



IWOS

Inflatable World Operating System

User Guide



This document will cover off on all aspects of using IWOS to record and sell entry into Inflatable World.



Start Up

All sales for Inflatable World need to be recorded through the IWOS sales system.

Each venue will have its own log in for their stadium to record and track sales.

You will need to open the IWOS software and log onto your site information. Double click on the IWOS icon on your desktop.

The following screen will now appear asking you to log in.

Enter your username and password here and sign in. Note: Passwords can be changed in the **Admin** Menu once you have logged in.

A screenshot of the IWOS Login dialog box. The window title is 'IWOS Login'. It contains two text input fields: 'User Name' with the text 'Sample' entered, and 'Password' which is empty. At the bottom right, there are two buttons: 'OK' and 'Cancel'. The dialog box has a blue background and a standard Windows-style title bar with a question mark icon and a close button.



On the FIRST login of any day you will be required to complete the OPENING COMPLIANCE CHECKS. These are to ensure that Safety requirements and checklists required in your Inflatable World License have been addressed.

Opening Compliance Checks

Venue: Brett Test Date: Wed 22 Apr 2015

Manager On Duty: *Manager On Duty responsible for performing checks.

All staff employed today have received Health and Safety & supervisory training for the operation of the Inflatables OK!

All emergency exit doors are operational and are clear of obstruction both inside and outside OK!

All emergency escape routes are clear of obstruction OK!

All Inflatable World signage is in place OK!

All fans are correctly attached to the Inflatables and are in the correct position OK!

All Inflatables & subsidiary equipment have been checked for wear and tear and are safe for public use OK!

Comments:

Non Operational Day Do not ask again. Submit (no print) Submit and Print

These OPENING COMPLIANCE CHECKS are archived electronically. If you are opening IWOS on a day that Inflatable World is not operating (ie to check some figures or prepare pre-booked entries such as Birthday Parties) you can skip this step by noting the **Non Operational Day** button.

Note: Doing this on an operational day will be highlighted in the archives and is a breach of the Licensing Terms.



Home Screen

Once the Opening Compliance has been completed you will be directed to the Main Screen that will look similar to this:

Help and Release Notes Covid-19 Resources Staff Management Void Prior Order Access Bookings Admin

Products

Single Over 5 \$18.00	Supervising Adult \$0.00	Birthday Party \$250.00
Single Under 5 \$10.00	Private Hire \$0.00	+ Guest Over 5 \$18.00
Parent and Bub \$18.00	Holiday Programs \$0.00	+ Guest Under 5 \$10.00
Promo Pass \$0.00	Less Deposit \$-50.00	Free Parent Guest \$0.00

Current Order

Total: \$0.00

Today At A Glance (120 minute sessions)

Pre-booked Entries	Daily Sales	Sales History
Total Entrants To Now: 0	0 Supervising Adults	0 Supervising Adults
Approx Current Customers: 0	0 Supervising Adults	0 Supervising Adults

Current Date/Time: Sun 04 Jul, 1:31 PM

Entrants Expiring @ 2:00 PM	0
Entrants Expiring @ 2:30 PM	0
Entrants Expiring @ 3:00 PM	0

Staff Numbers Signed In - Updated Unknown

Setup	Floor	Reception	Duty Manager
0	0	0	0

Process

New Customer Returning Customer

Do Not Print Wristband

Quit!

