CenterMaster Manager's Quick Reference Guide

February 2001/57-900571-000

Statement of Intent

This manual has been provided for use by qualified bowling center personnel. Customer accepts responsibility for safety training of all personnel who operate this product.

CenterMaster Manager's Quick Reference Guide

Reorder Part No. 57-900571-000

Notice: If available, updates to this manual can be found on-line at www.centermaster.com.

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Adjusting Prices

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Adjust Prices.
4. Select the Subdepartment drop down box.
5. Select the subdartment that you wish to change prices for.
6. Enter the amount of the price change. **Note:** The format is either an amount or a percentage, depending the Amount or Percentage setting.
7. Select from the following radio buttons:
    - Select **Increase the amount (+)** to increase the prices in this subdepartment by the amount specified.
    - Select **Decrease the Amount (-)** to decrease the prices in this subdepartment by the amount specified.
8. Select from the following radio buttons:
    - Select **The Amount is fixed** to change the price by an amount of money.
    - Select **The Amount is a %** to change the price by a percentage of the price.
9. Select the Check Mark button.

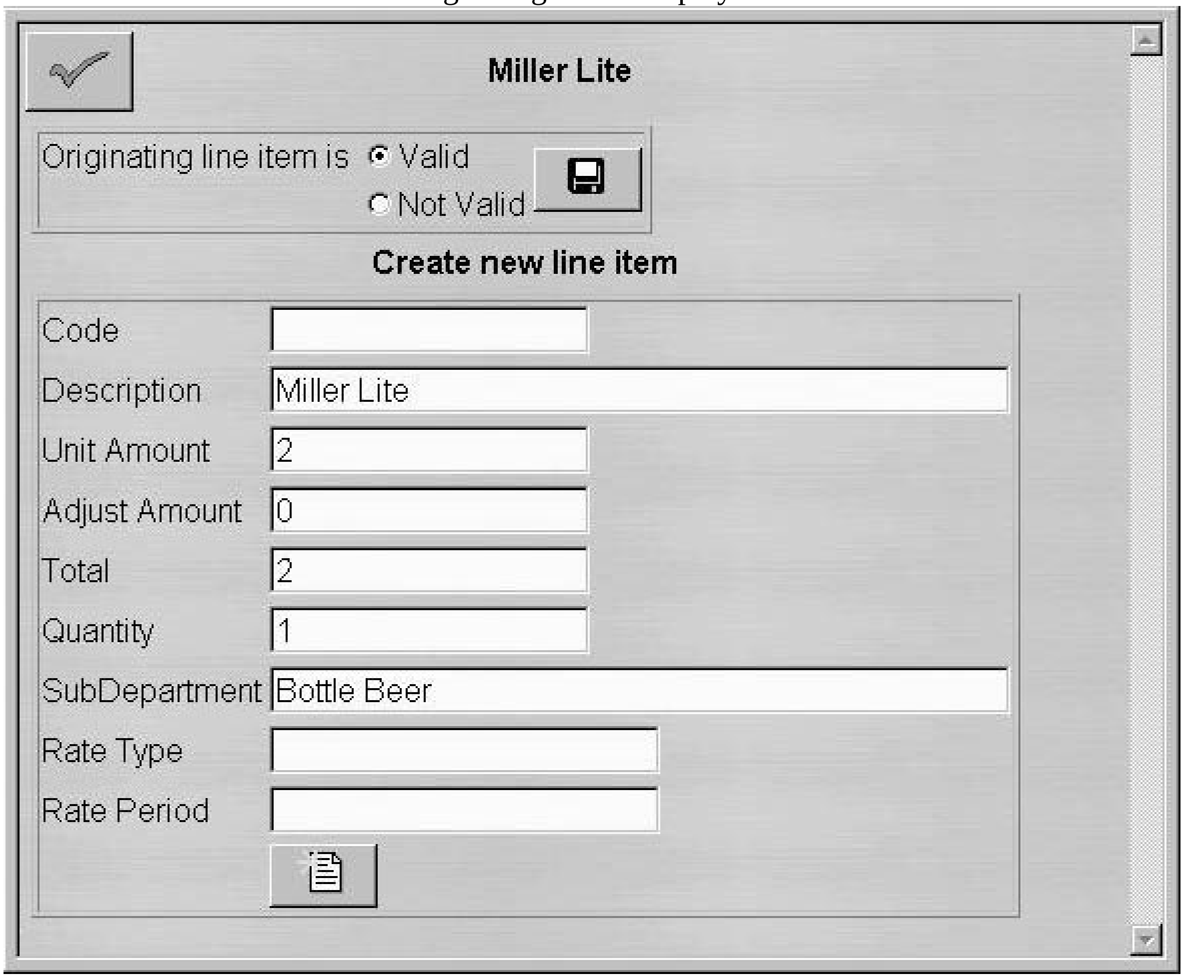
Adjusting Transactions

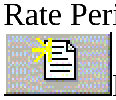
For ALL Transaction Adjustments, first perform these steps:

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Adjust Transactions.
4. Select the month, if necessary.
5. Select the year, if necessary.
6. Select the day, if necessary.
7. Select the transaction.
8. Perform the steps for **Adding a Line Item, Changing a line Item, Deleting a line item, Restoring a Deleted Line Item or Deleting a transaction** as listed below:

Adding a Line Item:

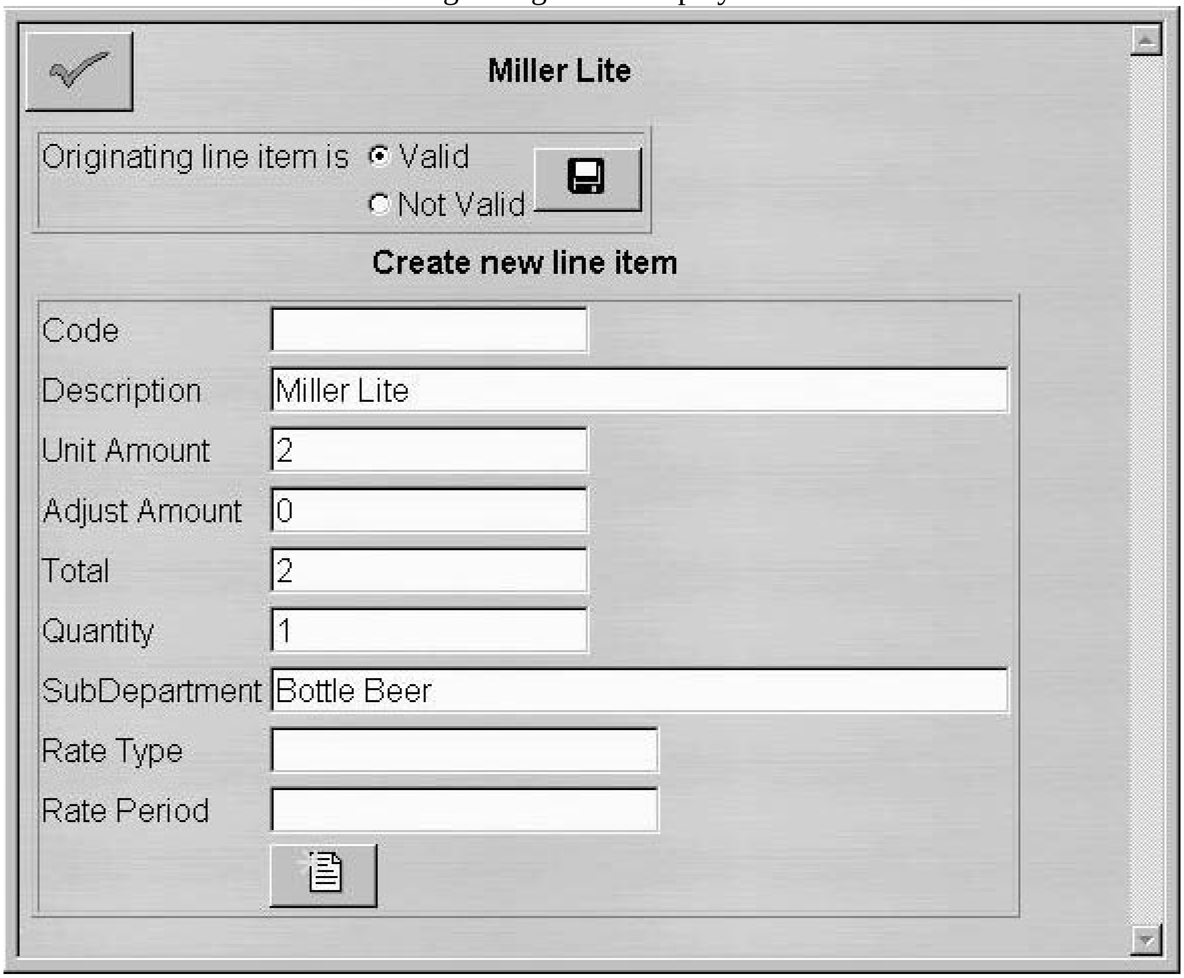
1. Select a line item and the following dialog box is displayed:



