window where the lanes to be closed can be selected and the incomplete games can be deleted by checking the Delete Uncompleted Games option.

This operation is unnecessary if the Automatic Lane Closure option has been set in the League Setup module: this option automatically closes the lanes at the end of the league.

It is also possible to close only some of the lanes involved, while players are still bowling on other lanes: select the relevant lanes and press Lane off.

If automatic point and handicap calculation has been set for the league, the average calculation is triggered for handicap and points calculation for both players and teams upon lane closure.

When all lanes for the league have been closed, the complete standings can be generated.

ZOOMING IN / OUT THE LANES

The size of the lane icons can be controlled by using the - and + buttons, thus setting them smaller or larger.

3. League Setup

FRONT DESK > LEAGUES > SETUP

The League Setup window can be accessed from the Main Menu.

To create a league, press New in the league selection screen that opens.

To modify an existing league, double-click on a row from the list of those available (or click once and press Select). This reveals the plugin where information regarding that particular league can be modified.

From the league selection screen it is also possible to delete a league that has already been played: to do so, simply select it and press Delete.

> It is possible to open more than one League Setup window at the same time when dealing with more than one league.

3.1 Creating a League

In the League Setup window, enter the new League Name and set all the required details.

NUMBER OF TEAMS / NUMBER OF PLAYERS PER TEAM

Set the number of teams and the number of players for each team.

Once the Number of Teams has been set, the system suggests a suitable Number of Weeks, according to the official USBC schedule and a default Lane Set.

> The Number of teams has to be even, and the maximum Number of Players per Team is 6.

After the league has started, the Number of Teams and the Number of Players per Team can't be modified.

MAXIMUM NO. OF PERMANENT TEAM SUBSTITUTES

Enter the maximum number of substitutes per team.

In the Teams and Players module, it will be impossible to set any number of substitutes greater than the amount set here.

NUMBER OF WEEKS / GAMES PER WEEK

A number of weeks is proposed as the duration of the league. This proposal is based on the official USBC schedule and can be modified if necessary.

Next to this setting, enter the number of games to be played each week.

TEAMS PER PAIR

Set the number of teams playing on each pair and, for each pair, the number of teams playing on each lane.

For example, to allow 2 teams to play on 1 pair of lanes, set 2 Teams per Pair and 1 team on the Left lane and 1 team on the Right lane.

LANE SET

Select the lanes upon which the league will be played.

Click here to modify the default lanes suggested by Conqueror. The Select Lanes window is accessed and the desired lanes can be selected. Then press OK or Enter on the keyboard.

SCHEDULE TYPE

The Schedule Type option allows to define how teams will be coupled week by week.

The USBC schedule is used by default, but it is possible to choose how teams have to move throughout weeks: by __ lanes to the right/to the left, crossed by __ lanes, inverted cross by __ lanes.

Anyhow, this default can be directly modified in League Schedule.

Play Date and Play Time

The starting date and time of the league have to be set in these fields (Play Date and Play Time Start).

To allow players to get ready, lanes will open by default half an hour before play time (Lane Opening Time), but this amount of time can be modified here.

The estimated duration of the match (and therefore the booking) is calculated according to the number of games and players per team. The Lane Closing Time can also be modified.

By saving, the Schedule for the league is automatically generated.

Bowler Category Type

Choose the category type to use between Gender and Age Bracket (or None if categories are not to be used).

In the Bowler Category Type page of the League Setup, for each category it is necessary to set the rules for calculating the handicap, to assign the vacancy score, the number of pins to subtract from absentee's average, etc.

Calculation Rule

This setting manages the Base/Percentage handicap calculation.

The USBC handicap calculation rule is selected by default, but the JPBA handicap calculation rule can be selected after selecting a Base/Percentage handicap in the Handicap tab.

The Calculation Rule selected the first time becomes the default setting for all the leagues being created, but can be modified.

Automatic Calculation

This option allows the player's and team's averages, handicap and match points to be calculated automatically upon lane closure.

Score Type

Select the score type for the league between those present in the Bowling Center.

Automatic Lane Closure / Delay (Sec.)

Lanes are closed automatically at the end of the league through this setting.

Indicate the number of seconds before lane is closed automatically, that is the duration for which the score remains on the monitor in order to allow the players a last look at their scores.

Set this value to zero if the lanes have not to be closed automatically.

Auto Pinsetter on During Practice

Enables the pinsetters to be turned on while the lane is being opened, as the bowlers start practicing.

Lane Options

The Options button opens the Lane Options window where all lane options for that league can be defined.

Here a pre-defined set of Lane Options is selected by default; it is possible to accept these settings for the league, or to modify and save them through the Send to League option.

These changes will be used at the beginning of the next bowling session for that league. In order to make changes on a currently open lane, go to the Lane Status window, select the lane, enter the Lane Options window by pressing Options and send the Lane Option Set to the lane.

Reservations

Press the Reservations button to access the Reservation Sheet positioned at the current time of day.

3.2 Setting the League Handicaps

FRONT DESK > LEAGUES > SETUP > HANDICAP

TEAM HANDICAP

Select the type of Team Handicap that controls the league.

The team handicap can be set as:

- Disabled: in this case handicaps are not utilized and are therefore not displayed on the lanes.
- Manual: in this case the handicaps are set manually in the Teams and Players module.
- Sum of Bowlers' Handicap: the team handicap corresponds to the sum of the handicaps of the players currently in the team line-up.
- Opposite Teams' Average Difference: the team handicap is the difference between the averages of the two teams. It is also possible to set a percentage to be calculated according to this average difference. For example, if team 1 has 800 pins and team 2 has 600 pins, with a percentage of 50%, the team handicap will be 100 pins for team 2, calculated as follows: (800 – 600) x 50%.
- Base/Percentage: the team handicap calculation can be personalized by putting in the base and the percentage on which the calculation has to be performed. It is also possible to set a Negative Handicap to subtract when the team average is higher than the set Base. By choosing this handicap type, the JPBA option can be selected in the General Settings tab.

It is also possible to set a Handicap Range, which is the limit that must contain the handicap. If the handicap is more or less than the values inserted here, it will be automatically brought to the maximum or minimum value of the range. The Handicap Range default values are proposed according to the number of players set per team for that league.

BOWLER HANDICAP

Select the type of Individual Handicap that controls the league, from either the Manual or the Base/Percentage (by choosing this rule, the JPBA option can be selected in the General Settings tab).

If variable management of handicaps (Base/Percentage) is desired, it is necessary to complete the Categories table, in the lower section of the window.

3.3 Setting the Average Rules

FRONT DESK > LEAGUES > SETUP > HANDICAP

Set how to establish the player average in the league.

MINIMUM NUMBER OF GAMES FOR ESTABLISHING LEAGUE AVERAGE

Put in the number of games necessary to calculate the player average.

The player average used before playing this number of games is the Entering Average set for its category (in the table above) or specified for that player, in the Teams and Players window.

APPLY LEAGUE AVERAGE TO GAMES ALREADY PLAYED

Enable this option if the average established after the number of games set above has to be retrospective. In this case, after establishing the average, a recalculation of points and handicaps of games played until that point is carried out.

MAINTAIN THE SAME AVERAGE FOR THE ENTIRE SERIES

This option is always active: it means that the player's average is used from the beginning of the series to the end of it (the player's average is not recalculated while playing the series).

3.4 Setting the Player Categories

FRONT DESK > LEAGUES > SETUP > HANDICAP

The Bowler Category Type previously chosen in the League Setup main page is placed at first place in the table.

In the table columns, set the rules for calculating the handicaps of the different categories. For example, if division category according to age has been chosen, for each player category (Junior, Adult, Senior) set the following:

- values for calculating the Base/Percentage handicap (Base Hdcp and Hdcp % +),
- the Negative Handicap Percentage (Hdcp % –): in this case the handicap is subtracted when the player's average is higher than the set Base,
- the number of pins to be deducted from the absent player's average (A pins),
- the Vacancy Score: the vacant bowler's default score is 120 but it is possible to change it here,
- the Handicap Range: if the handicap should be more or less than the values inserted here, it will be taken to the maximum or minimum value of the range (Max Hdcp and Min Hdcp),
- the Entering Average: is the player's average when he enters the league. The real average will be established after playing a certain number of games, set in the Average Rules section.

These values, along with all of the scores pertaining to all of the players, can be modified or corrected in the Teams and Players module.

> The category each player belongs to has to be specified in the Teams and Players module.

3.5 Managing the Team Pairing

FRONT DESK > LEAGUES > SETUP > SCHEDULE

This page allows to define when the league begins, ends, on which days the league is played and how teams will be coupled week by week. Additionally, the lanes for the league are automatically reserved in the Booking System.

By saving the data in the General Settings tab, a complete schedule is automatically generated and it can be modified here.

Each league week in the table is complete with: number of the week, schedule type, date, time of lane opening, time at which play starts, estimated closing time, week type and matches of the week (matches have alternating colors).

If there are weeks that can't be booked in the schedule, the operator is advised of this when saving the schedule: it will then be necessary to modify the highlighted weeks.

SCHEDULE TABLE DETAILS

- League weeks booked successfully are white
- Reservations to modify because they are clashing with others are yellow
- Weeks already open are displayed in italics
- Weeks open but not completed are displayed in italics and red

> To display the name of the team in the match columns instead of the team ID, select the Show Team Names option at the bottom of the window.

MODIFYING DATE AND TIME OF A WEEK

To modify date and time of a league booking, double click on the desired week in the table in the date and time columns: this opens the window for league bookings where a new time and date can be set. At this point the operator can also modify all the subsequent league bookings in the same way by checking the Apply Also to the Following Weeks option.

MODIFYING TEAM PAIRING FOR A WEEK

To modify the team pairing of a week, double click on the desired row in the table, in the Schedule column.

In the window that will open, set the Schedule Type and the New Lane Assignment for the selected week.

First choose the Schedule Type, between:

- League Default: is the schedule that has been previously set in League Setup.
- Manual: in this case a customized team pairing is set by overwriting the team number in the New Lane Assignment charts.

- Position Round: is the organizing of matches according to the position in the Standard Standing of the league. By default, the team in position 1 plays against the team in position 2, team 3 against team 4 and so on, but this can be personalized by overwriting the team number in the New Lane Assignment charts. When defining a Position Round schedule type it is also possible to choose the lane where the first team of the standing will play (First Team on Lane _).

It is also necessary to decide if the new schedule type has to replace/overwrite the schedule that had been forecasted for the week (by enabling the Replace Current Schedule Type option) or if it has to be added to the league schedule (by enabling the Insert New Schedule Type option), causing the whole league schedule to slide, but keeping the same order.

Setting a Roll Off Night

By clicking on the Week Type column it is possible to set a Roll Off Night, also called Fun Night: a week on which the results don't count for the league, statistics, etc. , a week played only for fun.

Printing the League Schedule

It is possible to print the league schedule report by pressing the Print button at the bottom of the window. In the window that opens the desired interval of weeks to print can be chosen.

3.6 Setting Point Attribution

Front Desk > Leagues > Setup > Points

Automatic Points

Points can be awarded at player level and/or team level, for the games and/or series won, and can be calculated on the scratch scores and/or on the scores with handicaps.

Set the rules for the automatic awarding of points by completing the table.

Team Point Attribution Rules

To whom points go in case a regular team plays against a bye team is chosen in these scroll down menus.

To get points when playing against a bye team, it is possible to set that the regular team Always gets points, or that it has to satisfy one of the following conditions:

- Score not below its average minus the number of pins set here. So, setting a negative difference of 20 pins, a team with an average of 200 has to score at least 181 to get points. If the regular team scores 180 or less, Points Remain Unassigned or Points are Assigned to the Bye Team depending on how the scroll down menu is set.
- Score not below the percentage (set here) of its average. So, setting a percentage of 25 %, a team with an average of 200 has to score at least 150 to get points. If the regular team scores 150 or less, Points Remain Unassigned or Points are Assigned to the Bye Team depending on how the scroll down menu is set.
- Beat the fixed score set here. If the regular team scores the same or less than the one set here Points Remain Unassigned or Points are Assigned to the Bye Team depending on how the scroll down menu is set.

Player Point Attribution Rules

To whom points go in case a regular player plays against an absent or vacant player is chosen in these scroll down menus.

To get points when playing against a non-regular player, it is possible to set that the regular player Always gets points, or that one of the following conditions has to be satisfied:

- Score not below his average minus the number of pins set here. So, setting a negative difference of 20 pins, a player with an average of 200 has to score at least 181 to get points. If the regular player scores 180 or less, Points Remain Unassigned or Points are Assigned to the Vacant/Absent/Forfeiting Player depending on how the scroll down menu is set.
- Score not below the percentage (set here) of his average. So, setting a percentage of 25%, a player with an average of 200 has to score at least 150 to get points. If the regular player scores 150 or less, Points Remain Unassigned or Points are Assigned to the Vacant/Absent/Forfeiting Player depending on how the scroll down menu is set.
- Beat the fixed score set here. If the regular player scores the same or less than the one set here Points Remain Unassigned or Points are Assigned to the Vacant/Absent/Forfeiting Player depending on how the scroll down menu is set.

3.7 Legal Line up

FRONT DESK > LEAGUES > SETUP > LEGAL LINE-UP

The conditions that have to be respected by teams in order to play are to be set in this box. If a team does not respect these conditions for one game, forfeit is declared for the entire series.

Put in the Minimum Number of Regular Players (i.e. neither Vacant nor Absent) that have to be present on the team. If necessary also specify in the chart how these players have to be divided between the different categories.

Example: the teams of the league are composed of 4 players. Here it is possible to set that at least 3 of these 4 players have to be regular. If the league is considering the Age Bracket category, in the chart it is possible to set that 2 of these 3 regular players have to be Adult and only one a Junior.

> When the Consider Vacant Players as Regular option is enabled, Vacant players are part of the Regular players.

POINT ATTRIBUTION RULES IN CASE OF FORFEIT

To whom points go in case a regular team/player plays against a forfeiting team/player is chosen in these scroll down menus.

To get points when playing against a forfeiting team/player, it is possible to set that the regular team Always gets points, or that it has to satisfy one of the following conditions:

- Score not below its average minus the number of pins set here. So, setting a negative difference of 20 pins, a team/player with an average of 200 has to score at least 181 to get points. If the regular team/player scores 180 or less, Points Remain Unassigned or Points are Assigned to the Forfeiting Team depending on how the scroll down menu is set.
- Score not below the percentage (set here) of its average. So, setting a percentage of 25 %, a team/player with an average of 200 has to score at least 150 to get points. If the regular team/player scores 150 or less, Points Remain Unassigned or Points are Assigned to the Forfeiting Team depending on how the scroll down menu is set.
- Beat the fixed score set here. If the regular team/player scores the same or less than the one set here Points Remain Unassigned or Points are Assigned to the Forfeiting Team depending on how the scroll down menu is set.

3.8 Setting the League Standard Standing

The standing set here determines the winner of the league. Also the Position Round team pairing is based on this standing.

Four criteria in order of importance can be selected for breaking ties: when a tie occurs in team standings, the tie can be broken by using the number of Games Won, the automatic Points won, the Total pinfall with handicap and the total Scratch.

Select the main criterion of the standard league standing from the first scroll down menu: for example choose Points if the standing is based on the points earned. With tied Points, the standing refers to the criterion set in the second scroll down menu: for example, if two teams have the same number of Points, the Games Won by the teams will be considered in determining the winner, and so on until the fourth criterion.

Another example: it is possible to choose team standings ordered by games won first, then - in case of a tie - by match points, then - in case of a tie again - by total pinfall with handicap, and finally by total pinfall (There are 24 possible combinations available).

HOW TO DISPLAY TEAM TIES IN STANDINGS

Here it is possible to choose the type of numbering to use in team standings in case of ties.

Teams that have tied can be positioned in the standing in one of the following ways:

- 1 2 3 4 etc.
- 1 2 2 3 etc. – in this case, the 2 teams that have tied in second place in the standing are both placed second and the numbering of the positions then continues regularly.
- 1 2 2 4 etc. – in this case the 2 teams that have tied for second place in the standing are placed second and third, then numbering will continue from position 4.

3.9 Consulting Modification Logs

An advisory message might appear at lane closure if the operator has to be informed that modifications regarding the league have been done on the lanes. The secretary can then go to the Logs window to check the logs.

On this page, all modifications/operations done on lanes are recapped: this is useful for keeping possible suspicious actions under control, like a line-up change inside the team or a player's name change.

In the table, messages include date, time and week number of when the action was carried out. They are sorted out by date/time but can be reordered by clicking at the top of the column.

The unread logs are displayed in red and marked with an asterisk. Additionally, important logs are marked with an exclamation mark.

After the operator has read the message, the log turns to grey.

3.10 Setting the League Payments

Press Payment to enter the payment setup panel, where the Linage amount and all payment details can be specified and where the league financial settings can be managed.

Structured Number of Players

Enter the total number of players expected to play in the league.

Linage and Linage Total

By clicking on the table containing Price, Quantity and Value, the Select Price Key window opens and it is possible to set the prices of the games for the current league, all of these settings are mandatory.

Under the table, the total cost of the games in the league is displayed in the Linage Total field.

Prize Fund and Banquet Fund

Insert the amount of the money taken as a deposit from each player, to be used as prize money.

Total per Player / Included Taxes

This is the total amount that each league player is to pay without tax and there is also the including taxes option.

Enrolled Number of Players

Specify the number of players actually signed up to play in the league in the week selected.

Guarantee Players

If this option is checked, the total due for the league is calculated based on a fixed number of players (specified in the Structured Number of Players field).

If the number of players is not specified and this option is not checked, the number inserted in the Enrolled Number of Players field will be used as default number in the League Payment window.

Generic Fund

By selecting this option, an additional amount of money can be collected from the players upon payment, that can then be used for various purposes (for an extra prize, for instance).

One Game Price

A single game price key can be selected; this is useful when the Linage price key chosen is a multiple quantity price key and one or more players are not going to pay for the total quantity of games in the session.

For example: a "quantity 3" price key has been set for the payment of games. In case a player plays only 2 of the 3 foreseen ones, the "quantity 1" price key shall be used for charging the 2 games.

Price of Shoes

This setting allows the selection of the price key to be used to sell shoes.

WEEKLY / SEASON TOTAL

This is the amount that all the league players must pay in total, i.e. the total amount since the beginning of the league season.

The total amount including taxes is displayed in the following row.

4. Managing Teams and Players

FRONT DESK > LEAGUES > TEAMS AND PLAYERS

The Team and Players window allows the management of the players and substitutes taking part in the league and the teams participating.

It is possible to open more than one Team and Players window at the same time when dealing with more than one league.

> With the CDE Import function, it is possible to import teams and players from CDE.

4.1 Teams and Players Main Window

On the left-hand side of the window, the tree structure represents the league with teams (automatically created) and players.

In the tree, to skip to the last team press End on the keyboard, while to reach the first team, press Home on the keyboard.

The table on the right adapts according to the selection made in the tree (league or team):

SELECTING LEAGUE LEVEL

By selecting the league level, on the right a panel appears where the league players can be inserted.

For each player enrolled, the ID is displayed with the player's name, team, average, handicap and category (to modify these data, type over the existing data in the columns).

Under the panel there are buttons that allow access to the member archive, the player type setup and the removal of a player from the league.

SELECTING TEAM LEVEL

By selecting the team level, on the right a panel appears where the league players can be inserted.

For each player enrolled, the line-up position is displayed in the table along with the player's ID, name, average and handicap (to modify this data, type over the existing data in the table). Furthermore, the substitutes are easy to recognize in this panel as they appear with a gray background.

The following team information is displayed in the upper section of the window:

- The team name, which can be set and modified here.
- The team average (Avg), which is the sum of the players' averages for that team.
- The team handicap, which is calculated according to the rule set for that league, but can be modified here manually.
- The team statistics, which is the number of games won, lost and tied.

Check the Bye option to automatically complete the selected team with all vacant players. The players already enrolled in the team set as bye will be automatically moved in the Temporary Substitutes.

By using the arrows, it is possible to pass to the next team or scroll through the teams to find the desired team. This is also possible by using the Page down and Page up keys on the keyboard.

Under the panel are the buttons that allow access to the member archive, to modify a player enrolled as a Temporary Substitute or to remove a league player.

> If the name of the team is red, it means that it is forfeiting.

4.2 Enrolling Players

The players (and substitutes) can be enrolled one after the other in the league, creating a complete list which can then be divided into various teams by using the drag and drop method.

The alternative is to enroll the players and the substitutes directly into their correct teams.

Therefore select the preferred level in the tree structure (league or team), pass to the panel displayed on the right with the → key on the keyboard, and enroll the players one after the other.

ENLISTING PLAYERS

There are various methods to enroll the members, as follows:

The first and quickest method is that of swiping the player's FB card: first swipe the card whereby the player details appear at the base of the window, press ↓ on the keyboard and repeat the operation for subsequent players.

After inserting a player, another line appears to insert the next player.

Another method is that of inserting the member ID or name, first name, nickname (or part of a name, e.g. Mel instead of Melissa) or free entry code in the ID field, hereby starting the search in the member archive. If only one member corresponds to the data entered, this member will be entered directly. If, on the other hand, the system finds more than one member that corresponds to the data entered, the Member Search window opens where the desired member can be selected. Press Select and ↓ on the keyboard and repeat the operation for subsequent players.

Finally, the member archive can be accessed and a Frequent Bowler can be found or added by pressing FBT or F3 on the keyboard. Once the league member has been selected or registered, select the member and press Select to insert the member into the league.

To enroll an vacant player, type V in the ID column.

By selecting an enrolled FB either from the tree structure or from the team/league panel, the constantly updated member details and statistics are displayed along with their photograph at the base of the screen.

To avoid confusion, no two players in a league are allowed the same nickname.

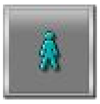
DEFINING THE PLAYER CATEGORY

An additional column is present in the player table if Category Management has been set for the league. This column is called Gender or Age Bracket according to the type of category that has been chosen.

If Gender and/or Age Bracket has been set for the member in the Frequent Bowler archive, the datum is specified here (click on it to modify it). If nothing has been specified in the FBT module for the member, it is possible to set the player category by clicking in the column.

DEFINING THE PLAYER TYPE

Click here to set the selected player as Absent, Vacant or Regular.



MOVING THE LEAGUE PLAYERS IN TEAMS

Once the list of league players is complete, divide the players into their various squads by using the drag and drop method: select a player in the list and drag it into the correct team.

Once the first team is full, use the F12 on the keyboard to pass from one team to the first player in the next team (press the F11 to return to the first player of the previous team).

LINE UP MANAGEMENT

The players can be moved within the team easily by using the drag and drop method, in the team table or in the tree structure, from the tree to the table or vice versa: by moving one player onto another, the two swap positions.

Another solution is to write or overwrite the position number in the line-up directly in the P column in the team table (in front of the player's name) and press Enter on the keyboard. This method is also useful for swapping the positions of a substitute and a player in a team.

By selecting a player and using the arrows under the team panel, the player can be moved up or down. By the last player in the team and pressing the arrow button below, it inverts with the first substitute enrolled.

MANAGING THE TEAM SUBSTITUTES

The team substitutes are enrolled as regular players in the last line of the team panel, in gray with an S in front of the name.

Before enrolling the substitutes, it is necessary to complete the enrollment of the whole team: if a player is enrolled as a substitute when the team is incomplete, the player is automatically moved above to the list of regular players.

> A vacant player cannot be a substitute.

The maximum number of substitutes is set when creating the league.

MANAGING THE ROVING SUBSTITUTES

The league roving substitutes are enrolled in the Temporary Substitutes section of the tree, in the same way in which players are enlisted normally.

When a roving substitute goes to play, the usual methods can be applied when moving players.

REMOVING A PLAYER FROM A TEAM

To remove a player from the team (to transfer the player back to the Temporary Substitutes list), select the player and press – under the player table or on the keyboard.

DELETING A PLAYER FROM LEAGUE

To delete a player, select the player in the tree (or in the team list) and press the delete (trashcan) button.

This can only be performed if the player has not yet played any games in the current league.

4.3 Managing a Mid-season Start

The Mid-season button allows to put in the totals and statistics of teams and players that enter the league after it has started.

To carry out this operation quickly, pass from a field to another by using the arrows on the keyboard.

The fields that can be specified for teams and players that enter the league are: the number of games that have already been played, the scratch total, the total including handicap, the number of games won, lost and tied, the score of the best game, the score of the best series, the total of the best game including handicap, the total of the best series including handicap.

5. Managing the Scores

FRONT DESK > LEAGUES > SCORE SHEET

To view the scores of games that have been played, select the appropriate league in the league selection screen, whereby opening a window displaying the scores pertaining to the last week played by the league.

This screen can also be accessed through the League Setup window by pressing the Score Sheet option.

5.1 Consulting Scores

The Score Sheet window is subdivided horizontally into two sections indicating the teams.

Plugin opens on the latest week played but by clicking on the drop down menus in the upper section of the screen, it is possible to select the appropriate Week and matches.

The table below contains all data regarding the players' games and all data regarding the team on the last row:

In the first column the line-up position can be seen together with ID and player's name. Following are the averages and handicaps of the players in the team.

Three columns for each game follow: the first contains a letter that displays the game type (such as V for Vacant), the second contains the game total and the third contains the match points. These columns have alternating colors so that the game data can easily be identified.

The last columns contain the scratch totals, handicap totals (the handicap totals of the player for all games played by the player over the course of the week) and match points (P).

In the lower section of the screen a control panel of options permits access to: the league Lane Status, the teams and players setup, the league setup and the league selection screen (in order to select another league).

5.2 Modifying / Entering the Scores Manually

Score modification is useful for example, when a player accidentally bowls on the other player's turn and the players then request to modify the score, or when the pinsetter makes a scoring error (when a pin falls a moment later).

Click on the game to be modified: the Modify Score panel opens and the score of the two bowls of each frame can be modified/entered: for each frame it is possible whether to insert the score or modify the status of every single pin by clicking on the picture.

It is also possible to modify player Gender and Attributes for the selected game.

The F can be used to assign a foul, the - to assign a "gutter", the X to assign a strike, while the C button clears the score entered (enabled only if the last frame played has been selected). Make the modification required and press OK.

With this dialog it is also possible to cancel the whole game by pressing Delete.

As soon as score modification is saved, recalculation of all points, scores, averages, etc is carried out automatically.

Entering the Scores in Quick Edit Mode

Enable the Quick Edit Mode option to quickly and directly put the scores in the grid, moving easily from a field to another with the arrows on the keyboard.

5.3 Assigning Points Manually

Match points can be modified at player level or team level for either the games or the series.

To access the modify/assign window for a player's match points at game level, double click on the player row in the correct column (P1, P2, etc.), whereas to modify a player's match points at series level, click on the player row in the last column called P.

Likewise for those of the team as a whole: click on the last row in the appropriate column.

This action opens the Manual Point Assignment panel where the points can be issued or modified by clicking on the arrows, to reduce/increase the match points by half a point at a time.

Make the necessary modifications and press Save.

5.4 Printing Score Sheets / Recap Sheets

Press Print to open the window where Recap Sheet and Score Sheet can be chosen.

In the specific space, the league secretary can digit a message that will be printed in the recap/score sheet header.

Once the appropriate options have been selected and the message entered, insert the Number of Copies to be printed, then press Print to print out the report immediately, press Preview to allow the operator to view the report before deciding whether to print it or not.

5.5 Recalculating League Scores

A dialog opens by pressing Recalculate and the number of the week starting from which recalculation has to start from can be inserted.

6. Printing Standings

Front Desk > Leagues > Reporting

This screen allows the production and printing of standings and various reports.

This module opens through the league selection screen. Once the league has been selected, a classification of Players or Teams can be produced by selecting the desired option.

Select

Press Select to select another league.

Print

This option prints the standing directly, without preview.

Preview

Press Preview to view the report before sending or printing it.

6.1 Standing Types

Standard / Custom Standings & Press Sheet

In the top part of the window it is possible to choose the standing to print between:

- The Standard Standing: it is the standing set in the League Setup.
- A Custom Standing: a window opens by clicking on the Sort by field, and it is possible to set the order of criteria to consider for the standing.
- The league Press Sheet: this report can include a whole series of information on the league in compact form, to be chosen between: the league schedule to be played the following week, the results of the week before, team/player standings, the team roster with updated statistics and the ten best games of the week and of the season, etc.

Team Standings

League Teams can be sorted out according to their Total, Scratch or Points and it is also possible to produce the Team Statistics report.

The standing printouts contain the standing of the teams complete with:

- position number within the standing,
- team name and ID,
- Scratch, Handicap, Total Points and Total,
- and the indication of the Number of Weeks Played for that league.

Player Standings

It is possible to arrange league Players according their Total, Scratch, High Match Points or Average and it is also possible to produce a Player List.

The standing printouts contain the standing of the players complete with:

- position number within the standing,
- player name and ID,
- team that the player belongs to (name and ID),
- Average, Handicap, Scratch, Total Points and Total,
- and the indication of the Number of Weeks Played for that league.

Game Reports

The Game standings can be sorted out according to their Total or Scratch. The available types of standings are:

- Best games of the season
- Last week's best games
- Best games of the week range

In the Maximum Number of Games field it is also possible to decide the maximum number of games to include in the standing.

The reports contain the following details regarding the game and the player who played the game:

- The position number of the game in the standing;

- The name of the player who played the game and the team he belongs to (ID and name), player's current average, his current handicap, the number of games he has already played;
- Week number, game number, game type (R is for Regular, etc.), lane number, date, game handicap, scratch total and total score (scratch + handicap).

7. Managing League Payments

Pressing the Payments button in the league selection screen, opens the window where financial transactions can be made for that league (payments, refunds…) and the complete history of the financial transactions of the league, from the beginning of the season, can be consulted through the Payment History tab.

The League Payments screen contains the following items:

Week Number

This setting indicates the number of weeks since the beginning of the league, at the current week.

Guarantee Players or Players Present

This label depends on the settings in the League Setup module:

- if the Guarantee Players option is set, the label here is Guarantee Players, and the number of players considered for the payment is the same as the Structured Number of Players.
- if this option is not set, the label here is Players Present, and the number of players is the same as the Enrolled Number of Players.

Carry Forward Balance

This setting refers to the residual amount of money to be paid since the last league session.

Games / Linage

This value indicates the total number of games being played in the current league by all players. It is possible to modify this value, if necessary, by collecting a different amount of money.

Click on one of the rows in the Price table to open the Modify Linage Price keys screen, where it is possible to select a different price for the games, consequently affecting the resulting value in the Linage field.

Banquet Fund / Prize Fund / Shoes & Socks

The Banquet Fund, Prize Fund and any Shoes and Socks hired by each player are combined, together with the Linage to form the Total due for the entire transaction.

Generic Fund

This field is present if Generic Fund has been checked in the Payment Setup.

Insert the amount being collected and enter a brief description if desired.

Total / Total Including Taxes

This refers to the Total due for the entire transaction and the total amount including taxes.

Payment Received

Here it is possible to enter the amount actually collected (or refunded), that does not necessarily correspond to the total anticipated.

New Carry Forward Balance

The difference between the amount actually collected (or refunded) and the total expected forms the New Carry Forward Balance, which refers to the residual amount to be paid, that will be carried forward to the following payment session.

DESCRIPTION

The type of financial operation performed (paying, refunding, voiding the transaction or paying out the prizes) can be selected in the Description field, and a more detailed description of the operation can be inserted in the box below.

REFUND / PAY OUT / VOID / PAY

Choose the type of financial operation to be performed using the following buttons: Refund, Pay out, Void or Pay, which open the Payment window complete with the relevant data, ready to accept payment.

7.1 Consulting Payment History

This screen contains a table that reveals the complete history of the financial transactions of the league, since the beginning of the season. This table can be printed out and used as a report.

It is an very detailed report, containing the following columns: Date and Week of the transaction reported, any Description inserted, number of Players, Total to be paid and Received (the difference between the total due and the amount actually received), number of Games and Linage accounted, any Trophies and Banquets, along with any Shoes and Socks hired.

Below the table, the Season Attendance field refers to the total takings expected during the season, while Season to date total indicates the total takings received so far. The Carry forward balance field represents the amount to be carried forward to the following session.

The Filter button allows the setting of filters in order to produce more specific reports: select the Week, the Date range and ascending or descending Date Order, and Description of the financial transaction (payment, refund, or pay out).

The Preview button provides the print preview of the report created, while the Print button prints the report.

The Delete All button is enabled only when the total due is equal to zero. It allows the cancellation of all data regarding the season payments.

8. Center League Settings

DEFAULT LEAGUE LANE OPTION SET

From the scroll menu select which set of Lane Options has to be sent to the lanes by default in occasion of Leagues.

When setting up a league, the set of Lane Options chosen here will be the default, but it will also be possible to choose another set of Lane Options for the newly created league.

DISPLAY REMAINING PINS IN THE AVERAGE FIELD

Enable this option to display, next to the average, the number of pins remaining from the division “number of knocked down pins per number of games”.

DISPLAY PLAYERS’ AVERAGE WITH 2 DECIMALS

By enabling this option, in all league reports and in the Team & Players plugin, players' average will be displayed with 2 decimals.

BLS LEAGUES

1. Overview

The League module is accessed through BACK OFFICE > EXTERNAL APPLICATIONS > BLS, and is set in the Externals tab in Terminal Setup.

To work with leagues, the Center requires BLS (Bowling League Secretary), an external application that allows Conqueror to receive the league setup and use it to open the lanes and start play.

The details of each game played are automatically exported to this external application for further elaboration.

It is possible to control many different functions from the Leagues module including league selection, setup, payments and deposits, practice settings, league styles and bowling options.

2. Selecting a League

FRONT DESK > LEAGUES

Choose the appropriate league in the Select League window, by selecting the row of the league desired and pressing OK, or double clicking on the row.

The table that appears contains the Name of the league, the Week Day on which that league is to be played, the league ID that allows quick identification of the league and the Type of league.

QUICK SEARCH

An operator can perform a search rapidly through the Quick Search drop down menu by inserting Name, Day, ID or Type, moving from one column to another through the list of available leagues. By clicking on the Day column in the Quick Day Search field it is possible to set the first day to be displayed: for example if Tuesday is set, the first league to be displayed will be that taking place on Tuesdays, then Wednesdays and so on.

DELETE

This option deletes the league selected and is usually performed when all the weeks have been played.

> It is not possible to delete a league if there are lanes open for that league, or if the setup or payment windows are open.

OK

Press OK to access all details regarding the league selected.

3. League Setup

Press the Setup button in the window containing the league details, to access the League Setup screen, where information regarding that particular league can be modified.

LEAGUE TYPE

Choose the league type such as Women, Seniors, Juniors, etc. from the drop down menu.

GAMES PER SESSION

Define the number of games to be played each week.

WEEK DAY

Indicate the day of the week on which the league is being played.

Week Number

Indicate the number of weeks since the beginning of the league.

Structured Number of Players

Enter the total number of players expected.

Enrolled Number of Players

Specify the number of players actually signed up to play in the league in the week selected.

3.1 Financials

In the Financials tab it is possible to manage the league financial settings which can then be summarized in the League report.

For further information regarding this module, consult the League Payment Management chapter in the Conqueror League section.

3.2 Technical

Here it is possible to manage the league's various technical details.

Automatic Lane Closure

Lanes will be automatically closed at the end of the league through this setting.

Delay in Closing Lanes (Sec.)

This option indicates the number of seconds before lane is automatically closed that the score remains on the monitor to allow players a last look at their scores. If the default value is set to zero, lanes are immediately closed.

Modify Team Handicap from Keyboard

This option allows players to modify their handicap values on the lane keyboard.

Auto Pinsetter on for Practice

Through this option, pinsetters are automatically turned on when the league is opened for the practice session; if this option is not selected, the Pinsetter ON button must be pressed.

Score Type

The score type (ten pin, five pin, duck pin, etc.) for the league selected can be changed according to the Center settings.

Lanes in Pair

Here it is possible to specify whether lanes are managed in pairs or not.

Options

The Options button opens the Lane Options window where all lane options for that league can be defined.

Upon its creation, the Option Set will have the same ID as the current league. Before exiting, it is necessary to save the changes made which will be applied as of the beginning of the next bowling session for that league. In order to make these changes effective immediately, select the lane and enter the Lane Options window by pressing the Options button from the Lane Status.

4. League Payments

From the league selection screen, pressing the Payments button opens the window where it is possible to make the payments for that league.

For further information regarding this module, consult the League Payment Management chapter in the Conqueror League section.

5. League Lanes

FRONT DESK > LEAGUES > ALL LANES

The Lanes button in the league selection screen, allows access to the Lane Status screen where the lanes being used by that league (imported from BLS) are highlighted in green.

START PRACTICE / SEND ROSTER

If practice mode is enabled, this button starts the practice. If the league settings specify that pinsetters are not automatically on when opening the league, this button becomes Send Roster, allowing the sending of information to the lanes. Pinsetters will have to be turned on manually.

START SCORE

Selecting this option opens the lanes available for the league by opening the small League Opening window, containing information regarding the league being opened and allowing the Reset Starting Total and Bonus.

A message appears if any of the lanes that the league is to be played on are unavailable.

A label with the league ID is displayed on the lanes that have been opened.

LEAGUE OFF

This option closes the selected lanes for the current league. When all lanes for that league have been closed, the BLS export file will be created, containing all data relating to bowled games. It is possible to close the lanes partially (i.e. closing only some of the lanes involved) and delete any incomplete games.

PINSETTER ON

This option turns pinsetters on.

PINSETTER OFF

This option turns pinsetters off.

SELECT ALL LANES

This option allows the selection of all the lanes where the league is to be played.

ABSENT TEAMS

In the case where all teams on the same pair are absent, use this function. The system will automatically insert Blind scores for each player and remove the teams from the lanes.

OPTIONS

Opens the Lane Options screen.

6. Opening / Closing a League

When entering the league lanes window by pressing the Lanes button in the lane setup window, lanes associated to the current league are marked with a green spot.