Wristband Message

Number of Copies 0

Submit Order as Pre-booked Entry

Cancel

The **Main Screen** shows all relevant information for you to do the following:

- **Create Sales**
- **Monitor Patron occupancy levels -**
 - **Current Customers**
 - **Expiring Wristbands**
- **Monitor Staffing Levels**
- **Shortcut to -**
 - **Daily & Historic Sales**
 - **Birthday Booking System**
 - **Pre-Booked entries**
 - **Staff management**



General Entry

The screenshot shows the IWOS software interface. On the left, under 'Products', there are several buttons: 'Single Over 5 \$15.00' (pink), 'Supervising Adult \$0.00' (yellow), 'Birthday Party \$180.00' (green), 'Single Under 5 \$8.00' (cyan), 'Private Hire \$0.00' (orange), '+ Guest Over 5 \$15.00' (green), 'Parent and Bub \$15.00' (purple), 'Deposit Paid \$50.00' (grey), '+ Guest Under 5 \$8.00' (green), 'Promo Pass \$0.00' (yellow), 'Less Deposit \$-50.00' (grey), and 'Free Parent Guest \$0.00' (green). On the right, under 'Current Order', there is a list of items with checkboxes: 1 X Single Over 5: \$15.00, 2 X Single Over 5: \$15.00, 3 X Single Under 5: \$8.00, and 4 X Supervising Adult: \$0.00. Below the list, the total is displayed as 'Total: \$ 38.00'. At the bottom right, there is a 'Process' section with buttons for 'New Customer' (green) and 'Returning Customer' (green), and a checkbox for 'Do Not Print Wristband'.

Let's start with General entry admission.

This image shows a close-up of the product selection buttons for general entry admission. The buttons are arranged vertically and include: 'Single Over 5 \$15.00' (pink), 'Single Under 5 \$8.00' (cyan), 'Parent and Bub \$15.00' (purple), and 'Promo Pass \$0.00' (yellow).

- **Single Over 5** includes children 5 years of age and up, including Adults.
- **Single Under 5** includes children up to 5 years of age.
- **Parent and Bub** is used when you have a child under 5 years of age and an adult entering with them to supervise - the parent enters for about half price.
- **Promo Pass** is loaded onto the system and used for anyone redeeming a FREE VISIT PASS.



- **Supervising Adults** are FREE, there is no charge if they are not using the equipment and therefore they will not require a wristband; wristbands are only used for those using the equipment. We use the **Supervising Adult** button to keep track of occupancy levels - *No Wristband will be printed.*

Once you have clicked on the product buttons, the total owing for any entry will be calculated.

To remove a product from the sale, click the "X" next to the product in the current order:

2 Single Over 5: \$15.00



To finalise the sale click one of the **Process** buttons.

You will be able to view reports showing the number of New and Returning customers. The printer will automatically PRINT the required amount of wristbands for the order.



Tracking Occupancy Levels

To ensure a safe and enjoyable environment at each facility we have built into the IWOS system the ability to see at a glance the occupancy levels of your facility. Each time an entry transaction takes place the number of people entering is automatically updated, as well as the expiry time of their wristband (see wristbands expiry procedures).

Today At A Glance (120 minute sessions)

Pre-booked Entries	Daily Sales	Sales History
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Total Entrants Today So Far: **482**
(46 of these are Supervising Adults)

Approx Current Customers **144**
(18 of these are Supervising Adults)

Current Date/Time: **Sun 22 Mar, 04:11 PM**

Entrants Expiring @	4:30 PM	25
Entrants Expiring @	5:00 PM	8
Entrants Expiring @	5:30 PM	2

Note: that you can see the current customers as well as those expiring each 30 minutes for the next three(3) timeslots. This allows you to control traffic flow of incoming customers with the knowledge of how many customers will be leaving.



Tracking Staff Levels & Staff Sign Ins

Managers can note Staffing Levels at a glance from the Staff Signed in on the IWOS Tablet.

It is a requirement for ALL STAFF to sign into the IWOS Console Tablet prior to the start of their shift to ensure they receive all relevant Training Documents and Alerts. (**Refer: IWOS Console User Guide**).

The Staff SIGNED IN on the IWOS Tablet are updated every 15 Minutes to the Main Screen section below.