2. Select the Code field and enter a code, if necessary
3. Select the Description field, and enter the description of the item.
4. Select the Unit Amount field, and enter the price of the item.
5. Select the Adjust Amount field, and enter the amount of adjustments such as discounts, if necessary.
6. Select the Total Amount field, and enter the net amount of the sale.
7. Select the Quantity field, and enter the quantity of the item.
8. Select the Subdepartment field, and enter the name of the subdepartment where the revenue is to be reported.
9. Select the Rate Type field, and enter the rate type, if necessary.
10. Select the Rate Period field, and enter the rate period, if necesary.
11. Select the New/Add Button.

Changing a Line Item:

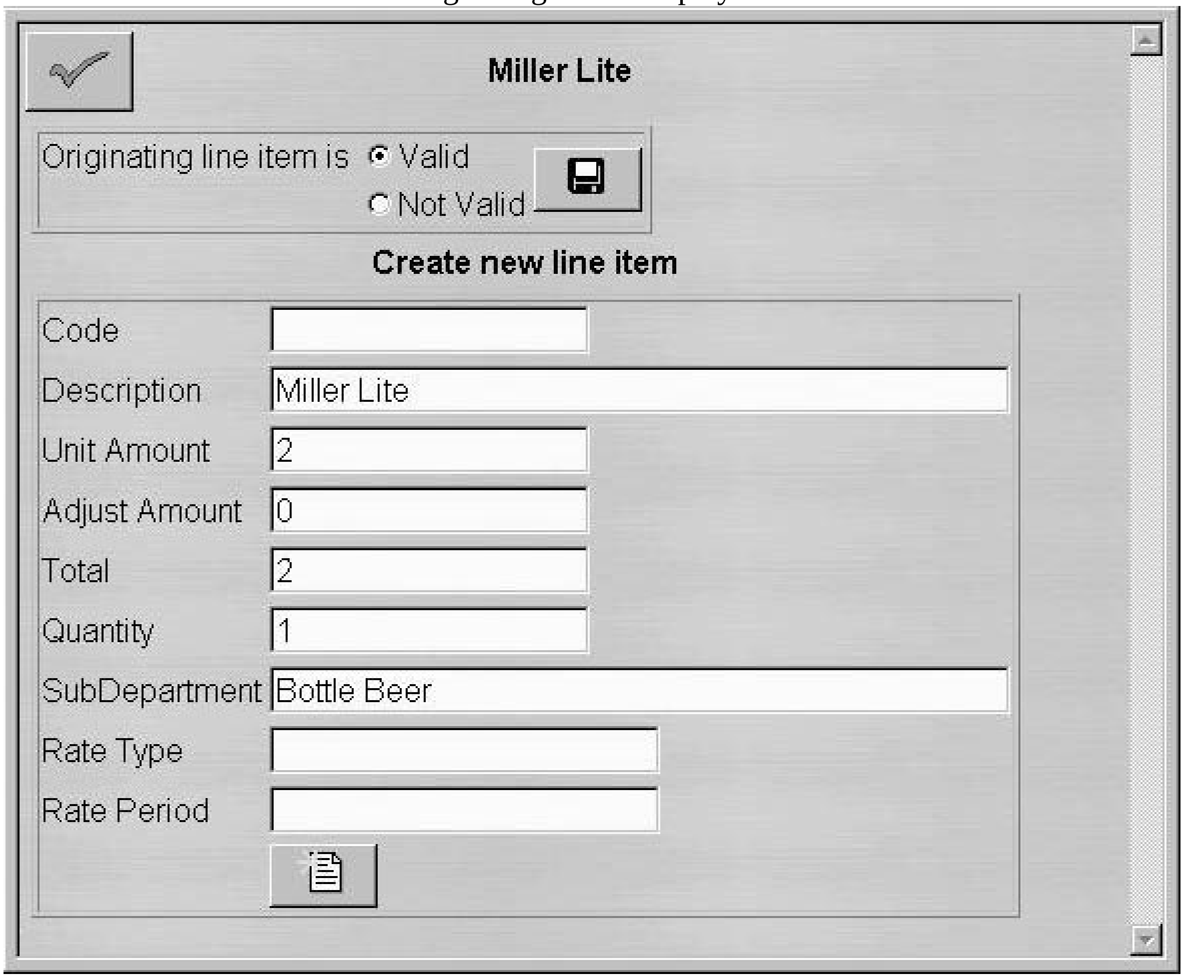
1. Select a line item and the following dialog box is displayed:

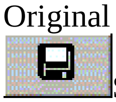


2. Select the appropriate field(s) and make necessary changes.
3. Select the  New/Add Button.

Deleting a Line Item:

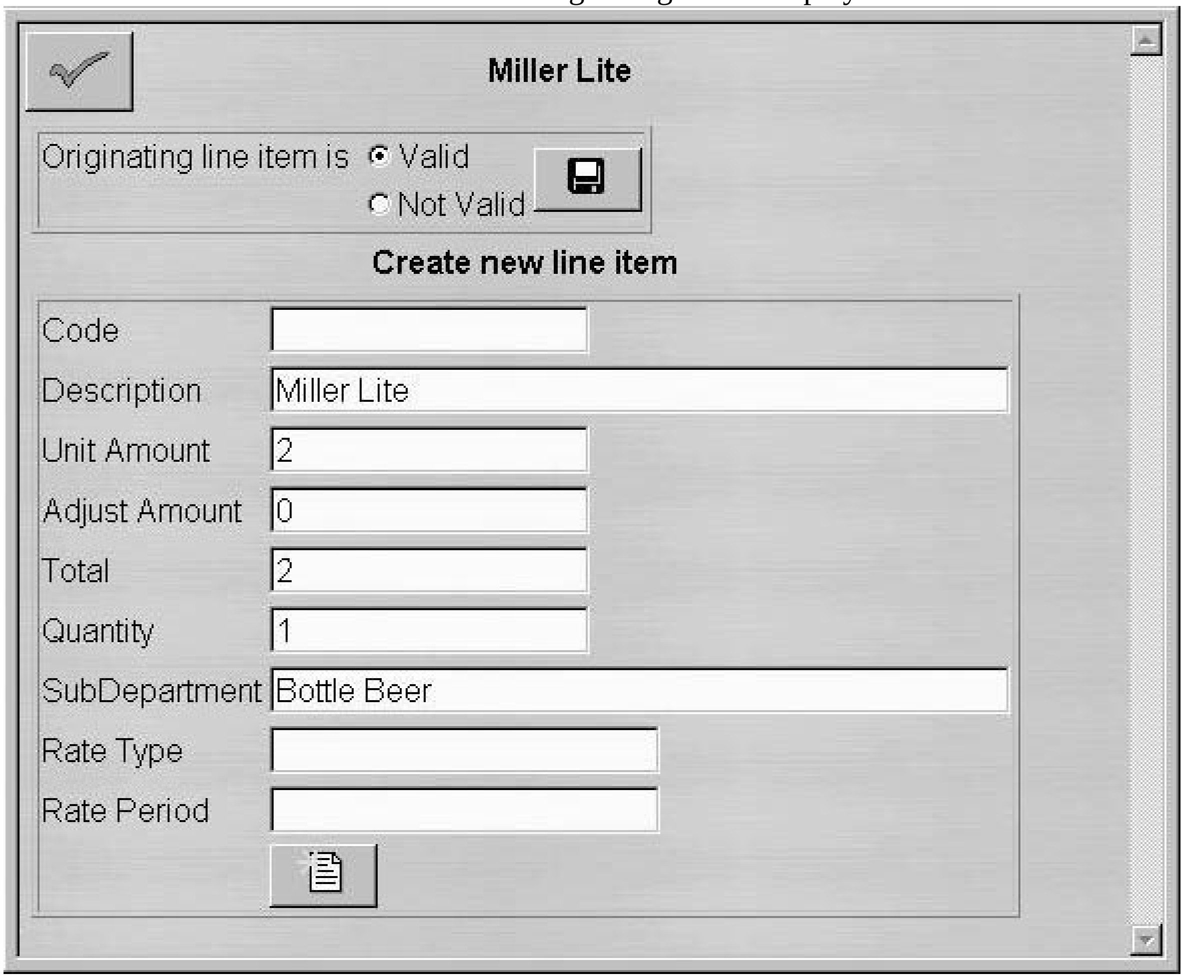
1. Select a line item and the following dialog box is displayed:

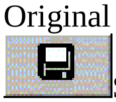


2. Select the Original Line Item is Not Valid Radio Button.
3. Select the Save button.

Restoring a Deleted Line Item:

1. Select the deleted line item and the following dialog box is displayed:



2. Select the Original Line Item is Valid Radio Button.
3. Select the  Save button.

Deleting a Transaction:

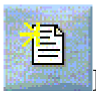
1. Select the  Cancel Transaction button.
2. Acknowledge the warning message, by selecting one of the following buttons:
   - **Yes Button** - Select Yes to delete the transaction.
   - **No Button** - Select No to cancel the delete transaction process, without deleting the selected transaction.

Cash Access Profiles

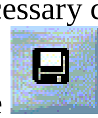
For **ALL** Cash Access Profile actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Cash Access.
4. Perform the steps for **Adding, Changing and Deleting Cash Access Profiles** as listed below:

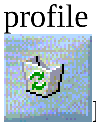
Adding Cash Access Profiles:

1. Select the description field, and enter the description for this Cash Access Profile.
2. Disable, Enable or Enable with a password each row.
3. Select the New button.

Changing Cash Access Profiles:

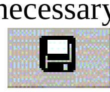
1. Select the Cash Access Profile Drop Down Box.
2. Select the profile to be changed.
3. Make necessary changes.
4. Select the Save button.

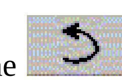
Deleting Cash Access Profiles:

1. Select the Cash Access Profile Drop Down Box.
2. Select the profile to be deleted.
3. Select the Delete button.

Note: Cash Access Profiles may not be deleted when they are in use in an individual user's profile. In order to delete a profile that is in use, it must first be removed from all user profiles.

Changing Cash Control Policies

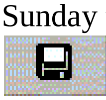
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Policies.
4. Make all necessary changes.
5. Select the Save button.

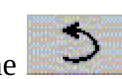
Note: To undo changes made since the page was opened or last saved, select the Undo Changes button.

Printing Cash Control Reports

1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Reports.
4. Select the Report Drop Down Box.
5. Select the desired report.
6. Enter required criteria for report.

Changing Center Information

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Center Information.
4. Select the Name of the Center field and make changes, if necessary.
5. Select the Name of the Owner field and make changes, if necessary.
6. Select the Center's Contact Person field and make changes, if necessary.
7. Select the Address (Line 1) field and make changes, if necessary.
8. Select the Address (Line 2) field and make changes, if necessary.
9. Select the Address (Line 3) field and make changes, if necessary.
10. Select the Address (Line 4) field and make changes, if necessary.
11. Select the Telephone Number field and make changes, if necessary.
12. Select the Fax Number field and make changes, if necessary.
13. Select the Modem Number field and make changes, if necessary.
14. Select the Number of Lanes field and make changes, if necessary.
15. Select the Monday field and make changes, if necessary.
16. Select the Tuesday field and make changes, if necessary.
17. Select the Wednesday field and make changes, if necessary.
18. Select the Thursday field and make changes, if necessary.
19. Select the Friday field and make changes, if necessary.
20. Select the Saturday field and make changes, if necessary.
21. Select the Sunday field and make changes, if necessary.
22. Select the Save button.

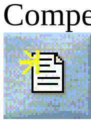
Note: To undo changes made since the page was opened or last saved, select the Undo Changes button.

Creating, Changing and Deleting Color Transitions

For **ALL** Color Transition actions, first perform the following steps:

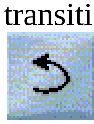
1. Select the Office Page button.
2. Select the Lane Control Twist button.
3. Select Color Transitions
4. Perform the steps for **Adding, Changing and Deleting Color Transitions** as listed below:

Adding Color Transitions:

1. Select the description field, and enter the description for this Color Transition.
2. Select the Postpaid drop down box and select a color.
3. Select the Prepaid Time drop down box and select a color.
4. Select the Prepaid Game drop down box and select a color.
5. Select the Prepaid Warning drop down box and select a color.
6. Select the Prepaid Expired drop down box and select a colot.
7. Select the Slow Bowler drop down box and select a color.
8. Select the Practice drop down box and select a color.
9. Select the Competition Game 1 drop down box and select a color.
10. Select the Competition Game 2 drop down box and select a color.
11. Select the Competition Game 3 drop down box and select a color.
12. Select the Competition Game 4 drop down box and select a color.
13. Select the New button.

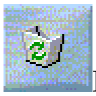
Changing Color Transitions

1. Select the Color Transition Drop Down Box.
2. Select the Color Transition to be changed.
3. Select the appropriate bowling type drop down box and select the new color.
4. Select the Save button.

Note: Changes to color transitions since the page was first displayed or last saved may be undone by selecting the Undo button.

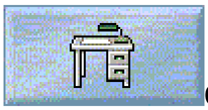
Deleting Color Transitions:

1. Select the Color Transition Drop Down Box.
2. Select the Color Transition to be deleted.

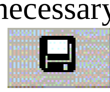
3. Select the Delete button.

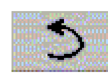
See Also: [Colors](#)
[Applying a Color Transition](#)

Printing Customer Database Reports

1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Reports.
4. Select the Report Drop Down Box.
5. Select the desired report.
6. Enter required criteria for report.

Changing Lane Control Policies

1. Select the Office Page button.
2. Select the Lane Control Twist button.
3. Select Policies.
4. Make all necessary changes.
5. Select the Save button.

Note: To undo changes made since the page was opened or last saved, select the Undo Changes button.

Viewing Reservations

1. Select the Office Page button.
2. Select the Resources Twist button.
3. Select 3 Day Planner.
4. Select the Calendar control, and select the desired date.
5. Select the Resource Type control, and select the desired resource.
6. Select one of the following views:
   - **All** - This view shows resources that are reserved and resources that are available.
   - **Reserved** - This view shows resources with reservations.
   - **Open** - This view shows resources that are available.

Office Access Profiles

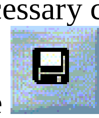
For **ALL** Office Access Profile actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Office Access.
4. Perform the steps for **Adding, Changing and Deleting Office Access Profiles** as listed below:

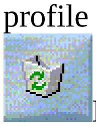
Adding Office Access Profiles:

1. Select the description field, and enter the description for this Office Access Profile.
2. Select one of the following options for each section:
    - **Enable All Pages** - If Enable all pages is selected, all available pages in the current section are enabled for this profile.
    - **Disable All Pages** - If Disable all pages is selected, all available pages in the current section are disabled for this profile.
    - **Select Pages** - If Select Pages is selected, only the pages with checkmarks in the current section are enabled for this profile.
3. Select the New button.

Changing Office Access Profiles:

1. Select the Office Access Profile Drop Down Box.
2. Select the profile to be changed.
3. Make necessary changes.
4. Select the Save button.

Deleting Office Access Profiles:

1. Select the Office Access Profile Drop Down Box.
2. Select the profile to be deleted.
3. Select the Delete button.

Note: Office Access Profiles may not be deleted when they are in use in an individual user's profile. In order to delete a profile that is in use, it must first be removed from all user profiles.

Adding, Changing and Deleting Accounts

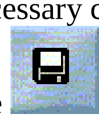
For ALL Account actions, first perform the following steps:

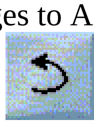
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Accounts.
4. Perform the steps for **Adding, Changing and Deleting Accounts** as listed below:

Adding Accounts:

1. Select the Description field, and enter a description.
2. Select the Account ID field, and enter an ID for this account, if necessary.
3. Select the PIN field, and enter a PIN, if necessary.
4. Select the Subdepartment Drop Down Box, and select a Subdepartment.
5. Select the maximum charge field, and enter the maximum balance allowed for this account.
6. Select the desired account type radio button.
7. Select the New button.