For example: there are 12 lanes and the current league is associated to lanes 1-10. All lanes are available and consistent with the peculiarities of this league, except for lanes 3 and 4, that are not available. The system asks to move these two lanes to lanes 11-12. It is possible to accept or not. But if these last two lanes have a different score to that of the league, or are broken or unavailable, the system does not ask anything and lanes 3-4 are moved to the waiting list, creating an incomplete opening.

Once the league is open, the lanes involved are marked with a cup at the top right side of the box.

It is also possible to partially close lanes (i.e. closing only some of the lanes involved), while players are still bowling on other lanes.

TOURNAMENTS

1. Overview

The Conqueror tournament module allows the Center to manage all aspects of every type of tournament, from setting up tournaments, events and squads, defining teams and players and creating standings, to managing the event on the lanes.

Tournament management is completely integrated with the rest of Conqueror, which not only renders it simpler to use, but also makes the simultaneous management of other events and normal bowling sessions, a lot easier.

The Tournaments module is endowed with a sophisticated system that permits the definition in advance of all movements and automatic management during the event, without operator intervention. This allows the Center management to prepare every aspect of the tournament in advance, leaving only the task of starting the squad for the operator. As soon as the teams conclude their series of games, they are placed in a queue in their respective lanes and as soon as the lanes are free, the lanes are prepared for the team in arrival. All of this occurs without operator intervention and therefore saves the Center time and resources.

Conqueror allows the definition of both simple and structured tournaments, in that on one hand it has an open structure capable of managing even the most complex tournaments, while on the other, it facilitates the rapid creation of simple tournaments through default settings.

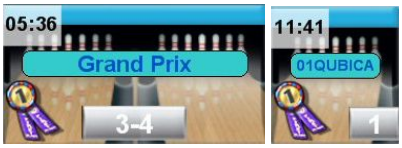
A complex tournament can be divided into events with distinctly different rules (e.g. “Eliminating”, “Finals”, etc.), and each event can be divided into different squads (e.g. “Men”, “Women”, “Group”, etc.). Each squad can contain various series of games with one movement at the end of each series (e.g. the bowlers play 2 games on one lane and then move to the lane on their left).

Even the more simple tournaments that are played in only one event with only one lane opening without movements, shares the same structure as the more complex tournaments; in these cases, the tournament would be formed by one event only containing only one squad, in which the teams (or individual bowers) play one series of games.

2. Tournament Lane Status

FRONT DESK > TOURNAMENTS > ALL LANES

Tournament lane icons contain a purple prize ribbon and the name of the tournament currently being played.



The Tournament Lanes screen contains the following buttons:

START PRACTICE / START SCORE

It is possible to start practicing, when the practice time or balls have been set in the Basic tab in Lane Options.

The squad is not automatically opened and therefore once practice time is over, it has to be opened manually. If keyboards on the lanes are enabled, the players will be able to do it, by pressing the red button.

If no practice is set, the button is displayed as Start Score, and the pinsetters are turned on automatically.

Practice mode can only be set for specific lanes selected for the squad.

If practice time or balls have not been defined, practice ends only upon opening the squad.

OPEN SQUAD

This option opens a squad to start the competition.

The module that follows displays all of the events in which at least one squad is defined.

Select the tournament/event to be played, and press OK, whereby the Starting Series and Squad Duration window opens, where it is possible to define the starting series of the squad, the number of series to be played, the lanes to be opened (partial squad opening is also possible), and whether or not to reset the starting total and bonus.

Close Squad

Closing a squad can be performed arbitrarily even if the squad has not yet finished.

By checking the corresponding Delete Uncompleted Games option, incomplete games are deleted upon squad closure.

Partial closure can also be performed, i.e. closing only some of the lanes pertaining to the squad.

Pinsetter on / Pinsetter off

This option turns the pinsetters on/off.

Score

The score can be modified here.

Options

Through this option the Lane Options module can be accessed.

3. Creating a Tournament

Front Desk > Tournaments > Tournaments

The Tournament Setup window allows setting the main characteristics of a tournament. It consists of the Tournament and Event tabs.

The buttons at the bottom right side of the screen refer to the tournament or to the event, depending on the section selected:

Options

Select this option to access Lane Options.

Here a pre-defined set of Lane Options for this tournament appears; it is possible to accept these settings for the newly created tournament, or to modify and save them.

Undo

This option cancels the last unsaved modification made to the current tournament or event.

Save

Saves any changes made to the current tournament or event.

It is possible to open more than one Tournament Setup window at the same time when dealing with more than one tournament.

3.1 Tournament Settings

In the first screen it is possible to choose a tournament from the list of those available. By selecting an existing tournament in the table, the relevant data is displayed.

New / Copy from

Press New to create a tournament. In the window that opens, enter the New Tournament Name and the number of events. Then set all the details required in the right-hand section of the window.

It is also possible to copy an existing tournament: press Copy from, insert the New Tournament Name, click OK and a list appears, where it is possible to choose the tournament to be copied. Modify if necessary and save the newly created tournament.

Rename

The Rename button can be utilized to rename the tournament selected.

Score Type

Centers working with more than one type of score must choose the Score Type for the tournament lanes from this drop down menu.

Tournament Start Date

Insert the start date of the tournament.

Division Style

It is possible to select a Division Style from those defined in the Division Setup module, whereby a window appears displaying the names of each available division, with corresponding handicap, base and percentage values.

Here the divisions can also be modified for the current tournament. These changes will not affect the corresponding values set in the Division Setup module, being valid only for the current tournament.

Auto Pinsetter on During Practice

Enables the pinsetters to be turned on while the squad is being opened on the lanes, as the bowlers start practicing.

Description / Note

In the Description field it is possible to insert a brief description of the tournament, while the Note field can be utilized as a reminder containing important information.

Pay

Press Pay to enter the Collect Payments panel, where the Linage amount and Prize Fund amount can be specified.

Then press Pay again or press Refund to open the Payment window, where all details regarding the transaction are displayed.

Delete

Press the Delete button to delete a tournament.

Deleting a tournament implies the consequent removal of all the relevant data: events, squads, teams, players, etc.

3.2 Event Settings

A tournament can be divided into events with differing rules and settings.

In the Event section it is possible to choose an event from those comprising the tournament selected, and to set the following fields:

Event Start Date / Time

Insert the start date and the start time for the selected event.

Type

Select the type of event that controls the number of players comprising the different teams; an event is set as single, double, trio, team of 4 and so on, depending on the composition of the teams.

Maximum Amount of Substitutes

Here it is possible to decide the maximum number of substitutes per team.

Lanes in Pair

Here it is possible to decide whether or not to work with pairs of lanes, affecting the selection of the lanes on which the event will be played.

Show Teams for Single Tournament

Defining a single tournament without substitutes implies that the player is the team (as the only element), therefore the Team list in the Teams and Players Archive window is hidden.

To visualize the Team list in the Teams and Players Archive window, set this option. Otherwise, only two lists (Available Players and Players) will be displayed.

Individual Handicap

Here it is possible to set the default values in order to assign handicaps to single players in the event that are not included in any division.

The following selections can be made: any (No Handicap), to assign a Fixed Value, (whose maximum and minimum values have been set), or to insert data in order to calculate it on a Variable basis (Base, Percentage and Average).

If variable management of handicaps is desired, it is necessary to insert data regarding averages, bases and percentages. If a player has an average equal to 190, a base value equal to 200 and a percentage value equal to 70, the player's "variable" handicap will be calculated by subtracting the player's Average from the Base and calculating the Percentage:

(200-190)*70% = 7.

This value can be recalculated at the end of each series, by inserting the new average value obtained.

The Maximum Value Allowed is used to impose a limit to the handicap value; if Variable is set and the handicap value exceeds this limit, it will not be considered, assigning the player the maximum value allowed.

Add / Rename / Delete

The Add, Rename and Delete buttons allow the creation, renaming or deleting of an event for the current tournament.

4. Teams and Players

Front Desk > Tournaments > Teams and Players

The Team and Player Archive window allows the management of the players taking part in a tournament and the teams participating in a particular tournament event.

The current event is displayed in the first row. Click on the row to select one of the events.

The Available Players list on the left contains all players participating in the tournament that have not yet been assigned to a team for the current event.

The Teams list contains all teams playing in the tournament. This list is not displayed for a single event without substitutes, unless the Show Teams for Single Tournament option is set.

The Players in Team _ list contains all players taking part in the team selected.

It is possible to open more than one Team and Player Archive window at the same time when dealing with more than one tournament.

One of the following procedures can be applied to create teams and players:

- Start creating the player list by inserting player details in the Available Players list. Set the Teams and move the players to the relevant team.
- Use the automatic creation of teams and players.

4.1 Player Setup

Creating a Player

The Add New Bowler panel appears when pressing the + button below the Available Players window, by clicking on the empty area of the table or by entering the player's name.

By pressing Search in this window, it is possible to select a member in the Frequent Bowler database and add this member to the tournament, completing the fields with the relevant data.

Enter the Name used for the tournament, select the Division from those available, define the modifiable Handicap value to be assigned to the player (value applied for fixed handicap) and enter the Average value of the player (value applied for variable handicap).

Enter the player's personal data: First Name, Last Name, Gender, ID to Print (the ID to be displayed and printed in reports and standings).

Set the bowler Type: Regular, Blind (a "B" is displayed in the table) and Vacant (a "V" is displayed in the table). With a Blind or Vacant bowler type, the Vacant or Blind score is required.

Check the Bumpers option to enable the Bumpers for this bowler.

To automatically include the new player in the Frequent Bowler database, utilizing the data inserted previously, check the Add to FB Archive option.

Deleting a Player

The delete button allows the removal of a player, whereby the player is no longer available for the team composition.

This is possible only if the player is not included in any team in any event in the current tournament, and if the player has not yet played in the tournament.

Modifying Player Data

By pressing the modify button or double clicking on a player's name, the Modify Bowler window opens, which is similar to the Add New Bowler window, allowing the modification of player information.

Importing a Player

By pressing the import button, below the list of available players, it is possible to import players belonging to other tournaments, to the current tournament.

This operation allows the acquisition of personal data, such as the division (if the tournaments share the same division style), handicap and default average, player type and bumpers.

It is possible to import players from one tournament at a time, by selecting them from the list of tournaments containing signed-in players. Select the tournament to display all of the players in the Players' Archive window. They are all selected automatically, but it is possible to select/deselect one or more players by using the Ctrl key on the keyboard or the Deselect All and Select All buttons.

To search for a player in the list, use one of these search fields:

- Select FB No. and type the player number for the FB archive.
- Select ID and type the player ID number for the tournament.
- Type a letter in the Name field (the first player whose name starts with that letter is displayed).

4.2 Team Setup

Creating a Team

Press the + button to enter the Add New Team panel.

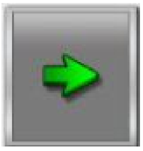
Enter the team Name, Handicap, Description and press OK.

Type the Number of Players in team, which will automatically be assigned a standard name and ID.

To create a group of teams automatically, insert the Number of Teams to be created whereby the Name entered becomes the common prefix for all the teams created.

Inserting Players in Team

To manually insert one or more Available Players in a team, select one or more bowlers in the list with the Ctrl key on the keyboard and press the arrow button; the player is then added to the Players in Team list.



The arrow is deactivated once the team is full.

To remove the players inserted from their team and transfer them back to the list on the left, press the delete button in the Players in Team list.

To modify the options regarding a player in the team, select the player and press the modify button in the Players in Team list or double click on the player and a window opens where the details can be modified, including the order within the team.

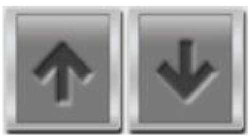
Modifying or Deleting a Team

By pressing the Modify button, the Name, Description or Handicap of the team selected, can be modified.

Press Delete to delete one or more of the teams selected. This can only be performed if the team is not included in a squad, and if its members haven't yet played any games in the current tournament.

Position within the Team

The Up and Down arrows below the Players in Team list allow the modification of the playing order for the players in the team currently displayed in the list.



Creating a Player Directly in the Team

Press the + button below the list of the players in team, or click on the empty area of the list, to create a player directly within the current team.

This button is deactivated when the team is full.

Replacing a Team Previously Sent to Lanes

When teams have been sent to lanes, it is possible to replace a team with another or with a vacant one (consisting of vacant players) if necessary.

To perform this replacement, enter the Score window (from the tournament lanes window) and press the arrow next to the name of the team to be replaced. This opens the Teams window where the team to be inserted is selected among those playing in the event (and that are not already present on the lane or the sister lane). It is then necessary to reset the starting totals and bonuses to zero (Reset Starting Total and Reset Starting Bonus).

The insertion of the team can be performed when the game has begun by employing one of the following three modes:

- Current Game – the team is added and the players begin to bowl in order to reach the frame that the other teams are bowling.
- Auto fill – the team is inserted at the current frame and frames that have already been played are set as Gutters.
- Keep frames – the team is inserted at the current frame and the points scored by the previous team in the frames played are carried over to the new team.

5. Squad Setup

Front Desk > Tournaments > Squads

This window is utilized in the management of squads. At the top of the screen the Tournament, Event and Squad fields reveal the name of the tournament and the event containing the relative squad.

This module contains four tabs: Global, Teams and Players, Movement and Point Assignment.

If there aren't any squads in the selected event, they can be created by pressing the New button.

5.1 Global

The New, Delete, Rename and Copy from buttons, respectively allow the creation of a squad within the current tournament by inserting the name, deleting or renaming of the current squad, and copying the settings from an existing squad within the same event.

The Options button opens the Lane Options window.

Lanes

Here it is possible to select the lanes upon which the squad will be played.

Select the desired lanes in the lane selection window and press OK or Enter on the keyboard.

The lane setting must be consistent with the tournament type (that is, 5 pins, 10 pins, etc.) and lanes can be assigned in pairs according to the corresponding event setup.

Teams per Lane

This setting refers to the number of teams playing on each lane.

The number of Teams per Lane can be modified only if none of the teams in the current squad have been assigned to a lane.

Games per Series

This setting refers to the number of games to be played on the same lane/pair of lanes before a movement.

Series

Insert the number of series to be played by the teams pertaining to the squad.

Total Number of Games

This value refers to the total number of games for the entire squad.

Total Lane Movements

This value refers to the total number of movements for the entire squad.

Last Game Played

This setting refers to the situation of the squad, for example "s. 3, g. 2" means that the second game of the third series has been played.

Start Date / Time

This setting indicates the start date/time of the squad.

Auto Pinsetter on During Practice

This setting turns pinsetters on automatically for the current squad during practice.

Automatically Add Vacant Bowler

The operator can choose whether or not to automatically add Vacant bowler.

5.2 Teams and Players

The list on the left contains the teams playing this squad.

By clicking on one of them, the players forming this team appear in the list on the right.

If working with a single event with no substitutes and the Show Team option is not set, there is only one list showing only players.

Modify Team

This option is enabled only when selecting a team by clicking on the corresponding row; it allows the modification of team options (Name, Handicap, Description, Points, Bonus).

Modify Player

This option allows the modification of player data, enabled only when selecting a player by clicking on the corresponding row.

Furthermore, the Modify Player window allows the insertion of the Starting Total, that is, the points assigned to each player at the beginning of the first game.

Import

It is possible to import teams from another squad in the same event, but only if no games have yet been played. It is possible to import a partial or the total percentage of the starting total.

Sign in

Allows the selection of teams playing the current squad, from those taking part in the tournament.

Delete

Removes the team selected, which is then moved back to the list of available teams.

5.3 Movement

Here the way the selected squad will be played is defined, that is, how teams are required to move between series.

The first list on the left (Teams) contains the teams enrolled in the tournament; by clicking on one of them, the Players list displays all involved players, along with all relevant data.

The list on the right (Teams on Lanes) reveals data regarding the lane of the current squad, on each row; the first column contains the lane number and the second column contains the team that will play on that lane. By selecting a lane, the teams will be displayed on the right; and clicking on one of them will display the players that form the team.

To modify the team position on the lanes, use the up and down arrows at the top right of the screen.

ASSIGN

In order to insert a team from the archive to a lane, select it in the first list on the left and press the Assign button, or double click on its name and it will be added to the selected lane.

It is possible to make a multiple selection of teams with the Ctrl key of the keyboard; by pressing Assign these will be distributed on the lanes (starting with the selected one), so as to fill the available places.

REMOVE

To remove a team from a lane, select it from the first list on the left and press the Remove button, or double click on its name. Double clicking on the row of the lane will remove all teams assigned to that lane. Teams that have been removed remain available and are displayed in the list on the left.

These settings can only be defined for the first series (Current Series, indicated at the bottom left of the screen); when selecting another series, the Assign and Remove buttons are deactivated.

Next the movement type for the current squad can be defined.

MOVEMENT TYPE

The Movement Type option allows the definition of the way the selected squad will be played, that is, how teams are required to move between series: by <no.> lanes to the right/to the left, crossed by <no.> lanes, manual (the user can set up desired movements), no shifts (all series must always be played on the same lane), USBC schedule.

The Invert option is available for the cross movement. If this option is set, the teams on the right will move by <n> lanes to the left, while those on the left, by the <n> lanes to the right. If Invert is not set, the teams on the right will move by <n> lanes to the right, and those on the left by <n> lanes to the left.

MODIFY

Press Modify to enter the manual movement table (enabled only when the Manual Movement type is selected), where it is possible to modify the team layout on lanes. This can only be done for series succeeding the first one.

OPPONENTS

Press Opponents to prepare for the printing of the opponents' report.

This report is to be given to the teams at each series, specifying: the number of the lane on which the series will be played, the opponent team and the handicap value assigned to the opponent team for that series.

The other fields in the report refer to the team that receives the report, where it is possible to note the scratch total, handicap, bonus points for the current series, partial total (that is, the total + handicap) and the grand total (total + handicap + bonus).

It is also possible to prepare this report for all teams by checking the All Teams option in the Teams to Print window that opens by pressing Opponents.

5.4 Point Assignment

The Point Assignment section allows the specification of the following:

- Bonus Points per Game: bonus points assigned to a team for every game, deciding how many for a victory and how many for a draw.
- Bonus Points per Series: bonus points assigned to a team for every series, deciding how many for a victory and how many for a draw.

These elements can only be inserted if the event is played on pairs of lanes, because bonus points are assigned upon a victory of the team playing on the other lane of the pair. Bonus points are allotted upon winning a game or a series.

6. Standing Setup

FRONT DESK > TOURNAMENTS > STANDINGS

This screen allows the production and printing of standings and various reports.

It is possible to select the Type of standing/report to be produced, by choosing among the following: Player List, Best Players, Team Game Details, Best Teams Details, Best Games, Best Teams and Team List. If the Best Players type is selected, the Display Team Name check is available in order to display the team name in the report.

Each type has its own order, which is displayed by clicking on the drop down menu Sort by. The control on the right conforms to the order selected. If set, it produces a decreasing order (from the worst to the best or from Z to A).

Choose the elements to be included in the total, from the Total Made up of menu. Select from Scratch + Hdcp, Scratch + Hdcp + Bonus or Scratch + Bonus. It is then possible to select the Use Starting Total check if the carry-over totals are to be included.

In the area below some restrictions can be applied to produce a more specific standing. It is possible to set the Maximum Number of positions (for standings) and elements (for reports) to be displayed and to decide if the standing has to be applied to all Divisions or only to those selected.

Furthermore, it is possible to set filters at different levels, such as the tournament, event, squad and series.

This will produce standings regarding individual tournaments or events pertaining to the tournament, and it is also possible to set the range of the series desired.

Selecting All in the second column of the filter table will not set any filter, thus producing a standing/report that refers to all the elements, i.e. all tournaments, events, squads and series.

EXPORT

This option exports the standing produced to a text file (with .csv extension), defining its name and location.

MESSAGE

This option sends the standing to the lanes as a Scrolling Message.

PRINT

This option prints the standing.

PREVIEW

This option displays the print preview.

7. Game Manager

FRONT DESK > TOURNAMENTS > GAMES MANAGER

Games are managed through this module, as is the modification of the data of games played within a squad in any event in the existing tournaments.

In the main screen, the first row displays the squad selected; by clicking here it is possible to select another squad.

The table below contains all data regarding the games such as the series number, game number, player nickname, handicap, total scratch, bonus and lane number.

If there is an asterisk in the Modified column, it means that the Handicap, Pins or Bonus of the game have been modified, whereas if there is a "+" , it means that the game has been added manually.

INSERTING A GAME

Pressing the New button enters the Insert New Game window, where it is possible to insert a new game in the series (that may be used as a bonus).

When inserting a new game, the following elements must be indicated: the Lane Number, the Series Number, the Game Number, the Opening Event to which the game belongs (if non-existent, a new one must be created), the Team and the Player.

Then indicate the handicap, total scratch, bonus, date and time of the game.

It is also possible to modify player Gender and Attributes for the selected game.

The Carry Over option, if enabled, allows the points scored in the game to be valid for the next game.

COPYING A GAME

By pressing the Copy button, a window containing data relevant to the game selected opens, whereby the handicap, total scratch, bonus, date and time of the game can be re-inserted in order to create a new game with the settings, by pressing OK.

DELETING A GAME

By utilizing the Delete button it is possible to delete the game selected.

MODIFYING A GAME

By pressing the Modify button it is possible to modify the lane number, player, handicap, total scratch, bonus and the time and date of the game.

It is also possible to modify player Gender and Attributes for the selected game.

FINDING A GAME

By pressing Find button it is possible to display only specified existing games, filtering by series, team, player or lane. This function can be useful when dealing with tournaments with a lot of games in a single squad.

8. Creating a Division

FRONT DESK > TOURNAMENTS > DIVISION SETUP

Divisions can be created, modified or deleted in this module and different settings can also be selected here.

Divisions are in place to group players together at the same playing level. This allows complex management of handicaps and the production of different types of standings.

There are specific divisions, which are usually different in each country, following particular rules (that must be defined when setting up the system). There are also divisions that each Bowling Center can adopt or new ones can be created specifically for that Center.

Firstly, a window containing the existing Division Styles, opens. Press New to add a new division name to the list. Divisions can also be removed in this window by pressing Delete.

Select the division required, then press OK to open the Division Setup screen. At the top of the screen the Division Style selected is displayed, click here to create, delete or select a different Division Style.

NEW

Opens the Add a new division window, where the elements necessary in defining a division (Name, Handicap, Base and Percentage) are inserted.

MODIFY

The data inserted previously can be modified through this option. Scroll down (using the right and left arrows) through the divisions of the same style and modify them.

ORDER

This option opens the Division Order window, allowing the selection of a different display order for divisions of the same style, using the right and left arrows.

Delete

This option removes the division selected.

9. Tournament Setup

Center Setup > Tournaments

This tab refers to the global tournament settings.

Default Tournament Lane Option Set

From the scroll menu select which set of Lane Options is to be sent to the lanes by default in occasion of tournaments.

When setting up a tournament, the set of Lane Options chosen here will be the default, but it will also be possible to choose another Lane Option set for the newly created tournament.

Default Team Name Prefix

Indicate the name prefix that the system automatically uses when creating a new team. For example, “Team” can be used here as the system name prefix.

Default Player Name Prefix

Specify the prefix to be automatically assigned to the bowlers in the tournament lanes screen. For example, if “Bowler” is used as the system prefix, players would be automatically named Bowler 1, Bowler 2, Bowler 3 and so on.

How to Display Ties in Standings

Here it is possible to choose the type of numbering to use in standings in case of ties.

Teams and players that have tied can be positioned in the standing in one of the following ways:

- 1 2 3 4 etc.
- 1 2 2 3 etc. – in this case, the 2 players/teams that have tied in second place in the standing are both placed second and the numbering of the positions then continues regularly.
- 1 2 2 4 etc. – in this case the 2 players/teams that have tied in second place in the standing are placed second and third, then numbering will continue from position 4.

Delay in Closing Lanes (Sec.)

Set the seconds of delay between the end of the series and the automatic closing of the tournament lane.

Automatic Lane Closure

This option automatically closes the lane at the end of the squad (according to the Delay in Closing Lanes previously inserted).

Download Games in Real Time

Only for CDE Leagues

This option is used to download games in real time while they are being played.

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

SWEDISH LEAGUES

1. Overview

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

There are three types of Swedish League: Normal, Elite 8 and Elite 4.

Swedish Leagues are similar in that they each have a Home team and a Visitor team and there are always two players on each lane.

The Normal League can be played on how ever many lanes required and is therefore calculated according to the number of players in the two teams. Each lane consists of one player from the Home team and one from the Visitor team.

The Elite 8 League is always played on 8 lanes and each pair of lanes contains 2 Home team players on one lane and 2 Visitor team players on the other.

The Elite 4 League is a variation of the Elite 8, allowing the Elite 8 League to be played when there are only 4 lanes available. The 4 series usually played on 8 lanes, are organized into 8 half-series and are played on 4 lanes.

2. League Setup

FRONT DESK > SWEDISH LEAGUES > LEAGUE SETUP

The League Setup module contains the main settings for the creation of Swedish Leagues.

It is possible to set the general characteristics for each of the three types of Swedish League, such as the lane options, specifying whether lanes are to be opened as pairs for the Normal league type and specifying the handicap (as when dealing with tournaments).

Having created a new Swedish League, all default settings can be changed except for the handicap.

3. Creating Swedish Leagues

FRONT DESK > SWEDISH LEAGUE

Choose from the Normal, Elite 8 Lanes and Elite 4 Lanes modules according to the type of league to be created.

3.1 Global

Press New in the Global tab to create a new league, whereby the default settings in all tabs are automatically compiled and it is then possible to modify them as follows.

To remove a league, press the Delete button in this tab.

NUMBER OF GAMES PER SERIES

Insert the number of games per series.

TOTAL SERIES

Insert the number of series pertaining to the league.

For Normal Swedish Leagues, any number of series can be entered, whereas for the Elite 8 leagues there are 4 set and for the Elite 4 there are 8 set.

LAST GAME PLAYED

In this field the number of the last game played is displayed.

START DATE / START TIME

Specify the date and time that the series will commence.

Lanes

Specify the lanes upon which the league will be played.

If ten lanes are selected here for a Normal leagues, each team would have to have ten members which are then automatically created in the team (P1, P2... P10).

Score Updating

This setting is used to define the criteria for the calculation of the team score totals and differences.

Scores can be calculated according to the Last Frame bowled (default value) on the lane/pair, Real Time or None as follows.

- For Last Frame setting, if players finish playing the third frame on one lane, while the players on another lane were only able to complete the second frame, the total points, and also the differences, are calculated up to and including the second frame.
- If the scores are calculated in Real Time, the data is updated at each bowl.
- With the None setting, these values are not calculated and therefore no data is displayed on the monitors.

The parameters present in Center setup regarding the score update frequency are linked to the monitors. Therefore if the score is to be calculated in real time, the monitor should be set to update every 50 seconds in the Swedish League tab.

Auto Pinsetter on When Practice

Check this option if the pinsetter is to start automatically as soon as the league has been opened on the lane.

Lanes in Pair

This option is only available for Normal Swedish Leagues, because Elite 8 and 4 always deal with pairs of lanes.

Options

In the Advanced tab in the Lane options module, a mask can be selected for the Swedish League being created with the appropriate data spaces for the two league teams.

Make sure that Swedish or All is entered as the Mask Language setting in the Basic tab in Center Setup, then select one of the masks labeled _S in the Lane Options Advanced tab.

On the Monitors

Different data is displayed on the lane monitors according to the type of Swedish League being played.

With the Normal league, the following information is present: the name of the Home team, the total home team score (calculated from the first game to the last), the difference between this and the total visitor team score and the name of the visitor team.

For the Elite 8 and Elite 4 leagues, the name of the team currently on the lane, the bonuses, the difference between scores of the two teams playing the current game and the difference between the scores of the two teams currently playing on the pair of lanes is present.

3.2 Teams and Players

Once the lanes have been set for the league created in the Global tab, the two teams (Home and Visitor) are automatically created in the Teams and Players tab with the default names entered in the Swedish League tab in Center Setup for each team and player.

The list on the left contains the teams and clicking on a team reveals the players pertaining to that team, in the list on the right.

The Modify Team panel is identical to that of the tournaments. The Modify Player panel is different however, in that the Division section is deactivated as it is not used for the Swedish Leagues and the order of the players cannot be modified as the list is non-existent.

3.3 Movement

Click on the Move Type section to select the player movement Type from the scroll menu, out of No Shifts, Move Right by, Move Left by, Cross by, Manual, etc. Then, if present, select the Starts from option and check to Invert and press OK to confirm.

It is only possible to Modify player movements in the Swedish Leagues, before opening.

3.4 Point Assignment

Point assignment is performed on the basis of the following settings, specifying how many points are attributed for a Victory and how many for a Draw.

Bonus Points for Pairs

Indicate the number of points to be assigned at the end of each series to the winning team on each pair of lanes.

Bonus Points for Series

This setting refers to the bonus points to be assigned to the team that wins the series overall.

4. Standings

FRONT DESK > SWEDISH LEAGUE > STANDINGS

This module allows the league results to be filtered and then exported, printed, sent to the lane monitors as a scrolling message, or previewed.

To produce a classification, select the Type in the upper section of the window.

The report displays a section for each team, containing the player list with the total number of pins knocked down in the four series played, the general total of pins and the number of games played; under which there is a summary of the points earned by the team in each series and the general total.

For the Elite Series classification there is a section for each game, containing a row for each lane, with the corresponding players, the totals achieved and the bonuses won. The totals of both teams playing the game are present as well as the overall total for the two teams at the base of the panel.

The other settings are similar to those of the tournaments, just check the All column or select the league name to filter the data.

5. Game Management

FRONT DESK > SWEDISH LEAGUE > GAME MANAGER

Through this window the Swedish League archives can be accessed, modified and created. This window is the same as the Game Management window in the Tournament module.

6. Swedish League Setup

CENTER SETUP > SWEDISH LEAGUE

This tab refers to the global settings required for the Swedish Leagues.

Home Team Name / Visitor Team Name

These settings indicate the prefix that the system automatically uses when creating a new team. For example, “Home Team” or “Away Team” could be used here as the default system name prefix.

Delay in Closing Lanes (Sec.)

Set the seconds of delay between the end of the series and the automatic closing of the Swedish League lane.

Default Player Name Prefix

Specify the name prefix to be automatically assigned to the bowlers in the Swedish League lanes screen. For example, if "Bowler" is used as the system prefix, this would show Bowler 1, Bowler 2, Bowler 3 and so on.

Update Frequency

This setting refers to the update frequency of the data regarding Swedish League bonuses and scores. Enter the frequency in seconds with which this data is to be updated and sent to the lanes.

Automatic Lane Closure

Set the lane to be closed automatically at the end of the session (according to the Delay in Closing Lanes previously inserted).

Default Lane Option Set

From the scroll menu select which set of Lane Options is to be sent to the lanes by default in occasion of Swedish Leagues.

When setting up a Swedish League, the set of Lane Options chosen here will be the default, but it will also be possible to choose another Lane Option set for the newly created Swedish League.

BES SPECIAL GAMES

1. Overview

BES Special Games is a Conqueror module reliant on RDB hardware, offering Special Games that are integrated with bowling game, based on animation and a system of awarding prizes.

Special Games are animation sequences which appear on the lane monitors at regular intervals without influencing the bowling game being played, to which special environments and backgrounds are also set, creating different visuals for customers.

These Special Games can run on the lanes together or individually. They are based on the player's ability to strike upon request or based on luck (being on the right lane at the right time).

The Bowling Center manager decides how many prizes to award by setting the frequency of Special Games or wins, independently of the customer's score of the bowling game currently being played.

2. Special Game Types

2.1 Striker

The Special ability Game Striker rewards players that achieve Strikes when the animation on the lane monitor requests it of them, in the amount of time given.

Striker is set to be played on a certain number of lanes, one of which is randomly chosen and the customer playing there at that point in time is given the opportunity to strike.

If no Strike is achieved the Special Game passes to another lane or to another player (if no other lanes have been set to play) and so on, until a Strike is achieved.

2.2 Red Pin Frame

Red Pin Frame is the evolution of the classic Red Pin Frame game where there was one red pin amongst the ten pins, occasionally found in the head position, at which point players had the opportunity to win by achieving a Strike.

The modern animated BES version requires the player to hit a Hot Shot when the red pin is in the head position in the image on the lane monitor, allowing the operator to control how often prizes are won during a session instead of relying on chance as with the original game.

The red pin frame image is displayed in the lower left hand corner of the lane monitor where the red pin continuously changes position. After all of the Pre-start Games have been played, the Red Pin Frame game is randomly assigned to one of the lanes set to play it. That is, the image with the red pin at the head position will appear on one of the lane monitors, at which point the player has a limited amount of time to achieve a Hot Shot.

If the player fails to achieve the Hot Shot, the possibility to win is transferred to another player on another lane (if more than one lane is set to play) and so forth, until a win is achieved.

2.3 Mega Slot / Lane Lotto / Magic Wheel Mistress

These Special Games are based on luck, that is, they are animation sequences with a pre-defined number of wins set, rather than games that require active participation to play and win.

After the Pre-start Games and Alert, the Special Game of luck appears on the monitors of all lanes set to play, one of which is chosen randomly and the customer bowling on that lane at the time, either wins or loses the game (depending on the frequency of the winning games and the total number of prizes to be won per session).

When playing Mega Slot, a win displays 3 identical symbols or a combination containing the rabbit. For Lane Lotto, the winning game is that whereby 5 balls of the same color are extracted, while for Magic Wheel Mistress, the wheel of fortune must stop at the Jolly image for the player to win.

2.4 Christmas

The Christmas Special Game is a game of luck accompanied by a winter, snowy environment.

After the Pre-start Games, the Special Game appears on the monitors of all lanes set to play, one of which is chosen randomly and the customer bowling on that lane at the time, either wins or loses the game (depending on the frequency of the winning games and the total number of prizes to be won per session).

When playing the Christmas Special Game, the Father Christmas figure appears on the monitor with his sack full of presents, he extracts a present which is usually small and silly if the sequence is lost (e.g. a plastic fish or a carrot). If on a winning sequence, the present extracted would be something of an expensive nature such as a diamond.

2.5 Rocky Road Race

The special ability Rocky Road Race game is preset to be played on a certain number of lanes.

The Rocky Road Race is a competition between all of the lanes, each lane with its own car that advances in the race as the players achieve Hot Shots.

After each Hot Shot is achieved on the lanes, a summary of the race placing is displayed on the monitors, highlighting the car in the lead.

The first car to cross the finish line by achieving the set number of Hot Shots, wins the race and a new race can begin.

There is also the possibility of continuing the game after the first car crosses the finishing line, until all prizes have been won through the Loop Mode setting.

2.6 Poker

The Poker game is simulated on the monitors whereby the player must bowl a Hot Shot in order to be dealt a card and form a poker hand.

From the moment in which a player obtains five cards, they can choose the first card to exchange (from the lane keyboard) and this exchange continues from the sixth Hot Shot to the end of the game. There is one winner per lane/pair of lanes.

2.7 Sledgehammer

The Sledgehammer is a Special Game based on the traditional game in which a character hits a lever with a sledgehammer and makes a bell ring.

The Sledgehammer animation appears on the lane monitors at regular intervals without influencing the bowling game being played. After playing the predefined number of games decided by the Center manager, the customer who achieves a Hot Shot wins.

3. Management of Special Game Sessions

SETUP > BOWLING SETUP > SPECIAL GAMES

In this window it is possible to mould each Special Game to suit the individual Bowling Center. Different sessions must be created which are then assigned to the lanes through Lane Options. For example, one session may win more prizes than others (because the prizes may be of greater or lesser value) and may be applied only on certain days.

> To access this module, the Access to the Special Games configuration privilege must be assigned to the relevant operator.

In this window, each Special Game is represented by a tab; clicking on this tab reveals a window containing the details for the relevant Special Game.

The informative fields relative to the actual Status of the Session selected in the upper part of the window, are common to all of the Special Games, as in the lower section which contains the buttons utilized to trace the prizes distributed and those utilized to cancel Special Game sequences from the table.

LANES

Lanes indicates the lanes on which the session of the Special Game is being played.

Status

This refers to the status of the selected session, which can be either created, running or stopped.

Games Played

Here the number of bowling games that have been played from the beginning of the Special Game sequence is displayed.

Prizes Issued

Prizes Issued refers to the prizes that have been won from the beginning of the selected session of the Special Game.

Awarded

In the session details table it is possible to keep a record of prizes that have been given to customers, to do so, select sequences with Win in the Result column and press Awarded.

When closing lanes, the View Prizes button is activated in the Lane Control and in the Score windows. By clicking on it the names of the customers who have won prizes are displayed and a receipt can be printed:

- for all players who have won prizes

or

- for one specific winner (by using the scroll menu).

Delete

Press Delete to open a panel where it is possible to choose whether to delete the sequence selected in the session details table or only the sequences prior to the selected sequence or all of the sequences in the table. Here there is also the option to delete all of the sequences except for those not yet attributed prizes; to do so, check the option and then delete all.

3.1 Assigning Special Games to Lanes

SETUP > BOWLING SETUP > LANE OPTIONS

Lane Options can also be accessed through the Lane Status module.

Once the Special Game session has been set as desired and saved, it can be applied to lanes.

In the Basic tab in the Lane Options module, it is possible to set the Special Games to be played by clicking on the Special Games option. Having done so, a window appears where the desired session of one or more Special Games, can be assigned to (or removed from) lanes.

It is also possible to set the Environment to be displayed on the lane monitors during the Special Games between Prehistorica, Oceano, Bubble Gum, Fairy Tales, Vintage, Disco, etc.

4. Special Game Sessions Setup

In the lower section of the window it is possible to create and delete sessions of Special Games composed of winning or losing sequences.

Luck based Special Games are programmed to win every certain set number of sequences, while ability based Special Games are won when the players achieve Hot Shots as required by the animation, programmed to appear at pre-defined intervals.

Each sequence is composed of a certain number of Pre-start Games, followed by a set number of Pre-start Alert minutes for luck-based games. Once Pre-start Alert time is up, the Special Game begins on the lane.

Use the New button to create a new session of the Special Game and Remove to cancel a session.

The Save button is activated when any details of a session have been added or modified.

The settings applied to each session can then be modified if need be while the Special Game is running.