Staff Numbers Signed In - Updated Unknown			
Setup	Floor	Reception	Duty Manager
0	0	0	0



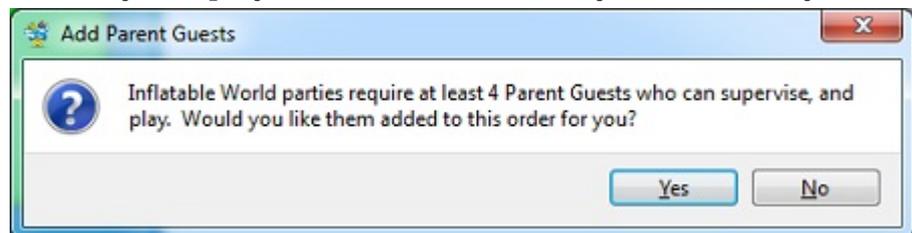
Birthday Parties

All Birthday Party bookings are put through the online booking system. Refer *Procedure Birthday Party Bookings* for more information on this.

All Birthday Parties also need to be put through IWOS. There are a couple of steps involved so we have made a wizard to simplify it for you. **It is recommended that you enter your parties during the week so all your wristbands are pre-printed.** The following steps will show you how.

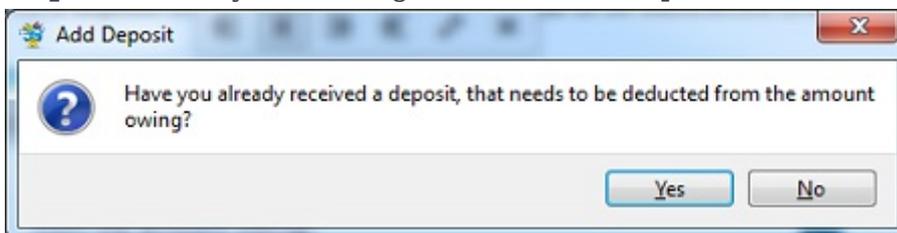


1. Add a **Birthday Party** item to your Order:
2. You will be prompted that parties require Parent Guests to supervise. These extra guests require wristbands as they can play, and can automatically be added to your



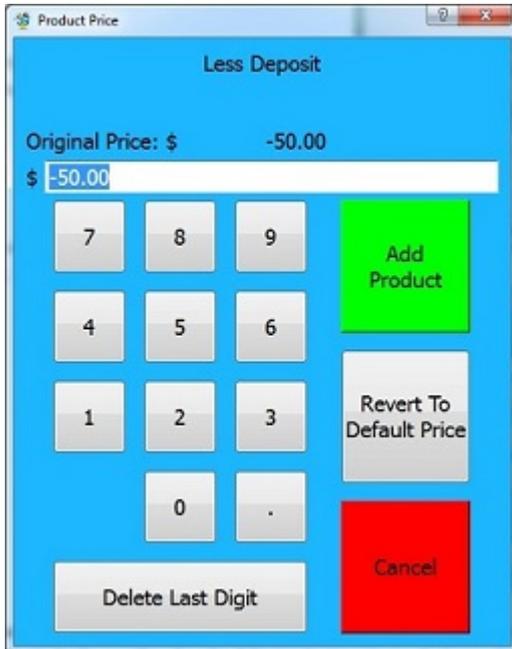
order by answering **Yes**:

3. Except under rare circumstances you would have previously received a deposit from the customer, which needs to be subtracted from the order total. You can add a **Less Deposit** item by answering **Yes** to the next question:

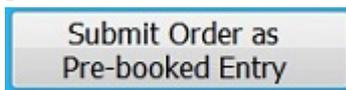




4. You can change the amount of the deposit already received. The default for your venue will appear but in the event you have received a different deposit, you are given an opportunity to change the amount. Press **Add Product** when the total is correct:



5. To enter the order as a **Pre-Booked Entry** (ie the order is for a different time than now), which allows you to print additional wrist bands easily as extra guests arrive, and track the whole party, press the **Submit Order as Pre-booked Entry** button, instead of one of the **Process** buttons. The IWOS system will hold the entry in a suspense account and process the \$ value and adjust the occupancy for this entry at the time of your choosing.