Changing Accounts:

1. Select the Accounts Drop Down Box.
2. Select the desired Account.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Accounts since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Accounts:

1. Select the Accounts Drop Down Box.
2. Select the desired Account.
3. Select the Delete button.

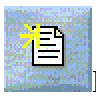
Adding, Changing and Deleting Adjustments

For ALL Adjustment actions, first perform the following

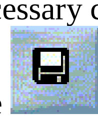
steps:

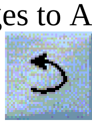
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Adjustments.
4. Perform the steps for **Adding, Changing and Deleting Adjustments** as listed below:

Adding Adjustments:

1. Select the Description field, and enter a description.
2. Place a check mark in the Is This An Item Adjustment check box to enable this adjustment to affect only the current line item on the receipt when the adjustment is used, or leave this check box blank to enable this adjustment to affect the entire transaction.
3. Select the radio button for the type of adjustment desired.
4. Select the adjustment amount field and enter the amount of the adjustment or the percentage of the adjustment, if necessary.
5. Select the New button.

Changing Adjustments:

1. Select the Adjustments Drop Down Box.
2. Select the desired Adjustment.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Adjustments since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Adjustments:

1. Select the Adjustments Drop Down Box.
2. Select the desired Adjustment.
3. Select the Delete button.

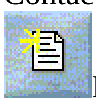
Adding, Changing and Deleting Associations

For All Association actions, perform the following steps:

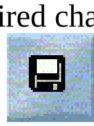
1. Select the Office Page button.

2. Select the Leagues Twist Button.
3. Select Associations.
4. Perform the steps for **Adding, Changing or Deleting Associations** as listed below:

Adding Associations:

1. Select the Description field, and enter the name of the association.
2. Select the appropriate Association Type radio button.
3. Select the Address field, and enter the street address of the association, if desired.
4. Select the City field, and enter the city of the association, if desired.
5. Select the State or Province field, and enter the state or province of the association, if desired.
6. Select the Country field, and enter the country of the association, if desired.
7. Select the Postal Code field, and enter the postal code of the association, if desired.
8. Select the Phone Number field, and enter the telephone number of the association.
9. Select the Contact Person field, and enter the name of a contact at the association, if desired.
10. Select the Contact Position field, and enter the title of the contact person.
11. Select the New button.

Changing Associations:

1. Select the Association Drop Down Box.
2. Select the desired Association.
3. Make desired changes.
4. Select the Save button.

Deleting Associations:

1. Select the Association Drop Down Box.
2. Select the desired Association.
3. Select the Delete button.

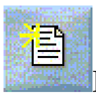
Adding, Changing and Deleting Banking Functions

For ALL Banking Function actions, first perform the following steps:

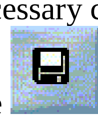
1. Select the Office Page button.

2. Select the Cash Control Twist button.
3. Select Banking.
4. Perform the steps for **Adding, Changing and Deleting Banking Functions** as listed below:

Adding Banking Functions:

1. Select the Description field, and enter a description.
2. Select the Subdepartment Drop Down Box, and select the subdepartment to be affected by this Banking Function.
3. Place a check mark in the Pay Out checkbox to enable negative transactions in the selected subdepartment when this banking function is used, or leave this check box blank to enable positive transactions in the selected subdepartment when this banking function is used.
4. Select the New button.

Changing Banking Functions:

1. Select the Banking Functions Drop Down Box.
2. Select the desired Banking Function.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Banking Functions since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Banking Functions:

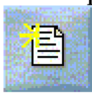
1. Select the Banking Functions Drop Down Box.
2. Select the desired Banking Function.
3. Select the Delete button.

Adding, Changing and Deleting Categories

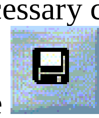
For ALL Category actions, first perform the following steps:

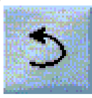
1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Categories.
4. Perform the steps for **Adding, Changing and Deleting Categories** as listed below:

Adding Categories:

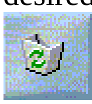
1. Select the Description field, and enter a description.
2. Select the New button.

Changing Categories:

1. Select the Categories Drop Down Box.
2. Select the desired Category.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Categories since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Categories:

1. Select the Categories Drop Down Box.
2. Select the desired Category.
3. Select the Delete button.

Note: Categories can not be deleted when they are in use by a customer. In order to delete a category, it must first be removed from all customer records.

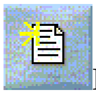
Adding, Changing and Deleting Coach Settings

For ALL Coach actions, first perform the following steps:

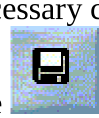
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Coach.
4. Perform the steps for **Adding, Changing and Deleting Coach Settings** as listed below:

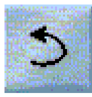
Adding Coach Settings:

1. Select the Description field, and enter a description.
2. Check the Enabled check box to enable the coach, or leave the Enabled check box unchecked to disable the coach.
3. Select the Duration field, and enter the number of seconds the coach should be displayed for. **Note:** This field can be left blank, if the coach is disabled.

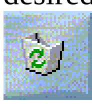
4. Select the New button.

Changing Coach Settings:

1. Select the Coach Drop Down Box.
2. Select the desired Coach settings.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to coach settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Coach Settings:

1. Select the Coach Drop Down Box.
2. Select the desired Coach settings.
3. Select the Delete button.

Note: Coach settings can not be deleted when they are in use in a style. In order to delete a coach setting, it must first be removed from all styles.

See also: **Controlling Styles**.

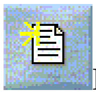
Adding, Changing and Deleting Colored Head Pin Settings

For ALL Colored Head Pin actions, first perform the following steps:

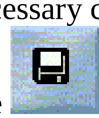
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Colored Head Pin.
4. Perform the steps for **Adding, Changing and Deleting Colored Head Pin Settings** as listed below:

Adding Colored Head Pin Settings:

1. Select the Description field, and enter a description.

2. Select the Number of Colored Pins field, and enter the number of colored pins in the virtual pinsetter.
   Note: Increasing the number of colored pins will increase the chances that a colored pin will randomly appear.
3. Select the Number of Pins in Queue field, and enter the total number of pins (colored + white) in the virtual pinsetter.
   Note: Decreasing the total number of pins in the pin queue will increase the chances that a colored pin will randomly appear.
4. Select the color of the colored pins by selecting the radio button to the left of the pin with the desired color.
5. Select the New button.

Changing Colored Head Pin Settings:

1. Select the Colored Head Pin Drop Down Box.
2. Select the desired Colored Head Pin settings.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Colored Head Pin settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Colored Head Pin settings:

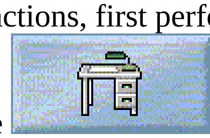
1. Select the Colored Head Pin Drop Down Box.
2. Select the desired Colored Head Pin settings.
3. Select the Delete button.

Note: Colored Head Pin settings can not be deleted when they are in use in a product. In order to delete a Colored Head Pin setting, it must first be removed from all products.

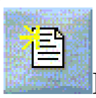
See also: **Applying Colored Head Pin Settings**.

Adding, Changing and Deleting Colors

For **ALL** Color actions, first perform the following steps:

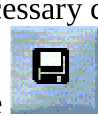
1. Select the Office Page button.
2. Select the Lane Control Twist button.
3. Select Colors.
4. Perform the steps for **Adding, Changing and Deleting Colors** as listed below:

Adding Colors:

1. Select the description field, and enter the description for this Color.
2. Select the Scoresheet color tab from the color control.
3. Select each color application from the column on the right and make changes as necessary.
4. Select the Banner color tab from the color control.
5. Select each color application from the column on the right and make changes as necessary.
6. Select the Menu color tab from the color control.
7. Select each color application from the column on the right and make changes as necessary.
8. Select the Pop Up Menu color tab from the color control.
9. Select each color application from the column on the right and make changes as necessary.
10. Select the Dialog menu tab from the color control.
11. Select each color application from the column on the right and make changes as necessary.
12. Select the Slide menu tab from the color control.
13. Select each color application from the column on the right and make changes as necessary.
14. Select the New button.