Prestart Games

Enter the number of normal bowling games after which each Special Game is played. For example if 6 is set here, the Special Game will be played after the sixth bowling game on all lanes.

Reminder Frequency

Reminder Frequency refers to the lapse of time in seconds, between the displays of animation during Pre-start Games, often accompanied by a message informing the customer of which game they are playing and adding to the suspense of the Special Games!

Available Prizes

Available Prizes refers to the number of prizes that the Bowling Center is willing to award for that particular session of Special Game, in other words, the number of wins allowed for that session. The fewer prizes available or the more valuable the prizes, the lower the winner frequency should be when setting Win Every_____.

Win Every ...

Enter the frequency of winning sequences for Special Games of luck – i.e. setting 5 here, the fifth sequence after the Special Game session has begun, wins and so on for each fifth sequence thereafter, until the prizes have run out.

Strike Time / Hot Shot Time

Further to the settings mentioned previously, for ability Special Games the operator can set the Strike Time, which is the amount of time in seconds within which the player has to achieve:

- a Strike for the Striker game
- a Hot Shot when playing Red Pin Frame or Sledgehammer

After this time period has expired, the Special Game passes to another lane/player.

Hot Shot

Hot Shot refers to the minimum number of pins to be knocked down in order to win the Special Game sequence, the lowest being 7 (i.e. for children).

Prestart Alert

Further to the settings common to all Special Games, for games of luck set the Pre-start Alert field, by entering the amount of time (no more that 5 minutes) after the Pre-start Games have finished, that the Special Game will begin on all lanes. During this period, animation counts down the minutes until the Special Game sequence begins.

Spin Time (Sec.)

For luck-based games, enter the duration of the animation of the game itself in the Spin Time field. This setting controls how long the spinning wheel, slot machine, lotto images, etc. are displayed when playing before a win or loss.

4.1 Rocky Road Race Settings

The following values are set in addition to the regular settings for the Rocky Road Race:

Loop Mode

This setting allows the race to continue after the first car has crossed the finish line.

Hot Shots per Race

Set the number of Hot Shots necessary to finish the race, whereby the player that achieves this amount first, wins.

Spare

Select Spare for the player to participate in the game, even when they score a Spare as a Hot Shot.

4.2 Poker Settings

In addition to the regular settings, the following are set for Poker:

Decks

A deck of cards can be set per lane or per pair of lanes, depending on the number of players (if there are numerous players, a deck per lane and vice-versa).

Full House Beats Flush

The alternative Full House Beats Flush rule can be applied by checking this option.

Winners

Choose between a winner per single lane or pair of lanes.

Spare / Split Converted

Select Spare and/or Split Converted for the player to participate in the game, even when they score a Spare and/or a Split Converted as a Hot Shot.

4.3 Birthday Settings

When Birthday Party is running on lanes it is possible to set here the pictures and messages to be displayed on the lanes by clicking on the Photos field.

New pictures and messages can be added in the window that opens or, if the customer is already a member, their picture can be found by pressing Search.

The Magic Wheel Special Game (specifically animated for children) can be played through the Birthday Parties by checking the Magic Wheel option.

4.4 Sledgehammer Settings

Win After…

Enter the number of normal bowling games after which the Sledgehammer will be won.

For example, if 6 is set here, the Sledgehammer will be won after the sixth bowling game on all lanes.

BOWLAND SPECIAL GAMES

1. Overview

Bowland Special Games is a Conqueror module reliant on VDB hardware, offering Special Games that are integrated with bowling sessions, based on animation and a system of awarding prizes.

Special Games are animation sequences which appear on the lane monitors without influencing the bowling game being played.

These Special Games can run together on the lanes or individually and are based on the player's ability to strike upon request and based on luck, being on the right lane at the right time.

The Bowling Center manager decides how many prizes to award by setting the frequency of Special Games or wins, to keep prize distribution under control.

2. Bowland Special Games Types

2.1 Poker

The Poker game is simulated on the monitors and in order to be dealt a card and form a poker hand, the player must bowl a Hot Shot.

From the moment in which a player obtains five cards, they can choose the first card to exchange (from the lane keyboard) and this exchange continues from the sixth Hot Shot to the end of the game.

2.2 Lucky Draw

In this game, when the player performs a Hot Shot, they are dealt a card and if this is the preset "Lucky" card, the player wins whereby the victory slogan is chanted.

Therefore, the more Hot Shots bowled, the higher the chances of victory.

2.3 Tic Tac Toe

To win this Special Game, three identical symbols must be aligned either horizontally, vertically or diagonally, where the player is represented by the 0 symbol and the computer with the X.

The player must achieve a Hot Shot before it is their turn to place their symbol in the grid.

Each time the player fails to achieve a Hot Shot, the computer places its symbol in the grid.

2.4 Slot Machine

To play the virtual Slot Machine game, the player must achieve a Hot Shot.

Slot Machine Sessions are programmed to win at a certain frequency.

There are four winning sequences in all, each corresponding to a different prize.

2.5 Cubes

To receive a dice throw, the player must achieve a Hot Shot.

To win, the points obtained must correspond to those announced by the animation.

Each score (from 2 to 12) corresponds to a different prize.

3. Management of Bowland Special Games Sessions

SETUP > BOWLING SETUP > SPECIAL GAMES

In this window it is possible to mould each Special Game to suit the individual Bowling Center. Different Sessions must be created which are then assigned to the lanes through Lane Options. For example, one session may win more prizes than others (because the prizes may be of greater or lesser value) and may be applied only on certain days.

> To access this module, the Access to the Special Games configuration privilege must be assigned to the relevant operator.

In this window, each Special Game is represented by a tab; clicking on this tab reveals a window containing the details for the relevant Special Game.

The lower section of the tab is common to all of the Special Games and the creation, modification or deletion of Special Games sessions.

Use the New button to create a new session of the Special Game and Delete to cancel a session.

The Save button is activated when any details of a session have been added or modified.

Press the Status button to open the Frames Counter Status window where the status of each game in progress and prizes won, is displayed. For example, "T-shirt 20/50" means that another 30 frames must be played before the next t-shirt is won. The Reset Counters button in this window can be used to reset all counters of the session in progress.

4. Bowland Special Game Sessions Setup

HOT SHOT

Hot Shot, Spare and Split Converted are to be set for all Special Games.

Hot Shot refers to the minimum number of pins to be knocked down in order to obtain a card (Poker & Lucky Draw), a dice throw (Cubes), a round of Slot Machine or a move in the Tic Tac Toe game, with the lowest set at 7 (i.e. for children).

Select Spare and/or Split Converted for the player to participate in the game, even when they score a Spare and/or a Split Converted as a Hot Shot.

POKER

A Deck of Cards can be set per lane or per pair of lanes depending on the number of players (if there are numerous players, a deck per lane and vice-versa).

Choose between a Winner per single lane or pair of lanes, choose the type of Hot Shot and whether to activate Spare and/or Split Converted as shots that allow the bowler a card.

Special sounds accompany the cards as they are dealt and cards with figures (Jack, Queen, King) can also be animated and come with funny phrases.

Set the frequency with which these Speaking Cards are to appear.

The alternative rule Full House Beats Flush can be applied by checking the corresponding option.

The Qubicards option in the Impact Images module must be checked for Poker to be activated on the lanes.

LUCKY DRAW

Choose the winning cards and the number of frames that must be played before a winning card is attributed (Frame Frequency).

Then choose the frequency of the Speaking Cards.

The Qubicards option in the Impact Images module must be checked for Lucky Draw to be activated on the lanes.

TIC TAC TOE

Choose the Hot Shot that allows the player a place in the Tic Tac Toe grid.

SLOT MACHINE / CUBES

Slot Machine and Cubes sessions are composed of one or more winning sequences, each with a specific prize, the Quantity available of this type of prize and the number of Games to be played before each win.

Up to four winning combinations can be created for Slot Machine and up to eleven for Cubes, representing the eleven possible scores that can be obtained when playing dice. This can be done in two ways:

- Enter the Quantity of prizes available for each sequence (e.g. 10 t-shirts, 20 hats, 10 hamburgers, etc.). Set Unlimited for prizes that will not run out, such as soft drinks from the Center restaurant. After this the number of Games can be set that must be played before the various game sequences start to be won. Press Calculate to view the total number of games that will be played before running out of prizes. This counter counts back until all prizes have been distributed.
- Choose to start from the total number of Games that cover all prizes of all sequences (i.e. Total Games). In this case, by pressing Calculate, the system values the number of Games that should be played for each sequence before running out of prizes. To change the values in the Games and Total Games columns, press Calculate until the desired values are obtained. Each time a frame is played on a lane with this session in progress, the frame counter will increase one of the sequences by 0.1. When the counter reaches the number of Games necessary, the bowler playing that frame wins the prize.

Having utilized one of the above methods, choose the type of Hot Shot and whether to count Spares and Converted Splits as Hot Shots.

The frequency can be set for the Intro (the animation with which the game begins) for Slot Machine sessions.

LOCKERS

1. Overview

FRONT DESK > LOCKERS

This all-in-one section is utilized by the Bowling Centers to organize the various facets that come with locker hire, such as booking lockers for certain periods, keeping them well-maintained and providing a waiting list for lockers.

The Conqueror system allows the operator to create a virtual locker space, designing the page in an identical fashion to the layout of the actual lockers, providing instant visualization of free, broken and booked lockers.

Reports can also be generated through this section, allowing the Bowling Center a record of locker bookings or lockers that require maintenance as well as providing a list of lockers due to expire, providing with it, handy customer advisory slips.

2. Managing Lockers

FRONT DESK > LOCKERS

In addition to locker rental, this section also allows advanced locker management.

2.1 Assigning Lockers

> Lockers can only be assigned if the operator profile has the Assign Lockers to Members privilege.

Choose the appropriate locker bank by clicking in the Locker Bank field.

When clicking on a locker, its details are shown at the base of the screen: number, availability, rental, expiry, maintenance and memo.

Lockers can be assigned to members by either double-clicking on the appropriate locker or clicking on the locker and then pressing Enter on the on the keyboard: the Locker Assignment window will open complete with locker information (number, size, position in the bank) at the top of the panel.

Swipe the member's card (or click in the Member area and select the desired frequent bowler) and press either Enter on the keyboard or OK to select the member.

After selecting the member, press Key Number to record which key has been given to the customer for the locker. To consult this information afterwards, it will be necessary to re-open this panel.

> The Ability to Read and Write Locker Key Numbers privilege is required.

Press Assign and the payment window will open with the Lockers department selected. Once payment has been received, the date confirmation screen will appear complete with the correct duration of the locker hire. Press OK to confirm the dates.

EXTENDING EXPIRY DATES

To extend the locker expiry date, double click on the appropriate rented locker or click on it once and press Modify, opening the Locker Assignment window with the relevant locker details displayed at the top of the panel.

Click on Extend to open the Sales window: select the desired price key and press OK to receive the payment for the rental extension through the Payment window.

VACATING A LOCKER

To vacate a locker, select the locker and press Modify (or double click on the locker), and then press Reset.

If the locker rental has not yet expired, a message appears advising of this.

> It is only possible to proceed for operators with the Reset Lockers privilege.

CHANGING LOCKERS

If a customer is to be assigned a different locker to that already rented, select the existing locker, press Move, then click on the new locker in the desired bank.

A confirmation box appears, press Yes to confirm the change.

2.2 Finding a Rented Locker

By pressing the Search button, the Member Search screen will open. Swipe the member's card or enter the appropriate customer details and press Find. The locker bank screen then appears with the locker assigned to that frequent bowler, selected in blue (if there is one) with the details in the information space.

2.3 Locker Maintenance

> The Set Locker Label and Availability privilege is necessary to access the locker maintenance section.

Lockers that are out of order can be labeled with a memo, to avoid renting them out or as a reminder to have them repaired. To do so click on the appropriate locker, press Maintenance and the Locker Maintenance screen appears where the locker can be labeled as requiring maintenance by selecting the Unavailable or Out of Order option.

The Memo space can be utilized to indicate the type of problem (or another message regarding the locker), which is then displayed at the base of the screen by clicking once on the locker.

Once such lockers have been labeled Unavailable or Out of Order, a maintenance report indicating all lockers requiring attention can also be printed.

2.4 Locker Waiting List

Lockers can be reserved through the Waiting List if all locker banks are full, by pressing Waiting followed by New and then clicking in the Member field. Select the appropriate member, insert their locker requirements (specific locker and bank) and press OK.

Bookings can also be deleted or modified (i.e. another locker from a different bank may be chosen) and when a locker becomes available, it can be allocated to the member with the reservation on the Waiting List by pressing Assign, whereby the Locker Assignment window opens complete with the relevant details.

> The Handling Locker Waiting List privilege is necessary to perform the above.

3. Locker Reports

A wide variety of locker reports can be printed, from comprehensive reports on all lockers to reports containing specific information on broken or expired lockers.

> The Print Locker Reports privilege is required.

3.1 Creating a Locker Report

To create a locker report, press Reports in the Locker Bank window and select whether the report should be based on All Banks or only on the Selected Bank.

Choose the report type to be printed between the following, then press Preview to display the report on the screen or press Print to send it to the printer.

ALL LOCKERS

Prints a complete list of all lockers and their various statuses.

AVAILABLE

Prints a list of available lockers only.

RENTED

Produces a report of all lockers that are currently rented out.

EXPIRED

To generate a report on locker expiry, enter the number of Days by when lockers will expire.

OUT OF ORDER

Generates a report of all lockers requiring maintenance with the necessary information attached as to the type of problem.

3.2 Creating Advisory Slips

The Advise option allows the generation of reminder slips to be given to those members whose lockers are about to expire.

The Advisory Slips are presented in an easily dividable format so that they can be separated and placed inside the customer's locker, advising them that their locker rental is about to expire and giving them the opportunity to renew the rental.

Enter the number of days before the lockers expire in order to generate advisory slips and press Advice to enter a customized message, such as "Please report to the front desk – your locker is about to expire".

4. Locker Bank Setup

This module allows the layout of the lockers in the Center, to be reproduced on-screen so as to view the availability and status of lockers immediately.

To access the locker bank management window (creation, deletion, modification), select the Locker Bank field.

> The Create, Modify or Remove Banks of Lockers privilege is required to perform the following.

NEW

Press New to create a new bank of lockers and enter the following details:

The Bank Name is a reference name for that particular locker bank so that it can easily be identified.

Specify how many rows and columns to a bank by entering the desired number of lockers High and Across.

The Bank Position allows the operator to specify the exact location of the locker bank within the Bowling Center, e.g. Upstairs.

Insert the first locker number to be displayed for this locker bank in the Start From space. This setting is extremely useful in Centers where there is more than one locker bank, in order to avoid confusion with locker numbers, for example, the first locker bank in the Center will begin with 1, while the second will begin with 11 where each bank comprises 10 lockers.

The W-E/N-S setting specifies if the numbering sequence runs from north to south or from west to east.

DELETE

To remove a previously defined bank of lockers, select it and press the Delete button.

A group cannot be deleted if it still contains rented lockers.

MODIFY

The group name and position can be modified by pressing the Modify button.

SELECT

The Select button brings the user back to the window displaying the selected locker bank.

TIME GAMES

1. Overview

All of the activities available in the Center other than bowling, can be managed by the Conqueror system in modules similar to the Lane Status and Lane Control modules. Conqueror also allows efficient management of all equipment present in the Bowling Center, such as table tennis tables, billiard tables and cues, internet, etc.

Go to FRONT DESK > TIME GAMES to access the Time Game desired.

2. Time Game Management

2.1 Time Game Status

To use billiard tables as an example, in the upper part of this module, as with bowling lanes, each billiard table is represented by an icon with pictures and labels displaying the status of the table simultaneously as it changes.

NEXT ITEM

This indicates the first table available or, if they are all taken, the first table that will be free.

Click on Next Item to open the Items Availability window where the tables are listed in order, according to those not currently in use and then those in use, from the least to the most time of use.

Here it is possible to consult a summary of the tables: in the list, the operator can see whether or not the tables are open, how many Players are present, the Time Played and the Time Left, the Total Time the table is in use and the Opening Mode (whether it is pre or post-assigned).

WORKSHOP

This option activates/deactivates Workshop Mode for the selected table, as with lanes.

LIGHT ON / LIGHT OFF

Turn the light on or off for the table (connected to the F-out device).

WAITING LIST

Press here to access the Waiting List for Time Games.

For Time Games, the Waiting List serves as a reminder whereby each item must be removed manually after it has been dealt with and the opening is performed through the Time Game Status window.

Select the Resource, out of lanes and Time Games (the game currently being played is opened by default), insert a name (Reference) and press New to create the item.

The Print Receipt option prints the receipt for customer reference, as soon as the item has been saved. The receipt containing the ID, is given to the customer, who presents it to the cashier when called.

The Reset ID button is only active when the upper table is empty and is used to ensure that the next item entered starts from number one.

TRANSFER

Allows transferring the game from the open item to a closed one, as with lanes; to do so, select the open item, press Transfer, insert the destination table ID and press OK.

MODIFY

This function allows the modification of data relative to the open table.

Select the item and press Modify, whereby the item window (similar to the Lane Control window) appears ready for data modification.

OPEN AND CLOSE

Press here to Open or Close the item selected.

2.2 Opening / Closing a Time Game Item

As with bowling lanes, tables can also be pre or post-assigned.

To open a new Time Game item, double click on the desired item or select it and press Open.

The window that follows is similar to the lane opening window in that players can be inserted, price keys selected, time/games/POS articles sold, along with the following options:

- Pre-assign and delay payment by pressing Pay Later.
- Post-assign and receive payment upon closure for the time played, by pressing Open Now.
- Pre-assign and receive payment before play by pressing Pay Now, opening the Payment window.

INSERTING PLAYERS

To enter the total number of players, press Player No. (the maximum number for each type of game is determined in Time Games Setup).

To insert players one at a time, click in the central area of the window which opens a window where the player name is entered manually or can be found through the member database.

By clicking on the player, it is possible to modify their name, to search for them in the database, and consult their details by pressing Info.

SETTING PRICE KEYS

The price keys utilized are those defined in the Time Game Setup module.

If other price keys have been defined for this department, they can be selected for use through the Players Price button. The price can be viewed in the Prices column.

By clicking on one of the boxes in this column, the total time sold to the player increases by the amount defined in the Time Unit for Billing setting in Time Game Setup.

This increase is only applied to the player with the corresponding box selected (and for global purchases).

The amounts in the Time, Total and Due columns are updated automatically.

SETTING AMOUNT OF TIME

There are three different ways to assign time to a game:

- Press Set Time to set time globally to all tables or players selected in the final column.
- Click in the Time column for the appropriate player to attribute time for each player separately.

SELLING POS ITEMS

Press Globals to open the Payment window containing all articles within the POS sub-departments (Bar, Pro Shop, etc.) as with the price keys in the Tools section of the Time Game currently being played.

CLOSING A TIME GAME ITEM

When the game has finished, select the table to be closed and press Close in the lower right hand corner.

To access the payment window, press Pay Now.

3. Time Game Setup

SETUP > TECHNICAL SETUP > TIME GAME SETUP

Time Game modules that can be accessed from the front desk, are created in this module.

For each Time Game created, a module is added under: FRONT DESK > TIME GAMES, for example FRONT DESK > TIME GAMES > BILLIARDS.

3.1 Creating a Time Game

Press New and enter the name of the new Time Game, e.g. Billiards.

It is then necessary to create the departments for the Time Game price keys and Tools. This can be done in two different ways: by leaving the system to automatically create the departments for the Time Game or by sharing price key departments between Time Games.

To have the system automatically create the departments, respond Yes to the message asking whether to create the department for the new Time Game in the two sub-departments for price keys of Playing Time and that for Tools + Deposits.

The boxes are automatically completed with the names of the departments created by the system.

If the Booking System is to be utilized for Time Games, it is essential that automatic department creation is applied.

Alternatively, to share price key departments between Time Games, respond NO to the message to create new departments and click on the three fields and select the existing departments to be shared with this Time Game from those contained in the Select a Department window.

When the departments have been selected/created, the name of the Time Game is automatically inserted in the Time Game scroll menu, from which other previously created Time Games can be selected, and the following data can be entered:

ROUNDING TYPE

The rounding type for the game time can be entered: to the nearest, up, down.

DEFAULT PRICE

Set the default price key for the game by clicking on this field.

WALK-DOWN TIME

Set the amount of time it usually takes for bowlers from the moment their table is opened at the front desk, to when they are present and ready for play.

MINIMUM BILLING TIME

Set the minimum time that the game can be sold for here.

Minimum Time to Pay

Set the minimum number of minutes that the player must pay for even if they play for less time.

Time Unit for Billing

Set the unit of time for billing purposes here.

For example if playing for 22 minutes, with the billing time units set at 5 minutes, the player pays as follows:

- 20 minutes if rounding down
- 25 minutes if rounding up
- 20 minutes if rounding to the nearest

Maximum Number of Players

Set the maximum number of players for each table here.

Setting 4 per table for a game of ping pong, for example, up to four people can be entered to play.

Time Game Icon

Set the icon for the game here, this icon represents the game in the main menu and in the Time Game Status window and it is possible to preview it here.

Time Game Items

Define the settings for the Time Game in this section.

Press New and insert the number of tables and the positioning for any switches present.

The settings for each table can be accessed by pressing the Modify button. Define whether the table is Available, if it requires a switch or not and the Use Switch No. setting to define which switch. Furthermore, the total time used, indicated in the corresponding box, can be reset to zero through the Reset Total Time option.

To eliminate one or more tables, press Delete, whereby a message requires the definition of the number of tables to be deleted.

It is impossible to cancel a table with a booking.

Table Control Device

Select the device utilized to turn the time game lights on and off and/or to open/close the billiard drawer.

3.2 Modifying a Time Game

To modify the settings, select the Time Game in the scroll menu, make the changes and press Save.

3.3 Deleting a Time Game

To eliminate a Time Game, select it, press Delete and confirm.

Having done so, the relative price keys can also be removed, as can the departments and collected points regarding the game.

STATISTICAL REPORTS

1. Overview

BACK OFFICE > REPORTING > STATISTICAL REPORTS

Statistical Reports provide data in the form of percentages and graphs, which can be utilized to assure the smooth running of a Bowling Center. Within this section it is possible to generate statistical reports regarding lane consumption, business generated in specific periods by the Bowling Center as compared to other periods, how many games played and the income generated weekly as well as data on league attendance and deposits.

Conqueror provides this information in easy to decipher report formats and graphs that allow immediate identification (and therefore solution) of discrepancies regarding the Bowling Center's income and lane usage.

2. Lane Usage Report (Linage)

This report allows the Bowling Center to examine lane consumption by measuring the frames/games and time played on each lane.

The report displays information in lane order and provides statistics according to games played on each lane, other (e.g. extra frames), time and totals for each lane so that the manager of the Center has a precise indication of the usage of each lane in order to utilize the least-used lanes and organize lane maintenance for those that require it.

To create this report, select a period of time (either day, week, month, etc.) and then modify the default starting date in the From section and the To Date section will be completed automatically.

The Snap Dates to Week option changes the date of the beginning of the week (according to the date entered) to that of the First Day of the Week. For example if the First Day of the Week is set as Monday in Center Setup, when entering Wednesday January 7 as the starting day of the weekly report, it will automatically be changed to Monday January 5 when the Snap Dates to Week option is selected.

In the lower section of the filter panel, it is possible to select game or time based graphs to be printed, in order to graphically represent the data contained in the report for easier viewing. The View Lane Opening Type option displays additional information as to whether the session is opened according to Game, Time or Unlimited and whether the sessions played are league, tournaments or Swedish League.

3. Comparison Report

This report is used to compare various aspects of the Bowling Center during two different periods of time, i.e. days, weeks, months, years. Financial data (regarding Bowling, POS and Deposits), numbers of customers and number of games played can be compared.

The report data is displayed side by side, displaying comparative data regarding games played, income, etc. relating to the desired period. The report is divided into two sections, the left compares the two periods selected, while the right covers the period from the beginning of the year to the end of the period selected.

The time range of interest can be selected as for the previous report in the upper section of the screen.

The period to be compared with is set in the lower section with the choice between the same or a different period of the year (the two periods must be comparable).

4. Weekly Income Report

This report displays the weekly income and outlay of the Bowling Center, providing daily, weekly and yearly income totals divided by department, followed by statistics on the Number of Customers, Accounted Games, Metered Games and all lanes (including data on snack bar, shoe hire income, etc.).

Select the week of interest and specify a time zone to be depicted in the report.

The Snap Dates to Period option automatically starts the date of the period on the first day of the week of interest.

To apply a time zone, deselect the Not Using Time Zones check and select the desired time period from the drop down menu.

TIME ZONE SETUP

To add a specific time zone press Time Zones and then click on New Time Zone and enter a name (e.g. morning). Click in the Start Time and End Time columns in the appropriate row to adjust the time zone accordingly and exit the window to save details.

5. Weekly Games Report

This report responds to the need to compare all bowling sessions sold, with those actually played on lanes in the Bowling Center. The system bases its totals on the Frames per Game and Games in Unlimited Opening settings in CENTER SETUP > LANE CONTROL.

The report itself displays data grouped by opening mode (Game, Frame, Time, Unlimited, League, Swedish League, Tournament) and provides statistics regarding shoes, snack bar, lane usage, etc.

Having selected the week and time zone as with the Weekly Income Report, the report generated shows the daily detail of the week being considered, the week's total and the total from the beginning of the year to the end of the period selected and the lane statistics.

6. League Attendance Report

This report serves to give a global view of all of the various facets regarding the leagues that attend the Bowling Center, providing specific statistical data on elements regarding actual and predicted attendance and financial data pertaining to deposits, contracts and the like.

To generate a League Attendance report, select the desired week then by selecting the Snap Dates to Period option the date of the period is automatically set as the first day of the week of interest.

The report itself is contains two sections. In the first is the week of interest divided into days and the leagues set to play on those days, while in the second section, the leagues are divided into Divisions.

7. Trust Report

The Trust reports provide the Bowling Center with a detailed view of all incoming and outgoing deposits for leagues, tournaments and miscellaneous (regarding the Booking System, membership cards with QCash and any other relevant trust moneys).

Choose the time range that this report is to represent, from the Select Period filters, applying the Snap Dates to Period option if desired. It is also possible to select the Opening Balance option and enter a date previous to that entered above, whereby a separate compact summary of all trust information from the period of time entered here, up to the From date entered, will appear in the report for a more comprehensive view of the situation.

The report contains the name of the league, tournament or the price key utilized (i.e. deposit received/paid, QCash, etc.) in the first column followed by the date and the relevant departments (funds, booking system, etc.) along with the total, balance and the grand total.

SECURITY

1. Overview

Conqueror offers a security system based on privileged access, that allows certain users to access different parts of Conqueror or perform differing tasks, depending on their role within the Center. For example, an operator working at the front desk of a Bowling Center may not have access to certain privileges regarding refunds and the handling of staff records, whereas the manager of the Center would.

Working with Security activated requires that each Conqueror user identify themselves whenever entering onto the Conqueror system. This is done either through fingerprint recognition, swiping the membership card or inserting the User Name and Password in the Log on panel.

The first step in setting up Conqueror security is that of creating specific worker Profiles such as manager, check-out operator, mechanic, receptionist, etc. Each profile contains appropriate Privileges depending on the responsibilities of the employee attributed that profile. It is then necessary to register each staff member, attributing them their own profile and password.

Once all staff members have been assigned specific profiles, Security and Safe Mode options can be enabled in Center Setup.

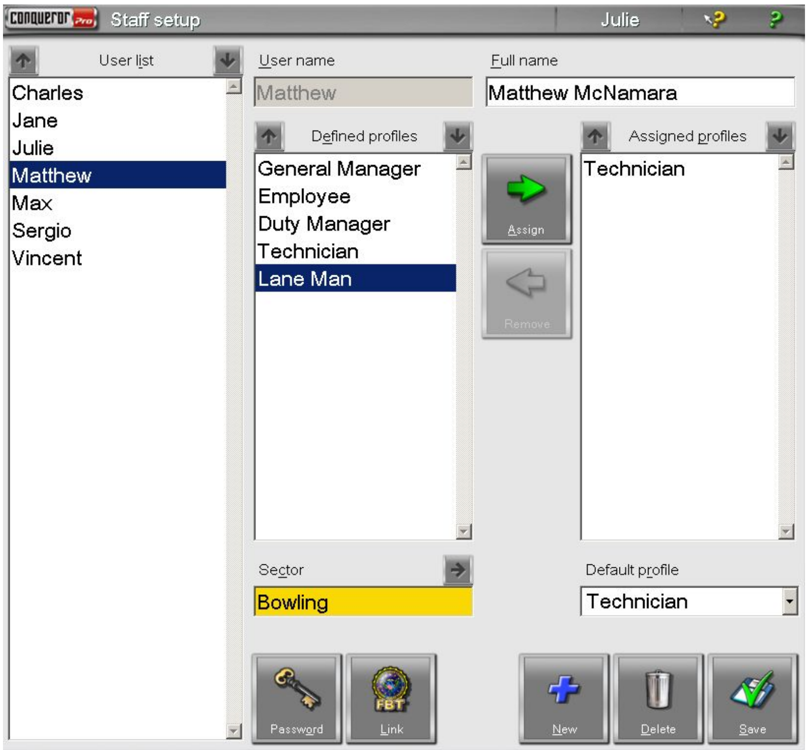
Safe Mode is Conqueror's terminal safety feature that prevents unauthorized persons from using a temporarily unattended terminal whereby, after a predefined number of minutes that the terminal remains unused or on demand, a screen saver appears, and in order to re-enter the system, the user must enter their identification data.

Furthermore, Conqueror has a continuously updated register (the System Log), displaying all of the actions performed regarding the system such as time and date changes, users that access the system, opening of the cash register without performing a transaction and changing of settings, etc.

2. Staff Setup

SETUP > STAFF SETUP

Staff Setup is used to register staff members in order to have a fully functioning security system.



Creating / Deleting a Staff Member

To create a new Conqueror operator press New. Then enter the User Name and Full Name of the new staff member, select the appropriate Default Profile and press Save whereby the new user is added to the User List on the left side of the screen and is activated in the main window.

Similarly to delete a user, select the relevant user from the list and press Delete.

Assigning Profiles

Initially the user has one profile, assigned upon creation. This profile can be modified and users can be assigned multiple profiles.

For example, a manager may be provided with a profile with all privileges in addition to the everyday profile containing strictly necessary privileges. This is useful in that certain options requiring caution are not as easily accessed, as a safety net for the manager (if for example the manager's terminal is left untended).

The assignment and removal of user profiles is managed in the central part of the window. To assign a new user profile, select a user from the User List on the left of the screen then click on the desired Defined Profile and press Assign. Similarly when removing profiles, once the user has been selected from the list, select one of the Assigned Profiles and press Remove.

The Default Profile is initially that attributed upon creation of the new user, but from the moment that more than one profile is assigned to a user, another can be selected from the Default Profile drop down menu. This profile will be proposed by the system upon user entry (log on) – to modify it upon log on, it is necessary to check the Select User Profile option.

Sectors

It is possible to create different Sectors (such as front desk, back office, restaurant, etc.) in order to divide the staff members according to their tasks. It is particularly useful to create reports on different groups of staff for administrative purposes.

Click on the Sector box to access the sector management window. In this window, press New to create a new sector, Delete to delete a sector.

Select the current staff member sector and press Save.

Staff Member Cards

It is possible to provide a member of staff with a magnetic membership card, so that they can log in easily by swiping their card in the membership card reader.

To give a staff member a magnetic membership card, it is necessary to register the member in the membership database and create the magnetic card as per a normal Center member.

Afterwards, return to the Staff Setup window and press Link. Through the member search window that opens, find and select the operator in the member database.

Once this is complete, the operator can utilize the magnetic card to log in and out, for time tracking, etc. without having to enter passwords and the like.

User Recognition Modes

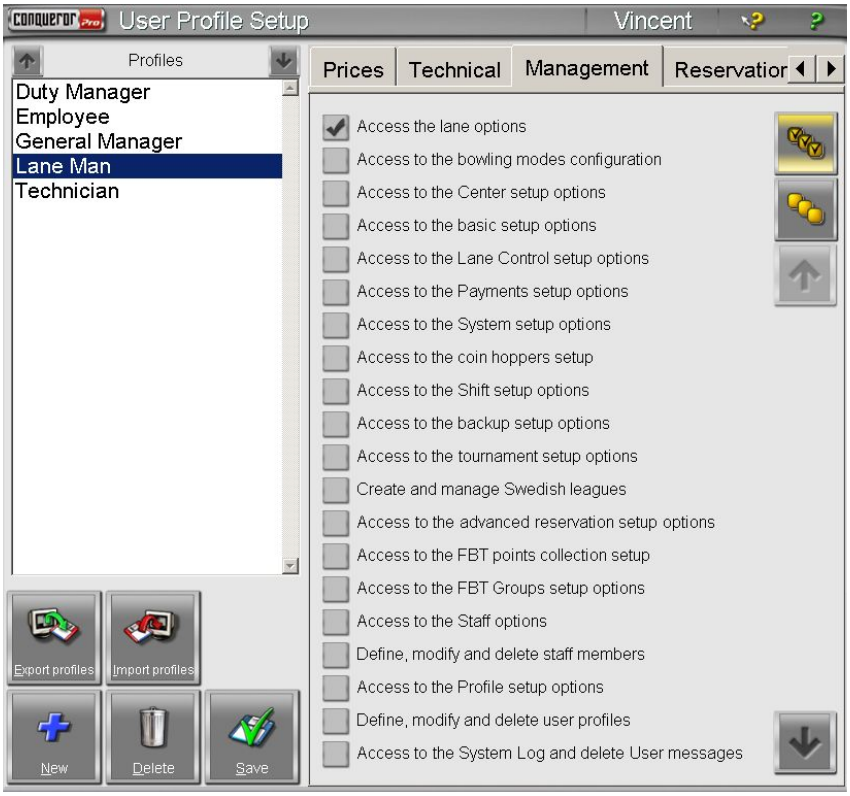
Staff members can be identified by Conqueror either by entering their password, entering their fingerprint or swiping their card, in order to access Time Tracking, to log on/off or exit from Safe Mode.

Press Password to give the user an access password and to register the user's fingerprint sample: the user enters the password twice, presses on the contact area of the fingerprint recognition device four times with the same finger and presses Save.

3. User Profile Setup

SETUP > USER PROFILE SETUP

User Profiles are assigned to each registered member in order to give staff members the level of access of the various Conqueror modules required in line with the work that they carry out in the Bowling Center.



CREATING A USER PROFILE

To create a new user profile, press New and the Create New Profile panel appears where the New Profile Name such as "technical" is entered followed by a brief description of the profile, e.g. "Strictly for technical staff only".

To speed up profile creation, click on one of the options below if appropriate:

- No Privileges Enabled (useful for cleaning staff who do not require access to the Conqueror system as part of their work)
- All Privileges Enabled (for managers or operators with a high degree of responsibility, whereby only some of the privileges need be denied)
- Copy from Another Profile to the existing profile if the profile is similar to that being created.

Then sift through the various tabs, selecting the privileges to apply to that particular profile and deselecting inappropriate privileges and press Save.

MODIFYING USER PROFILES

Select the appropriate profile from the list on the left and select/deselect the appropriate privileges in the various tabs. Press Save to apply changes.

In the upper right hand section of the window are two buttons with which all privileges can either be checked or deselected.

IMPORTING / EXPORTING PROFILES

When a manager has more than one Bowling Center and wishes to use the same profiles in all Centers, the profiles are set and exported from one Center and then imported in the other Centers.

To save profiles in .txt format, press Export Profiles and to import profiles previously saved externally, press Import Profiles.

3.1 Privilege Tabs

Privileges exist regarding all aspects of Conqueror, grouped into different tabs.

For each tab it is possible to deactivate or activate all of the privileges using the buttons to select or deselect all privileges.

The privileges in gray are those that refer to Conqueror modules not included in the current license.

The Privilege tabs are as follows:

Operate

Within the Operate tab, privileges can be found regarding sales (POS), Lanes, Leagues, FB Archive, Lockers, Registry and Categories, External Applications, Time Tracking Reports, Trouble Call System and Lane Setup.

Shifts

This tab reveals all of the privileges pertinent to Shifts within the Conqueror system.

Prices

Contains privileges regarding the setup of Price Keys, Taxes, Denominations, Discount, Lane Orders and the Special Games Counter.

Technical

Here privileges regarding Terminal Setup, Technical Setup, TCS and Lane Options can be found.

Management

The management of the Bowling Center is controlled through these privileges relating to Center Setup, Lane Control, Database Backup and the Trouble Call System, to name but a few.

Reservations

Privileges regarding the management of bookings can be found in the Reservations tab.

Descriptions regarding privileges can be found in the relevant sections of the manual.

4. Safe Mode

Safe Mode is Conqueror's terminal safety feature that prevents unauthorized persons from using a temporarily unattended terminal.

In Safe Mode a screen saver is displayed, preventing Conqueror access until a registered operator enters their password/card/fingerprint.

To immediately activate Safe Mode manually, press on the Safe Mode Quick Button in the main menu external frame.

It is also possible to set the terminals using Conqueror to enter Safe Mode automatically after X minutes. In this case, the number of minutes is entered in Center Setup.

The Safe Mode panel displays the user name of the previous user which can be changed by pressing Change whereby another user can access the terminal through the Log On panel.

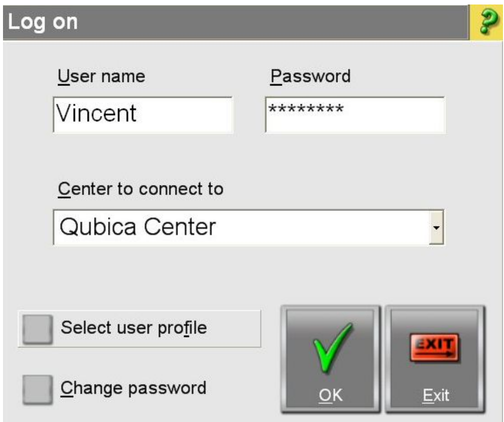
5. User Log on / off

5.1 Log on

Working with Security activated requires that each Conqueror user identify themselves whenever entering onto the Conqueror system, whether starting their Shift or replacing a colleague.