6. In the screen that appears, select the day and time of the party, and enter the message you would like to have appear on the wristband. When you are happy, press **Process**:

Store purchase with a different Date Time (such as preparing for a Party Booking):
This will ensure your "At A Glance" statistics are correct.

Party Date / Time

Date

July, 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Time

12 Noon 00

Confirm Message To Print:

Brett's Party

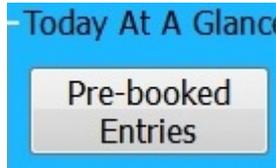
Process

Close

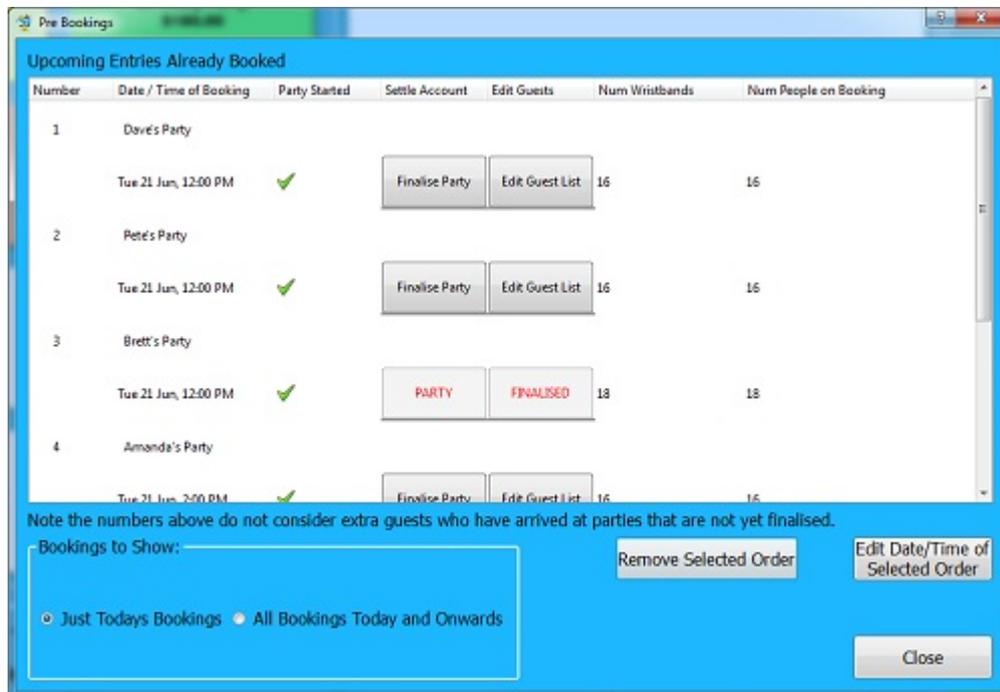


Managing Pre-Booked Entries

Once a party has been submitted as a **Pre-Booked Entry**, you may need to make edits to it, such as changing the date/time, pre-printing some extra wristbands, or cancelling it altogether. You can manage entries from the **Pre-booked Entries** button in the **Today At A Glance**



A Glance section. You will be presented with an interface for managing entries. This lists all parties for the day, or optionally, all parties for today and ahead.



Remove Selected Order

Allows you to REMOVE a **Pre-Booked Entry**, in case the party is cancelled. Select the entry you want to remove, and then press this button.

Edit Date/Time of Selected Order

Allows you to EDIT the Date/Time of a **Pre-Booked Entry**, if you entered the wrong details, or the party gets rescheduled. Select the entry you want to edit, and then press this button.



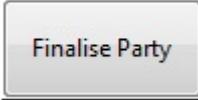
Edit Guest List

Opens the following screen for adding additional guests to the party (and printing a wristband for them).