Note: In order for a color to be used for a particular mode at the scorer, it must be included in a Color Transition. **Click Here** for more information on Color Transitions.

Changing Colors:

1. Select the Colors Drop Down Box.
2. Select the Color to be changed.
3. Select the color tab to be changed.
4. Select the color application to be changed.
5. Make necessary changes.
6. Select the Save button.

Note: Changes to colors since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Colors:

1. Select the Color Drop Down Box.
2. Select the Color to be deleted.
3. Select the Delete button.

Note: Colors may not be deleted when they are in use in a Color Transition. In order to delete a Color that is in use, it must first be removed from all Color Transitions. Click Here for more information about Color Transitions.

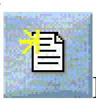
See Also: **Color Transitions**
Applying a Color

Adding, Changing and Deleting Colors

For **ALL** Color actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Lane Control Twist button.
3. Select Colors.
4. Perform the steps for **Adding, Changing and Deleting Colors** as listed below:

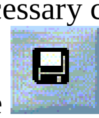
Adding Colors:

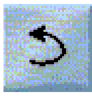
1. Select the description field, and enter the description for this Color.
2. Select the Scoresheet color tab from the color control.
3. Select each color application from the column on the right and make changes as necessary.
4. Select the Banner color tab from the color control.
5. Select each color application from the column on the right and make changes as necessary.
6. Select the Menu color tab from the color control.
7. Select each color application from the column on the right and make changes as necessary.
8. Select the Pop Up Menu color tab from the color control.
9. Select each color application from the column on the right and make changes as necessary.
10. Select the Dialog menu tab from the color control.
11. Select each color application from the column on the right and make changes as necessary.
12. Select the Slide menu tab from the color control.
13. Select each color application from the column on the right and make changes as necessary.
14. Select the New button.

Note: In order for a color to be used for a particular mode at the scorer, it must be included in a Color Transition. **Click Here** for more information on Color Transitions.

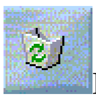
Changing Colors:

1. Select the Colors Drop Down Box.

2. Select the Color to be changed.
3. Select the color tab to be changed.
4. Select the color application to be changed.
5. Make necessary changes.
6. Select the Save button.

Note: Changes to colors since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Colors:

1. Select the Color Drop Down Box.
2. Select the Color to be deleted.
3. Select the Delete button.

Note: Colors may not be deleted when they are in use in a Color Transition. In order to delete a Color that is in use, it must first be removed from all Color Transitions. Click Here for more information about Color Transitions.

See Also: **Color Transitions**
Applying a Color

Adding, Changing and Deleting Customers

For ALL Customer actions, first perform the following steps:

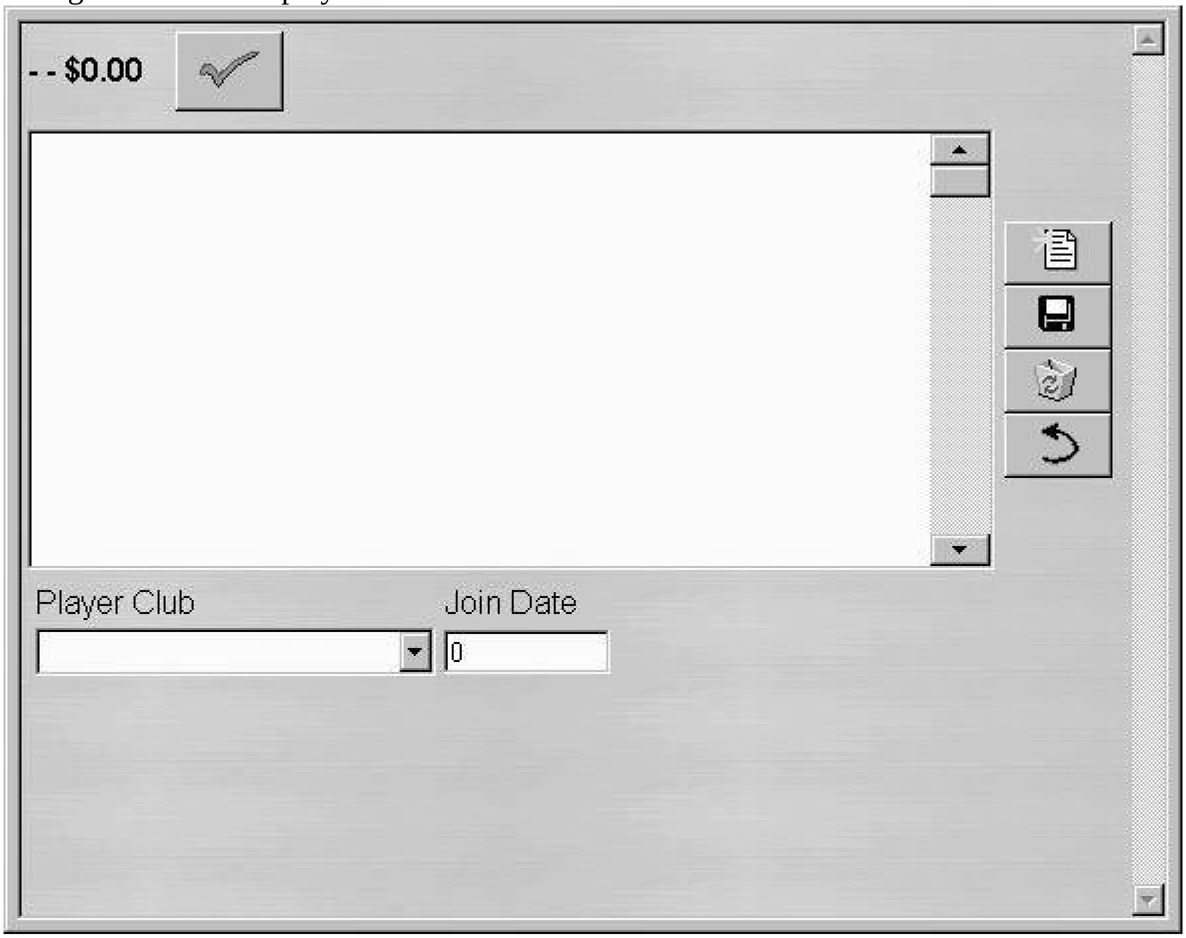
1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Customers.
4. Perform the steps for **Adding, Changing and Deleting Customers** as listed below:

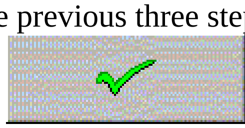
Adding Customers:

1. Select the First Name field, and enter the customer's first name.
2. Select the Middle Initial field, and enter the customer's middle initial, if desired.
3. Select the Last Name field, and enter the customer's last name.
4. Select the Nickname field, and enter the customer's nickname, if desired.
5. Select the Title field, and enter the customer's courtesy title, if desired.
6. Select a gender, using the gender radio buttons in the Gender section.
7. Select a marital status, using the marital status radio buttons in the Marital Status section.

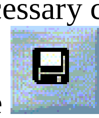
8. Select the Address Line One field, and enter the first line of the customer's address.
9. Select the Address Line Two field, and enter the second line of the customer's address.
10. Select the City field, and enter the customer's city
11. Select the State/Province field, and enter the customer's state, province or region.
12. Select the Country field, and enter the customer's country.
13. Select the Postal Code field, and enter the customer's ZIP or postal code.
14. Select the Phone Number field, and enter the customer's telephone number.
15. Select the Extension field, and enter the customer's telephone extension number, if necessary.
16. Select the Date of Birth field, and enter the customer's date of birth.
17. Select the Category drop down box, and select a customer category, if desired.
18. Select the Person(s) in Houshold field, and enter the number of people residing at this address, if desired.
19. Select the Occupation field, and enter this customer's occupation, if desired.
20. Select the Distance to Center field, and enter the distance from the residence address to the bowling center, if desired. **Note:** The distance may be entered in miles or kilometres.
21. Select the Comapny field, and enter this customers employer, if desired.
22. Select the desired preference fields, and enter required information.
23. Select the appropriate Sanction drop down box and select the appropriate sanctioning organizations for this bowler, as required.
24. Select the appropriate Association Number fields, and enter the customers identification number, as required.
25. Select the Purchase History field, and enter the amount of the customer's purchase history total, if desired.
26. Select the Last Activity field, and enter the date that the customer was last active, if desired.
27. Place a check mark in the Belong to Player Club check box to allow the operator to select a player club for this customer, or leave this check box blank to exclude this customer from player club selection.
    If this customer belongs to a player club, select the player club button and the following

dialog box will be displayed:



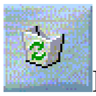
28. Select the Player Club drop down list and select the desired player club.
29. Select the Join Date field, and enter the date that the customer joined the club.
30. Select the Add Button.
31. Repeat the previous three steps to add this customer to additional player clubs.
32. Select the check mark button all player clubs have been selected.
33. Select the New button.