This is done either through fingerprint recognition, swiping the membership card or inserting the User Name and Password in the Log on panel (the default which is displayed is the previous user).

Setting the Diversified Users Settings option in the Terminal Setup allows each operator to maintain their personal Conqueror preferences that are activated as soon as the operator logs on. It allows either distinct options for each user or all local options shared by all users.



Center to Connect to

This option is only visible if the Remote Mode license has been purchased.

It is possible to select which Center the terminal is to be connected to for remote use of Conqueror.

Select User Profile

The operators can choose between the profiles at their disposal (the Default Profile is that defined in Staff Setup).

Change Password

From the Log on screen the operator has the ability to change the operational password by clicking on Change Password and following the on screen instructions.

5.2 Log off

Once inside the system a new user can log-on, replacing the existing user by selecting the Log Off button in the Main Menu, whereby the Log On panel appears for the next user to log onto the system.

Conqueror remains open with the Log on window open in the foreground, ready for the next user.

Logging off is also accessed from the Quick Button in the external frame, hereby closing all plugins used by this user.

All open transactions, such as outstanding payments, sales, deposits or the like, must be dealt with before the operator is permitted to log off.

6. System Log Events

BACK OFFICE > SYSTEM LOG

The System Log module is divided into the two tabs System Log Events and Staff Log Events.

The System Log Events tab is a continuously updated register, displaying all of the actions performed regarding the system such as changes of time and date, logging in and out of the system, opening the cash register without performing a transaction and changing settings, etc.

Each row corresponds to an action performed, displaying the Date, Time, User, Terminal, Category (User Access, Permission Denied, Suspect Action, Upload to Lanes, Backup Restore, Historical Transfer, System, Booking System) and a Message revealing the specific action carried out.

This section can only be accessed by users with the Access System Log and delete User Messages privilege.

ZOOM

The Zoom button opens a panel revealing all of the integral details regarding the action selected in an easy-to-view format.

Above the message section is the number assigned by the system to that particular event; e.g. Event 16 of 674.

While at the base of the screen are arrows allowing quick navigation through the logged events.

FILTER

The Filter option allows the operator to select from specific filters in order to view the desired actions.

It is possible to filter the events according to Date, Terminal, User and/or Category.

PRINT

Press Print to prepare a report of the system log events currently on screen which can then either be printed or exported.

DELETE

Pressing the Delete button eliminates the desired selection of events (All, Selected, Older than … days).

Note that it is possible to select more than one event from the list by using the Ctrl and Shift keys on the keyboard.

TIME TRACKING SYSTEM

1. Overview

Conqueror provides a Time Tracking system, allowing the Center to keep track of the times at which users enter/exit the system during their Shifts.

This system of registering working hours is extremely convenient, eliminating excess paperwork with time sheets and the risk of falsification of records.

Each staff member is registered in the system and upon entry or exit, are required to identify themselves whereby the system automatically enters this data into its registry, catalogued in the Staff Log Events tab.

If Security is activated in Center Setup, the Time Tracking at Log on/Log off option is available, whereby the Time Tracking window appears immediately when the user logs on or off, speeding up the whole process.

2. Staff Actions

Staff members registered in the system are required to identify themselves upon entry or exit and select the appropriate option; Clock in, Start Break, End Break, Clock out whereby the system automatically enters this data into the Staff Log Events window.

The Time Tracking window can be accessed from the Main Menu or from the Quick Button in the external frame.

2.1 Staff Log Actions

BACK OFFICE > SYSTEM LOG > STAFF LOG EVENTS

In the Staff Log Events tab, each row corresponds to a staff action, displaying the Date, Time, Sector, User, Action, Terminal number and a Memo (if desired) containing additional information.

Staff working hours and break times can be added, modified or deleted and it is also possible to filter and print either individual or sector hours worked during certain periods.

This section can only be accessed by users with the Access the System Log and Delete User Messages privilege.

MODIFY

Time Tracking actions can be modified by selecting the relevant action and pressing Modify. The Modify Staff Action panel appears where the date and time of the action can be changed by clicking on the actual Date or Time and entering the changes manually. The Action can be changed by selecting the desired action from the drop down menu.

Add a Memo in the space at the base of the panel if desired, e.g. ‘Log changed because user forgot to log out at lunch time’. This memo is then displayed with the action in the last column of the Staff Log Events tab.

ADD

When a staff member forgets to log on/off, etc., it is necessary to add the log manually in this section.

Press Add to add a new action and enter the date and time, then select the appropriate Sector, User and Action and press Save.

DELETE

This button opens a window where one or more actions (All, Selected, Older than … days) can be selected for cancellation by using the Ctrl and Shift keys on the keyboard.

ZOOM

Press Zoom to display the Staff Actions panel where all details of the action selected can be viewed easily.

Above the message section is the number assigned by the system to that particular event; e.g. “Event 16 of 674”.

At the base of the window, different arrows allow the scrolling of the logged actions.

FILTER

It is possible to limit the display of the staff log table to certain details by pressing Filter, selecting the suitable filters between Date, Terminal, User, Action and pressing Apply.

PRINT

Once the appropriate Filters have been selected (if any), pressing Print opens the report–style format preview immediately, where it is possible to print it.

The Print option creates a report-style format based on the filtered staff logs visible in the table which can then be printed.

3. Time Tracking Reports

BACK OFFICE > REPORTING > TIME TRACKING REPORTS

Time Tracking Reports are useful in maintaining records for payrolls in order to count hours worked of all or individual staff members.

To generate a report, select the relevant filters and press Preview to see the report, Export to transfer the data in CSV format, so as to save the information elsewhere for Center records, or Print in order to print the report.

Press All to create a report on all staff members or select the specific Sector of staff members on which a report is desired, or one User in particular can be selected from the scroll menu.

Then select the appropriate Year followed by either the Week, Month or Range (enter the desired dates in the spaces provided).

Choose between either the Global or Individual Report Types which govern the format and layout of the report.

The Global Time Sheet displays working hours divided into weeks – within the weekly division, one User (in alphabetical order) is displayed per line, along with their total hours worked per day and their total hours worked per week in the last column.

The Individual Time Sheet displays a more complex report comprising also specific start, finish and break times for each working day with total hours worked daily/weekly, total daily/weekly break time and the net total.

BOOKING SYSTEM

1. Overview

The Conqueror Booking System is a fundamental instrument for any Bowling Center, giving customers the option to book bowling sessions or other games or entertainment facilities that the Bowling Center offers, thus promoting business by eliminating the ‘risk’ element for customers who in the past may not have booked and arrived to find the Center completely full.

Because it is fully integrated with the other system components, such as Price Keys, Discounts, Center Setup, Lane Status and Frequent Bowlers; the Booking System holds many advantages for both customer and Bowling Center. The whole booking process is made faster because the operator doesn’t have to leave the Booking System area to perform relevant tasks separately. For example, the system adapts to the relevant prices set for a particular time and day, so that when creating a booking on the Reservation Sheet, the appropriate prices and discounts are automatically assigned.

The user-friendly computerized Reservation Sheet reduces paperwork as bookings are taken over the phone or in person and entered into the system whereby they are instantly visible on all terminals, eliminating double-bookings. All relevant information regarding bookings is displayed on the Reservation Sheet; from delays at critical moments to lanes not being utilized to their full potential, allowing the Center to use this information to prevent such events from reoccurring.

The Reservation Sheet can be altered to suit the Bowling Center so that the operator can visualize numerous lanes on the same screen or focus on fewer lanes. This makes it easy to identify empty lanes at a glance and immediately allocate such lanes to other customers. Displaying current, future and past reservations (i.e. Complete reservations), the Booking System provides a global view of the lane history and what is happening currently in the Bowling Center.

The drag and drop method permits the operator to create a booking in seconds by clicking on the appropriate starting time on the Reservation Sheet and dragging the rectangle until reaching the desired finishing time. It also permits rapid lane arrangement, moving bookings to more appropriate lanes in one simple step.

The ‘Find Free Space’ feature means that when implementing the Find button, the operator simply enters any specific customer requests, such as the length of time they wish to bowl and the system actually searches for the next appropriate available lane space in which to insert the booking.

One can find customer details through the Booking System, create reservations with their details and repeat such tailored reservations (creating Recurring reservations) for regular customers such as league players or customers that have the same requirements on a regular basis, such as special-needs customers, making it unnecessary to re-enter details.

When dealing with specific reservation types and groups of customers for special events, parties, etc., it is possible to organize special requests and individual menus through the Booking System and make sure they run smoothly.

The operator can see how quickly/slowly a group or individual is bowling through the Reservation Sheet allowing perfect coordination of consecutive entertainment or restaurant bookings. For example, when a group/individual is going to finish bowling earlier than expected and must therefore wait before playing a Time Game, they may be offered other options (e.g. a table in the snack bar or another Time Game) to eliminate any waiting periods.

The Booking System also keeps records of all bookings and customers, which can be used to generate comparative reports such as reports revealing payments due or customer requests and other such details that when printed, prove useful for daily preparation purposes. The Bowling Center may choose to use the information provided by the reports to encourage business in slower periods, thus evenly distributing the Center’s workload.

The Conqueror Booking System incorporates flexibility, effective layout and dynamic options for both customer and operator, making the Reservation process quick, easy and complete.

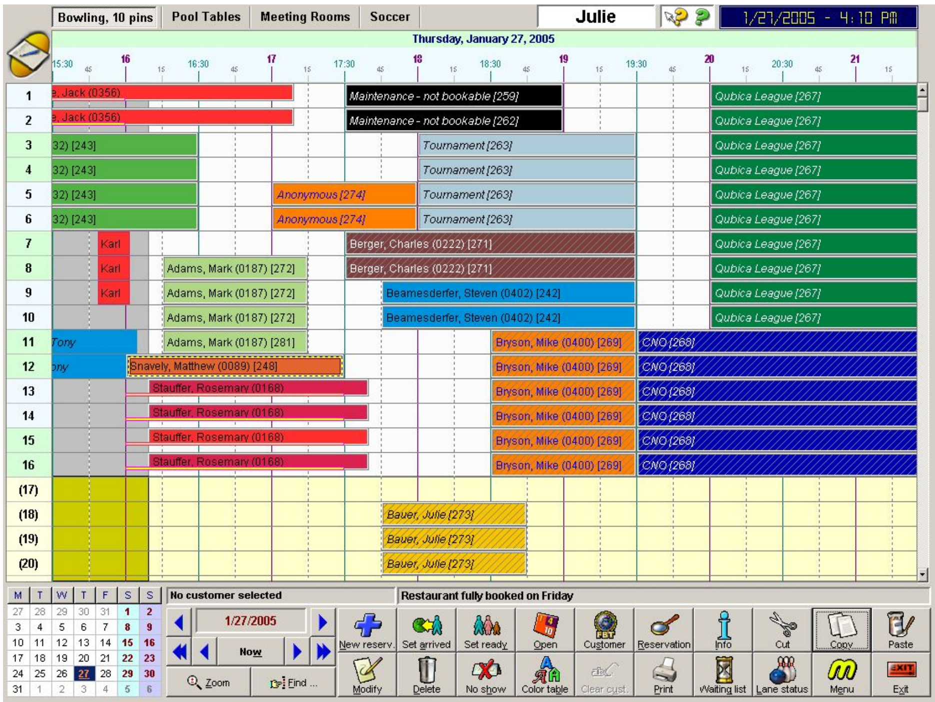
2. Booking System Main Window

BACK OFFICE > RESERVATIONS

The Booking System can also be accessed through the quick access button Reservations to the right of the screen, set in TERMINAL SETUP > QUICK BUTTONS.

The main Booking System window is divided into two principle sections: the Reservation Sheet with the Overbooking Area and the Control Panel comprising the options at the base of the screen.

2.1 The Reservation Sheet



Lanes are divided by a continuous horizontal line and are numbered on the left of the screen.

Bowling sessions and Time Games (ping pong, conference rooms, internet access, billiards, etc.) are represented on corresponding pages that can be accessed by pressing the tabs at the top left of the Reservation Sheet.

On the right-hand side of the screen a white panel displays the name of the operator currently logged on (if Security has been activated) which can be changed by clicking on the panel (the Log on window appears), while the blue panel displays the current time and date.

Underneath the time line, (a green line displaying the day and date currently displayed on the Reservation Sheet) horizontal violet lines mark the hour, green lines mark the half hour, broken lines mark each grid time unit and red lines mark the division between one bowling day and the next.

A moving vertical line marks the current time and creates a shadow indicating past time (the gray background) while future time is displayed in white.

Moving backwards within the Reservation Sheet into the past, all past lane activity can be visualized (reservations yet to be paid, those remaining unopened, etc). This data is conserved here for a certain period of time depending on the settings in Center Setup.

Reservations are represented by rectangles, each of a color corresponding to the type and status of the reservation, containing name, customer ID and reservation ID. The font varies according to the type of reservation; for example, an anonymous reservation is displayed in italics, a group in bold and an individual customer in normal font.

Reservations adapt immediately to the current situation, based on the number of games, players and the real time of the session, that is, the length of the reservation is either shortened or lengthened according to how quickly or slowly the customer/group is playing.

When hovering over the reservations with the mouse, the reservation details are shown in yellow squares.

Between the Reservation Sheet and the Control Panel, a gray dividing line displays the active customer and the Message of the Day. In this space the operator (with the appropriate privilege) can write a display message such as: "Restaurant fully booked on Wednesday".

Overbooking Area

Overbooking Area refers to the space found under the lane rows on the Reservation Sheet.

This space is extremely useful when rearranging or 'parking' reservations using the drag and drop method, whereby reservations can be moved temporarily from the actual lane rows to these 'virtual' lane rows to reorganize the Reservation Sheet, for example with late arrival management.

The Overbooking Area can also be used as a waiting list, whereby the operator can create tentative bookings here during busy periods so that if cancellations occur, the tentative booking can be confirmed and then moved to the actual lane.

Reservations can be moved to the same time in the Overbooking Area as in the lane rows if, for example, a customer fails to confirm a booking on time, whereby the actual lanes are left free to be booked and the operator can decide later whether or not to cancel it.

Reservations can also be moved to a new time in the Overbooking Area or created here using the same methods as in the actual lane rows on the Reservation Sheet, but to activate or open such reservations, they must be moved back to the actual lane rows.

Note that many of the options in the Control Panel are not available for reservations in the Overbooking Area – to activate such options the reservations must be returned to the actual lane rows.

2.2 The Control Panel

Calendar

The day currently being visualized on the Reservation Sheet is displayed in dark blue on the calendar in the lower left-hand corner of the screen. Holidays are highlighted in a different color (as predefined in Setup > Calendar Setup).

Clicking on a specific day takes the Reservation Sheet screen to that day.

Navigator

The Navigator, situated to the right of the calendar, functions as follows:

- The arrows next to the month and year move the screen to the previous or next month.
- The Now button brings the screen back to the present.
- The single arrows at each side of the now button move the screen by small lapses of time, while the double arrows move the screen by larger chunks depending on the zoom.

Zoom

The arrows pointing up and down in the Zoom section enlarge the Reservation Sheet vertically so that the number of lanes visualized on a full screen can be controlled, while the arrows pointing sideways enlarge or decrease the Reservation Sheet horizontally.

Find

Here it is possible to search for the most appropriate available spaces in which to insert a reservation.

New Reservation

The New Reservation button opens a window in which it is possible to create a new reservation (this can also be done by pressing the Insert key on the computer keyboard or by double clicking on the table or by the drag and drop method).

Set Arrived and Set Ready

These options can be utilized to record when a customer has arrived and when they are ready to play, thus changing the status of their booking. If applied mistakenly, these statuses can be reversed.

Open and Close

Selecting a reservation, the operator can open and close the bowling lanes using these buttons.

To open or close a booking occupying more than one lane, select the booking (which is then activated: its borders light up) and press Open or Close.

For open reservations, the Reservation Sheet displays the original reservation (in bar form) and its actual status.

Furthermore, this button changes to Complete when dealing with Service (maintenance, tournaments, league, etc.) and Time Games Bookings.

Merge / Split

This button appears when selecting lanes that were opened through Lane Status, allowing the operator to:

- unite two compatible single lanes that are close together by selecting them using the Ctrl key on the keyboard and clicking on Merge,
- divide a double lane into 2 single lanes by selecting it and clicking on Split.

It is a unique dynamic button that is activated only when the situation permits.

Customer

The Customer button opens a window enabling the operator to search for, add or modify the details of a particular customer, group or organization.

Once selected, the customer becomes the active customer, allowing the operator to open a new reservation already containing this customer's details.

Reservation

Pressing the Reservation button with the magnifying glass icon opens the Find Reservation window where a reservation can be found by entering information in one of the various filters.

Information

Selecting a specific reservation activates the Info button which opens a window containing the specific details of the selected reservation such as the type of reservation, the starting time, number of lanes, bowling sessions and/or Time Games booked, the total payment due, etc. which can be printed and given, sent or e-mailed to the customer in the form of a letter of confirmation or can be kept as an internal record for the Bowling Center.

Cut, Copy and Paste

This process allows the operator to move and duplicate reservations on the Reservation Sheet. This can be done by clicking on the relevant reservation and selecting the desired action.

The copy and paste method is useful when customers wish to continue playing after their lane has been closed. Select the reservation, press Copy and then paste it onto the end of the closed booking or into the next available lane.

The cut and paste method is useful when moving a booking as follows; click on the reservation, press Cut, then click on the area that the booking is to be moved to on the Reservation Sheet and press Paste, opening the Paste Booking window whereby it is possible to change and confirm the time or lane pertaining to the reservation.

If a reservation has been cut, it can only be pasted once, whereas if it has been copied, it can be pasted as many times as desired.

MODIFY

The Modify option is activated when a reservation has been selected. This button opens the Reservation Details window where it is possible:

- to consult and/or change any of the details of the reservation selected,
- to access deposits, payments and refunds,
- to add Time Games, to create mixed or recurring reservations.

This window can also be accessed by double clicking on the desired reservation.

DELETE

Select the reservation to be deleted in its entirety and press Delete. This option is only available when the reservation has not been set as Arrived, Ready, Running or Complete. Having pressed the Delete button, a window appears asking for confirmation of the cancellation, followed by the option to refund the deposit and then a window where the reason for cancellation can be specified (which can then be seen in the report type Cancelled Bookings).

NO SHOW

A Late reservation is set as No Show when the customer fails to arrive and fails to notify the Bowling Center. This can be done automatically (if pre-set in Center Setup) and/or manually by pressing the No Show button hereby clearing the reservation from the Reservation Sheet.

COLOR TABLE

The color table displays the legend of colors applied to the various reservations indicating their status and type. It is useful as a handy reference to the statuses of the bookings on the Reservation Sheet. Within the color table exists the option to apply the Provisional booking status pattern.

CLEAR CUSTOMER

Pressing this button deactivates the customer in the Customer Space so that the next new reservation is not assigned to that customer.

PRINT

Here the operator is given the option to print:

- the Reservation Sheet as it is displayed on-screen,
- a customized number of lanes or time period (check the Restore Previous Settings option to go back to the original screen positioning),

> By clicking on OK, the Windows default printer of the computer being used starts printing.

- game scores: select a reservation and click on OK to access the Game Printout module with the relevant games already selected and ready to be printed.
- any reservation report.

WAITING LIST / LANE STATUS / MENU / EXIT

These options allow the operator to access the respective Conqueror modules: Waiting List, Lane Status and Main Menu or to Exit the Reservation Sheet module.

Selecting a booking and pressing the Lane Status button in the Reservation Sheet opens the Lane Status module prepared with the details regarding that booking, allowing Lane Status operations to be performed quickly through the Reservation Sheet, such as printing scores and standing sheets, etc.

3. Creating a Reservation

When creating a new reservation, any of the methods described below open the New Reservation window which contains the default values set in Center Setup. Pressing Details, opens the Reservation Details window where mixed and recurring reservations can be created and specific details of a reservation can be entered or modified (for example players' names).

To Create a New Reservation

Choose one of the following methods to open the New Reservation window:

- Create a reservation directly in the Reservation Sheet using the drag and drop method.
- Press the New Reservation button on the Reservation Sheet.
- Double click on the Reservation Sheet at the starting point of the new reservation.
- Press Insert on the keyboard, having already clicked once on the starting point of the new reservation.
- Press Find on the Control Panel to create a booking in situations in which the Reservation Sheet is heavily booked.

As soon as a reservation has been created for a particular time-slot and allocated a lane, it is displayed on all terminals and no other reservations can be placed for that particular lane in that time slot.

Creating a Reservation Using the Drag & Drop Method

Click on the Reservation Sheet where the new reservation is to be inserted.

Continue pressing on the mouse, moving it to the desired finishing time of the reservation, creating a rectangle on the Reservation Sheet.

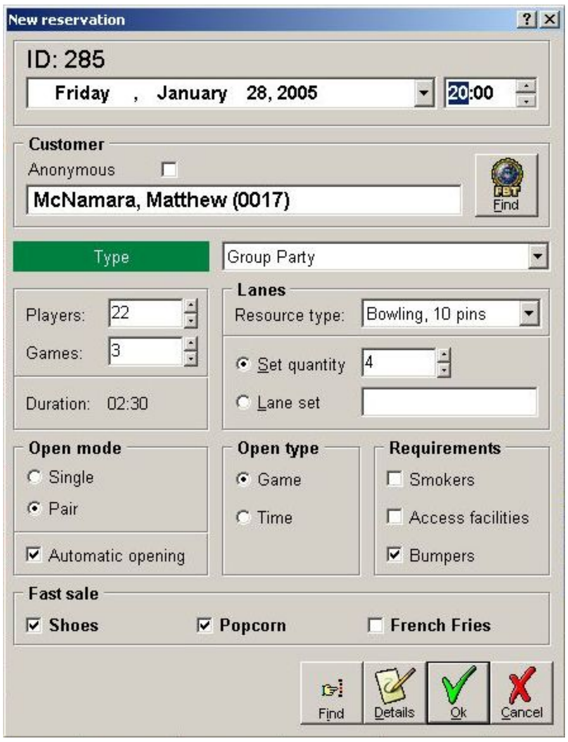
While dragging the mouse to create a new reservation, the "number of lanes for number of hours and minutes" with the "estimated number of games per lane" is displayed in purple and evolves accordingly.

Releasing the mouse opens the New Reservation window complete with the date, lane set, duration and number of games.

3.1 Necessary Data for New Reservation

When creating a new reservation, the New Reservation window appears.

A good part of this window is deactivated (gray) if the new reservation is for a Time Game.



With the Use Quick Booking Window option enabled, instead of the standard window, a more simple one with only two fields to be filled in appears: Customer and Notes. The standard window can be accessed to enter more details by pressing the More button.

STARTING DATE / TIME

Once the time and date of the reservation have been decided, select the date in the calendar by clicking on the scroll menu. To navigate within the calendar:

- Click on the arrows to scroll through the months or click directly on the month to open a list from which the appropriate month can be selected.
- Click on the Year to scroll through the years.
- Click on Today's Date at the base of the window to select it, thus closing the window.

The starting time can be set to the right of the date.

If the Bowling Center is open 24 hours a day, there are no limits whatsoever on the starting and finishing times of a reservation; while if the Bowling Center has clearly defined opening hours, reservations will not be allowed to exceed the Opening Hours.

CUSTOMER

Insert a Customer in this box by swiping the customer's card. Another way is searching for the member in the archives or registering the customer quickly by deselecting the Anonymous checkbox: automatically the Member Search module will open.

An anonymous booking can also be assigned a name by leaving the Anonymous label selected and typing a name in the space. This name is then displayed in the reservation rectangle on the Reservation Sheet.

Once the desired customer has been entered, the customer space is updated.

TYPE OF RESERVATION

Choose the Type of Reservation (Open, League, Parties, etc.) from the drop down menu. Depending on the type chosen, the booking assumes a certain color allowing complete visualization of the various types of bookings on the Reservation Sheet at a glance.

QUANTITIES

Quantities refers to the Number of Players, Games, Lanes, Open Mode and Open Type.

The New Reservation window contains the default quantities set in Center Setup and in the existing active Bowling Mode, which are also automatically applied to the reservation rectangle on the Reservation Sheet when using the drag and drop method.

Only the number of items (table tennis or billiard tables, etc.), the number of players and the duration need to be entered for Time Games.

Whereas for Bowling Sessions, the following interactive elements must be entered:

- Number of Players: When increasing/decreasing the number of players, each time the multiple of the maximum number of players set in Center Setup is surpassed, the number of lanes increases/decreases automatically.
- Number of Lanes: Selecting Set Quantity allows the choice of the number of lanes, while selecting Lane Set and clicking on the corresponding bar, the Select Lane Set to Book window opens where the exact lane can be chosen. This final window opens automatically when choosing the Pair Open Mode, if the booking was created using the drag and drop method.

When reducing the number of lanes, the number of players is automatically reduced.

- Opening Type: in this window an opening type (Time, Games, Unlimited) can be chosen from those previously defined in Center Setup. Regardless of the opening type, the system changes all of the settings in terms of time (the unit of measurement of the Reservation Sheet). This conversion to time is based on the values set in Center Setup.

- Games: The customer chooses to play a certain number of games and the estimated reservation Duration is automatically calculated based on the Number of Games and Players entered.
- Time: The customer books to play for a definite period of time and the system deduces the Number of Games from the Time and Number of Players inserted, or the length of the booking can be deduced by the Number of Games entered.
- Unlimited: Under this type the customer wishes to play for an unlimited period of time. Here a suggested Duration is given to the reservation as a guide on the Reservation Sheet.

Resource

The resource proposed will be that of the tab chosen at the top of the Reservation Sheet through which the New Reservation window was entered.

To change the resource, enter the drop down menu Resource in the Lanes/Items panel, choosing between bowling sessions and the Time Games offered by the Bowling Center. The tab at the top of the Reservation Sheet adjusts according to the resource type chosen here, maintaining the bowling page of the Reservation Sheet as the starting point when creating a new reservation.

Requirements

In this box there are 3 options that allow the operator to assign a specific bowling lane to a customer, according to their requests, the options are; smoking area, access facilities, bumpers.

Such lane requirements may be set as follows:

- If the customer is flexible with regards to these requirements, the boxes can be left in their default status, ticked in gray (e.g. a non-smoker, who doesn't mind being allocated a smoking area).
- To confirm the request, make sure the box is ticked in black.
- If the customer is opposed to the option, click on the box until it is blank (i.e. a professional bowler may specifically request a lane far from those with bumpers in order to remain undisturbed by children).

Access Facilities can be set for special needs customers as can bumpers for children or learners. Access facilities or bumper lanes can be entered in the Lane Setup screen which will then only allocate the booking to a lane previously indicated as having access facilities or bumpers.

If someone then attempts to move the booking to a lane without access facilities, a warning appears.

Automatic Opening

This option opens the lane pertaining to a reservation attributed the Ready status at the anticipated time, without the operator's input.

If this option is not selected, when a customer is ready, the operator must open the lane manually as soon as the lane is free.

Fast Sale

Deselect any undesired Fast Sale Items for that particular reservation.

If Fast Sale Items have not been set previously in Price Setup, this frame will not appear.

Finding Free Booking Space

When the necessary reservation data has been inserted, click on Find in the New Reservation window opening the panel where search parameters can be entered.

Select the Keep Booking Lanes Together option to search for adjoining lanes/tables/rooms.

Having selected the preferred times and day(s), pressing Search reveals a list of results where arrows change the day/date of the reservation and by pressing Go to the desired day/date can be visualized.

The system proposes one possible new reservation if the preferred reservation space is found and two possible spaces as close as possible to the preferred reservation time if the preferred time is unavailable.

The Find button also exists in the Control Panel and can be utilized as the first step in creating a reservation, especially useful in situations when the Reservation Sheet is heavily booked.

4. Reservation Status

The way in which the Booking System has been set determines the various reservation statuses that can be assigned to a reservation. These reservation statuses are adaptable, permitting the Bowling Center to mould the system to its size and the clientele that frequent the Center.

Depending on the customer's actions or various other situations that may occur in a Bowling Center each reservation is assigned a particular status (each of a different color for easy recognition), as follows.

Provisional / Confirmed

A Provisional reservation is a booking that has not yet been confirmed by receipt of a deposit and is therefore subject to cancellation (automatic or manual) after the deposit due date has expired or if confirmation has not been given in time, depending on the Bowling Center's policy.

When a deposit has been paid, the reservation is Confirmed automatically.

The operator can also confirm the reservation manually in the Reservation Details window having obtained customer confirmation.

If the Bowling Center has chosen not to work with the Provisional status reservations are Confirmed upon creation.

Late

If a customer is late in relation to the arrival time (i.e. the necessary preparation time), the reservation is automatically set as Late.

For late arrivals with Time bowling reservations, the Subtract Time from Late Bookings option is available.

Arrived

When the customer has arrived, the operator can press Set Arrived on the Reservation Sheet, highlighting the customer's arrival and therefore allowing easy management of the customer's movements.

Delayed

Arrived reservations pass to the Delayed status if the customer has arrived but is not yet ready to play and starting time expires. In such cases the operator can choose whether to wait until the customer is ready or open the lane at the time booked.

Ready

Select Set Ready on the Control Panel when the customer is ready to play. This is useful when the customer is ready in advance or when the lane booked is already in use. If the customer has arrived in advance the operator can choose to open the lane previously booked in order to bring the reservation forward. If however, the lane is occupied by another customer, a different lane can be opened, thus utilizing reservation space to its full potential. Once set as Ready, the status can be reversed by pressing Not Ready.

To open a lane for a customer who is over an hour early, the reservation must be moved to the current time using the drag and drop method.

Only when the reservation has been assigned the Ready status, is the Automatic Opening function available. If the Automatic Opening option was not selected when creating the reservation, the operator must open the lane manually as soon as the player is ready. If the operator fails to open the lane and Start Time expires, the Ready reservation changes to Customer Waiting status.

Customer Waiting

If after the predefined Start Time, the customer is ready but the lane has not yet been opened the reservation passes to the Customer Waiting phase. Clearly this is not a positive scenario for a Bowling Center, and such reservations are highlighted immediately so that they can be resolved as soon as possible if the situation allows.

Running

Once a reservation has been opened, it is classified as Running. If one of the elements of a mixed reservation is currently running, the other elements of the reservation are classified as Arrived and Confirmed automatically.

Finished

When the customer has finished playing, the reservation changes status to Finished on the Reservation Sheet and the operator can close the lane.

Incomplete Payment

This status warns the operator that an element of a reservation has been closed without payment. The booking becomes highly visible to alert the operator of the risk of non-payment.

Complete

The lane has been closed and payment has been received and all resources have been vacated. Complete reservations can still be consulted through Modify in the Reservation Details window.

Cancelled

This status is assigned when an entire reservation has been deleted (for example, if a customer contacts the Bowling Center to communicate that they are unable to play). Canceling a reservation eliminates it from the Reservation Sheet. It is possible, however, to create a report of such reservations.

No Show

When a customer fails to arrive, their reservation is set as No Show (manually or automatically).

5. Managing a Reservation

5.1 Moving a Booking

The time, date and duration of a reservation can be changed by:

- Using the drag and drop method on the Reservation Sheet.
- Cutting and pasting the booking on the Reservation Sheet.
- Double-clicking directly on the item in the tree in the Reservation Details window opening the Modify Item window where the new Start Time can be set.

The drag and drop method allows the operator to move reservations to another time (horizontally) or to another lane (vertically) by clicking on the booking in the Reservation Sheet (the borders of the booking flash and change color) and moving the reservation (using the mouse) to the desired finishing time/lane. The reservation can be moved using this method, to other days by holding the mouse to the left or right of the screen. Releasing the mouse button opens the Confirmation window.

If the booking is moved to a more/less expensive day of the week or time-slot, the amount to be paid in full and any discounts will change accordingly. If however, the reservation has already been paid in full, a message will be displayed informing the operator of the new price and the operator can then choose whether or not to refund/charge the customer the difference.

Open bookings can only be moved vertically to other lanes if, for example, problems with a lane prevent play.

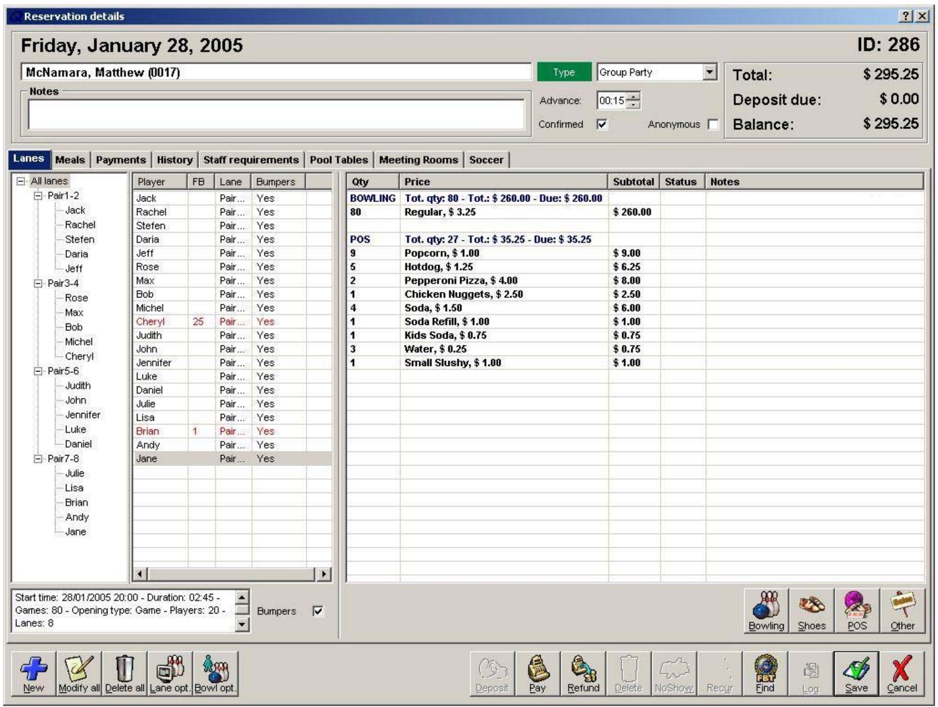
5.2 Extending / Reducing a Booking

It is also possible to extend or reduce the duration of a booking by clicking exactly on the border of the booking in the Reservation Sheet and dragging the border to the desired point. All relevant payment data adjusts automatically.

5.3 Reservation Details

To access the Reservation Details window, select a reservation and press Modify (or simply double click on the reservation in the Reservation Sheet), or when creating a booking press Details in the New Reservation window.

Through the Reservations Details window it is possible to modify reservation details, manage mixed reservations (i.e. those containing more than one item such as Time Games or Restaurant bookings) and create recurring bookings for regular customers or events utilizing the options at the base of the screen.



In addition to the Lanes section, other tabs are in place allowing certain options for that Reservation Type: Lanes, Meals, Payments (where accounts can be managed), History, Staff Requirements and Time Games (a tab for each Time Game is displayed). Each of these tabs are described in detail in this section.

Customer

The bar under the day and date in the Reservation Details window contains the name and ID of the customer or it simply contains "Anonymous".

An anonymous booking can also be assigned a name by leaving the Anonymous label selected and entering a name in the space. This name is then displayed in the reservation rectangle on the Reservation Sheet.

Deselect the Anonymous box to automatically display the details pertaining to the customer currently selected in the Find Customer window, allowing the member to be linked to the booking.

Reservation Type

When changing the Reservation Type using the scroll down menu, all of the data contained in the original booking must be accounted for when its type is changed. For example, if the previous Reservation Type contained the Meals tab and the new Reservation Type doesn't, the change will be denied. In which case, a message denying the change will be displayed.

Notes

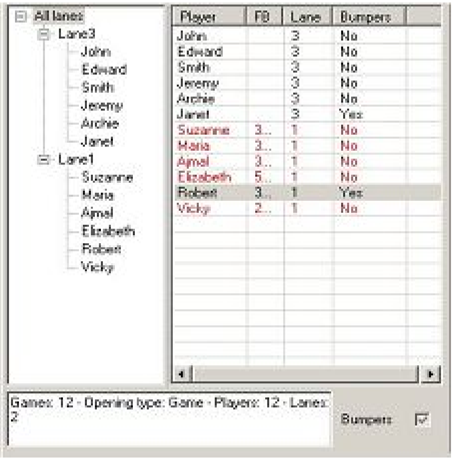
This Notes field provides a space in which to insert a note containing any personal requests or useful information regarding the reservation (such as, child's birthday age, cake type and other such special requests).

This note is then displayed when making a Function Sheet report; for details see the Reporting chapter.

Arrival Time in Advance

The amount of time in minutes that a customer has to arrive prior to the start of their booking can be changed here, using the arrows.

Players



To add the players' names to a reservation in the tree structure (representing the reservation with lanes and players) on the left-hand side of the window, select the highest level All Lanes (or All Items) in the tree.

All of the players can be visualized in the table to the right – one row per player, containing the player's ID, the lane (or table) number and whether or not bumpers have been requested. To change the order of the data, click on the column heading.

To access a Frequent Bowler's details so that their display name is visualized in the tree, select a player from the table in order to activate the Bowler Options button where a Frequent Bowler can be found (here it is also possible to modify the bowler options).

To enter or change a player's name, select All Lanes and the appropriate name in the Player column, then press F2 (or re-click), then type the first name and press Enter on the keyboard. This can be repeated for subsequent players by using the arrows on the keyboard.

Double click on a player's name here in order to access their Bowler Options. (Feature available only in BES, Bowland and Bowland-X Bowling Centers.)

To find and select a player from a long list, click on All Lanes and enter the first letters of the player's name.

It is possible to swap players from one lane to another using the drag & drop method. Select the player from the tree and drag it to a player on another lane with which it will be automatically exchanged.

To remove a player, select the player from the tree and press the Delete Players button.

Lanes

To move a reservation to another lane, use the drag and drop method.

To delete a lane or table, select the lane/table and press Delete Item.

To add a lane or table to a reservation, press the New button or double click on the tree and the Modify Reservation window opens in which another lane/table can be assigned to a reservation.