A screenshot of a software window titled 'Edit Guests'. The window has a blue background and contains the following information:

- Total Guests Recorded:** 12
- Guests Arrived:** Add 1 (button) Remove 1 (button)
- Guests Included:** 12
- Guests To Allocate:** 0
- Press **Add 1** for each paying guest as they arrive at the party.
- You can **Remove** any guests added in this transaction. Once you have Parked the Order again (which will print wristbands) you cannot remove a guest. You should add a Void Wristband if you need to do this.
- Message To Print:** Dave's Party
- Number of Bands To Print:** 0
- Buttons: Cancel, Park Order For Further Edits

It will NOT allocate a value for the wristband sale (yet), so there is no need for a distinction between under 5, or 5 and over. When you are finished, press **Park Order For Further Edits**, to keep the changes.



Opens the following screen for finalising the party.



Here you can see the total number of guests (wristbands) for the party. It includes the initial Birthday Party booking (usually 12 guests), and any added guests. In the example above, there are 5 guests to allocate. There will be cases of **No-shows** - where you pre-print, for example, 16 wristbands, but only 15 people turn up. There are also cases where there are children under 5. The system will determine the correct distributions when you set the numbers, and press **Allocate Guests**.

In the example above, if you set **9** guests as **Under 5**, and **3** guests as **No-shows**, the result would be:

- 3 No Shows means there are only 2 guests to allocate
- 9 guests Under 5, however the initial 12 guests will always use the Over 5's first, so the 2 extra guests would be charged as Under 5



Total Guests Recorded: 17

Guests Included: 12 Guests To Allocate: 0

Product Items

How many guests are **Under 5**? 9
Wristbands to void due to no-shows 3

Allocate Guests Unallocate Guests (I made a mistake!)

	Item Cost	Number	Total Cost
Birthday Party - includes 12 guests	\$180.00	1	\$180.00
+ Guest Over 5	\$15.00	0	\$0.00
+ Guest Under 5	\$7.00	2	\$14.00
Total Due:			\$194.00
Less Deposit Already Paid:			\$50.00
Total Outstanding:			\$144.00

Print Receipt Cancel Finalise and Close Order Money Received Park Order For Further Edits

- The customer would owe \$144.00.

To finalise the order, press **Finalise and Close Order Money Received**. If you have a normal printer (other than your Wristband Printer) connected, you can also **Print Receipt** when you finalise, by ticking the box first. This also allows you to note any sundries such as coffee/drinks, etc. *This is not a Tax Invoice and does not include GST components* and is just for the party organisers use.

Receipt Extras

Receipt Sundries

Receipt Heading: Pete's Party

Enter any extra line item you would like printed on the receipt. Note this will not be saved.

Comment: Extras

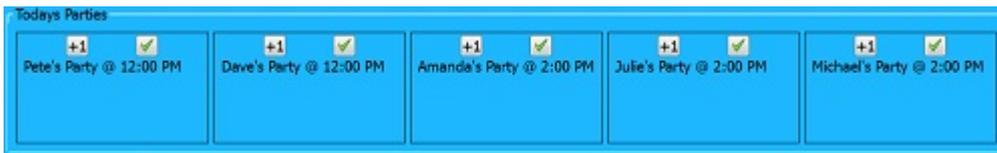
Total Sundries: \$ 0.00

OK



Add Guest / Finalise Shortcuts

To save time “clicking” through to access the **Manage Pre-Booked Entries** screen, there are shortcuts on the Main Screen, to **Add Guests** (print a wrist band) and **Finalise** (open the screen for allocating guests). All parties for the day will appear in the **Today's Parties** section until the party is finalised.



Clicking this button will add a GUEST for the Party and print a wristband (as in the process via **Edit Guest List** in the **Pre-Booked Entries** section).



Clicking this button will open the **Finalise Party** screen.



Private Hire / Group Booking

Private Hire of the Inflatables (also known as **Group Booking**) also needs to go through IWOS. You will also need to get a deposit for this. This would work the same way as the **Birthday Parties** through IWOS.