Changing Customers:

1. Select the Customers Drop Down Box.
2. Select the desired Customer.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to a Customer since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Customers:

1. Select the Customers Drop Down Box.
2. Select the desired Customer.
3. Select the Delete button.

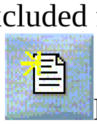
Note: can not be deleted when they are in use in a league or tournament. In order to delete a customer, it must first be removed from all leagues and tournaments.

Adding, Changing and Deleting Departments

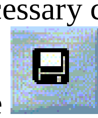
For ALL Department actions, first perform the following steps:

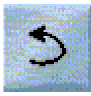
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Departments.
4. Perform the steps for **Adding, Changing and Deleting Departments** as listed below:

Adding Departments:

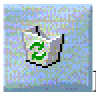
1. Select the Description field, and enter a description.
2. Select the Department Identifier field, and enter a numeric department identifier, if necessary.
   Note: Department identifiers are primarily used in support of data export to third party software applications such as inventory or general ledgers.
3. Place a check mark in the Exclude From Sales check box if this department's totals are to be excluded from the daily sales total, or leave this check box blank to include this department in the daily sales total.
   Note: Departments that contain nonrevenue items, such as League Prize Funds are usually excluded from daily sales totals.
4. Select the New button.

Changing Departments:

1. Select the Department Drop Down Box.
2. Select the desired department.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Departments since the page was first displayed or last saved may be undone by selecting the Undo button.

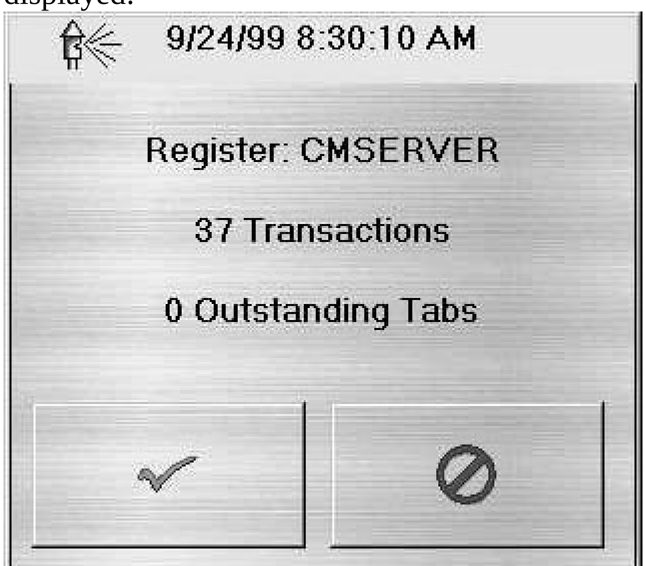
Deleting Departments:

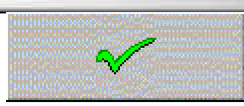
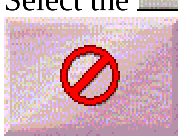
1. Select the Department Drop Down Box.
2. Select the desired Department.
3. Select the Delete button.

Note: Departments can not be deleted when they are in use in a Subdepartment. In order to delete a Department, it must first be removed from all subdepartments.

Remotely Ending a Shift

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select the cash register for the end shift from the list. The followig dialog box will be displayed:



4. Select the Check Mark button to end the shift or select the Cancel button to abort the process.

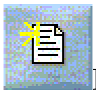
Adding, Changing and Deleting Exciters

For All Exciter actions, first perform the following steps:

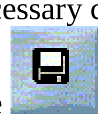
1. Select the  Office Page button.
2. Select the Lane Control Twist button.
3. Select Exciters.
4. Perform the steps for **Adding, Changing and Deleting Exciters** as listed below:

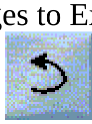
Adding Exciters:

1. Select the Description field, and enter the Exciter Description.
2. Select the Open button.
3. Place a check in the checkbox next to each open frame exciter that is to be displayed.
4. Place a check in the checkbox next to each open frame sound exciter that is to be played.
5. Select the Marks button.
6. Place a check in the checkbox next to each mark exciter that is to be displayed.
7. Place a check in the checkbox next to each mark sound exciter that is to be played.
8. Select the Sequence button.
9. Place a check in the checkbox next to each sequence exciter that is to be displayed.
10. Place a check in the checkbox next to each sequence sound exciter that is to be played.
11. Select the High button.
12. Select the Open High Score field, and enter the minimum score that must be bowled to trigger an high open game exciter.
13. Place a check in the checkbox next to each high open game exciter that is to be displayed.
14. Place a check in the checkbox next to each high open game sound exciter that is to be played.
15. Select the League High Score field, and enter the minimum score that must be bowled to trigger an high league game exciter.
16. Place a check in the checkbox next to each high league game exciter that is to be displayed.
17. Place a check in the checkbox next to each high league game sound exciter that is to be played.
18. Select the Tournament High Score field, and enter the minimum score that must be bowled to trigger an high tournament game exciter.
19. Place a check in the checkbox next to each high tournament game exciter that is to be displayed.
20. Place a check in the checkbox next to each high tournament game sound exciter that is to be played.
21. Select the End button.
22. Place a check in the checkbox next to each game end exciter that is to be displayed.
23. Place a check in the checkbox next to each game end sound exciter that is to be played.
24. Select the Special button.
25. Place a check in the checkbox next to each special exciter that is to be displayed.
26. Place a check in the checkbox next to each special sound exciter that is to be played.

27. Select the Games button.
28. Place a check in the checkbox next to each special game exciter that is to be displayed.
29. Place a check in the checkbox next to each Special game sound exciter that is to be played.
30. Select the 5 Pin button.
31. Place a check in the checkbox next to each 5 Pin exciter that is to be displayed.
32. Place a check in the checkbox next to each 5 Pin sound exciter that is to be played.
33. Select the New button.

Changing Exciters:

1. Select the Exciters drop down box.
2. Select the desired Exciter.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Exciters since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Exciters:

1. Select the Exciters drop down box.
2. Select the desired Exciter.
3. Select the Delete button.

See also: **Applying Exciters**.

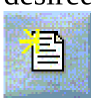
Adding, Changing and Deleting EZ Strikes Settings

For ALL EZ Strikes actions, first perform the following steps:

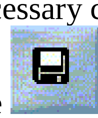
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select EZ Strikes.

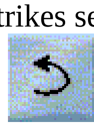
4. Perform the steps for **Adding, Changing and Deleting EZ Strikes Settings** as listed below:

Adding EZ Strikes Settings:

1. Select the EZ Strikes Description field, and enter a description.
2. Place a check mark in the No Tap Enabled Check Box to enable No Tap or leave the check box blank to disable No Tap.
3. Place a check mark in the No Tap Bowler Selectable Check Box to enable the bowler's ability to modify No Tap values or leave the check box blank to force the bowler to use the No Tap values sent from the system.
4. Select the desired No Tap value by selecting a No Tap Value Radio Button.
5. Place a check mark in the Free Strikes Enabled Check Box to enable Free Strikes or leave the check box blank to disable Free Strikes.
6. Place a check mark in the Free Strike Bowler Selectable Check Box to enable the bowler's ability to modify Free Strike frames or leave the check box blank to force the bowler to use the Free Strike frames sent from the system.
7. Select the desired Free Strike frames by selecting up to six Free Strike Radio Buttons.
8. Select the New button.

Changing EZ Strikes Settings:

1. Select the EZ Strikes Drop Down Box.
2. Select the desired EZ Strikes settings.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to EZ Strikes settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting EZ Strikes Settings:

1. Select the EZ Strikes Drop Down Box.
2. Select the desired EZ Strikes settings.
3. Select the Delete button.

Note: EZ Strikes settings can not be deleted when they are in use in a style. In order to delete a EZ Strikes setting, it must first be removed from all styles.