Bumpers

Bumpers can be selected for the whole lane by ticking the Bumpers checkbox at the bottom of the screen. This action applies the bumper setting to ALL of the players on the lane. If the lane for this reservation doesn't have bumpers, a message is displayed.

Each player's preference for bumpers can be changed by selecting and double clicking on the player row (on the table or in the tree) and the bumper option YES/NO adapts.

SALES

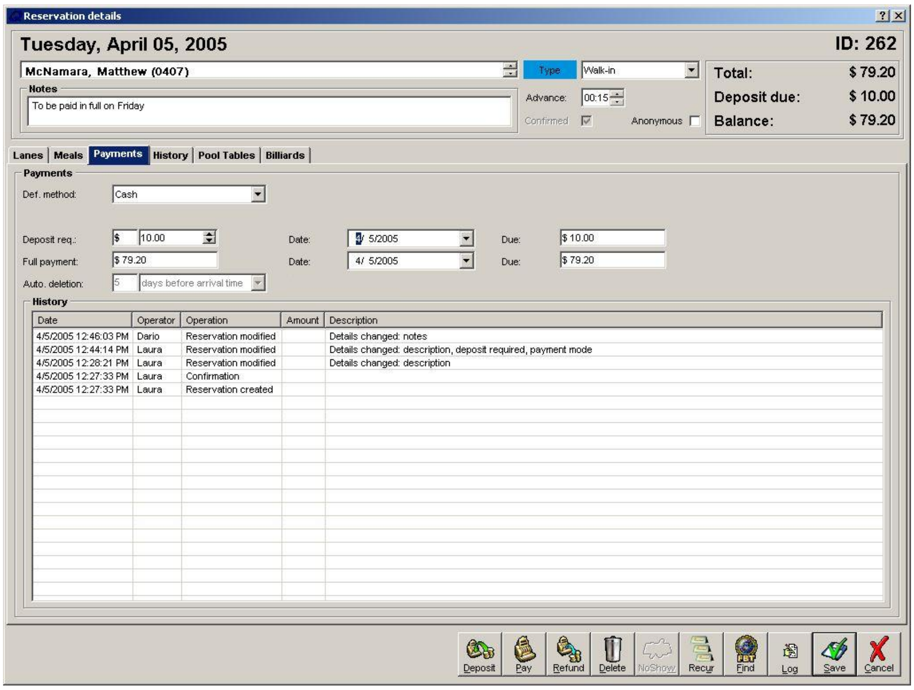
Sales are applied to reservations and not to players or lanes as happens for a lane opened through Lane Status.

The table on the right of the window contains the sales details of the booking divided into lists: Bowling Sessions and/or Time Games, Shoes & Socks and/or tools, POS and Other Income.

This table comprises the following columns: Quantity, Price (tariff details), Subtotal (Qty multiplied by Price), Status (indicating whether the reservation has been paid or refunded) and Notes.

To modify the quantity or sell other articles click on an item from the list in the table or click on the Bowling / Time Games, Shoes / Tools, Other or POS buttons which opens the Sales window.

PAYMENTS



Deposits and payments can be set with due dates in the Payments tab. These amounts are then displayed in the upper right of the Reservations Details window with the Total transaction amount in red if the due date has expired or blue if the customer has credit at the Center (if more has been paid as a deposit than necessary).

To take a deposit, press the Deposit button which opens the Payment window containing the amount entered in the tab.

To refund a deposit, reset the Deposit Required to zero and the customer's balance increases accordingly.

When eliminating a reservation, the Refund window opens automatically.

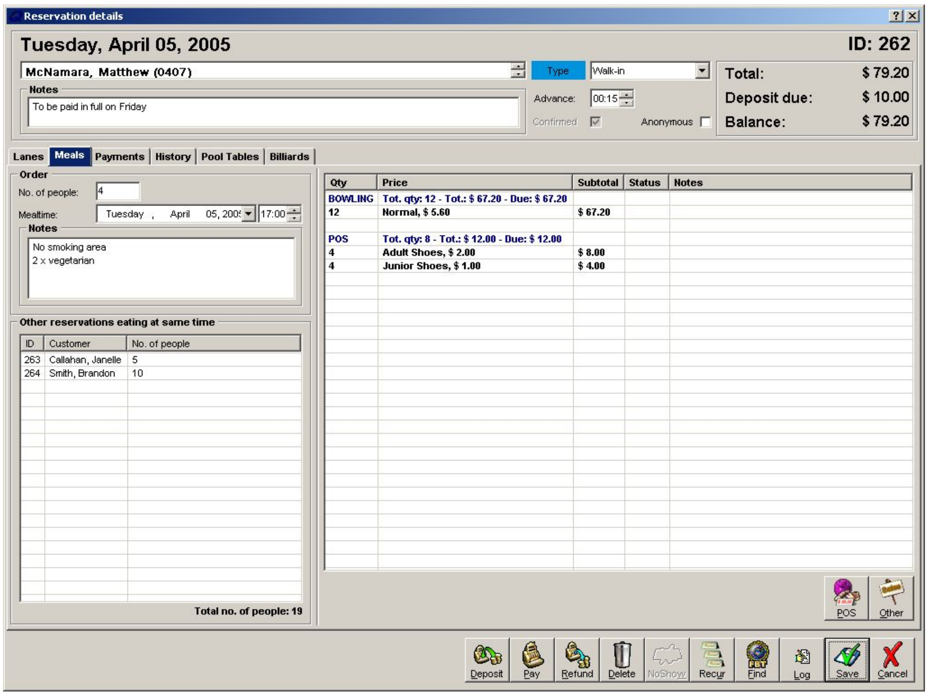
To complete a payment in the Reservation Details window, press Pay whereby the Payment window appears.

Default Method refers to the method of payment applied for a particular customer (this method can be set/changed here for this booking). When setting the credit card method of payment the relevant fields appear that are filled in automatically when pressing Swipe and swiping the customer's credit card or they can be entered manually.

> It is not possible to set Player Club Cash as default payment mode.

Automatic Deletion (for Provisional bookings) allows the operator to change the Center Setup settings regarding this particular booking.

MEALS



The number of people for this booking who wish to eat can be changed/visualized in the Meals tab. A specific menu request, a non-smoking area or a certain table can be assigned to a customer in the Notes area. This note can then be consulted in the Function Reports.

In the first panel the Number of People and the Time and Date that they have booked to eat can be set.

In the table on the left, the other meal reservations for the same time can be seen with the total number of people booked to eat (in red if the number of people eating has surpassed the limit of people per Shift set in Center Setup). This limit however is not obligatory so that meals can be handled with flexibility.

HISTORY AND LOG

The History tab in the Reservation Details window contains two sections.

The upper section, Customer History, in which customer reservation details are filed along with their logs (including those entered in the Modify Customer window).

The lower section of the History tab, Reservation History, contains the stages of creation with all modifications (i.e. reservation created, No Show, reservation modified).

It is possible to create a log manually for a certain date and time in both the Customer History and the Reservation History sections by pressing Log.

STAFF REQUIREMENTS

This tab contains a list where it is possible to choose the staff member that will be in charge of this reservation. In the Notes space the requirements or expectations of that particular staff member for this booking can be entered.

5.4 Mixed Reservations

A Mixed Reservation is a reservation that involves more than one element (that is, additional reservations). For example, if a group wishes to play billiards for 1 hour and then eat in the restaurant, followed by a bowling session – a mixed reservation allows the combination of the aforesaid elements into one convenient booking.

To add elements to a new reservation (such as lanes or billiard tables), press Details or to add elements to existing bookings enter the Reservation Details window. Once in the Reservation Details window, press New opening the New Reservation window where the appropriate Resource Type can be selected from the scroll menu. Note that the starting time proposed is that of the original booking.

To move elements of a mixed reservation one at a time, the drag and drop method can be used. Whereas to move the whole mixed booking at once, select the elements with the Ctrl key and cut and paste the reservation. For example, to move a bowling booking at 6 pm with a restaurant booking for 8 pm attached, selecting the 2 elements with Ctrl, cutting and pasting them at 7 pm, the restaurant booking will automatically be set for 9 pm.

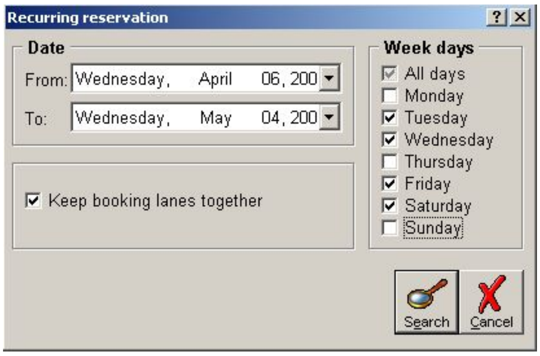
The Set Arrived, Set Ready, No Show and Delete buttons when applied are valid for all elements (i.e. the whole mixed reservation).

To modify the details of one element, choose the appropriate tab resource in the Reservation Details window, then click on the tree which will activate the Modify button that opens the Modify Reservation window.

5.5 Recurring Reservations

A Recurring Reservation is a reservation that is repeated at regular intervals (every Monday for example). This application is particularly useful for bookings for tournaments, leagues, maintenance and regular customers. Furthermore recurring reservations can be used so that certain hours of certain days cannot be booked to leave them free for walk-in customers (i.e. rush hour with a recurring Service booking every Friday evening from 5 pm to 9 pm).

To make recurring bookings, create the first booking (which can also be a mixed booking) and save it. Then enter the Reservation Details window and press Recur to set the variables of the reservation, below.



Pressing Search in this window opens a panel containing search Results, in which the appropriate choices can be made (using the Ctrl key on the keyboard). If dealing with a mixed reservation, there will be a column for each element of the mixed reservation in this table, which may be labeled Unavailable if the booking space is already occupied. Pressing OK, creates all of the bookings.

To search for, move, add, consult or cancel one of a group of recurring bookings, open any one of the group of bookings and press the Record button which opens a window containing all of the bookings in that group. Here a reservation can be selected (or more than one booking using the Ctrl key on the keyboard) and the appropriate option applied. Pressing Delete erases the booking, opening the Payment window for any refunds that may be necessary. When moving a booking, use the arrows to change the time of the booking and press Confirm.

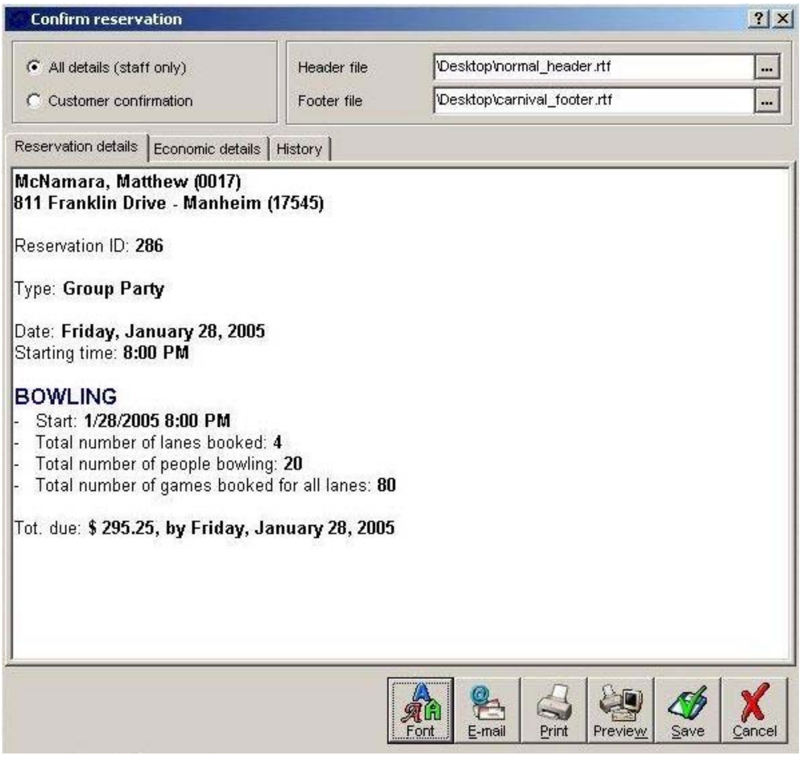
5.6 Reservation Confirmation

The Confirm Reservation window is especially useful as either a confirmation of the booking to send to the customer via post or e-mail or a report for the Bowling Center's records.

Reservation confirmation can be accessed in 3 ways:

- selecting a reservation on the Reservation Sheet and pressing Info,
- selecting OK in the New Reservation window reveals the Reservation Info window,
- pressing Save in the Reservation Details window, reveals the Confirm Reservation panel

which both contain similar information.



All Details

Checking All Details (Staff Only) displays detailed information regarding the reservation, complete with the Booking Details tab, the Financial Details tab and the History tab that contains a list of all of the modifications regarding that particular booking. This is useful as a Bowling Center record of all elements of the booking and can also be made into a report.

Customer Confirmation

The Customer Confirmation format reveals only the Booking Details tab, providing the customer with basic information as to the time, date, deposit due, total cost and number of people bowling, etc. (all of which can be altered in the Reservation Details window).

Header and Footer Files

The Header File option allows the operator to attach a separately saved document (such as a courtesy letter explaining the reservation confirmation) at the beginning of the confirmation.

The Footer File option allows attaching a document to the end of the confirmation, such as publicity, directions to the Center or reminders, etc.

Simply click on either the Header File or the Footer File, find the desired document (must be previously saved in RTF format to be recognized by Conqueror) and press Open.

Font

Selecting the text (or part thereof) and pressing Font allows the modification of the font, color and size of the characters in order to personalize the confirmation to the customer's needs. The operator may wish to emphasize the fact that a deposit is still owing, highlighting that line in red or enlarging the font, for example.

E-mail

The confirmation can be sent to the customer via e-mail by pressing E-mail and entering the relevant address (already present if dealing with a Frequent Bowler), making sure that the Center's e-mail system is on before doing so. The system then informs the operator that the message has been moved to their outbox, it is then necessary to send the e-mail.

Print

This information can then be printed by pressing Print.

Preview

Pressing Preview converts the reservation information into a report which contains basic information if performed within the Customer Confirmation or is of a more detailed format (containing financial and historic details) if performed with the All Details option checked. Pressing Export allows the saving of the report in order to add the company logo, publicity images, etc. to it later.

Save

This option is present if the information above is accessed by pressing Save in the Reservation Details window and serves to confirm any changes made.

6. Finding a Reservation

The Find Reservation window can be accessed through pressing the Reservation button in the Control Panel and is useful when searching for a reservation, in order to modify or visualize it in the Reservation Sheet.

The upper section of the window is divided into 4 panels where research data can be inserted regarding the reservation, the individual customer or group as follows:

- ID, Type of Reservation and Interval of Days to be searched can be inserted in the Reservation panel.
- ID, First Name and Last Name of the reference for the reservation can be inserted in the Individual Client panel.
- Group ID, Name and Contact can be inserted in the Group/Branch panel.
- It is possible to limit a search to certain details in the Advanced Filters panel by inserting the Post Code, Street Number and Telephone Number of the individual customer or the contact of the group.

Press Search to visualize the results. The Reset button clears the entire window making it possible to create a new search, inserting totally new parameters.

If no data filter has been inserted, the search results table lists all of the reservations in the Bowling Center – clearly this is useful only when there are relatively few reservations.

Click on the titles of the columns of this table to put the data in alphabetical order.

To go to the selected reservation on the Reservation Sheet, click on Select. (deactivated for Cancelled or No Show reservations).

To access the selected reservation (and all relevant data) in the Reservation Details window, click on Modify.

Any reservation made by a customer can be visualized by swiping their FB card.

7. Reports

BACK OFFICE > REPORTING > RESERVATION REPORTS

Reports regarding reservations can be created in the Reservation Reports section through the Report Types window which lists the different types of reports that can be generated.

The information generated through the following reports can be utilized by the Bowling Center in various ways, such as to increase sales for particular days of the week, through creating new incentives for customers (that perhaps come only during busier periods) to come on quieter days, thus evenly distributing the Center's work-load.

7.1 Creating a Report

Once a certain type of report has been chosen, selecting and entering data in any of the filters, searches for reservations of that specific criteria, creating a report with the data. For example entering the Customer Name without entering any other filters would create the chosen report containing all of the reservations regarding that particular customer. Whereas entering an additional filter, such as the Date of Reservation, would create a more restricted report containing only reservations within a certain time period for that particular customer (i.e. the more information filters completed, the more restrictive the report).

If no filters have been selected and the Center has a lot of bookings in its database (as is usually the case), a message appears recommending the application of at least one filter to avoid information overload.

Once the appropriate filters have been selected (if any), pressing Print prints out the report immediately, while pressing Preview allows the operator to view the report before deciding whether or not to print it.

Each report contains the heading of the filter selected and all relevant data is summarized at the end of the report, permitting instant visualization of the necessary data.

7.2 Report Types

RESERVATION DETAILS

The choice of a specific filter reduces the information displayed, creating a more specific report.

Reservation Details Reports can regard reservations:

- made by a particular Operator,
- made under a particular Group or Customer Name,
- referring to a specific Date of Play, Booking Type, Booking Status, Number of People Bowling, Number of People Eating or Source (between Web and Non-web).

Select a filter and choose from the options in the drop down menu or enter the relevant information in the bar (if present) next to the field selected and press Print or Preview.

The Reservation Details Report displays numerous details including the number of No Show (NS) bookings that have occurred for that particular customer/group (if the customer/group is anonymous this value remains 0).

OUTSTANDING BALANCE / DEPOSITS DUE

The Outstanding Balance and Deposits Due windows contain the same filters, but where making a report through Outstanding Balance can reveal any customers/groups due to pay an outstanding amount to the Bowling Center, Deposits Due Reports comprises the deposits yet to be paid to the Bowling Center as confirmation of their reservation.

Both types of report are extremely useful when chasing payments, revealing moneys owed to the Bowling Center, complete with customer contact phone numbers. Reports can be formed according to the Booking Type, Group Name, Customer Name, Insertion Date, Full Payment/Deposit Due Date (that is, the due-date of full payment or deposit, set in the Payments tab in the Reservation Details window), Booking Status or the Operator. The report itself contains the above details plus the Booking Value, Deposit Paid and Amount/Deposit Due.

Cancelled / No Show Bookings

To create reports of No Show reservations or of reservations that have been cancelled, go into the Cancelled Bookings or No Show Bookings Reports section where information is gathered from the History database. It is possible to choose from the following filters in order to visualize the desired Cancelled or No Show reservations in a report: Group Name, Customer Name, Date of Cancellation/No Show, Insertion Date, Booking Type, Number of People Bowling, and the Operator that set the booking as Cancelled or No Show.

The report itself displays the usual details of the reservation plus the Contact Telephone Number, the Date of Cancellation/No Show, Amounts Paid and/or Refunded, Notes (if the booking was cancelled automatically an automatic explanation note appears) and the name of the Operator that cancelled the reservation (displayed as "auto" if cancellation was made automatically).

Function Sheet

The Function Sheet type allows the Bowling Center a simple report of the bookings and requirements for those bookings for a particular day or time period. This type of report is generated from Confirmed, Arrived or Complete bookings and can be utilized at the beginning of each day in order to visualize and prepare for the particular bookings for the day, if it is a Party booking, whether they require food and drink, have Time Games, etc. or for the end of the day when a report of the reservations of the day is required.

The report itself differs from the other types of reports in that there are two rows of information dedicated to each reservation. The first row contains the reservation details plus whether bumpers are required (B – yes/no), the Date of Play and Arrival Time, the Mealtime, the Bowling Time, Number of People Bowling, Eating and the Quantity, that is, the number of bowling sessions or amount of time booked – for Unlimited bookings this section remains blank.

On the second row, notes pertaining to the booking can be found. Other refers to the Time Games linked to that booking, while Menu Choice displays the customer's food preferences, while the Notes field displays any specifics regarding the booking (entered in the Reservation Details window).

Revenue Report

Revenue Reports contain information gathered from both the Conqueror database and the Historical database providing useful data regarding the total sales revenue achieved by the Bowling Center. For example, selecting the Operator as a filter would display the revenue generated for the Center by that particular operator and the Bowling Center can then choose how they wish to utilize this information.

Highest / Lowest Spenders

Here the highest or lowest spending bookings are displayed in the report and how much is spent per person per booking. Through the data in these reports, new methods can be devised by the Bowling Center to encourage customers to spend more for certain types of bookings or on certain days.

Selecting the Booking Type filter, a report on the highest/lowest spending bookings for that particular Booking Type (i.e. party, league) can be formed and selecting the customer filter creates a report on when a particular customer spends the most or the least.

The reports are divided into columns displaying the Insertion Date, the Total Amount, the Amount Spent per Head (in total) and are in order of highest/lowest Bowling Amount.

8. Booking System Settings

8.1 Basic Settings

SETUP > CENTER SETUP > RESERVATIONS

Here the Booking System can be molded to cater perfectly for each Bowling Center.

GRID TIME UNIT

The unit of measurement in the Reservation Sheet is based on the minutes entered here (preferably 10 or 15 minutes), which is also the minimum amount of time that can be booked. The unit of time set here is visible on the Reservation Sheet as vertical broken lines.

LANE STATUS ADVICE TIME

The number of minutes inserted here indicates how far in advance the reservation relative to a specific lane is displayed in the Lane Status window with the Reserved label and the starting time.

START AUTO-ALLOCATION FROM LANE...

Select the lane from which the system starts to propose the first lane compatible with the reservation being created. Here it is advisable to select one of the least used lanes to ensure equal 'wear and tear'. For example in a Bowling Center with 24 lanes where the first 12 are used more than the next, setting the 13th lane here, proposes suitable lanes from that lane onwards so that the other 12 lanes are used more than the first 12. This setting works best in allowing balanced lane usage when changed at regular intervals.

To evaluate the 'wear and tear' of the lanes with more precision, see Lane Usage Reports.

ARRIVAL TIME IN ADVANCE

Specify how much time in advance the player must arrive in order to allow adequate preparation time before the game. At the set Arrival Time, if the booking has not been set as Arrived, the reservation will automatically be labeled Late.

This setting can then be modified in the Reservation Details window.

SUGGESTED MAXIMUM OF PLAYERS PER LANE

This option limits the number of players per lane, in order to maintain a steady pace when playing and must be less than or equal to the maximum set in Center Setup. When this limit of players is exceeded, another lane is automatically assigned. For example if the Bowling Center chooses to set a maximum number of 10 players and 8 players as a Suggested Maximum here, when creating a booking and setting 9 players, the system proposes that the booking be set on two lanes instead of one. This is only a suggestion, whereas if the number of players is over 10, the reservation will occupy an extra lane.

RESOURCE TYPE

Select the Bowling Center's resource (bowling session or Time Game) from the scroll menu and set the default Number of Players, the default Number of Games or the default Time in Minutes; this option is given in the New Reservation window.

MEALS

Here it is possible to set the capacity of the restaurant, that is, the number of people that can be served meals in the restaurant/snack bar during a certain time span. In the space next to Kitchen Shift Length, indicate the length of time in minutes into which each Shift is divided. In the space next to Maximum Number of People per Shift, indicate the maximum number of people that can be served in the restaurant during each kitchen Shift.

Opening Hours

Define the time frame within which it is possible to allocate a reservation within the Reservation Sheet, a time frame that can be visualized outlined in red on the Reservation Sheet. Set Always Open if it is possible to play/reserve games without interruption for 24 hours. The setting From... To... excludes the time that the Bowling Center is closed.

Reservation Types

In this window it is possible to create new types of reservations and modify or remove already existing ones.

This window allows to give a name to the Reservation Type (such as "National League") and the choice of the detail to be displayed in the Reservation Details window for each type: Lanes, Meals, Payments (where accounts can be managed), History, Staff Requirements, Time Games (a tab for each Time Game is displayed) and Bowling Mode can be assigned to the various types of reservations.

Service reservations relative to the management of the Bowling Center are used to block lanes to allow time for scheduled maintenance and the like (or to keep lanes free for walk-in trade). These are not real reservations and do not follow the logic of a normal reservation, therefore when setting a Service Reservation, the other options remain disabled.

To delete a type of reservation, select it in the table and press Remove.

In the lower section of the window, colors can be set for the types of reservations making them easily distinguishable. Select the reservation type in the table, choose the colors by clicking on the Background, Text and Border box and choose if the reservation rectangle has to blink. If these changes are satisfactory, they can be set as default for that reservation type by pressing on the save button. If the new settings are not to be set press the reload button, which recalls the previous default colors.

Reservation Status

Here it is possible to set a color for each reservation status: select the status, set the colors and close.

Press the Color Table button in the Reservation Sheet to see the legend of values set.

History Log Types

Here one can create informative messages that can then be chosen and inserted into the Customer History and the Reservation History by clicking on the Log button in the Reservation Details window.

Group Types and Professions

Group Types opens a window whereby it is possible to define and modify the type of organization of a particular group e.g. Schools, Scouts, etc, while Professions/Workplace allows the operator to define and modify the job description of a group.

This information will be available in the FBT module, when a group is created.

Discover Sources

The Discover Sources (that is how/where the customer first learned of the Bowling Center, like radio, TV advertising, newspaper etc.) can be defined or modified. The information can be used for marketing purposes.

This information will be available in the FBT module, when member/group is created.

Subtract Time from Late Bookings

Tick this option if the operator is to be given the choice to reduce the length of timed bowling sessions when the customer is late, incurring full payment of the reservation regardless of reduced playing time (in such cases a window appears whereby the amount of time to be subtracted from the booking can be entered). If this option is not selected, the original booking time remains valid, delaying all subsequent bookings.

Incoming Reservation Delay (Minutes)

Insert here how many minutes in advance the incoming reservations have to be displayed in the Tab module.

8.2 Further Settings

SETUP > CENTER SETUP > RESERVATIONS

PROVISIONAL AUTO DELETE SETUP

This panel contains settings that determine the automatic elimination of Provisional reservations made by Individual Customers, Groups or Anonymous customers.

For each type of customer the operator can set when the Provisional reservation will be automatically deleted if the customer has failed to confirm their reservation.

LATE ARRIVAL MANAGEMENT

Late Arrival Management refers to how and when a Late Reservation becomes a No Show. That is, manually, Automatic No Show After … Minutes or Automatic No Show at the End of the Day.

Manually setting No Show allows more flexibility. For example, when the Reservation Sheet is not full, the reservation can be moved if the customer is late.

RESERVATION CONFIRMATION

If this option is selected, a summary of reservation details which can be printed, e-mailed or made into a report appears as soon as a reservation has been saved. This is especially useful as written confirmation for customer or Center, of a reservation.

DISPLAY ORIGINAL RESERVATION

Tick this option to visualize the original reservation (in bar form) underneath the actual reservation duration on the Reservation Sheet. This can be useful in cases where the reservation has been moved or delayed. Deselect if only actual reservations are to be visualized, i.e. for Centers visualizing many lanes full of bookings at once, the bar can take up valuable space.

CONFIRMED RESERVATIONS BY DEFAULT

If a Bowling Center chooses not to work with Provisional reservations this item must be selected, if however the Center works with Provisional reservations, they remain Provisional until a deposit is obtained or the reservation is confirmed manually in the Reservation Details window.

ANONYMOUS RESERVATIONS BY DEFAULT

Select this option if reservations are to be set as anonymous by default, skipping the Member Search window when creating a reservation. Useful for Centers that don't always work with Frequent Bowlers, preferring to attach only a name, instead of a customer, to a booking.

PAY AFTER CUSTOMER ARRIVAL

This option can be selected if the Bowling Center wishes to refuse pre-payment, thus dealing only with deposits until the customer arrives and pays in full.

USE QUICK BOOKING WINDOW

Option for Bowling Centers using fast booking: when creating the reservation a simple window appears instead of the standard one. Only two fields have to be filled in: Customer and Notes.

If desired, by pressing the More button, the standard window will open and more details can be defined.

MESSAGE OF THE DAY

In this space the operator can write a message that will be visualized by all of the operators above the Control Panel of the Reservation Sheet. For example: "No league games are scheduled for today". This message remains the same until changed manually.

This can also be achieved by clicking directly on the Customer Space in the Reservation Sheet.

9. Privileges

SETUP > USER PROFILES > RESERVATIONS

Here the manager of the Bowling Center is able to create different profiles regarding reservations for different operators.

Many of these Privileges are directly or indirectly related to managing payments or deposits, others are for security purposes and there are also privileges to customize the Booking System to the Center's needs.

INSERTING AND MODIFYING RESERVATIONS

This privilege gives the operator the possibility to create and modify reservations. Without this privilege the operator can exclusively consult the Reservation Sheet and can't do anything else.

COLLECTING RESERVATION PAYMENTS OR DEPOSITS

These privileges are offered separately for Centers that wish to divide responsibilities (i.e. operators taking bookings can be permitted to work only with deposits, while operators working directly with customers can be given the option to take full payments).

GIVING REFUNDS

Permits the operator with this privilege to perform refunds.

GIVING DEPOSIT REFUNDS

Permits the operator with this privilege to refund deposits for bookings.

MODIFYING RESERVATION PRICE KEYS

This privilege lets the operator change item prices regarding reservations.

INSERTING PAYMENT DATE AFTER DATE OF PLAY

With this privilege the operator can let the customer pay after they have played, which is especially useful for companies to be invoiced the amount due.

OPENING "NOT COMPLETELY PAID" RESERVATIONS

Allows the operator with this privilege to open a booking without having received full payment.

MODIFYING RESERVATION LANE OPTIONS AND BOWLER OPTIONS

Allows the operator with this privilege to modify the names of the bowlers of the reservation, to change Bowler Options and Lane Options.

> Feature available only in BES, Bowland and Bowland-X Bowling Centers.

CANCELING PROVISIONAL / CONFIRMED / TODAY'S RESERVATIONS

These privileges are separated as canceling Confirmed reservations incurs more responsibilities than canceling Provisional reservations, depending on the Bowling Center.

Here the operator is permitted to work with refunds and cancel bookings at late notice risking that the booking space may no longer be filled.

SETTING NO SHOW MANUALLY

Permits the operator to set a reservation as No Show, converting the deposit (if taken) to income.

INSERTING UNLIMITED RESERVATIONS

This privilege gives the operator the ability to insert reservations that can run for an Unlimited time if this option has been selected (not advisable for busy periods).

Inserting Service Reservations

Gives the operator the ability to either block lanes for league customers or tournaments or to reserve lanes for maintenance purposes.

Inserting Anonymous Reservations

Allows the operator who works mostly with walk-in customers to create bookings without specifying a member. This privilege need not be selected for those who must enter customer details when creating a booking.

Confirming Provisional Reservations

Permits the confirmation of Provisional reservations without taking deposits.

Moving Provisional and Confirmed Reservations

Here the customer must be contacted in both cases, but these privileges are given separately because moving Confirmed reservations incurs more responsibility than moving Provisional reservations, depending on the Bowling Center.

Editing Reservation Description

This privilege allows the operator to change the name visualized on the booking rectangle in the Reservation Sheet.

Editing Message of the Day

This privilege allows the operator to change the Message of the Day at the base of the Reservation Sheet.

Skipping Customer Search while Creating Reservations

Allows the operator to enter reservations without the Member Search window appearing, saving time for operators dealing with walk-in customers.

Defining Groups with no Contacts

Allows the operator to create a group without assigning it a contact which is especially useful for an operator taking telephone bookings in a hurry. Whereas those with more time at their disposal, need not have this privilege.

TROUBLE CALL SYSTEM

1. Overview

The Trouble Call System (TCS) offers advanced management of the hardware problems that a Bowling Center can experience, regarding the pinsetter, ball return system, etc. that block the game.

This advanced error management allows the Bowling Center to oversee their mechanics and their work, keep track of the cost of repairs (the amount of time that the lanes are out of action) and to analyze the weaker points on the lanes in order to foresee the purchasing of new material.

Problems are identified immediately by the intelligent MAG 3 pinsetter (or by the bowler or the operator) which sets off the alarms and automatically calls the mechanic to resolve the problem in order to have lanes repaired in the least time possible (minimizing loss of income for the Bowling Center). The MAG 3 pinsetter is a central instrument in the Trouble Call process in that it not only registers an error and calls the mechanic without any external input, but also reports the type of error.

When a problem on the lane is alerted to, the mechanic is automatically informed via the telephone/loud speaker with a synthesized message created by Conqueror upon notification of the Trouble Call, as to the type of error and the lane upon which it occurred. The mechanic resolves the problem and restarts the lane in error so that bowling on that lane can recommence.

The use of the telephone within the Trouble Call System enables communication between Conqueror and the mechanic, providing the mechanic with information as to the status of lane errors and Conqueror with feedback as to the mechanic's movements.

TCS provides a detailed description of any problems preventing play on the lanes in real time. It also provides reports relating the management of such problems, from the moment they were signaled until their resolution and which include the time taken to resolve the error. The Bowling Center can use such reports also to gauge (and therefore plan) how often maintenance work needs to be performed on the lanes.

Module available only in BES, Bowland and Bowland-X Bowling Centers.

TCS displays animation on the lane monitors and changing icons within Lane Status that allow visualization of the progress of problem resolution, allowing immediate visualization of the status of the Trouble Call.

This icon indicates that a mechanic call has been made for the lane.

The above icon indicates that the technician has received and responded to the mechanic call and is working on the problem.

To set the Trouble Call System Quick Button, see Terminal Setup.

2. Trouble Calling

A problem can be reported on the lanes by various sources; the MAG 3 pinsetter, the bowler or the operator at the front desk, and the alarm and various warning devices which can be set as desired (according to the Bowling Center's needs) are activated immediately. The mechanic is automatically called by the system to solve the problem.

2.1 Signaling Errors

The MAG 3 Pinsetter

MAG 3 is an intelligent pinsetter that identifies and reports its own problems, provoking the alarms/warnings. This is an important part of the Trouble Call process in that it cuts out intermediaries, directly setting off alarms and calling the mechanic immediately.

The Bowler

When an error occurs on the lane, players (lane equipment permitting) can inform the operator by pressing the button on the ball return.

If the Bowling Center works with BES, this can also be performed on the lane console through the menu.

The alarms and warnings are activated with a default message for the mechanic and loud speaker such as "Lane 4, Bowler call".

Bowlers can utilize the menu/button to report errors on the lanes if the Mechanic Call option has been checked through SETUP> BOWLING SETUP> LANE OPTIONS.

The Operator

Problems can be registered from the Lane Status module by pressing Mechanic Service – then Mechanic Call and entering the message to be transmitted both to the mechanic by phone and over the loud speaker and press OK.

A Trouble Call can also be made through the TCS module (BACK OFFICE > TCS) by pressing New, selecting the lane with a problem followed by OK. The panel requesting the vocal message then appears; enter the appropriate message and press OK.

If a message isn't entered, a default message will be transmitted for the lane selected.

The Mechanic

The mechanic can acknowledge an error by pressing the button behind the pinsetter or through the Acknowledge option on the telephone and commence repairing the lane, provoking the Work in Progress mode.

2.2 Alarms / User Warnings

When a problem on a lane is signaled, alarms and warnings are activated for technical staff.

According to the configuration of the Bowling Center the following warnings/alarms can be set:

- Telephone calls relaying descriptive messages to the mechanic as to what type of error has occurred – the phone repeats the same message, until a response has been received.
- Conveys vocal messages through the loud speaker which is repeated until a response to the Trouble Call has been received.
- The alarm siren.
- Pop up of TCS module for front desk users "Intervention required on lane no…" if the request for repairs comes from the MAG 3 pinsetter or from bowlers on lanes (enabled in SETUP > TERMINAL SETUP > PREFERENCES).
- The individual lights behind each lane, that flash on the lane with a problem.
- The general light above the lanes indicating that a lane is out of order.

The lights continue flashing, the telephone rings and the siren sounds in alert mode until acknowledgement/cancellation of the trouble call has been given.

3. Managing a Trouble Call

3.1 Dealing with Trouble Calls through Lane Status

FRONT DESK > ALL LANES

To acknowledge, cancel or complete a Trouble Call from the Lane Status module, click on the relevant lane icon and press Mechanic Service whereby a panel appears allowing the operator to Acknowledge, Complete or Cancel the Trouble Call.

The icons in the Lane Status module reflect the status of the Trouble Call in real time, allowing the operator to be up to date with the Trouble Calls and when it is possible to re-open lanes.

These actions can also be performed by the mechanic, using the telephone.

3.2 Dealing with Trouble Calls through Back Office

BACK OFFICE > TROUBLE CALL SYSTEM

The upper section of this window contains the Trouble Call events table, with the events that have been selected for visualization through the Filter button below.

Selecting an event activates various options at the base of the screen as well as completing the fields under the table with the relevant information.

Underneath the table, fields display pertinent data to the event selected, such as the Date and times of specific actions, the Lane number, the Source of the Trouble Call (i.e. from terminal, lane or mechanic), the Game Type, Error explanation and the Status of the Trouble Call.

Here the name of the Mechanic can also be entered which is then saved with that event for future reference.

To acknowledge, cancel or complete a Trouble Call from the Trouble Call System module, select the relevant event from the table in the upper part of the window which activates the options and the operator can Acknowledge, Complete or Cancel the Trouble Call.

The following keys are activated only when necessary:

- Start Work substitutes the Complete button if the Trouble Call hasn't already been acknowledged by the mechanic.
- Confirm lane appears (where the Acknowledge and Complete buttons would normally be) if the request regards a pair of lanes and it is necessary to identify which of the two lanes has a problem.

3.3 Vocal Messages

Press Vocal Messages to send vocal messages to the mechanic/loud speaker and to listen to messages sent by the mechanic via the telephone by pressing Send and Received respectively.

The Received tab allows the operator to see the time and date that the mechanic sent the vocal message, which can be heard by pressing Play and can also be Deleted.

4. TCS Reports

4.1 Filters

Press Filters to visualize specific Trouble Calls in the Trouble Call System window which can then be transformed into Reports.

First of all exclusively Open Calls Only (only incomplete trouble calls) can be filtered. Also a time range can be specified by enabling the Filter by Dates option and by selecting a starting date (From) and an ending date (To) in the scroll down menus. Finally, it is possible to choose if Trouble Calls have to be put in order according to Status or Date.