The terms and conditions of **Private Hire** are different to that of **Birthday Parties** and each stadium's terms and conditions and charges differ so these do not get entered into the online booking system. You would just send them a confirmation email of their booking.

So you have a **Private Hire** booking and you are going to charge \$450 per hour for up to 100 people and they want the booking for 2 hours. You have requested that they pay \$100 deposit into your bank account prior.



Click on **Group Booking \$0.00** (or **Private Hire** if that's what your button has printed on it), which will bring up a screen to enter the relevant numbers, as each hire is different. You probably don't require wrist bands, but do need to know the number of people, hence these being two separate questions.



Sales Reports

There are a couple of reports that you can view, to monitor your stadiums performance. It is possible to change the date you are looking at to drill down into your history.

Daily Sales

Product	Number Of Wristbands	Number Of People	Total Price	Number of Orders with Product
- Guest Over 5	41	41	\$615.00	5
- Guest Under 5	65	65	\$520.00	9
Birthday Party	180	180	\$1,000.00	15
Free Parent Guest	60	60	\$0.00	15
Less Deposit	0	0	\$-950.00	15
Parent and Bub	4	4	\$30.00	2

Product	Number Of Wristbands	Number Of People	Total Price	Orders of Type
Total Standard Products	440	492	\$4,348.00	73
Total Deposits Received	0	0	\$250.00	5
Total Void Transactions	0	0	\$0.00	0
GRAND TOTAL	440	492	\$4,598.00	78
Total Customers (New)	153	174		
Total Customers (Returning)	287	318		

From: June, 2016 To: June, 2016

Print Report Close

The **Daily Sales** report is broken down in to two sections.

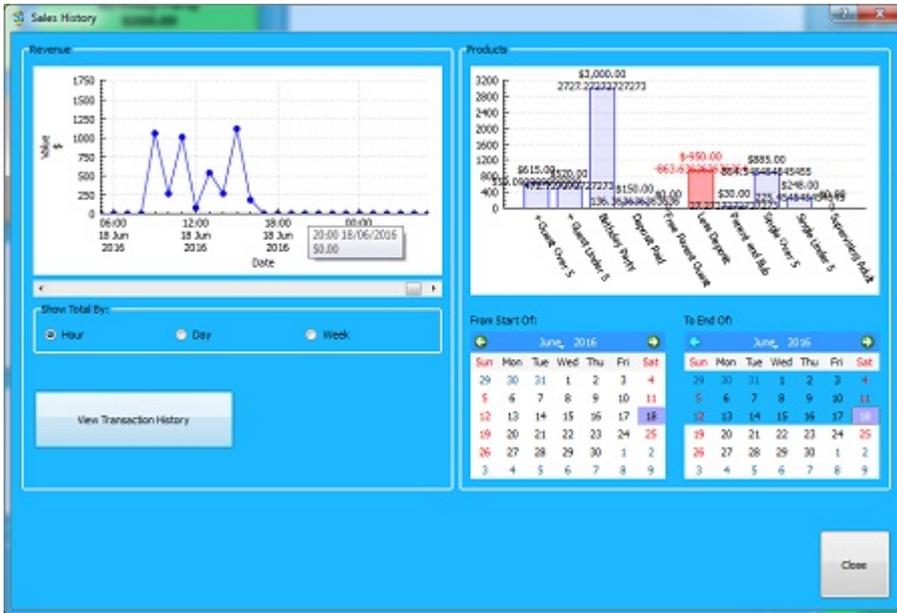
- The top section shows, for each product type, how many wristbands / people / value / number of orders. In the example above, there were 41 **+Guest Over 5** wristbands printed (ie, people above the initial 12 for the party), and they were spread across 5 parties.
- The bottom section shows summary totals.

You can print this report, which will generate a PDF for you to view with any PDF viewer (Acrobat, for example) or print.