See also: Applying EZ Strike Settings.

Merging Customers

The Merging Customers page is uses when the same customer has multiple records in the Customer Database. Usually, this is caused by the same bowler being entered manually after the bowler already exists in the database, or because the bowler bowled on multiple leagues that were imported to CenterMaster from Command Network, Desk Command or Cashworx.

1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Customer Merge
4. Select the Customer Last Name field, and enter the last name of the customer with multiple records.
5. Select the Search button.
6. Review the entries displayed in the customer list.
7. Place a check mark in the check box for each customer you would like to merge into a single record.
8. Select the customer record that is the target record of the merge.
   Note: After all records are merged the selected or target record will be the only remaining record.
9. Select the Merge button.

Adding, Changing and Deleting Messages

For ALL Message actions, first perform the following steps:

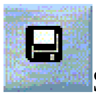
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Messages.
4. Perform the steps for **Adding, Changing and Deleting Messages** as listed below:

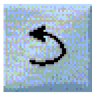
Adding Messages:

1. Select the Description field, and enter a description.
2. Select a mode of operation for this message.
3. Enter the message settings required for the message type choosen.
4. Select the New button.

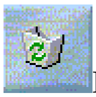
Changing Message Settings:

1. Select the Message Drop Down Box.
2. Select the desired Message.
3. Make necessary changes.

4. Select the Save button.

Note: Changes to Messages since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Messages:

1. Select the Message Drop Down Box.
2. Select the desired Message.
3. Select the Delete button.

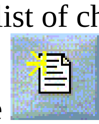
See also: **[Applying Messages](#)**.

Adding, Changing and Deleting Modifiers

For ALL Modifier actions, first perform the following steps:

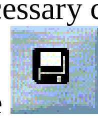
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Modifiers.
4. Perform the steps for **Adding, Changing and Deleting Modifiers** as listed below:

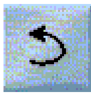
Adding Modifiers:

1. Select the Description field, and enter a description.
2. Select the Modifier Category, and enter a category name for this modifier, if necessary.
3. Select the Default Cost field, and enter the typical price to be charged for this modifier.
   Note: The actual price charged for this modifer will be set when the modifier is applied to the actual product it modifies. The default cost entered here will be used, unless a different price is entered when the modifier is added to the product definition.
4. Select the Normal Modifier Type Radio button if this modifer is for a non-Frameworx product, or select the Bowling Modifier Type Radion button if this modifer is for a Frameworx product.
   If the Bowling Modifier Radio Type button was selected, select a bowling modifer type from the list of choices.
5. Select the New button.

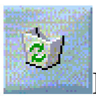
Changing Modifiers:

1. Select the Modifiers Drop Down Box.

2. Select the desired Modifier.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Modifiers since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Modifiers:

1. Select the Modifiers Drop Down Box.
2. Select the desired Modifiers.
3. Select the Delete button.

Note: Modifiers can not be deleted when they are in use in a Product. In order to delete a Modifier, it must first be removed from all Products.

Adding, Changing and Deleting Monte Carlo Settings

For ALL actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Monte Carlo.
4. Perform the steps for **Adding, Changing and Deleting Monte Carlo Settings** as listed below:

Adding Monte Carlo Settings:

1. Select the Description field, and enter a description.
2. Select the Number of Pins in Queue field, and enter the total quantity of pins in the virtual pinsetter. **Note:** The smaller the quantity of pins in the virtual pinsetter, the larger chance of colored pins appearing.
3. Select a pin from the Colored Pin List and drag it to a pin on the Colored Pin Selector. Repeat this step for each different colored pin needed for all of the Monte Carlo combinations.
4. Place a check mark in the Enabled check box to enable this Monte Carlo setup or leave this check box blank to disable this Monte Carlo setup.
5. Place a check mark in the Allow Score Correct check box to allow the bowlers to make score corrections at the Frameworx scorer or leave this check box blank to prevent

bowlers from making score corrections at the Frameworx scorer. **Note:** Score corrections may **ALWAYS** be made from the CenterMaster.

6. Select either the Box, Banner or Box and Banner radio button to indicate how the system should make the bowler aware of the Monte Carlo frame.
7. Place a check mark in the Spare With Any Colored Pin Wins check box to enable spares with any colored pin to be cosidered a win, or leave the check box blank to disable this type of win.
8. Place a check mark in the Spare With Only Colored Pins Win check box to enable spares with only colored pins standing to be cosidered a win, or leave the check box blank to disable this type of win.
9. Place a check mark in the Strings of Strikes Win check box to enable multiple consecutive strikes to be considered a win or leave this check box blank to disable this type of win.
10. Place a check mark in the Any Split Wins check box to enable a spare made when a split was left standing to win, or leave this check box blank to diasable this type of win.
11. Select the radio button for one of the ten Monte Carlo combinations.
12. Drag the colored pins from the Colored Pin Selector to the desired pin placement in the Monte Carlo combination. Repeat this step for each pin to be included in this Monte Carlo combination.
13. Place a check mark in the Spare Wins check box to enable spares with this Monte Carlo combination win, or leave this check box blank to disable this type of win.
14. Repeat the last three steps for each of Monte Carlo Combination.
15. Select the New button.

Changing Monte Carlo Settings:

1. Select the Monte Carlo Drop Down Box.
2. Select the desired Monte Carlo setup.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Monte Carlo settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Monte Carlo Settings:

1. Select the Monte Carlo Drop Down Box.
2. Select the desired Monte Carlo settings.
3. Select the Delete button.

Note: Monte Carlo settings can not be deleted when they are in use in a product. In order to delete a Monte Carlo setting, it must first be removed from all products.

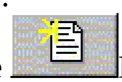
See also: Applying Monte Carlo.

Adding, Changing and Deleting Packages

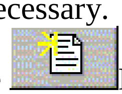
For ALL Package actions, first perform the following steps:

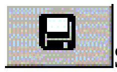
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Packages.
4. Perform the steps for **Adding, Changing and Deleting Packages** as listed below:

Adding Packages:

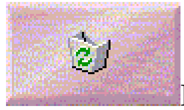
1. Select the Description field, and enter a description.
2. Select the Product Drop Down List, and select a product to be added to the package.
3. Select the Quantity field, and enter the quantity of this product to be included at the package price.
4. Select the Discount field, and enter the amount of the price's discount per item, if necessary.
5. Select the New button within the package details section.
6. Repeat the previous four steps for each Product to be added to the package.
7. Select the New button at the top of the page.

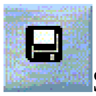
Changing Packages:

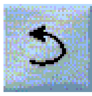
1. Select the Packages Drop Down Box.
2. Select the desired Package.
3. Make necessary changes:
    - **To add Products to the package:**
        1. Select the Product Drop Down List, and select a product to be added to the package.
        2. Select the Quantity field, and enter the quantity of this product to be included at the package price.
        3. Select the Discount field, and enter the amount of the price's discount per item, if necessary.
        4. Select the New button within the Package Details section.
        5. Repeat the previous four steps for each Product to be added to the package.
    - **To change quantities or discount amounts for Products in this package:**
        6. Select the desired Product.
        7. Make changes to the quantity and/or discount fields, as necessary.

8. Select the Save button within the Package Details section.

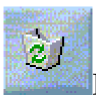
- **To delete Products from the package:**

9. Select the desired Product.
10. Select the Delete button within the Package Details section.

4. Select the Save button.

Note: Changes to Packages since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Packages:

1. Select the Packages Drop Down Box.
2. Select the desired Package.
3. Select the Delete button.

Adding, Changing and Deleting Payment Methods

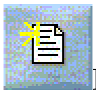
For ALL Payment Method actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Payment Methods.
4. Perform the steps for **Adding, Changing and Deleting Payment Methods** as listed below:

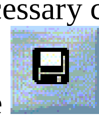
Adding Payment Methods:

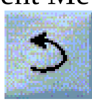
1. Select the Description field, and enter a description.
2. Place a check mark in the Credentials Required check box to enable the Identification field during the use of this payment method, or leave this check box blank to disable the Identification field during the use of this payment method.
   Note: The Identification field allows the opertor to enter necesary identification information such as a driver's license number.
3. Place a check mark in the Allow Over check box to enable the operator to enter more than the amount of the purchase, enabling change to be made by subtracting the total

amount due from the amount of payment, or leave this check box blank to disable over tending.
If the Allow Over check box is checked, select the Allow Over By field and enter the maximum amount that can be entered over the total amount due.