4.2 Reports

Here reports can be generated containing relevant information as to the problems/technical errors that occur on the lanes. This report type can be of particular use for the mechanic when planning maintenance work in advance or keeping track of maintenance staff's working hours, etc. This general report can also include a supplementary section regarding the data of lanes in Workshop mode.

Technical interventions can also be carried out according to the error type, the lane (statistics of errors per each lane), the frequency of errors occurred in the Bowling Center (from the most frequent to the less frequent), the down time (highlighting the time bowlers have remained blocked), allowing the Bowling Center to monitor costs linked to repairs.

Once suitable filters have been selected, press Report whereby the Print Report window appears.

The report itself includes the Date, Lane, Opening Mode, Source, Start, Mechanic Arrival, End, Response Time, Work Time, Down Time (the amount of time that the lane was out of action), Status, Mechanic, Error/Comments.

At the end of the report is the summary of data regarding the Trouble Calls in that specific report; vocal messages sent to the mechanic are summarized separately.

5. TCS Setup

SETUP > CENTER SETUP > TROUBLE CALL SYSTEM

In this window it is possible to configure QDacs, set the alarm and warnings and configure the voice alarm.

When all of the settings have been defined, press Save.

Here it is also possible to send a reboot command to the QDac currently selected in the drop down menu, by pressing the Reboot button.

The Alert on all QDacs check is located at the top of the window; if checked, the settings contained herein are applied to all QDacs present within the Bowling Center. If, for example, there are two levels within the Center with 20 lanes each, the QDacs should have separate settings (this option should therefore remain unchecked) so that a lane error upstairs doesn't provoke the alarms downstairs if there are mechanics present on both levels.

5.1 Alarm / Warning Settings

Press New to set a new QDac or press Delete to eliminate the current QDac.

Enter the Serial Number and a Description for the newly created QDac.

LANES

The lanes setting must be set from the first lane to the maximum number of lanes connected to the QDac being configured e.g. 1-24 if the Bowling the QDac is connect to the first 24 lanes in the Center and 25-50 for the second QDac.

STATUS

Indicates whether the Conqueror Server is connected or not to the QDac.

ALARM CHECKS

Select from the following options to tailor the type of alarm/warning system desired:

- Phone – enables the TCS "call mechanic" system, recording of messages and work in progress updates, see TCS Handset Commands for details.
- Disable Phone Acknowledgement – useful in that the mechanic can only acknowledge a Trouble Call by pressing the button behind the pinsetter assuring the Bowling Center that the mechanic is working on the problem.
- Light Alarm – enables the flashing light indicators
- Sound Alarm – enables the siren
- Speaker Alarm – enables the loud speaker to convey voice warnings
- Back-end Leds and Switches – enables the lights and switches behind the lanes

Keep Records for ___ Days

This setting allows defining how many days the Trouble Call records are kept for and can be referred to in the Trouble Call System window.

5.2 Vocal Alarm Settings

Voice

The "voice" can be chosen from those installed, utilized when transmitting vocal messages via the telephone to the mechanic or via the loud speaker.

Voice Speed

The speed of the voice – set by default to 10, choose between 0 and 20.

Voice Volume

Control the volume of the voice heard on telephone and loud speaker messages.

Phone Timeout

The timing out of the telephone message (in seconds, from 30 to 240, with default set at 60) is the time between which a new trouble call can be transmitted to the mechanic if there are other lanes waiting for assistance.

Repeat Frequency

The timing out of the speaker message (in seconds, from 30 to 240, with default set at 60) is the time between which the message transmission is repeated to the loud speaker when the lane is still waiting for assistance.

Phone Pause

Pauses of a tenth of a second are inserted at the beginning of a message for the mechanic's telephone, set by default to 10, but can be set between 0 e 30.

Speaker Pause

Pauses of a tenth of a second are inserted at the beginning of a message for the loud speaker, set by default to 10, but can be set between 0 e 30.

The pause at the beginning of the message permits the user to identify when the message starts and ends – especially useful for telephone messages, where the message is repeated indefinitely until it is acknowledged, cancelled or changed.

Speaker Repetition

The number of times the message is repeated on the loud speaker, set by default to 2.

Test Sentence

A test sentence can be entered in order to test the above settings. Enter a phrase and press Test.

6. Privileges

Make a New Trouble Call

Setup > User Profiles > Operate

This privilege allows the user to signal a problem on the lanes, activating alarms and calling the mechanic.

Acknowledge a Call

Setup > User Profiles > Operate

With this privilege enabled, the operator can acknowledge a Trouble Call, and is therefore responsible for registering through Conqueror that a mechanic has started working on a problem. This privilege can be useful when monitoring time taking for problem resolution, keeping track of mechanic's working hours, (see Disable Phone Acknowledgement within TCS Setup).

Complete a Call

Setup > User Profiles > Operate

An operator with this privilege is able to register when the mechanic has repaired the error and therefore completed the Trouble Call, (i.e. the operator is directly responsible for entering the mechanic's working hours).

Cancel a Call

Setup > User Profiles > Operate

Without these access privileges, the operator cannot cancel a Trouble Call in the Trouble Call System window.

Access TCS Plugin

Setup > User Profiles > Technical

This privilege allows the operator to access the Trouble Call System window.

Access TCS Setup Plugin

Setup > User Profiles > Technical

This privilege allows the operator to access the Trouble Call System tab within Center Setup in order to modify the alarm and warning settings.

7. TCS Telephone Commands

The use of the telephone within the Trouble Call System enables communication between Conqueror and the mechanic, providing the mechanic with information as to the status of lane errors and Conqueror with feedback as to the mechanic's movements.

7.1 Entering Response Codes

The generic command format is:

* <LANE NUMBER><COMMAND>*

With the * symbol present at the start and end of a sequence.

The lane number is composed of either 2 or 3 digits. That is, the number of lanes affects the number of digits, so if there are more than 99 lanes, 3 digits must be entered for the lane number; for up to 100 lanes (including 1-10 lanes), 2 digits are entered.

The number of lanes in the Bowling Center is set by a command sent from Conqueror to the QDac, setting the number of digits to use. The mechanic needs to use the correct number of digits for the lane, or the command will not be executed (if the number of lanes is set at 20, the code to enter for lane 8 is '08', not simply '8').

The mechanic's own recorded message (used to send messages to Conqueror) requires that the mechanic enters zero to start recording, therefore the code must be '00' or '000' according to that explained previously.

The mechanic gets feedback as to the correct/wrong sequence entered through confirmation (for a correct sequence or a correct sequence on an incorrect lane) or an error tone (for incorrect sequences) given by the phone. The mechanic hereby understands if the correct command has been recognized or if the incorrect code was entered and it is necessary to try again.

7.2 Commands

The following commands are entered in numeric form after the lane number:

ACKNOWLEDGE (KEY 1)

This command can be used in 2 ways:

- When referring to a specific lane it puts the lane in Work In Progress mode (i.e. if a Trouble Call has been signaled on lane 2 of 20 lanes, the mechanic would acknowledge this call by entering the code *021*.
- If the lane specified is zero, this response acknowledges the generic message sent by the operator through Conqueror. Generic messages are used for communication between operator and mechanic when a specific lane is not referred to (e.g. the message "Do you need the spare tool kit?").

REPAIRS COMPLETED (KEY 2)

The mechanic enters the lane number followed by this code (i.e. *032* to convey that repairs are complete on lane 3), resetting the lane as OK, having finished the repairs.

CANCEL REQUEST (KEY 3)

The mechanic resets the lane as OK, canceling the request received as there was no error found (false alarm).

For example *053* cancels the error reported on lane 5, as no repairs were necessary.

PERFORM A PINSETTER PARTIAL SET (KEY 4)

Enter *184* to perform a pinsetter partial set on lane 18.

If the pinsetter is not capable of performing a partial set, a cycle will be executed instead.

If not supported by the pinsetter, the operation will not be executed.

Perform a Pinsetter Full Set (Key 5)

Enter *025* to perform a pinsetter full set on lane 2.

If the pinsetter is not capable of performing a full set, a cycle will be executed instead.

If not supported by the pinsetter, the operation will not be executed.

Spot Pins (Key 6)

This allows the mechanic to identify the pins to be set as they were when the game was interrupted due to an error, so that the game can recommence from when the error occurred. After the command '6', a list of pins to spot must be entered as follows:

- *056 78* to spot specific pins on lane 5 (in this case, only pin 7 and 8).
- *206 0631* to spot specific pins on lane 20 (pins 10, 6, 3, and 1 – pin 10 is referred as digit 0).
- *206* this is an error: no pin specified for the spot pin command on lane 20!

When a command has been executed correctly, the list should contain at least one pin digit and no pin digits should be repeated.

If not supported by the pinsetter, the operation will not be executed.

Record Vocal Message (Key 9)

To record a message, enter zeros instead of the lane number.

The second * symbol confirms the command; after which, the recording begins and goes for a fixed amount of time (20 seconds). To finish recording before the time is up, press * and the recorded message will be saved.

To discard the message while recording, press #.

If the message has been recorded correctly, confirmation of correct sequence (as used for other commands) will be received; on the other hand, if the command is aborted, an error message will be played.

Aborting a Command (Key #)

Pressing the # symbol, aborts the command. After which, enter the correct sequence starting and finishing with the * symbol.

CAMERAS AND REAL TIME INCOME

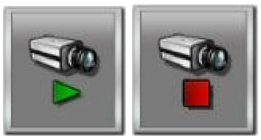
1. Camera Management

BACK OFFICE > CAMERAS AND REAL TIME INCOME

The Cameras & Real Time Income module allows owners and managers to control the Bowling Center's activities through digital cameras, either from a local or remote location.

Choose the camera to be displayed out of those available on the list.

Then click on the camera picture to see the shooting on the right.



It is possible to move the focus in four directions and to zoom in/out (if the camera allows) through the control panel.

CAMERA SETUP

Press Setup to access the camera setup module.

Press New to open the window where the main camera parameters can be defined. Enter an identification name (Description), type the IP Address in the specific boxes and select the camera Type in the scroll down menu.

If a Login Name with a Password have been set during the camera installation, it is necessary to enter this data here.

2. Real Time Income

BACK OFFICE > CAMERAS AND REAL TIME INCOME

The Real Time Income feature displays the income of the Center that Conqueror is connected to as it increases.

This module is used by owners and managers to view the Center's income either from a local or a remote location.

Terminal	Total	Bowling	Shoes & socks	POS	Time gar
1-Main Cash Drawer	4,418.75	3,512.00	180.00	726.75	
4-Slot Machines	5,658.10	52.20	390.40	2,299.50	
5-Pro Shop	2,277.30	1,462.50	316.80	198.00	
Center totals	12,354.15	5,026.70	887.20	3,224.25	

When the plugin is opened, the day's takings are displayed as they increase, grouped by terminal and main department (e.g. Bowling, shoes, bar, etc.), updated in real time, as soon as payments are taken.

From the scroll down menu it is possible to choose the starting day (by default Today is selected). For example, if on Sunday you want to see the situation since the beginning of the weekend, select Friday in the scroll down menu.

MULTI MEDIA SYSTEM

1. Overview

The Multi Media System allows the broadcasting of a variety of information and video to additional big screens in the Center.

The MMS screens show real time standings. The standing type (normal, top 10 or based on the game scores) to be displayed can be set easily, as can the relevant lane set to be displayed. The individual or team real-time scores and statistics are displayed with scratch and/or handicap as they score, even if involved in a league or a tournament.

The MMS screen allows also the real time display of scores relevant to one or more lanes of the Bowling Center, with additional display options.

Predefined price lists can also be displayed. This is extremely useful, eliminating paper price menu and providing an automatic update of the dynamic prices. Conqueror allows the selection of the items to be displayed, to type promotional messages to advertise products or promote events with the Center's logo.

The new Strike Challenge Special Game is a competition between all of the lanes, each lane advancing in the race as the players achieve strikes. The first lane to cross the finish line by achieving the set number of strikes, wins the race and a new race can begin. The real time progress and results of the race can be displayed on the MMS screens.

2. MMS Monitor Management

SETUP > TECHNICAL SETUP > MULTI MEDIA SYSTEM

In the first tab, Monitors contains a scroll menu for each monitor set in the Setup tab.

The MMS and the name belonging to each monitor are specified here.

Furthermore the colored dot indicates the status of the MMS: when functioning it is green and when it is inactive it is red.

Select the session to be displayed from the scroll menu for each monitor, from those set previously in the Standings, Scores, Price Lists tabs or Strike Challenge plugin.

When choosing a score, standings or Strike Challenge session, a supplementary check appears where the lane involved is specified.

2.1 Standing Session Setup

The MMS screen can display different types of real time standings for lanes that can also be involved in a league or a tournament.

Different sessions must be created which are then assigned to the lanes through the Monitors tab. For each session, different classifications can be selected which will be displayed on the screens by rotation, one after the other.

For the Standings and Top 10 Standings, individual and team classifications are available, based on the scratch only or based on the scratch with handicap.

For the Top 10 Game Standings category, individual or team classifications are available as is a classification with the Individual Best Games over Average option that only displays the games with scores above that player's average, highlighting the player's progress.

Press Add, give the session a name and set the options.

2.2 Score Session Setup

The MMS screens can display the lane scores in real time.

Feature available only in BES, Bowland and Bowland-X Bowling Centers.

Different sessions must be created which are then assigned to the lanes through the Monitors tab. Every session can be different, with specific display options.

Press Add to create a score session and in the window that opens, attribute a name to that score session.

Carry over Game Total

Here it is possible to have the cumulative score of previous games together with the current game score which adapts accordingly as the game progresses.

Display Game Total with Handicap

Set this option if the handicap is to be added to the total game score.

Display Team Info

Choose if the score line is to contain:

- the total only,
- team's scratch, handicap, bonus and total,
- no additional information.

2.3 Price List Setup

In this tab it is possible to define/set the price lists to be displayed and the promotional message and logo that are displayed together.

Different price lists can be created which are then assigned to the MMS screens through the Monitors tab. Various price lists can be created for different occasions; for example a price list could be created for Sunday evenings and another for children's parties.

On the left of the window the Center's price keys are displayed, divided into the various departments, in a tree structure.

On the right of the screen the price lists to be displayed on the screen can be set. Each price list can be subdivided into price groups, for example: price group for sandwiches, soft drinks and price groups for pro-shop merchandise, etc. Each price group has its own title that is highlighted on the screens.

Managing Price Lists

To create a new price list, press Add List and enter a name for it to be displayed in the Monitors module.

Then set the first page to be displayed on the MMS screens, with a Top Message, Logo and a promotional message (Special Offer).

Enter the Top Message that will be displayed in the upper section of the MMS screen, select the picture for the Logo and in the Special Offer tab, enter a welcome message and/or a promotional message, to advertise products or promote events.

Next create the various Price Groups for the price list.

To eliminate or rename a Price List created previously, select Delete List / Rename List from the scroll menu.

Managing Price Groups

To add a group to the current price list, press + and enter a name for the new group in the window that opens. The name will be displayed on the MMS screens as the title of that group of items.

To insert items, double click on the desired price key in the tree structure or select the price key and press Assign: then complete the table for the price group.

To remove a price key from the list, double click on the price key in the table, or select the price key and press Remove.

The two arrows at the base of the table, on the left, are used to modify the order of the price keys: the selected price key is moved up or down according to the arrow pressed, making it easy to order them.

To go to the next tab in order to set the price keys for the next price group, use the arrows located near the group name.

To eliminate the current tab, that is the current price group, press the trash button.

2.4 MMS Monitor Setup

The technical data necessary for the functioning of MMS is set in this tab.

To set a new Multi Media System, press New, so that the scroll menu contains the new option i.e. "MMS 1", "MMS 2", etc.

For every MMS set, insert the MAC Address, specify whether the TV Cable is available and set all of the monitor specifications and a name and define the coordinates for the image.

When the MMS needs to be restarted, press Reboot.

To eliminate a set MMS, select it in the scroll down menu and press Delete.

3. Strike Challenge

The Strike Challenge is a competition between all of the lanes, based on the player's ability to strike.

The special ability Strike Challenge game is preset to be played on a certain number of lanes, each lane advancing in the race as the players achieve Strikes. After each Strike is achieved on the lanes, a summary of the race placing is displayed on the MMS screens.

The first lane to cross the finish line by achieving the set number of Strikes wins the race and a new race can begin. There is also the possibility of continuing the game after the first lane crosses the finishing line, until all prizes have been won through the Loop Mode setting.

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

3.1 Strike Challenge Management

The Strike Challenge management is accessed through:

- LANE STATUS > SPECIAL FUNCTIONS > STRIKE CHALLENGE with Bowland,
- SETUP > BOWLING SETUP > SPECIAL GAMES with BES.

In this window different Strike Challenge sessions must be created which are then assigned to the lanes.

To access this module, the Access to the Special Games configuration privilege must be assigned to the relevant operator.

In the upper part of the window are the informative fields relative to the actual Status of the Session selected, while the lower section contains the buttons utilized to create and delete sessions of the Strike Challenge, trace the prizes distributed and cancel Strike Challenge sequences from the table.

Use the New button to create a new session of the Strike Challenge and Remove to cancel a session.

The Save button is activated when any details of a session have been added or modified.

The settings applied to each session can then be modified if need be while the Special Game is running.

STRIKES PER RACE

Set the number of Strikes necessary to finish the race, whereby the player that achieves this amount first, wins.

AVAILABLE PRIZES

Available Prizes refers to the number of prizes that the Bowling Center is willing to award for that particular session of Special Game, in other words, the number of wins allowed for that session.

PRIZES ISSUED

Prizes Issued refers to the prizes that have been won from the beginning of the selected Strike Challenge session.

LOOP MODE

This setting allows the race to continue after the first lane has crossed the finish line.

PRESTART ALERT

Set the Pre-start Alert field, by entering the amount of time (no more that 5 minutes). During this period, animation counts down the minutes until the Strike Challenge sequence begins.

LANES

First select the Strike Challenge session in the table, then click here to select the Lanes on which it (the Strike Challenge session) has to be played and Save.

When Strike Challenge session is running, the monitor of the MMS on which the animations are shown has to be chosen.

STATUS

This refers to the status of the selected session, which can be either created, running or stopped.

AWARDED

In the session details table it is possible to keep a record of prizes that have been given to customers, to do so, select sequences with Win in the Result column and press Awarded.

When closing lanes, the View Prizes button is activated in the Lane Control and in the Score windows. By clicking on it the names of the customers who have won prizes are displayed and a receipt can be printed:

- for all players who have won prizes

or

- for one specific winner (by using the scroll menu).

DELETE

Press Delete to open a panel where it is possible to choose whether to delete the sequence selected in the session details table or only the sequences prior to the selected sequence or all of the sequences in the table. Here there is also the option to delete all of the sequences except for those not yet attributed prizes; to do so, check the option and then delete all.

4. MMS Program Upload

SETUP > TECHNICAL SETUP > MULTI MEDIA SYSTEM PROGRAM UPLOAD

From this module, MMS programs are sent to the MMS hardware.

This upload operation is necessary after updating Conqueror and after changing the MMS hardware.

Before proceeding with the upload, it is important to check that the correct Score Shared Path has been entered in the System tab in Center Setup, so that the programs are downloaded from that specific directory. It is also necessary to ensure that the correct Server IP Address has been set.

Click in the MMS Selected section to choose the MMS to which the programs are to be sent, and press Upload.

The MMS selected are listed in the MMS column, while in the Message column, the progression of the upload is displayed: step 1 of 12, step 2 of 12, etc. until the “Upload successfully completed” message appears.

> Because they are considered delicate operations, all of the above are registered in the System Log.

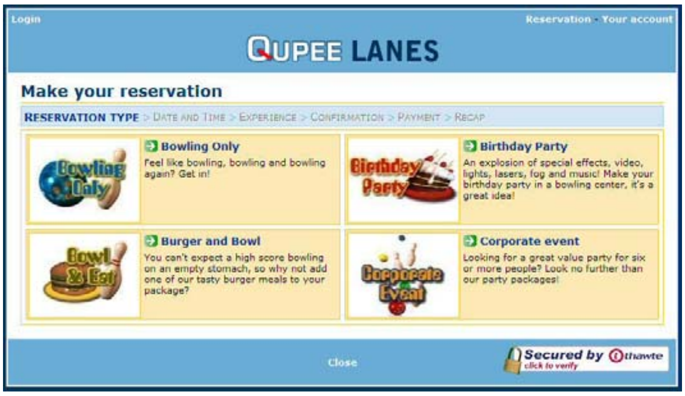
WEB SETUP

1. Web Booking Settings

Before using the Internet Booking feature, it is necessary to set at least 1 Web Scenario.

A reservation Scenario is a web reservation type and it is made up of: a name, a personalized topical picture, a deposit value, a reservation type, a brief description, a note and price keys.

In this case, for example, the Bowling Center has 4 scenarios, displayed in 4 squares:



Scenarios are set in Conqueror Pro in SETUP > WEB SETUP.

1.1 Creating Reservation Scenarios

To create a scenario press New, enter the Scenario settings as described below and press Save.

NAME / PICTURE / DESCRIPTION

Give the scenario a name that will be displayed at the top of the scenario square.

Choose a Picture to illustrate the scenario and type a short Description that will be displayed next to the picture.

Pictures must be previously saved on the computer. To load one of them press the folder icon and select the picture directory.

RESERVATION TYPE

Choose the Reservation Type to associate to the current scenario.

The Reservation Types available in the scroll down menu are those set previously in CENTER SETUP > RESERVATIONS.

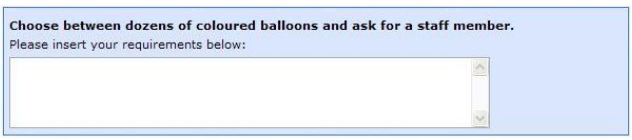
DEPOSIT

Here it is possible to set the deposit the web customer has to pay by credit card to confirm their reservation.

The deposit can be either a percentage of the total reservation due or a fixed amount: select the deposit type and specify the desired values.

NOTE

Enter a memo for the scenario, which will be displayed above the customer requirements and highlighted in boldface type in the reservation confirmation window.



1.2 Linking Price Keys to the Scenario

At least one price key has to be associated to the scenario.

Price keys will be displayed in the Experience window of the website and the customer will be able to choose the one they prefer.

To associate price keys to the scenario, click on the scenario on the left-hand side and press the Price Keys button: the whole price key structure opens and it is possible to choose all the price keys to associate to the scenario.

Click on a department to display its price keys, then select the price keys to be assigned to the scenario and press the assign arrow. Similarly, to remove a previously chosen price key, select it and press the remove arrow.

It is possible to use the multiple selection of price keys by pressing the Ctrl key on the keyboard.

After choosing the scenario price keys press OK and save.

1.3 Scenario Display Order

The various scenarios will be displayed on the website in the same order they are displayed in this window.

Use the blue arrows to move the scenario up and down.

1.4 Web Reservation Times and Conditions

Reservation Times

For each day of the week define the time frame within which booking is possible.

> These times have to be compatible with the Bowling Center Opening Hours set in Center Setup > Reservations.

Book before Playing (Hours)

Specify how much time (hours) in advance the customer must book.

Reservation Time Unit (Minutes)

The unit of measurement for web reservations is set here (e.g. 15 or 30 minutes). This is also the minimum amount of time that can be booked.

The number of minutes has to be a multiple of the Grid Time Unit of the Reservation Sheet set in Center Setup > Reservations.

Show Price Keys Available before / after Selected Time (Minutes)

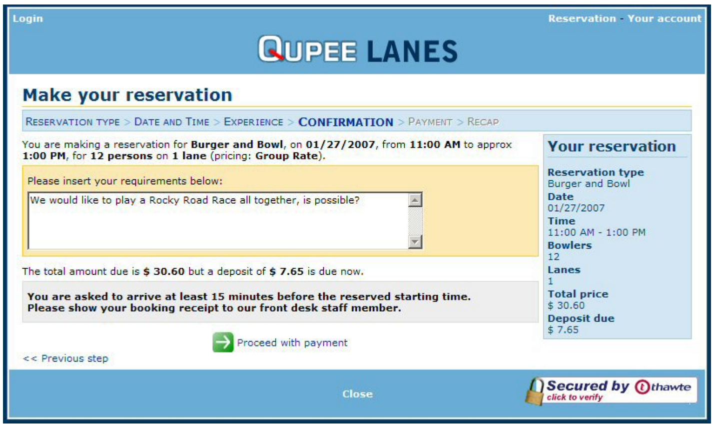
The main price key associated to the scenario will be displayed in the Experience window of the website in boldface type, but it is also possible to display alternative price keys to the customer.

With the 2 options Show Price Keys Available before Selected Time and Show Price Keys Available after Selected Time it is possible to set the time frame within which alternative price keys have to be suggested.

RESERVATION CONDITIONS

Enter the conditions customers have to respect regarding their reservation.

The Reservation Conditions entered here will be displayed below customer requirements and will be highlighted in boldface type in the reservation confirmation window.



DEFAULT PASSWORD FOR WEB USERS

Members with the Web User option enabled can login to the Center Website using their e-mail address and the default password set here.

After logging in with this password, the member can choose a personal one.

1.5 Center Legal Information

DISCLAIMER

A default disclaimer prepared by QubicaAMF is available in this box. Centers can use it after personalizing it.

Before using this disclaimer, it is necessary to:

- specify the Center's own Return Policy
- enter the Bowling Center data in the Contact Information paragraph

The Bowling Center can also use this space to paste a disclaimer prepared by its own attorneys.

The disclaimer set here will be visible in the Legal Terms and Conditions page of the website only if modified and saved.

CONTACTS

The Contact page will be visible in the website only if this part is completed with the Center data (name, address, telephone, e-mail address, etc.).

In this space, the Bowling Center can decide to supply all the information it considers necessary for being contacted by customers (call center, etc.).

E-MAIL

The e-mail address specified here will be used as sender of the e-mails related to username activation and password recovery.

2. Web Booking Reports

BACK OFFICE > REPORTING > RESERVATION REPORTS

Reports regarding web reservations can be created in the Reservation Reports section by choosing the specific Source filter in the Reservation Details report.

CENTER SETUP

1. Overview

These settings should be performed with care, as they influence the functioning of all facets of Conqueror and therefore the organization of the entire Bowling Center regarding lane opening, security, payments and prices, technical aspects, reservations, troubleshooting and other settings vital to the smooth-running of the Center.

The relevant privilege is required in order to access these Center Setup options.

Tabs regarding specific modules such as TCS, Reservations, Tournaments,… can be found in the corresponding sections.

2. Basic

Security

Check this option to set Conqueror Security, having already equipped each operator with a password and a profile in order to define which operations can be performed by each operator.

Time Tracking at Log on / Log off

Check to link the Time Tracking system to Conqueror user log on/off, whereby Conqueror proposes the Time Tracking window immediately after that of log on/off.

Automatic Safe Mode After

Set the number of minutes after which the terminals will automatically enter Safe Mode.

To deactivate the automatic Safe Mode, set it to zero.

Center Language

Here the language utilized in the Center can be viewed.

By clicking on this area the language can be changed by choosing the desired language from the drop down menu and pressing Translate.

Mask Language

Choose the language from the drop down menu, to be applied to the score grids.

Speed Unit

Here choose the unit of measurement (between km/h and m.p.h.) to use for displaying the speed of throws.

Paper Size

Choose between the A4 and Letter paper formats, for the system printers.

Normal / Compact Report Font

Here the two fonts utilized for the reports can be chosen.

The first font is utilized for the titles, in the footers of reports, etc. while the second is utilized for the column content where the font is more compact as the space is reduced.

Current Bowling Day

The Current Bowling Day default is set as the System Day of Week. When using the default setting, the price keys utilized are those set for that day of the week.

When a public/bank holiday falls during the week, for example on a Tuesday, the holiday price keys should be applied (e.g. EXTRA1) instead of those used on normal Tuesdays. If this holiday has not been programmed in the Calendar as EXTRA1, the system can be programmed to function as it would through EXTRA1.

This manual setting is valid for one bowling day and therefore when the date changing moment comes, the setting returns to the System Day of Week.

The Current Bowling Day is displayed in the external frame of the Main Menu.

Modifications of this setting are registered in the System Log.

First Day of the Week

Select which day is to be considered the first day of the bowling week in the Calendar, for the price key/bowling mode table, in the reports, etc.

Day Changing Time

Set the time at which the system changes from one day to the next.

For Bowling Centers that close after midnight, here the time that the Center finishes trading for the day can be set so that sales made after midnight are still considered part of the previous day's takings.

For example if the Center closes at 2 am and re-opens at 6 am, it is advisable to set the day changing time to 4 am, so as not to risk performing operations on the wrong day.

System Date / Time

These two fields contain the system date and time settings, controlled by the Conqueror Server, with which all Conqueror terminals in the Center are aligned.

Manual modification of these parameters is viewed as a suspect operation and is therefore registered in the System Log.

External Time Server / ET-Host Time

Choose whether or not the Conqueror Server is to be aligned with the time and date of an External Time Server (for example that of the local network) or the ET-Host.

By selecting the External Time Server, the previous System Date & Time fields are deactivated and therefore cannot be modified manually as they are aligned automatically with the External Time Server.

By selecting the ET-Host option, the Conqueror Server aligns itself with the ET-Host data, which can be modified manually in the system time and date fields.

Default Report Export Format

Here the default format for report exportation is set by selecting the following formats in the scroll down menu: doc, pdf, xls, xml.

Boss Password

Press to access the window where the Boss password can be modified.

Boss is the virtual administrator Conqueror user that has all privileges and can perform important and risky operations.

In general the system administrator has this password, that is, the manager or a user with the authority and competence to manage the more sensitive areas of the system.

Print License

Allows the printing of the Conqueror Software License Agreement complete with a table containing the Purchased Modules.

Licenses

Only the BOSS User can access the Terminal License Setup, utilized by the installation team to activate the acquired modules on the various terminals (such as the Booking System module license).

Activation

Allows the insertion of the activation key.

The activation key is text in code that, when inserted into Conqueror, activates the modules that require licenses, such as the Booking System, Advertising, etc.

When new modules are purchased and when a new version is installed, the activation key is modified and will have to be re-inserted using this option in order to substitute the previous one.

The Search button allows the acquisition of the activation key from the directory in the computer upon which it was saved.

3. Lane Control

Opening Modes

Choose which lane Opening Modes are utilized by the Bowling Center, which are then accessed through Lane Status for opening lanes.

Here a Primary and if necessary a Secondary, and Third mode are defined. The primary mode should be chosen carefully as it is applied by default when double clicking on a lane icon in the Lane Status module.

FB Confirmation Dialog

Select this option to display a confirmation dialog after swiping a membership card from Lane Control: the member's details will be displayed, allowing the confirmation of the authenticity of the membership card.

Deselect if this confirmation is unnecessary in order to speed up the process.

Force Sign in Screen on Lane

If names are to be inserted by the players themselves through the lane keyboard, through this option the total number of bowlers can be set in the Lane Control screen, using the Bowler No. button without specifying a name, so that when the players get to the lane, the system proposes the name-entry screen before play.

The alternative is to specify a Default Bowling Name Prefix to be automatically displayed alongside the player number, that together form the player name seen in the Lane Control window and in the score grid.

This option is only available if the keyboard has been enabled in the Lane Setup module.

> Feature available only in BES, Bowland and Bowland-X Bowling Centers.

Default Bowling and Time Game Name Prefix

Specify the prefix to be automatically entered with the player number which will be displayed as the player name in the Lane Control window and on the score grid.

For example if "Player" is entered as the prefix, bowlers are displayed by default (with a progressive number) as Player 1, Player 2, etc.

If it is set so that the names are to be inserted through the lane keyboard, this option will not be available.

Defaults for Reports and Statistics

These values allow the automatic conversion of frames and the unlimited game to numbers of games, for inclusion in Statistical Reports.

Enter the average number of Frames per Game and Games in Unlimited Opening to be considered.

Maximum Number of Players per Lane

Enter the maximum number of players that can be assigned to a lane.

In BES, Bowland and Bowland-X Bowling Centers the maximum number of players per lane is 12 while in BOSS Centers the limit is 8.

Lane Control Refresh Rate

Specify the frequency (in seconds) with which the Lane Control screen must be automatically refreshed.

To refresh manually, press F5 on the keyboard.

Set Games / Time to _

When using the Set Time or Set Game buttons in Lane Control, specify whether the game is attributed to the Selection made (players and/or lane) in the last column in the Lane Control screen, or, regardless of the selection, the game is attributed to;

- Players Only, so that each player has a separate account
- Lane Only, to produce one account for the entire lane.

This setting helps speed up the operators tasks.

Estimated Duration

Enter the estimated average duration that the lane is open in the following modes: Game in Single Opening, Game in Pair Opening, Post-assigned Opening, Maintenance and Error Status.

These estimates are useful in gauging when the next lane/pair will be available for both Lane Status and the Booking System.

Default Lane Option Set

Select from the scroll menu which set of Lane Options is to be sent to the lanes by default.

Warning Message

BES and Bowland-X Only

Here it is possible to customize the Bowling Center Warning Message (enabled in the Lane Options).

Choose a language in the scroll down menu; the Warning Message present in the database for the selected language is displayed and can be customized and saved.

> Various ready-to-use translations of the Warning Message are available in Conqueror's database.

The Warning Message will be displayed on lanes in the language set in the current Lane Options.

4. Prices

This tab contains the settings to define payment for games played.

To modify these settings, lanes must not be open, parked or in the waiting list.

4.1 Game Mode

Frame Payment

This payment mode considers frames as the unit of measurement, instead of games.

By selecting this option, the Games column in the Lane Control window is labeled Frames.

Pay 11th & 12th Frames

When utilizing frame payment in Post-assigned mode, specify if the 11^{th} and 12^{th} frames are also to be included.

> Feature available only in BES, Bowland and Bowland-X Bowling Centers.

Price Evaluation Mode

If playing in Pre-assigned Mode, the price key valid at Opening Time may be considered, or that being utilized at Selling Time. For example, when selling more games (at 3 pm) to a lane that was opened an hour previously (at 2 pm), through this option either price can be utilized, i.e. that applicable at 2 pm (opening time) or at 3 pm (selling time).

The same applies when using Post-assigned Mode: the choice between Opening Time or Closing Time with the additional possibility to calculate the Proportional price of the game.

Proportional prices are available only in BES, Bowland and Bowland-X Bowling Centers.

4.2 Time Mode

Playing Duration

Pre-assigned Only

The Playing Duration is set at Total by default, therefore the pre-assigned playing duration is the same as the total time paid for by the players. Therefore if four players pay for an hour, the game lasts for four hours.

However, if four players pay for an hour of play in Shared mode, the game lasts for an hour in total. With this option, time can only be assigned through the Set Time button in the Lane Control module.

Shared mode is not compatible with the Proportional price evaluation mode.

Charging Mode

Here the criteria for assigning time in post-assigned mode can be defined.

Post-assigned time can be charged as follows:

- To the Lane (set as default) for which time is assigned to the lane, regardless of the number of players on the lane.
- To the Bowlers – Split divides the time equally between the players: where there is 1 hour allocated to 4 players, each player pays for 15 minutes.
- To the Bowlers – All where the 4 players pay for one hour each.

If the proportional price evaluation mode is selected when in post-assigned mode, the Charging Mode can only be To the Lane.

Time Unit for Billing / Rounding Type

This setting refers to the unit of time for billing and the rounding type for payment of bowling time in post-assigned mode.

If 23 minutes are played and 5 minutes is set here, payment will be as follows:

- 25 if the Rounding Type is set at To the Nearest or Up
- 20 if the Rounding Type is set at Down

Minimum Billing Time

This setting refers to the minimum number of minutes that can be sold in the Bowling Center.

Therefore enter the maximum time before which time cannot be billed.

For example, if 5 minutes is set here and the player leaves the lane after 3 minutes, no payment is required when working in post-assigned mode.

Minimum Time to Pay

This setting refers to the minimum amount of time that the player has to pay for after the Minimum Billing Time expires.

For example, with the Minimum Billing Time set at 5 minutes, if 10 minutes is set as the Minimum Time to Pay and the bowler leaves the lane after 6 minutes, the player pays for 10 minutes play when dealing with post-assigned mode.

Adding Time Unit

This setting is for the number of minutes added to the pre-assigned time at each click in the Price column in the Lane Control module.

Price Evaluation Mode

If playing in Pre-assigned Mode, the price key utilized at Opening Time may be considered, or that utilized at Selling Time.

For example, when selling more time (at 3 pm) to a lane that was opened an hour previously (at 2 pm), through this option either price can be utilized, i.e. that applicable at 2 pm (opening time) or at 3 pm (selling time).

When using Post-assigned Mode, there is the choice between Opening Time, Closing Time and the possibility of calculating the Proportional price of the game, whereby for each minute the price key valid for that time-slot will be allocated to that minute. Therefore considering a lane opened in Time mode from 2:15 to 3 pm, during the first 15 minutes, the prices are set according to the 2-2:30 pm time zone, whereas the rest of the session will be paid for according to the 2:30-3 pm time zone.

If the proportional price evaluation mode is selected when in post-assigned mode, the Charging Mode can only be To the Lane.

> Proportional prices are available only in BES, Bowland and Bowland-X Bowling Centers.

Charge Double Time

For lanes opened in pair mode, the time played will be doubled to calculate the payment due.

4.3 Unlimited Mode

Global Payment

Set whether the sale of tickets for games in the Unlimited mode is performed for lanes or for individual players. As a result, payments will be global (i.e. the total of the transactions on the lane as a whole), or each player pays part of this amount.

Check this option if the entry ticket is to be sold for the lane. If unchecked, the tickets are sold for individual bowlers.

Price Evaluation Mode

The price key utilized at Opening Time may be considered, or that utilized at Selling Time.

For example, when another player arrives (at 3 pm) to play on a lane that was opened an hour previously (at 2 pm), through this option either price for a ticket can be utilized, i.e. that applicable at 2 pm (opening time) or at 3 pm (selling time).

This option is available only if Global Payment is unchecked.