Sales History

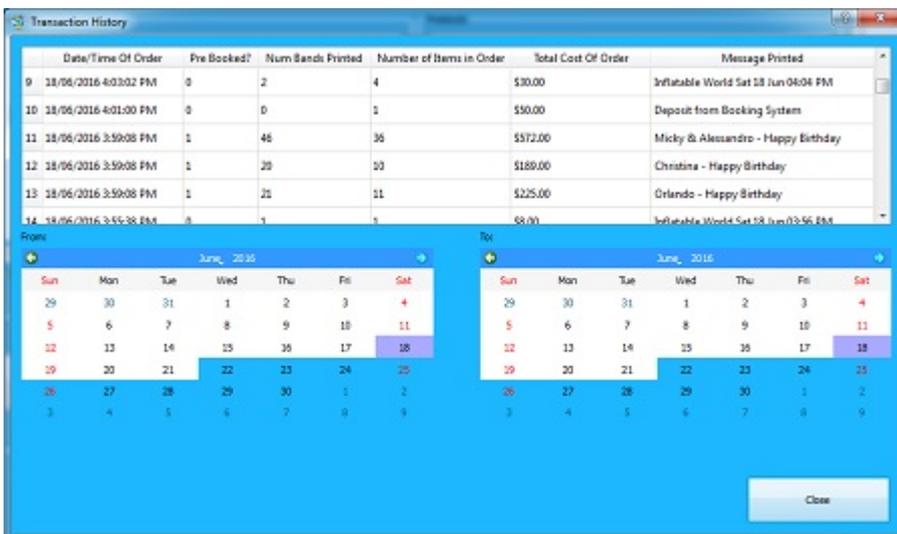
You can also view graphical representations of the **Sales History** for a period.



The chart on the left can be broken down hourly, daily or weekly to monitor your stadiums performance over the past.

Transaction History

There are times when you need more details of people through the door. The **Transaction History** will show you this.





Staff Management

IWOS is not designed to manage the staff at your stadium; however it will provide you with support for staff that are registered through the **IWOS Samsung Tablet**.

	Staff Type	Name	Date of Birth	Email	Last Signon	Total Signons	Number Unread Documents
1	Duty Manager	[REDACTED]	1/01/1973	[REDACTED]	2016-4-08 08:29 PM	7	0
2	Duty Manager	[REDACTED]	16/07/1975	[REDACTED]	2016-6-11 07:01 PM	34	0
3	Duty Manager	[REDACTED]	21/06/1993	[REDACTED]		0	22
4	Duty Manager	[REDACTED]	21/03/1992	[REDACTED]	2016-6-11 07:37 PM	34	0
5	Duty Manager	[REDACTED]	1/03/1957	[REDACTED]	2016-6-11 11:54 PM	40	0
6	Duty Manager	[REDACTED]	23/03/1970	[REDACTED]	2016-1-30 06:27 PM	1	0
7	Duty Manager	[REDACTED]	30/04/1983	[REDACTED]	2016-3-28 09:48 PM	1	0
8	Duty Manager	[REDACTED]	10/07/1967	[REDACTED]	2016-4-06 07:01 PM	6	0
9	Duty Manager	[REDACTED]	26/09/1961	[REDACTED]	2016-4-08 08:14 PM	4	0
10	Floor Staff	[REDACTED]	15/11/1997	[REDACTED]	2016-6-11 11:49 PM	27	0

Right click on an item to bring up a menu to drill down, and review training and signon information.

Close

At a glance you can see various bits of information to do with your staff. Any column can be sorted on by clicking its title.

By right clicking on a staff member, you can drill down to see their sign on history, and also their training document history (what date/time they signed off documents as read).



Void Prior Order

VOID PRIOR ORDER - Allows you to VOID a Sale

Access Bookings

ACCESS BOOKINGS - Will open the Web Portal of your *Birthday Booking System*

Admin

ADMIN - Allows you to perform Admin tasks such as setting printers and passwords