Charge Double Ticket

Check this option if the price of a ticket is to be doubled, regardless of whether or not Global Payment has been chosen.

5. Payments

Bowling Default Price Keys

Define the default price keys to be applied when opening in Game, Time, Unlimited mode and for extra frames.

These default prices are valid only if the current day has not been attributed a Bowling Mode with different settings.

Split Package Revenue

Check this option if the individual elements of a package are to be listed separately.

By checking this option, packages are classified according to the price of their individual components, whereas by leaving this option unchecked, they are classified according to their department in the Shift Reports.

Therefore if a package comprising 1 game + 1 sandwich is sold with this option checked, the income from the game will be in the Game Bowling department while that of the sandwich will be in the Snack Bar department.

Divide League Income

Financial activity regarding leagues and tournaments can be divided into sections in the Shift reports.

By checking this option, sections are created for each tournament and league containing all of their relevant financial activity.

ROUNDED SUBTOTALS

Check this option for the Subtotals to be rounded (the totals for individual departments) in the whole system.

PRINT RECEIPT TOTAL BEFORE TAXES

In countries where taxes must be represented separately on the receipts, this option prints the receipts as follows: items purchased > total without tax > tax > total including tax.

PRINT INCLUDED TAXES IN RECEIPT

Check this option to display the total amount including tax as follows: net total > tax > grand total.

PRINT RECEIPT NUMBER

Check this option to have an identification number printed on the receipt for security purposes and system recognition.

PRINT TOTAL ZERO RECEIPTS

Check this option to print the receipt even if the total of the transaction comes to zero.

If this option is deactivated, receipts with nothing owing cannot be printed.

PRINT VOID RECEIPTS

This setting allows the printing of receipts for annulled transactions which is useful in order to maintain records of this type of transaction.

RECEIVE PAYMENT WITHOUT SPECIFYING PACKAGE ITEMS

Check this option in order to allow the payment without specifying each individual item within a package deal. So, when selling a generic soft drink with this option disabled, it should be necessary to specify the particular soft drink (e.g. "coke", "soda", "beer", etc.).

INCREASE RECEIPT NUMBER FOR UN-PRINTED RECEIPTS

If enabled, the receipt counter number increases for every transaction saved and printed, if not, it increases only for printed receipts.

PRINT RECEIPT AT TIME GAME OPENING

This setting allows an automatic printout of a receipt when opening a time game, displaying all relevant information (table number, opening time).

RECEIPT DETAIL LEVEL

Set the level of detail of the receipt as: Single Rows, Departments Total, or Transaction Total.

6. Score – Bowland and BES

These functions depend on the Conqueror licenses that the Bowling Center possesses.

SOUND

Bowland Only

Activates the animation sound on the loud-speakers.

BIRTHDAY

Bowland Only

By selecting this option, the lanes upload the Birthday programs.

For those who aren’t interested in the Birthday options, keep this option unchecked in order to speed up the process of uploading to lanes.

Erase Bowler Names with Stop Key

Bowland Only

By pressing Stop on the lane keyboard, the bowlers are given the following options:

- Start a new game from the beginning with the same player names, even if they haven't finished playing the current game
- Start a new game from scratch as above, canceling the player names from the previous game.

The Stop key is activated through Lane Options.

Time Pause between Pinsetters On

This option allows to program an interval of a few seconds between the activation of a pinsetter and another.

The selection of this setting is advisable because the activation of all the pinsetters at the same time requires a considerable amount of electricity.

F-out Relay Pulse Duration (msec.)

Set the duration of the impulse of the F-out device relay (in milliseconds).

Delay in Closing Lanes (Sec.)

This option allows to close lanes automatically at the end of pre-assigned and paid time/games.

Indicate how many seconds after the last throw automatic lane closure has to take place. During this period of time the score will remain on the monitor so the players can have a last look at their scores.

Set this value to zero (0) if the lanes do not have to be closed automatically (manual closure).

Lanes to Be Scanned

Enter the number of lanes to be scanned by the system every second (to update game data, automatic closure, etc.).

The values allowed are between 1 and the total number of lanes of the Bowling Center.

Pinsetter on after Practice

Check this option if the pinsetter has to start automatically as soon as practice ends.

Lane Control Box Memory

Bowland Only

Specify the capacity of VDB memory.

External Device Controller

Check this option if there is a Multi I/O device connected to the Et-Host, a device that allows each lane to be connected to 5 external devices, such as bumpers, foul units, glow lights and audio signals when certain scores are achieved.

After checking this option, enter a description for the existing devices.

If the Bumpers option is chosen, the fifth box will be automatically completed with this option.

Once these external devices have been set, a corresponding tab appears in the Lane Options and in the Bowling Modes, where the devices can be activated for the Lane Option or Bowling Mode set.

Advanced Foul Device

Enable the advanced foul management, if Q-Foul, XI or XIi devices are present.

It activates the electronic device that checks that players don't pass the foul line: if the foul line is passed, an alarm sounds and/or the foul symbol is displayed in the player's score.

After checking this option, the QFoul Mode option can be set in the Lane Options as On, Off or Warning Only.

Favero Pool Control System

If the Center Time Games are controlled by a Favero pool control, select its COM port on the Server from the scroll down menu.

7. Score – BOSS

End of Time Notice (Min.)

For pre-assigned time mode it is possible to enable a message informing that the time paid is ending.

Indicate here how many minutes before the end of playing time the message has to be displayed on the lane.

End of Game Notice (Frames)

For pre-assigned game mode it is possible to enable a message informing that the games paid are about to end.

Indicate here how many frames before the end of playing time the message has to be displayed on the lane.

Slow Bowling Notice (Min.)

Select how many minutes after the last throw the Slow Bowling has to start.

The front desk will be alerted and the animation will be displayed on the lane monitor inciting the bowlers to start playing again.

Time Pause between Pinsetters on

This option allows to program an interval of a few seconds between the activation of a pinsetter and another.

The selection of this setting is advisable because the activation of all the pinsetters at the same time requires a considerable amount of electricity.

F-out Relay Pulse Duration (msec.)

Set the duration of the impulse of the F-out device relay (in milliseconds).

Delay in Closing Lanes (Sec.)

This option allows to close lanes automatically at the end of pre-assigned and paid time/games.

Indicate how many seconds after the last throw automatic lane closure has to take place. During this period of time the score will remain on the monitor so the players can have a last look at their scores.

Set this value to zero (0) if the lanes do not have to be closed automatically (manual closure).

Lanes to Be Scanned

Enter the number of lanes to be scanned by the system every second (to update game data, automatic closure, etc.).

The values allowed are between 1 and the total number of lanes of the Bowling Center.

Automatic Pinsetter Shutoff Delay (Sec.)

Indicate the number of seconds the pinspotter has to wait before automatic shutoff at the end of the league/tournament.

Special Character Support (Unicode)

Enables the support of Unicode international characters.

After activating the Unicode option, a confirmation dialog will open to verify the score version, because "old" score versions do not support Unicode characters and problems may occur.

Lane Network 0.x.x.x

Enable this option in presence of an "old" version of BOSS or ASXL that needs a 0.x.x.x subnet IP addressing.

ASXL v.6 or Lower

Enable this option in presence of version 6 (or lower) of the ASXL score.

MCU for AMF 82/90-8800 Pinsetter

Enable this option and specify to which COM Port the MCU is connected to, when there is an AMF 82/90-8800 Pinspotter and an MCU connected to the front desk.

Billiard Light Controller Port

In presence of a Billiard Light Controller, select its COM port on the Server from the scroll down menu.

Favero Pool Control System

If the Center Time Games are controlled by a Favero pool control, select its COM port on the Server from the scroll down menu.

8. System

Address Lookup Service

Define which computer is the server for the Hopewiser application and enter the Port number.

This address management software is for the English market and completes the fields with the member's address, requiring only the member's postcode entered in Conqueror's records section.

BLS and Tournamator File Export Path

Click here to open the standard window where the shared directory can be chosen, for the exchange of files between Conqueror and BLS and/or Tournamator.

Conqueror receives the tournament or league setup from the BLS (Bowling League Secretary) and Tournamator applications and uses it to open the lanes and start play.

The details of each finished game are automatically exported to this external application for further elaboration.

BES

BES Only

Insert the BES Server IP Address and the Lane Subnet Address (the IP address pertaining to the network card to which all of the RDBs are connected).

QDac

BES Only

Enter the QDac Boot Server IP Address and the QDac Subnet Address.

Ideal Cashless System Interface

Enable Ideal Cashless System here, if present.

After ICS has been enabled, set the ICS Server IP Address and Port and enter a Card Description, a string that labels the card in the Conqueror system, used when printing the receipt and displayed in the Payment window.

R-Keeper Host

Define which computer is the server for the R-Keeper application and enter the Port number.

DSD File Export Path

Click here to open the standard window in which the shared directory can be chosen for the exchange of files between Conqueror and DSD. Then set the frequency with which Conqueror is to receive information from the DSD application.

This reservation software works with Conqueror in commanding lane opening, closing and movements.

Zonal Interface

Enables Conqueror to work with the Zonal application.

Conqueror works with this POS management software to manage the importation/exportation of data such as that regarding staff setup, users profiles & privileges, shifts, departments, price keys, taxes, etc.

After Zonal has been enabled, specify the time at which the data import from Zonal to Conqueror is to be performed.

At any moment, the Zonal import can be forced by pressing on the Force Update button.

Click on the Zonal Interface Path box to open the standard window where the directory can be chosen, through which files are exchanged between Conqueror and Zonal.

RecTrac File Export Path

Click here to choose the shared directory to which financial data have to be exported for RecTrac accounting software.

Score Shared Path

Press to open the standard window where the shared directory containing score files can be chosen.

Automatic New Version Download

With this feature, as soon as a new version is available on the QubicaAMF website, it is immediately and automatically downloaded onto the Internet Update computer.

9. Backup

This window allows the definition of settings relative to the automatic management and archiving of data within Conqueror.

Backups can also be performed manually through the Utilities module.

Automatic Backup

Check the Automatic Backup option if automatic data backup is to be performed regularly and specify the desired Frequency (Days) of automatic backups. The backup is performed during the Daily Tasks.

The Sets to Keep setting refers to the number of backups to be conserved on the computer. If automatic backup frequency is set to be performed every 7 days and 2 backups are to be kept, the system performs a backup weekly, maintaining that of the previous week.

Check the Execute Database Optimization option if database optimization is to be performed during the Daily Tasks, immediately after the database backup. It is recommended that everyone perform database optimization in order to improve Conqueror performance.

Transfer Data to Historical Database

Data can be stored in the Historical Database for verification purposes or to compile reports.

When checking this option, all relevant fields (Member Receipts, Member Games, Member Points and Statistical Data) are set, which can also be set individually if necessary.

Database Cleanup

Set the frequency of the removal of data regarding the following: receipts and Shifts at the cash register, bowling sessions and events, Special Games prizes, the system and staff registers, bookings and credit card transactions.

Therefore if eight days are set here, the data will be cancelled on the ninth day. To eliminate data at the end of each day, set it to zero.

> The system might slow down if a larger number of days are set here.

Backup Directory

The directory for the Conqueror database backup is displayed in the box.

This directory is created automatically for the terminal and can be changed by clicking on it and entering another directory.

Second Backup Directory

Once the backup has been performed, a copy is made for security purposes and kept on another terminal within the network. Therefore, if something happens to the original backup, or to the computer upon which it is kept, the copy can be utilized.

It is recommended to set the Second Backup Directory on the computer intended to be the Spare Server.

History Cleanup

The Historical Database cleanup can be performed by pressing History Cleanup, opening a window where the number of days prior to which the History must be purged can be entered.

For example if 90 is entered here, all data older than 90 days is purged.

Then click on Delete to perform the cleanup operation.

10. Intercom

The intercom is the system of communication between lane and front desk, whereby a mini speaker is present on the lanes and either a mini-speaker or a telephone is present at the front desk and at the mechanic's desk.

Module available only in BES, Bowland and Bowland-X Bowling Centers.

The customer makes the call by pressing the intercom button with the speaker on the console whereby the telephone rings at the front desk and the Intercom icon is present in the Lane Status window. If the front desk phone is busy, the calls are queued according to the order in which they were placed unless the Cancel Call if Busy option is selected.

The Intercom settings window displays the settings for a specific QDac per page, as follows:

The arrows at the top of the screen can be used to scroll through the various QDac setting tabs.

Press New to define the settings for a new QDac, Delete to cancel the settings pertaining to a QDac and Reboot to reset the QDac. Press Save if the settings are to be saved but not necessarily sent to the QDac.

Description

The QDac number is entered here.

Serial Number

Enter the serial number pertaining to the QDac.

Status

The QDac status is displayed as Connected or Disconnected.

Number

The QDac number is entered here in order to identify all telephones and speakers attached to it. For example, if the number 1 is entered here, the corresponding telephone will be numbered 301 or the speaker will be 201.

Telephones are always 300 numbers and speakers 200 numbers, by default.

The arrows can be used to scroll through the numbers from 1 to 9.

Inter-Hub

Check this option to connect lanes to this QDac.

Lanes

This field displays the various lanes connected to this QDac.

SPEAKER

Check this option if a speaker is to be used at the front desk/mechanic space, for the intercom.

PHONE

Check if a telephone is to be used at the front desk/mechanic space, for the intercom system.

PHONE COMMUTATION THRESHOLD

Define the level (between 1 and 99) at which the intercom switches to the QDAC as key speaker, as a response to noise at that end.

The intercom is programmed to allow the mechanic/front desk (QDAC end) priority when it detects noise there, even if the customer is speaking into the intercom.

The lower the level set here, the lower the volume level in the Center must be so that the intercom doesn't continuously switch over to the QDac priority.

Therefore, for noisy Centers it is recommended to set a high level for this setting.

LANE RECALL PAUSE (SEC.)

Enter the number of seconds break after which the call has been concluded, before the phone can take other calls, giving the operator time to respond to trouble calls.

STOP RING AFTER (SEC.)

Enter the number of seconds after which the phone is to stop ringing if no-one responds. Set 0 here if the phone is to ring for an unlimited amount of time.

CANCEL CALL IF BUSY

Check this option if the call is to be cancelled if the line is busy upon the first attempt. If this option is checked, the call is not placed in the queue.

LANE NUMBER COMMUNICATION

Enable here the voice message that communicates the lane number to the operator before the bowler starts speaking.

11. Coin Hoppers

Conqueror organizes the distribution of tokens in various ways:

- The coin hopper may be left to distribute coins freely and the Shift report then displays how many tokens were distributed.
- It is possible to assign a price key to the coin hopper tokens in order to have the number of coins sold, their cost and the total income of this nature.

The sale of tokens can also be performed through POS as a normal item sale, instead of using the coin hopper.

Conqueror can interact with up to four coin hoppers connected to the Et-Host.

The setup table displays the fixed ID of each coin hopper along with the necessary buttons to activate them.

Enter the Name with which to identify the coin hopper, choose which Cash Drawer the coin hopper data is to be associated with (for Shift Reports), then select the Default Price Key to assign to the coins.

When all requirements have been set and the coin hoppers have been physically connected to the Et-Host, press Align to reset the token counters to zero. It is then possible to choose whether or not to keep a record of the distributed tokens in report form, before resetting the counters.

TERMINAL SETUP

1. Preferences

Sector and Cash Drawer

This option refers to the Shift and cash register records for which the terminal is utilized.

Select the Shift Sector to which the terminal belongs (e.g. Front desk) and the Cash Drawer to which it is connected (e.g. Shoes/Bowling/Pro-Shop), from the drop down menu.

Terminal

Select the terminal number from the drop down menu.

> This option is visible if Conqueror has not been configured to function in remote mode.

Center

This option is only visible if Conqueror has been configured to function in remote mode.

It opens the Center Configuration window where it is possible to select which Center the terminal is to be connected to and configure other Centers for remote use of Conqueror.

To access the New Center Configuration window press New and insert the Description and the Conqueror Server IP address of the Bowling Center to which it is to be connected.

Language

Here it is possible to select the language that Conqueror will be presented in for that terminal.

See Center Setup to change the Language for the entire database.

Diversified User Settings

When Security is enabled, this setting allows each operator to maintain their personal Conqueror preferences that are activated as soon as the operator logs on.

This setting applies to many local options: font, Quick Buttons, Language, Last Plugin in Foreground, Clock type, recent plugins and the Quick Access Module.

It allows either distinct options for each user or all local options shared by all users.

Last Plugin in Foreground

This setting is useful when the user wishes to enter Conqueror directly to the plugin that was open when logging off/exiting Conqueror.

Font Anti-aliasing

Font anti-aliasing make text easy to read, more smooth and more pleasing to the eye, on-screen.

Available Fonts

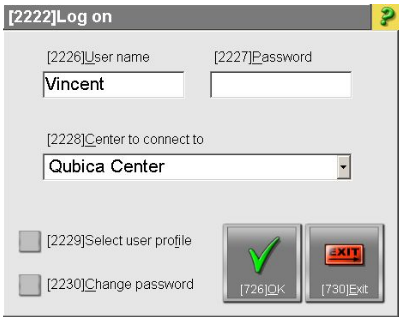
Choose from the list of fonts to apply to Conqueror. Select a font and an example of it will be displayed to the right in the Font Example section.

The fonts available depend on the Windows version being used for that particular terminal.

When working with languages that require different characters such as Arabic, Japanese, Russian and Korean; it is advisable to check that the characters are supported by the font.

Display Translator Codes

Select this option to display an identification number next to each phrase in Conqueror that corresponds to a code in the Translator software, so that translators can easily trace phrases when necessary.



Digital Clock

It is possible to choose a digital clock to be displayed in the Main Menu.

TCS Pop up Module

Select this option at the front desk terminal so that the TCS module is displayed automatically whenever a request for repairs comes from the lanes.

Skin

Select the desired appearance of the Conqueror interface.

Stop Button

Select the Stop Button option in order to have the STOP button at disposal during Conqueror use.

Close Stop Button

Selecting this option closes the STOP button when closing Conqueror, otherwise the STOP button remains on-screen even when Conqueror is closed.

2. Devices

Use the drop down menus to select the appropriate settings for the Card Reader, Drawer, Display and Fingerprint Sensor and the ports to which they are connected. Select None to deactivate the settings.

In the Time section next to the Display settings, enter the number of seconds after which the display of the last transaction is to be cleared.

3. Print

This tab refers to the settings required for printing reports and receipts.

Score and Mailing Header

Enter the header to be printed in score reports, in the mail and in BES prize reports.

Score Report Footer

Enter the message to be printed at the base of the score report (for promotional purposes, etc.).

Print Center Data in Financial Report Header

This setting includes the official Bowling Center data (the name and address entered upon activation of the Conqueror license) in the Bowling Center's financial report header.

Print Score after Closing Lanes

Select this setting to print the scores of the last bowling session played, automatically as soon as the lane has been closed after each session.

Then select the lanes to be linked to the terminal printers.

Images

In this section, the images saved previously in the Conqueror Pro directory PRINT > IMAGES can be inserted in financial reports, receipts (headers & footers) and score reports.

Original and Duplicate Receipt Identifier

Enter a description in the Original receipt identifier and Duplicated receipt fields, such as “Original Receipt” and “Duplicate Receipt”. This message will be printed on the receipts in order to distinguish the originals from the copies.

Receipt Header and Footer

A four line space is provided, in which to enter the header (such as the name, address, phone number and VAT number of the Bowling Center) to be printed on the receipts.

There is also a space in which to enter a footer on the printed receipt, such as “Thank-you for bowling with us!”.

4. Printers

Printers utilized by Conqueror must be connected with the appropriate settings (type and port) in this section.

Network printers can be chosen through the drop down menus.

Receipt Printer / Bar Printer

The Type, Port, Columns, Linefeed and Cutter can be set here for the receipt and Lane Order printers.

Specify whether the receipt is to be printed twice and enter an Original / Duplicated Receipt description in the Print tab to distinguish the originals from the copies.

If a network printer is chosen through the drop down menu, the Port, Linefeed, Cutter and Columns parameters are deactivated.

PC Printers

Here the report printers can be set to print the following:

- Score Sheets (games, tournament standings)
- Recap Sheets
- Mailing Labels
- Cash Reports (Shifts, Booking System, price keys)
- Bowler Reports (members, tournament tables, time tracking)
- Other Reports (league payments, licenses, lockers, system & staff logs, Trouble Call System, statistical reports)

Prize Printer

The printer utilized to print the Special Games prizes is set here by choosing from either the Receipt Printer or the Score Sheet Printer.

5. Externals

These external programs work together with the Conqueror system to provide additional useful services.

Click on the boxes on the left-hand side to select the folder to which the QuickBooks, Year & QCad and Bar files can be exported.

In the section on the right-hand side, click on the boxes to select the following executable files (.exe): QuickBooks, BLS, Tournamator and Micro$ale.

6. Quick Buttons

Select the Quick Buttons to be utilized from the External Frame of the Main Menu for the terminal being utilized.

The Clear Display quick button appears only if a display is connected in the Devices tab.

Note that a maximum of five quick buttons can be applied.

7. Credit Card

Credit Card Receipt Printer

Select the printer to be utilized for credit card receipts.

If a printer is not selected from this drop down menu, credit cards cannot be used as a mode of payment.

Network printers can also be selected for this purpose.

Print Receipt Twice

Select this option if the receipt is to be printed twice.

Enter a description in the Original/Duplicated Receipt fields in order to distinguish the originals from the copies.

Original and Duplicate Receipt Identifier

Enter a description in the Original receipt identifier and Duplicated receipt fields, such as "Original Receipt" and "Duplicate Receipt". This message will be printed on the receipts in order to distinguish the originals from the copies.

Use Standard Receipt Header

It is possible to personalize the header of the credit card receipts by deselecting this option and completing the 4 fields below.

If these fields remain blank, the receipts contain the standard characteristics.

TECHNICAL SETUP

1. Upload Animation

BES Only

SETUP > TECHNICAL SETUP > UPLOAD ANIMATION

The Upload Animation function serves to upload animation programs to the RDB when updating Conqueror, adding features (as Special Games, environments, etc.) or changing the RDB.

Before proceeding with the upload, check that the Score Shared Path has been entered in the System tab in Center Setup.

RELOAD

Press Reload to refresh the file list to be uploaded to the RDB.

UPLOAD

Select the relevant lanes by clicking in the Lanes section and press Upload to upload the files from the Conqueror hard drive to the RDB.

If the upload is successful, all uploaded files are cancelled from the Conqueror hard disk, leaving them only on the RDB.

2. Lane Control Box Replacement

SETUP > TECHNICAL SETUP > LANE CONTROL BOX REPLACEMENT

This section is utilized when substituting a broken Lane Control Box with an appropriate replacement.

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

Before opening this module, the technician must disconnect the Lane Control Box that is out of order and attach the new Lane Control Box.

By clicking on this module, a window opens, in which the following operations can be performed:

- The lanes pertaining to the Lane Control Box can be selected once it has been replaced, whereby the lanes are recognized immediately, if not, they are highlighted with the lightening symbol.
- If working with an RDB, it is necessary to enter the MAC number printed on the RDB label.
- Press OK.

The programs are automatically reloaded and the old Lane Control Box settings are replaced by those pertaining to the substitute.

3. Lane Control Box Address

> Module available only in Bowland and Bowland-X Bowling Centers.

SETUP > TECHNICAL SETUP > LANE CONTROL BOX ADDRESS

This plugin is used once only, by the QubicaAMF team when installing Conqueror in the Center.

It deals with allocating a pair of lanes to each VDB, giving each VDB the correct ID:

Then, click on the module that opens and enter the following data:

- Enter the Serial Number of the VDB, a 9-digit number displayed on the VDB identification label and on the monitor during the start-up procedure.
- Insert the ID: the ID number 1 is assigned to the VDB that controls lanes 1 and 2 and the ID number 2 to the VDB that controls lanes 3 and 4 and so on.

4. Com Test

SETUP > TECHNICAL SETUP > COM TEST

The Com Test allows the operator to perform a communication test with the lanes.

Feature available only in BES, Bowland and Bowland-X Bowling Centers.

Select lanes through Lanes to Test and press Start to begin the communication test.

When communication is functioning normally, the selected lanes are shaded green, and the 4 error types in each box are at zero.

If the system finds an error, the lane changes from green to red and the error type number increases by 1 each time.

At the base of each box there is a counter which displays the number of communication cycles already performed.

Press Stop to stop the Com Test.

5. TV and Sound Setup

SETUP > TECHNICAL SETUP > TV AND SOUND SETUP

This module contains the television settings.

Module available only in BES, Bowland and Bowland-X Bowling Centers.

Once set (upon Conqueror Pro installation), these parameters shouldn’t require changing.

Clicking on the main menu module opens a window where the operator selects the pair of lanes corresponding to the VDB to which the television is connected, and can then create or modify the relevant settings.

Press OK to access the window containing the options below.

LANES

In this field, the lanes selected previously are displayed.

By clicking on the field, other lanes can be selected.

COPY TO

This option copies the settings pertaining to the lanes selected previously (shaded) into the pair selected here.

SOUND TEST

Through this option, the operator can access the sound test.

Click on the Sound Test button in this window, whereby a beep confirms that the sound is functioning correctly.

If the television in question is located far from the front desk, the volume can be regulated by using the cursor.

TV ADJUST

This setting defines the Color, Brightness, H-Pos (Horizontal Position – to centralize the image horizontally), Contrast and the Tint of the on-lane television.

This window can also be accessed via Lane Status, by pressing TV.

MODIFY

This option opens the TV and sound settings for the selected lanes.

In TV Mode the type of signal is set, by selecting either PAL, SECAM, NTSC3 or NTSC4. Select Off if there isn't television on that pair of lanes.

For the television Sound, the following choices are available:

- Always keep the sound off by selecting No Sound,
- Always keep the sound on through Sound Always ON,
- Keep the sound on, but turn it off automatically when the lane is opened for play, by selecting TV Sound OFF if Lane Open For Play.

The TV Configuration must also be set, that is, the number of monitors and TV screens on the lanes. Choose between one of the following three configurations:

- 2 or 4 Monitors for Score and TV
- 2 or 4 Monitors for Score Only plus a TV
- 2 Monitors for Score and TV plus 2 Monitors for Score Only

The Calibration button automatically adjusts the television color.

Press Save if any changes were made, to restart the VDB on the lanes selected, activating the new settings.

6. Pinsetter and Camera

SETUP > TECHNICAL SETUP > PINSETTER AND CAMERA

This section contains the Pinsetter Parameters and the Camera Parameters.

Module available only in BES, Bowland and Bowland-X Bowling Centers.

After selecting the appropriate lane, the Pinsetter Setup & Camera Adjustment window will open with the Lane Number displayed at the bottom left hand corner, next to the Interface Type used by the selected lanes.

Then go through the tabs, select the parameters to apply to that particular pinsetter/camera and use the Send option to set these parameters on the relevant lane.

The Access to the Pinsetter and Camera Settings privilege is necessary to modify these values.

6.1 Pinsetter Parameters

In the Pinsetter Parameters tab some options can be modified, some are only displayed and others are shaded, depending on the lane Interface Type, selected in Lane Setup.

Use the Defaults button to reload the default pinsetter parameters (default settings are provided for each type of pinsetter and are listed in the Technical Manual).

With the Copy from option it is possible to copy the settings from another lane, while with the Copy to option it is possible to copy the settings to other lanes, with the possibility of resetting the Lane Control Box.

FIRST / SECOND BALL DELAY

T-Vision Only

Indicate here how many seconds must pass between the moment the ball hits the pins and when the pinsetter cycle has to start for the first and second balls.

Only values between 0.0 and 25.5 seconds are allowed.

FIRST / SECOND READ

Define here how many seconds must pass between the moment the ball hits the pins and the taking of the snapshot of the fallen pins (both mechanically, or through the camera), for the first and second balls.

The values allowed are between 0.0 and 25.5 seconds.

DELAY

Specify the distance (in tenths of inches) from the nearest sensor to the pins and the end of the lane, in order to calculate the moment the ball hits the pins.

For standard installations it is usually set at 15 (corresponding to a distance of 155 inches), but values can be set between 1 and 255.

CM

Insert the distance (in centimeters) between the sensors, to calculate the ball speed.

The standard setting is 30, but values between 1 and 200 centimeters are allowed.

LEVEL

T-Vision and M-Vision Only

This brightness setting allows the camera to count the pins.

The standard setting is 30, so if the camera detects brightness equal to 26, the pin is considered knocked down.

> It is highly recommended not to modify this setting.

RESET TIME

Put in the number of seconds required for the pinsetter to pass from the first cycle to the second one.

This time interval must be calculated from the first pulse until the moment the pinsetter stops, in order to wait for the second ball.

The system uses this time to cycle the pinsetter again, for example after the third bowl of the tenth frame, or when fouls or No-Taps occur.

PULSE W 1/2 AND PAUSE 1/2

Fbox Only

The first setting indicates the pulse duration that causes a fast pass of the pinsetter between the first and the second ball.

The second option indicates the pause between this pulse and the cycle of the pinsetter.

The values allowed are between 0 and 1.5 seconds.

PULSE CYCLE / PULSE RESET

PSI, QBK GS and QBK Corde Only

Select the pulse duration that causes the cycle and the resetting of pinsetters.

Only values between 0 and 1.5 seconds are allowed.

> By choosing 0, the PSI pinsetter interface will use the default value of 0.5 seconds in any case.

TIME OUT

Fbox Only

Put in the number of seconds after which the pinsetter has to turn off if no ball is thrown.

The allowed values are between 0 and 255 seconds (set 0 to deactivate the option).

STRIKE TIME

Fbox Only

Indicate for how many seconds the strike signal has to stay on (visible) in case of strike.

Only values between 0 and 12 seconds are allowed.

> By setting 0 the strike function is deactivated and the related Fbox output can be used to control the pitlight.

MODE

This setting is established during the installation of the system and it is not recommended that operators modify it without first having received instructions from a qualified technician of QubicaAMF Technical Support.

Auto Power

Enable this option to associate the pinsetter on/off signal to the lane opening/closing.

Impulse Divided

Indicates that the connection to the pinsetter has been done, allowing the pinsetter cycle and the resetting through separate signals.

> This setting is available only for certain pinsetters.

Short Pulse

Enable this option to reduce the reset pulse duration from 2 seconds to 0.5 seconds.

For certain models this is not so relevant, but in case of Brunswick models it is very important, in order to preserve the solenoid.

Aux

Enable this option if a second camera is connected.

Second Lamp

Enable this option if the score controls the lamp on the second ball.

Automatic Foul

Enable if the score has to generate all the necessary signals for the foul management.

> This setting is necessary only to pinsetters that don't manage this particular situation autonomously.

Strike N.C.

Fbox Only

Indicates that strike contact is normally closed, opening only after a strike.

FBox+

Fbox Only

When only the seventh or only the tenth pin is knocked down, or when the ball goes to the gutter, the pinsetter doesn't cycle (because these situations exclude the strike).

Swap from Left to Right

PSI and QBK-ALL Only

It is used for inverting pinsetter outputs in case of reverse assembly of the interface. In this way cables don't have to be intersected when connecting it to lanes.

If enabled, the odd/left lane uses part A of the pinsetter, while the even/right lane uses part B (contrariwise from usual).

> This setting is for devices that can read data without cameras.

Second Lamp Tenth Frame

PSI and QBK Corde Only

Enable this option so that the pinsetter can immediately give a "pulse cycle on the tenth frame", without waiting for the reset time.

Pinsetter Signal

PSI and QBK Corde Only

Enable this option to associate a pinfall to the presence of tension on the input related to the pinspotter interface.

Sensor Polarity

PSI Only

Enable this option if wiring provides that voltage falls from 5 volts to zero during the passage of the ball.

Pin Add Mode

QBK Corde Only

Enable this option if the interface is connected to a pinspotter that on the second throw doesn't memorize how many pins fell after the first throw.

6.2 Camera Parameters

The display of the Camera Parameters tab depends on the interface type of the lane.

The photo taken by the camera is displayed in the center of the screen.

The camera is used to take a snapshot of the pins in order to calculate how many of them have fallen and the speed of the ball. It can do this for a pair of lanes.

Auto

This option automatically sets the position of the pins (note that there must be enough contrast).

Save Image

The Save Image option allows saving the current image in a .bmp file, in the selected directory.

Level

The level of light is displayed by passing the cursor over the picture. 0 is equal to black and 255 to white.

Last

Displays the last image that the camera took on the current lane.

Info

Shows the range of the camera pointing system; the white area indicates that the pin is standing. If the small boxes are too dark, it means that the light is not enough.

> This option is disabled for Micronica cameras.

Image

Sets the position of the pins. Where T-vision cameras are installed, use the cursor to drag and drop the white pin points to the correct position of the head of each pin.

7. Upload to Lanes

Setup > Technical Setup > Upload to Lanes

This module uploads programs to the Lane Control Box.

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

Uploads are necessary after updating Conqueror and after the modification of the settings through Lane Setup, to effect these changes.

Before proceeding, it is important to check that the correct Score Shared Path has been entered in the System tab in Center Setup, so that the programs are downloaded from that specific directory. Whereas with the RDB, it is also necessary to ensure that the correct Server IP Address has been set.

Because they are considered to be delicate operations, all of the above are registered in the System Log.

Select Lanes

Select the pairs of lanes assigned the Lane Control Boxes to which the programs are sent by clicking in the Select Lanes section.

Select Mask

VDB Only

If the Bowling Center does not have any Nextia programs, this function allows setting the mask to be used when inserting player names from the lane keyboard.

Table

RDB Only

The pairs of lanes selected are listed in the Lanes column, while in the Message column, the progression of the upload is displayed: step 1 of 12, step 2 of 12, etc. until the “Upload successfully completed” message appears.

Erase Memory

This option closes the lanes currently open after the program upload, erasing their memory.

Note that all data pertaining to the lanes being closed by this operation, will be lost. For this reason, selecting this option is considered a suspect action and is therefore documented in the Shift Reports.

Send HDC

VDB Only

Selecting this option sends HDC files (required for Nextia programs) to the VDB.

This operation only has to be performed once, because these files are saved to the VDB hard disk.

Boot from Network

RDB Only

This operation provokes an emergency boot, in cases such as when the hard disk breaks down, permitting the lane to restart (even if the hard disk is down) in emergency mode permitting only basic operating functions.

Reset

Restart the Lane Control Box.

Upload

Sends programs to the Lane Control Box selected.

8. Lane Setup

Setup > Technical Setup > Lane Setup

Conqueror requires the information about the hardware features regarding lanes in order to recognize the devices installed and communicate with them.

> Module available only in BES, Bowland and Bowland-X Bowling Centers.

These settings are established during the installation of the system. It is not recommended that operators modify any of these settings without first having received instructions from a qualified technician at QubicaAMF Technical Support.

It is necessary to upload programs after setting the parameters in this section so that they are activated.

Set the Number of Lanes in the Center by clicking in the field. Then press OK to open the Common Data window in order to establish the settings that are the same for all of the lanes.

It is then possible to modify this data lane by lane, to do so, select a lane and press Modify which opens the window containing the settings.

Available

Deselect the Available option if the lane is not to be displayed in the Lane Status. When there is a single lane that can't be opened as a pair, it is necessary to deselect the unavailable lane.

Specify whether or not the lane can be opened in pair mode for leagues and/or open play modes.

MAC Number

BES Only

Enter the RDB MAC number in this section, that is, the number present on the RDB label.

Action Replay Device

BES Only

Check this field if the Action Replay device is present.

Score Type

VDB Only

Indicates the mode the selected Lane Control Box has to operate (e.g. 5 Pin, 10 Pin, 3 Ball Duck pin or Candle pin bowling).

Keyboard

Indicates if the selected lane has a keyboard installed, specifying the language set.

Lane Monitors

Specify the type of monitors present on the lanes.

Default Mask

VDB Only

Indicates which game grid the VDB should use as a default.

Monitors on Lanes

RDB Only

Specify how many monitors there are on the lanes.

Pinsetter Type

Indicates which type of pinsetter the Lane Control Box should communicate with.

Lane Settings

The three checks allow the deactivation of the following Lane Options: Foul Input Check, No Cycle Practice and Full Set Practice.

Lane Usage

This contains the data on which the Lane Usage Report is based, generated by Conqueror, that is, the report on lane (and parquet) consumption.

The data refers to the number of bowled frames and the number of minutes the lane is open, which can be modified manually in this section.

In the Lane Status window this data is reported in real time in the tooltip section on the lane (accessed by clicking on the yellow question mark and then on the lane).

Reservation Setup

Lane features relevant to reservations can be accessed through this section such as specifying whether the lane is equipped with Bumpers or Access Facilities or if it is in a Smoking Area.

8.1 Lane Counters

Conqueror permits the generation of Lane Usage Reports, which provide data on lane (and parquet) consumption. These reports are based on the number of bowled frames and the number of minutes the lane was open, which can also be viewed in the lane tooltip.

By pressing the Counters button in Lane Setup, it is possible to perform the following actions regarding the values of the lane consumption counters (expressed in Frames and Time) for the Lanes selected:

RESET TOTAL

The counter totals can be reset for example after lane maintenance or at the beginning of the year to provide an account of annual lane usage.

DECREASE

It is possible to decrease the counters to the lowest existing value. For example, the least used lane has been used for a total of 6000 minutes, with this option checked, the total of all lanes is reduced to 6000 minutes.

CALENDAR SETUP

1. Calendar Setup

SETUP > CALENDAR SETUP

The Calendar window displays a typical layout of days and months, where it is possible to set the Center preferences regarding public holidays and special days.

> The first day of the bowling week is Monday by default, and can be changed in the Basic tab of the Center Setup module.

To move through the calendar, select the desired Month or Year from the drop down menus or scroll the calendar months with the arrows on both sides of the year/month selections.

Public holidays and special days for the Bowling Center can be marked as such in 3 different statuses, each with its own color (Extra1 – blue, Extra2 – yellow or Extra3 – green) and labeled with an appropriate name. On such days, special prices can be applied to bowling sessions, products, etc in the Price Setup section.

> See the color code at the base of the screen: these colors make it easy to see which holiday option is being used and where.

To set a calendar day with an Extra status, click on the suitable day in the calendar, and the Modify Day Parameters panel will open. Here it is possible to give the day a title in the Description section, such as "New Year's Day" and apply the desired status. If the modification is to be valid every year, select the Use this Setting Every Year option.

For example: on New Year's day the Center may wish to apply the special discounted rates set for the Extra1 holiday. In this case, select the New Year's day, give the day a Description such as "New Year's Day" and press the Extra1 option: the selected day is now shaded in light blue, indicating that the Extra1 option has been applied. On this day, the special prices set for the Extra1 days will be automatically applied.

> Because they are considered delicate operations, all of the modifications of these settings are registered in the System Log.

ECONOMIC SETUP

1. Overview

In order to sell items in the Bowling Center such as hours, sandwiches, locker rentals, etc., it is necessary to create price keys containing the price, the taxes and the department that the item belongs to.

The first operation is defining the currency whereby the system will operate and express all its monetary values. Subsequently, financial transactions can be converted into other currencies, which can be displayed on screen and on the receipts.

Taxes can be applied to price keys according to the tax regulations of each country. Once the individual taxes to be used have been defined, they are to be organized in tax groups, so they can easily be applied to price keys.

Conqueror Pro provides a structure organized in departments and sub-departments. It makes the Shift report much more informative and complete and it allows optimum organization of price keys and exportation of data to accounting software. This structure must be set before defining the price keys so that each price key can then be located in the suitable department.

Once all departments have been structured and all tax groups defined, price keys, packages and menus can be created.

Then, aiding the operator in closing the Shift count and checking the money collected, the money is divided in different denominations, making it possible to define all the different denominations of money used and accepted in the Center.

2. Currencies

The system allows to set and define the currencies that the Center deals with.

It is essential to define the Main Currency: the system will operate and express all its monetary values (including all the Shifts) in this currency. The default main currency the system proposes is US Dollars, which can be changed following the instructions in the Changing the Main Currency section.

Besides the Main Currency (which must be defined – otherwise the Bowling Center cannot operate with monetary values) it is possible to identify and set any additional currencies that the Center might work with:

- it is possible to display the amounts converted into a fixed Secondary Currency in the *Payment window* and on the receipts,
- if there is no particular reason to set a secondary currency, it is possible to display, on demand, the amount of the current transaction converted into one of the Other currencies previously set.

2.1 Settings

SETUP > PRICE SETUP > CURRENCIES

Here follows a brief description of this screen:

- Kind indicating which currency is set as the Main, Secondary or Other currency that the Center may use.
- ID is the international coding of the currency (e.g. USD).
- The Name of the currency (e.g. Dollar).
- Conversion referring to the exchange rate of that currency, in relation to the main currency.

2.2 Adding a New Currency

The Bowling Center's other necessary currencies can be added to this list of currencies by pressing New in the main window. A list of predefined default currencies appears where it is possible to choose one of the existing currencies; in this case insert the Exchange Rate in relation to the main currency and press Choose.

If the desired currency is not present as a default currency in the list, press Add and enter the following information:

- Indicate the Description of the currency (e.g. US Dollars).
- Enter the currency's international code under ID (e.g. USD).
- Enter the Symbol representing the currency (e.g. $).

- Enter the number of Decimal Digits that the system is to accept.
- Enter a comma or decimal point (Separator) for thousands and decimal numbers.
- Decide whether the symbol is to be positioned before or after the amount.
- Under Rounding Type specify whether the amounts should be approximated to the highest, lowest or nearest value.
- Under Rounding Unit indicate the lowest monetary value that can be accepted and converted in the Center.

Pressing OK brings back the list of existing currencies, where the conversion rate for the new currency inserted must be defined. Then press Choose to put the new currency in the list of currencies being used in the Center.

In order to work effectively with the new currency, Conqueror Pro will automatically restart.

2.3 Modifying Currencies

To change currency details, select a currency, press Modify, adjust the desired details (as explained previously when adding new currencies) and if required set the currency as Main, Secondary or Other.

2.4 Changing the Main Currency

Changing the main currency involves the conversion of all monetary values the system deals with. In doing so, all price keys and packages, payments and funds, QCash amounts, all data relating to Shifts (when closing the Shift or refunding, etc.) and all rounding values will be converted into the new main currency.

> Before changing the main currency, the following conditions should be respected: all Shifts should be closed and printed and there should not be any pending transactions (stacked transactions) or open transactions (including those of Micro$ale).

To set the new currency as Main select it, press Modify and in the screen that opens select the Main Currency option. If necessary, modify all other required details (as when adding new currencies).

3. Taxes

The system allows to set and define the taxes and groups of taxes that the Center deals with. Before creating a price key, it is necessary to define the group of taxes to which the price key is assigned. Therefore it is necessary to create single taxes and organize them in groups so that they can easily be applied to the price keys.

Taxes will be calculated on the discounted total (where discounts have been applied).

3.1 Settings

SETUP > PRICE SETUP > TAXES

Following this path opens the Taxes Setup screen. This screen is divided in two sections: the section on the right relates to Taxes, while the section on the left relates to Groups of Taxes.

3.2 Managing Taxes

To create a tax, press New (on the right-hand side of the screen).

The Delete button cancels the tax selected. If the tax belongs to a group, the system will not allow the cancellation.

With the four arrows in the lower right section of the screen the user can scroll through the predefined taxes, while the two arrows in the middle of the screen allow the assignment of a tax to a group, or its removal.

Make the necessary changes and press Save.

The following is a brief description of the settings:

TAX

Enter the Name of the tax.

PERCENTAGE / FIXED VALUE

The selection of one of these excludes the other, indicating whether the tax is to be calculated as a percentage or as a specified value.

FROM / TO VALUE

Enter the range of monetary values to which the tax is to be applied (e.g. tax brackets could change, in relation to different amounts).

RECTRAC CODE

Enter the tax code for RecTrac.

ROUNDING PRECISION / ROUNDING TYPE

The Rounding Precision relates to the value to which the amount is to be rounded, while Rounding Type allows the operator to define whether amounts are to be rounded off, down or up.

For example, if the amount to be paid is $5.02 dollars and is to be rounded up to the nearest 10 cents, the final amount will be $5.10. If it is to be rounded down to the nearest 10 cents, the final amount will be $5.00.

LEVEL

It is possible to define more tax application levels: level 1 taxes are applied on the net total, level 2 taxes on the total including level 1 taxes and so on.

Enter 1 in the Level field to define the first tax to be applied, then enter 2 to define the second tax level, etc.

INCLUDED IN PRICE

This setting indicates whether the tax should be included in the price or added at moment of payment.

APPLIED TO SINGLE ITEM

Specify whether the tax should be applied to each element of the transaction or only to the total.

3.3 Managing Tax Groups

To create a tax group, press New (on the left-hand side of the screen).

Then, define the name of the group (the system proposes a default name that can be changed) and use the arrows in the middle of the screen to assign a tax to the group or remove one from it.

Pressing Delete cancels the selected group of taxes.

Once again, make any necessary changes and press Save.

4. Departments

It is necessary to define and organize the Price Keys used by the Center.

The system supplies a hierarchic structure that every Center can customize and organize according to its needs. This structure contains all default first level departments (such as Bowling, POS, Lockers, etc.) and sub-departments (such as Game Bowling, Time Bowling, League Bowling, etc.) whereby price keys can be assigned to one of the default departments or sub-departments, or a new sub-department may be added. The system does not allow the cancellation or creation of any of the default departments.

It may be unnecessary for certain Bowling Centers to define an overly detailed structure of departments and sub-departments; each Center can organize the structure that best fits its working needs.

The better the organization of the price keys used, the more practical their use will be. The Shift reports will be more informative and the use of QuickBooks software more functional.

4.1 Managing Departments

SETUP > PRICE SETUP > PRICE KEYS

This path opens the Select Department window, allowing the management (creation, modification, cancellation) of the department structure.

Here for instance, under the main department Snack Bar, sub-departments such as Beverages or Sandwiches can be created, and all price keys can be organized.

4.2 Creating Departments

Pressing New Department allows a new sub-department to be inserted, placing it straight under the department selected. As mentioned previously, it is impossible to create a first level department (they are all inserted by default when Conqueror is installed), but it is possible to modify the names and units of measurement.

The Name of the department, the Unit of Measurement label ("Pairs" for shoes, number of "Hours" for Time Games, etc.) and the Display Order must be entered.

For each department and sub-department it is possible to set a Default Category: price keys created in the department will be automatically associated to the category that has been set in this scroll down menu.

It is possible to set a specific printer for the sub-departments pertaining to the Snack Bar. For example, the kitchen item department has to be associated to the kitchen printer so that kitchen orders will be printed on the printer set here.

> The printers available in the scroll down menu are the printers installed on the Conqueror Server computer.

DISPLAY ORDER

It possible to choose which sub-departments are to be the first ones displayed in the structure and in the POS, by assigning them a progressive number. This is not compulsory; if no number is assigned, the display order will replicate the insertion order and the first sub-departments to be listed remain those first inserted.

4.3 Modifying Departments

To modify a department, press Modify.

It is possible to modify the unit of measurement of a "parent" department without causing changes in hierarchically subordinate sub-departments.

Select a Default Category for the price keys pertaining to the department. For Snack Bar Sub-departments it is also possible link a specific printer.

It is also possible to set a Color for the department to be displayed in the POS; the default color is the color of the parent department.

4.4 Deleting Departments

Press Delete to cancel a department.

When deleting a department containing sub-departments, the system will request confirmation for each sub-department, starting with the lowest level.

5. Price Keys

SETUP > PRICE SETUP > PRICE KEYS

In order to sell items in the Bowling Center such as hours, sandwiches, locker rental, etc., it is necessary to create price keys containing the price, the taxes and the department that the item belongs to.

After selecting one of the departments of the Select Department window, define the price keys to be assigned to that department.

5.1 Creating Price Keys

In order to create a price key, select the Price Keys tab and then press New.

The following details must be inserted:

NAME

The Name of the price key, i.e. a brief description of the item that the price key refers to.

PRICE

Here it is possible to enter a Price (which can also be a dynamic price).

TAX GROUP

Select the Tax Group to be applied to this price key.

UNIT OF MEASUREMENT

Insert the quantity of the product to be sold at a time, in the Unit of Measurement space, defined when creating the department.

QUICK NUMBER

Enter an unequivocal Number to identify the price, which can then be found in the POS by pressing Quick Search.

RECTRAC CODE

Enter the price key code for RecTrac.

BAR CODE

Enter the Bar Code of the price key (in cases where the Center has the appropriate scanning device).

SPECIAL PRICE

Check this option if the use of the price key has to be tracked (such as price keys priced "0.00", for free items).

The transactions containing Special Prices are listed and highlighted in the Shift reports.

AUTHORIZATION REQUIRED

This function allows the manager to control the sale of particular items. To use this price key, the operator should have special permission (the privilege Sell “Authorization Required” Price Keys, in SETUP > USER PROFILE SETUP).

MEMBERS ONLY

This option is used for the sale of specific price keys (for instance lockers have this default option) to Frequent Bowlers Only. The system can identify Frequent Bowlers through their cards, or by finding them in the Frequent Bowler archive.

Shoes

The Shoes option is available only when referring to the Shoes & Socks department. If various types of shoes have been set as Fast Sale Items, set this option to prevent the operator from renting (and therefore charging) more than one pair of shoes to the same player.

Sale Price

The Sale Price option allows the operator to change the price when selling an item (it is only possible to set it for price keys belonging to the Bar, Pro Shop, Income, Expenses and Deposits). This is especially useful for the Deposits module, in order to insert the amount received as a deposit, which can vary according to the situation.

Point Collection

Enable this option if the present price key is valid for Point Collection and Player Club Cash according to the rules set for the whole department in the FBT > POINT COLLECTION.

Proportional

This option is activated only when referring to sub-departments whose unit of measurement is Time. It allows the division of the time to be paid into minutes.

5.2 Defining Prices

When creating a price key, insert the Price that has to be assigned to it. Clicking in the relevant field, the Define Dynamic Value for Price Key window opens containing a table in which it is possible to specify whether the price key is to have the same price everyday and at any time of the day, or different prices at different times or days, thus creating a “Dynamic” price key.

If the same price is to be applied to the whole table, insert the Price and press Apply or Enter on the keyboard.

In order to assign the price to a specific time zone, the whole table must be deselected by clicking on All. Then, select the area of the table (day of the week or specific time by clicking at the beginning of a row or at the top of a column) to which the price has to be to applied and press Apply. If the item is not to be sold in a particular time zone, select it and press Deactivate and the area concerned is cleared.

To select an interval of time, press the Shift key on the keyboard and click on the first and the last cells of the desired area. If single cells of the table are to be selected, press the Ctrl key on the keyboard and click on the cells to be selected.

To scroll through the timetable displaying the three different time zones of the bowling day (divided in 30 minute cells) use the two arrows on the right. Here the earliest time displayed is the one set as Day Changing Time by entering CENTER SETUP > BASIC.

The last three columns of the table, called EX1, EX2, EX3, represent three extra holidays that each Center can define for its particular needs, by going to SETUP > CALENDAR SETUP.

It is necessary to Save the current price key before creating a new one.

5.3 Copying Price Keys

To copy a price key to another department, select the price key and press Copy to Department.

To copy a price key inside the same department, select the price key and press Copy. Before saving the price key, it is necessary to assign a new name to it, to differentiate it from the original one.

5.4 Price Key Report

To print a price key report select the price key department and press Print.

Here it is possible to Filter by department, printing only the price keys related to that specific department, otherwise a report would be generated showing all the defined price keys. It is also possible to specify the Time and Day of the price keys to be printed, and whether the report is to be Flat or structured By Departments.

This report can also be accessed through BACK OFFICE > REPORTING > PRICE KEY REPORTS.

6. Modifiers

Modifiers are necessary for managing all the changes carried out on price keys (e.g. an extra sauce on a hamburger or a slice of cheese less).

For example, to sell a “hamburger with extra ketchup but without cheese” the operator has to choose the normal “hamburger” price key, the With Ketchup modifier and the Without cheese modifier.

During the setup phase, a price and a tax can be added to each modifier. During the sales phase it is necessary to specify if the modifier is With or Without.

A With modifier (e.g. extra Ketchup) can involve a supplement (a price added to the one of the normal price key). A Without modifier does not imply a discount on the price of the normal price key. Without modifiers do not have a negative price.

CREATING A MODIFIER

First press Add Group and give the modifier group a name (e.g. Sauces), then press Add Modifier and give the modifier a name (e.g. Ketchup), a price and a tax.

After inserting all the modifiers, it is necessary to link the price keys to the modifiers.

In this case we must associate all the price keys that might request a sauce to Sauces.

LINKING PRICE KEYS TO MODIFIERS

To do this, click on the Price Keys page and press the Price Keys button.

To associate all the modifiers of the group altogether:

1) Click on the modifier group on the left-hand side,
2) click on the Price Keys tab,
3) press the Price Keys button: the whole price keys structure opens and it is possible to choose all the price keys to associate to the whole group of modifiers.

To associate only one modifier (not the whole group):

1) Click on the modifier group,
2) click on the modifier in the list on the right,
3) press the Price Keys button: the whole price keys structure opens and it is possible to choose all the price keys to associate to the selected modifier.

UNLINKING PRICE KEYS FROM MODIFIERS

To unlink a price key from a modifier select the price key in the list and press Unlink Price Keys.

AUTOMATIC AND OPTIONAL MODIFIERS

By default the modifier is Optional: i.e. during sales the operator has to press Modifiers to access the choice of the modifier. In this case the small modifier window must be opened by the operator when selling the price key.

A price key can have Automatic modifiers: in this case when the price key is sold its modifiers are automatically proposed to the operator, forcing them to make a choice. To propose the modifier window to the cash register operator by default the modifier has to be set as automatic. To do this, select the price key in the Price Keys tab and press Automatic.

7. Categories

Categories are a reorganization of price keys that allows customizing the Sales window so that the POS can be used in all of its potential. Each Center can organize the category structure that best fits its working needs.

The structure of the Categories is on 2 levels: the main category (first level) is the one displayed vertically on the right-hand side of the Sales window. The sub-categories are divisions of the main one and are displayed horizontally in the low part of the window.

In this example, Drinks is a main category and it contains the following sub-categories: Hot Drinks, Beers and Cocktails (displayed horizontally at the bottom of the window). To sell a large beer on tap, simply click in the main window, while to sell a special beer first click on Beers and then on the desired beer.

Creating Categories

Setup > Price Setup > Categories

To create the first category, press the button Add Category, give it a name and press OK.

To create a Sub-Category, first select the main category and then press Add.

If the Center wants to use its price key department structure as category structure, simply press Import. In this way the whole price key department structure will be imported here and can be modified as desired. For Centers upgrading to version 5, the price key department structure is imported by default.

Linking Categories to Terminals

Terminal can be customized: it is possible to choose the categories to be displayed by default when opening the Sales window on that terminal.

To link categories to a specific terminal press Terminals and choose the categories to be displayed by default on the selected terminal.

Category Display Order in the Sales Window

The first 8 main categories are always visible on the right-hand side of the Sales window, while to access the categories that follow them click on Other.

CHOOSING THE CATEGORY PRICE KEYS

Select the category to be filled in and press Price Keys.

In the window that opens click on a department to display its price keys, then select the price keys to be assigned to the category and press the assign arrow. Similarly, to remove a previously chosen price key, select it and press the remove arrow.

It is possible to use the multiple selection of price keys by pressing the Ctrl key on the keyboard.

After choosing the price keys that make up the category, press OK and save.

PRICE KEY DISPLAY ORDER IN THE SALES WINDOW

The price keys chosen will be displayed in the Sales window in the order they are displayed in the last column of this window.

Use the blue arrows to move the price keys up and down in the category.

8. Packages

SETUP > PRICE SETUP > PRICE KEYS

Creating a package allows a quicker and more functional use of price keys and special offers in the Bowling Center. A package can include items belonging to different departments: for instance, one can create a package including 1 game ($5) + 1 sandwich ($3) and sell it for $6.50.

Packages can also be composed of generic items to be specified afterwards (during or after sales, even after payment). For example, a package can include 1 "soft drink" without specifying the particular soft drink (the choice might be between "coke", "soda", "beer", etc.). In this case an Open Choice Menu is used.

8.1 Package Settings

In order to create a package, select the department, click on the Package tab and then press New.

PRICE

The package price is the sum of the prices assigned to each item. The tax applied to the package is the sum of the taxes of the single items included in the package itself.

As with normal price keys, packages can be deactivated in certain time zones or entire days of the week by clicking on Price.

PACKAGE ITEMS

To choose the items that are going to be part of the package being created, click on the table or press the small calculator located straight above the table.

In the window that opens select the desired items and specify a Price and a Quantity for each one of them.

After choosing the items that make up the package, press OK and, if the Center uses a scanning device, enter the package's Bar Code.

8.2 Open Choice Menu

Packages can be composed of generic items to be specified afterwards (during or after sales, even after payment). For example, a package can include 1 "soft drink" without specifying the particular soft drink (the choice might be between "coke", "soda", "beer", etc.).

In order to create an open choice menu, select the department, click on the Menu tab and then press New.

To choose the items that are going to be part of the menu being created, click on the table or press the small calculator located straight above the table.

In this window, add the items to the menu by selecting them on the left-hand side of the window and then press the green assign arrow. Similarly, to remove a previously chosen item, select it and press the red remove arrow.

After choosing the items that make up the menu, press OK and select which item is to be proposed by default (Default Choice).

Enable the Receive Payment without Specifying Package Items in Center Setup in order to allow payment without specifying each individual item in the package deal. So, when selling a generic soft drink with this option disabled, it should be necessary to specify the particular soft drink (e.g. "coke", "soda", "beer", etc.).

9. Discounts

The system allows to apply percentage discounts during payment.

Discounts are applied automatically when a customer belongs to a category to which a fixed discount has been associated. For example, if a 15% discount is attributed to the “Scouts” category, the discount is applied automatically when a scout’s membership card is read.

Discounts can also be attributed manually at the discretion of the operator upon payment. For example, if the bill (or the divided bill) comes to $36 and the operator applies a discount of 10% to this bill, the discount is applied immediately and the total of the bill is reduced to $32.40.

As with price keys, discounts can also be dynamic, that is, applied at different rates in different time periods/days of the week (to promote bowling in the morning for example) or deactivated on certain days.

In no case are discounts applied to transactions regarding deposits or when recharging the membership card.

9.1 Discount Types

Automatic Discounts

Automatic discounts are applied to members that belong to a category with the right to a fixed discount; when the member’s card is read at the cash register, the appropriate discount is automatically applied to that customer’s bill.

When one bill is for more than one customer and some of these customers are members of different categories with differing discounts, while others are not members, the appropriate discounts will be applied only to customers belonging to categories with the right to a discount.

For example, a family bill comprises the grandfather (15% pensioner discount), the father (no discount), two children (10% scouts discount) and the mother (a regular valued customer with a super discount of 30%). The children’s food, drinks and games will be discounted by 10%, the grandfather’s game by 15%, the father’s food and games must be paid in full, while the mother’s games, food and special shoes are all discounted by 30%.

The above is true only if a member of the family doesn’t have the option Apply Discount to Entire Bill assigned to their category, whereby the discount applies to everyone included the bill except those with a higher discount.

For example, if the father had a discount of 20% with this option checked, the whole family would benefit from the 20% discount except the mother, because she has a 30% discount.

Manual Discounts

Manual discounts can be applied to an entire bill or to individual items, by dividing the bill in the Payment window.

When a discount is applied manually to a member with a regular discount, the higher of the two discounts applies. Example: if an operator decides to apply a 20% discount to the aforementioned family’s total bill, the 20% discount will apply to all family members except the mother, whose 30% discount still applies as it is higher than the other discount.

Click on the Discount sum in the Sales window, whereby the available discounts that can be applied within that particular time zone are displayed. Click on one of the discounts and press OK to apply that discount to the bill.

The type of discount can also be modified by following the steps described above.

> The relevant privilege is required to perform manual discounts with the “Authorization Required” option.

9.2 Discount Setup

Setup > Price Setup > Discounts

To create a new type of discount, press New, enter the Name (e.g. school children), define the Discount Rate (applying different discount rates to different days/times if desired in the dynamic table) and set the following options:

Authorization Required

This option limits the use of the manual discount only to operators with the required privilege Access "Authorization Required" Discounts and Price Keys.

Apply Discount to Entire Bill

This option extends the discount of a member to all their fellow bowlers.

Therefore, if a customer belongs to a category with a discount containing this option checked, their discount will be applied to the whole bill (e.g. all family members or friends, etc.) and not to the individual customer alone (except in cases where the individual customer already has the right to a higher discount).

Members Only

Set the Members Only option to associate the relative discount to the category of members in FBT Setup.

This discount cannot be applied manually in the Payment window.

9.3 Linking Discounts to Member Categories

The discounts created previously can then be associated to categories such as pensioners, children and regulars, by going to Back Office > FBT > FBT Setup and selecting the appropriate discount to apply to that category.

Next, the appropriate customers must be put in that particular category through Front Desk > Frequent Bowlers by choosing the category from the scroll down menu in the upper left-hand section of the Account window.

The customer is given the appropriate discount automatically from hereon.

10. Denominations

The system allows to set and identify the denominations that a Center deals with. This is useful for the operator at the end of a Shift, when checking collected money (advanced Shift management), enabling the operator to specify the exact amount of every single denomination (for example: 9 ten-dollar notes = 90 dollars, plus 10 five-dollar notes = 50 dollars and so on) and the system will then calculate the total collected.

It is possible to identify the Denominations of currencies accepted in the Bowling Center and any other possible Payment Modes (credit card, QCash, etc.).

10.1 Settings

Setup > Price Setup > Denominations

Here Notes, Coins and Other payment modes (such as vouchers, cheques, etc.) can be inserted.

The window opens with the main currency of the Bowling Center selected.

To enter a banknote, click in the Notes column, press New and enter the denomination Description (e.g. "quarter of a Dollar") and its Value ("$ 0.25"). Repeat this operation for all denominations.

After putting in all the denominations of the main currency, press the Currency button, select a different currency in the list and enter a new set of Notes, Coins and Other payment modes.

To modify a denomination already present, select it in the columns and press Modify.

11. Fast Sale Items

Fast Sale Items make the selling of price keys easier because price keys set as fast sale items are immediately ready to be sold.

When opening a lane from Lane Status or from the Booking System, these items appear allowing quick selection/sale of the relative price key.

It is possible to set maximum 3 fast sale items per resource.

11.1 Settings

SETUP > PRICE SETUP > FAST SALE ITEMS

Here it is possible to create the fast sale items to be used in the Bowling Center.

Select the Resource Type on the right-hand side of the screen that the fast sale item is to be applied to. Note that a label such as Resource Type: 1/4 means that the first among four resources available in the Center is being selected.

Then, on the left-hand side of the screen, select the Department containing the price keys to be made into fast sale items. Depending on the resource selected on the right, the department structure will only display the departments available.

On the left-hand side of the Fast Sale Items screen is a list of the price keys belonging to the department selected that can be assigned as fast sale items on the right.

Now select a price key and press Assign to move it to the Resource Fast Sale Items window.

This operation cannot be executed for certain price keys, such as Members only, Authorization required and Sale price.

As the fast sale items are set, a Fast Sale check appears for each item. Select those to be displayed when opening a lane as default items to be sold. When opening a lane, deselect items not to be sold.

12. Lane Orders

Customers can make bar orders from their lane monitors, choose items in special menus and specify the amount they will tender so that the operator can easily prepare the necessary change.

Module available only in BES, Bowland and Bowland-X Bowling Centers.

With Bowland it is possible to deactivate the Lane Orders and the relative Bar key on the lanes through the Lane Options.

12.1 Settings

SETUP > PRICE SETUP > LANE ORDERS MENUS

On the right-hand side of the screen, select Bar Group no/9 then enter the name of the group to be created (e.g. "Drinks", or "Sandwiches"); n/9 indicates that the system allows the creation of maximum 9 different bar groups. Each Center can create the amount of groups that best suits its needs. Each group can consist of maximum 99 price keys. Once the group has been named, the price keys it will consist of can be chosen. Move to the left-hand side of the screen and select one of the Departments.

The department structure displays only POS departments, because only items belonging to the POS can be ordered directly from the lanes. Selecting a department will display all the price keys included in this department in the Department Price Keys list below.

The Assign / Remove buttons in the center of this screen allow the operator to compile the lane orders menu with the selected price keys.

MENU MODE

Choose one of the following Lane Order options:

Complete – normal mode, for which the price list is utilized on the lanes.

Off – deactivates Lane Orders for all the lanes, for example when the time of bar or kitchen closure is getting near.

Blinking Bar – by pressing the Bar button on the lane keyboard, the upper section of the players' grid flashes and SOS is displayed in the corresponding lane icon in Lane Status advising the operator of the call (for those not utilizing the price list).

PRINT TAX INCLUDED NOTICE IN RECEIPTS

Select this option if prices contained in the current lane order menu already include taxes.

If taxes are not included, a message is displayed making customers aware that taxes are to be added.

SKIP AMOUNT TENDERED WINDOW

When customers finish making their bar orders they have to specify the amount they will tender, so that the operator can easily prepare the necessary change.

Enable this option to skip this window.

INSTALLATION INSTRUCTIONS

1. Overview

INTERNET UPDATE

The Internet Update feature is available starting from version number 4 of Conqueror Pro. This allows having the Bowling Center always updated to the latest version of Conqueror Pro with minimum effort of the operator.

The Center will always be updated to the latest version of Conqueror Pro thanks to this automatic feature and score, MMS, TCS, Intercom, etc. will always be kept updated as well.

The Internet Update feature of Conqueror Pro is similar to the Windows Update system: Conqueror Pro checks (automatically or on demand) if there are new versions available on the QubicaAMF website, it downloads the new version on the computer dedicated to the Internet Update and through the local net it upgrades all the terminals of the Center.

Plus, the licensing procedure has been integrated: also the license for the Center is downloaded together with the new version of Conqueror Pro, so after updating, the Center is ready to work.

QUICK UPGRADE FROM CDS

For the Centers without an Internet connection, the new Quick Upgrade procedure is available.

The Centers receive the CDs as usual, the CDs are loaded onto the main computer and, instead of loading the CDs on every computer, all the terminals and all the other systems are automatically updated from the main computer through the local net.

2. Version 5 Installation / Upgrade

The first thing to do in all Centers, even in the ones without an Internet connection, is to choose the main computer on which the new versions of Conqueror Pro will be downloaded on (from the Internet or from CDs) and from which the entire Center will be updated from.

This main computer must have the following features:

- It must have a broadband connection to the Internet (to check the QubicaAMF website for a new version to download). This computer does not have to be constantly connected to the Internet, but only during the download of the version.

> If the Internet connection is not present, the Center will use the Quick Upgrade from CDs feature.

- It must be connected to all the other terminals of the Center (the terminals will be upgraded from it),
- It must have enough free space to host the new version of Conqueror Pro (at least 1.5 Gb of space for Bowland and Bowland-X or 3.5 Gb for BES).

The Internet Update computer can be any terminal of the Center with the features listed above; it doesn't necessarily have to be the Conqueror Server computer.

> This main computer will be called Internet Update Computer, but also Centers without an Internet connection must follow these instructions.

2.1 First Installation of a Conqueror Pro Version 5

Get CDs and license before starting the first upgrade of the Center to a version 5 of Conqueror Pro.

The first computer of the Center to be upgraded to Conqueror Pro version 5 must be the main computer, which is the computer dedicated to the Internet Update (or Quick Upgrade if the Internet connection is not present).

Installation on the Internet Update Computer

The first installation in the Center of a version 5 of Conqueror Pro has to be carried out from the CD or from our website, as in the previous versions.

In the first dialog, the operator has to press Install/Upgrade Conqueror Pro. Then he has to confirm that the computer he is working on is the one dedicated to the Internet Update by checking the relevant option.

Immediately after, the operator has to specify exactly where to install the Internet Update directory on the computer; a Destination Folder is chosen by default, but it can be modified with the Browse button.

> Read and follow the instructions given through the installer program dialogs.

After installation of the Internet Update directory, a new red icon will appear in the System Tray: it is the Upgrade Monitor icon. The Upgrade Monitor checks the QubicaAMF website for a new version to download. By passing the mouse pointer over it, a tooltip will appear displaying its status.

At this point, it is possible to directly start Conqueror Pro installation (see below) on the Internet Update computer, but if the Conqueror Pro is not desired on the Internet Update computer, deselect the relevant option and click on Finish.

Installation / Upgrade in the Center

Now that the Internet Update computer has been updated to version 5, all the other terminals of the Center can be upgraded from the CDs or from our website (as in the previous versions).

In the beginning of the installation procedure, the user has to specify that the Internet Update directory has already been installed on another computer and then select the Internet Update computer in the Local Net dialog.

Another possibility is to update the terminals through the local net: connect to the Internet Update computer, select the QWorkingCopy directory and double click on Autoplay.exe.

3. Conqueror Pro Installation

Conqueror Pro is composed of a server on which the database runs and of clients, which are the terminals connected to the server: first of all it is necessary to choose which one of the Center's computers will be the server and start the Center installation from it.

> If installing Conqueror Pro for the first time, the operator has to have the USB key (delivered with the CDs) available, in order to insert it when requested.

After putting in the CD or double clicking on Autoplay.exe in the Internet Update directory press Install/Upgrade Conqueror Pro.

> The main steps of the installation are described below, but it is highly recommended to carefully read and follow the instructions given through the installer program dialogs.

Choose the Center's score type in the first dialog (between Bowland, Bowland-X, BES, etc.).

Afterwards, choose the local drive where the software has to be installed.

Then choose to install the Conqueror Pro server and/or the client (so that Conqueror can run on the server too), and specify if TCS, Intercom or MMS are present.

> It is highly recommended to install the Spare Server on every computer, so that any of the Center's terminals can be transformed into a temporary server if the Conqueror Pro server computer breaks down.

If installing a terminal, choose the number to assign to this Conqueror Pro terminal, specify if Conqueror Pro has to startup in Standard or Setup mode (in this case, the terminal is used only for setup settings), and specify if Conqueror Pro has to start automatically after user logon.

For BES Centers, an additional dialog appears to specify which of the 2 IP addresses has to be used by the Conqueror Pro server to establish a connection with the terminals.

During the server installation, if the MSDE Engine is not present on the computer, it will be installed by default in the Program Files directory; but the operator can choose another directory by pressing Browse.

At the end of the installation it is possible to load graphics files (that will be displayed on the lanes) from a floppy disc or from a folder in the computer.

> Note that the following software packages are installed together with Conqueror Pro: MDAC 2.7 or later, Framework .NET 1.0.3705 SP2 and Crystal Reports 1.0. SP1.

After starting Conqueror Pro the license has to be put in manually, as in the previous versions.

3.1 Managing Conqueror Pro Spare Server

Conqueror Pro is equipped with a safety system that transforms any of the Center's terminals into a temporary server if the Conqueror Pro server computer breaks down.

> Note that the operator has to enter a password, as these functions can cause substantial damage if performed incorrectly (passwords are obtained by calling Technical Support).

Preconditions to use the Spare Server in case of emergency:

- The Spare Server has been installed on almost one Conqueror Pro terminal.
- The Second Backup Directory has been set on the computer intended to be the Spare Server.

Practically, when the server computer breaks down, go to terminal intended to be the Spare Server, launch the *TechSupport* module in the Emergency menu, click on Spare > Server and type in the password.

In the Backup Path field specify in which directory the secondary backup is located, and in the box directly under it choose which copy of backup to restore.

BES Centers also have to select the Lane Server option.

Start the backup restore procedure on the Spare Server computer by pressing Spare > Server.

> Then carefully follow the instructions given in the dialogs.

4. Following Version Downloads

As soon as a new version is ready on the QubicaAMF website, the operator is informed that a new version to download is available.

By clicking on Feature File he can consult which innovations have been introduced in the new version, which bugs have been fixed, etc. and then he can choose to:

- Immediately download: in this case the download of the new version onto the Internet Update computer starts;
- Delay the download at day changing time: in this case the download is carried out after the Daily Task and installation can start when the Center reopens;
- Be informed after a certain number of days;
- Skip the download of this version and be informed when a newer version will be available.

> The download of a new version of Conqueror Pro can be managed only by users with the specific Manage the Internet Update privilege.

4.1 Automatic Download of the New Version

With the automatic download feature, as soon as a new version is available on the QubicaAMF website, it is immediately downloaded onto the Internet Update computer.

To set the automatic download, enable the Automatic New Version Download option in SETUP > CENTER SETUP > SYSTEM.

When starting Conqueror Pro after an automatic download, the user is informed that a new version of Conqueror Pro is available for installation.

4.2 Download of the New Version on Demand

It is also possible to carry out download on demand (manually) through the main menu of Conqueror Pro, for example it is useful in Centers that do not keep the Internet Update computer constantly connected to the Internet.

UTILITIES > INTERNET UPDATE > CHECK FOR NEW VERSION

If a new version is available on the QubicaAMF website, the user is asked when to proceed with download.

5. Following Upgrades to a New Version

> The installation of a new version of Conqueror Pro can be managed only by users with the specific Manage the Internet Update privilege.

After downloading the new version, the user is asked when to proceed with installation. The user can choose to:

- Immediately upgrade the Center;
- Delay the upgrade at day changing time: in this case the upgrade is carried out after the Daily Task and, if everything goes well, the day after the Center will be updated, have a license and be ready;
- Be informed after a certain number of days;
- Skip the installation of this version and be informed when a newer version will be available.

When the installation starts, all the terminals are asked to exit Conqueror Pro:

- If all the operators exit Conqueror Pro, the upgrade procedure will start
- If a terminal refuses to exit (e.g. because a credit card transaction is being carried out), the installation doesn't start and a User Message keeps track of it. The installation will be re-proposed when Conqueror Pro is started again.

INSTALLATION OF A NEW VERSION OF CONQUEROR PRO ON DEMAND

If the upgrade wasn't carried out when proposed by the system, the Center can be upgraded on demand (manually) through the main menu of Conqueror Pro.

UTILITIES > INTERNET UPDATE > UPGRADE CENTER

6. Licensing the Center

The license for the Center is downloaded together with the new version of Conqueror Pro, so after updating, the Center is ready to work.

If the license is not downloaded properly (e.g. because of problems in the Net), the user will be informed when starting installation: to continue upgrading the Center, the license has to be inserted manually.

When the user is asked if he wants to insert the license of the Center, he has to choose Yes and in the dialog must:

- Paste the license copied from the email, floppy disc, etc.

or

- Press Get License to receive the license automatically via Internet.

APPENDIX

1. Quick Access Menu Icons

0085 0086 0087 0088 0089 0091

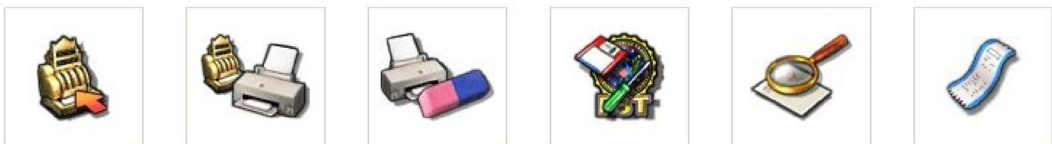
0092 0093 0094 0095 0097 0098

0099 0101 0102 0103 0105 0106

0107 0108 0109 0110 0111 0112

0113 0114 0115 0116 0118 0119

0120 0124 0125 0126 0128 0130



0131 0132 0134 0135 0136 0137

0138 0141 0142 0143 0146 0147

0148 0150 0151 0152 0159 0161

0162	0168	0169	0170	0171	0172
0173	0175	0180	0181	0182	0183
0184	0185	0186	0188	0189	0191
0192	0193	0194	0195	0196	0197
0205	0206	0208	0212	0213	0215
0216	0217	0218	0219	0222	0223
0224	0225	0228	0230	0231	0232
0233	0234	0235	0239	0240	0241
0242	0244	0245	0246	0247	0248

0250

0251

0252

0253

0254

0255

0256

0258

0264

0268

0269

0270

0275

0279

0282

0283

0284