4. Place a check mark in the Make Default check box to enable the automatic selection of this payment method when making a payment, or leave this check box blank to disable the automatic selection of this payment method when making a payment.
5. Select the New button.

Changing Payment Methods:

1. Select the Payment Methods Drop Down Box.
2. Select the desired Payment Method.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Payment Methods since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting :

1. Select the Payment Methods Drop Down Box.
2. Select the desired Payment Method.
3. Select the Delete button.

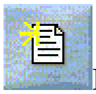
Adding, Changing and Deleting Player Clubs

For ALL Player Club actions, first perform the following steps:

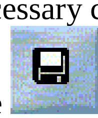
1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Player Clubs.
4. Perform the steps for **Adding, Changing and Deleting Player Clubs** as listed below:

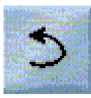
Adding Player Clubs:

1. Select the Description field, and enter a description.
2. Select the For Every $ Purchase field, and enter an amount

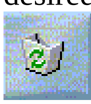
3. Select the Points Earned field, and enter the number of points given for the amount entered in the above field.
4. Select the New button.

Changing Player Clubs:

1. Select the Player Club Drop Down Box.
2. Select the desired Player Club.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Player Clubs since the page was first displayed or last saved may be undone by selecting the Undo button.

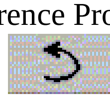
Deleting Player Clubs:

1. Select the Player Club Drop Down Box.
2. Select the desired Player Club.
3. Select the Delete button.

Note: Player Clubs can not be deleted when they are in use in by a customer. In order to delete a Player Club, it must first be removed from all customer records..

Changing Preference Prompts

1. Select the Office Page button.
2. Select the Customer Database Twist button.
3. Select Preference Prompts.
4. Select Preference Prompt 1 field, and enter the description of this field.
5. Select Preference Prompt 2 field, and enter the description of this field.
6. Select Preference Prompt 3 field, and enter the description of this field.
7. Select Preference Prompt 4 field, and enter the description of this field.
8. Select the Save button.

Note: Changes to Preference Prompts since the page was first displayed or last saved may be undone by selecting the Undo button.

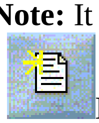
Adding, Changing and Deleting Prepaid

Settings

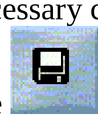
For ALL Prepaid actions, first perform the following steps:

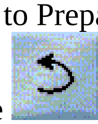
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Prepaid.
4. Perform the steps for **Adding, Changing and Deleting Prepaid Settings** as listed below:

Adding Prepaid Settings:

1. Select the Description field, and enter a description.
2. Select the Warning Message Duration (Seconds) Field, and enter the number of seconds the pinsetter should remain on after prepaid bowling has expired.
3. Select the Scorer Off Delay (Minutes) Field, and enter the number of minutes the scorer should remain on after the pinsetters turn off.
4. Select the Warning (Frames Remaining) Field, and enter the number of frames of warning that should be given before prepaid games expire.
5. Select the Extra Allowed (Frames) Field, and enter the number of extra frames that are allowed. **Note:** It is recommended that this value be set to zero.
6. Select the Warning (Minutes Remaining) Field, and enter the number of minutes of warning that should be given before prepaid time expires.
7. Select the Extra Allowed (Minutes) Field, and enter the number of extra minutes that are allowed. **Note:** It is recommended that this value be set to zero.
8. Select the New button.

Changing Prepaid Settings:

1. Select the Prepaid Drop Down Box
2. Select the desired Prepaid settings.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Prepaid settings since the page was first displayed or last saved may be undone by selecting the Undo button.

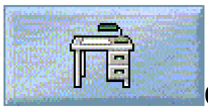
Deleting Prepaid Settings:

1. Select the Prepaid Drop Down Box.
2. Select the desired Prepaid settings.
3. Select the Delete button.

Note: Prepaid settings can not be deleted when they are in use in a style. In order to delete a Prepaid setting, it must first be removed from all styles.

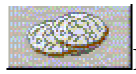
Adding, Changing and Deleting Products

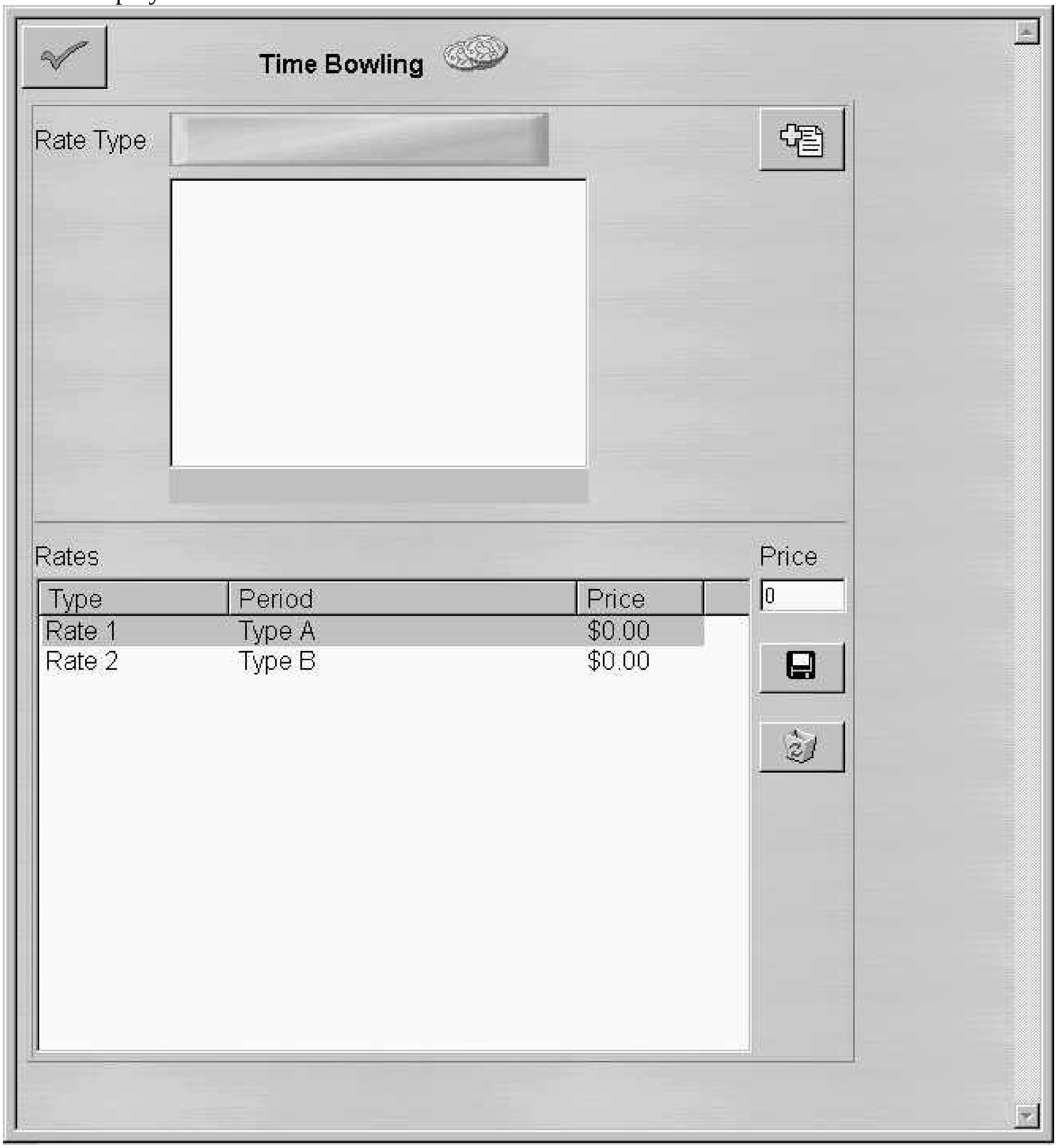
For ALL Product actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Products.
4. Perform the steps for **Adding, Changing and Deleting** as listed below:

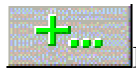
Adding Products:

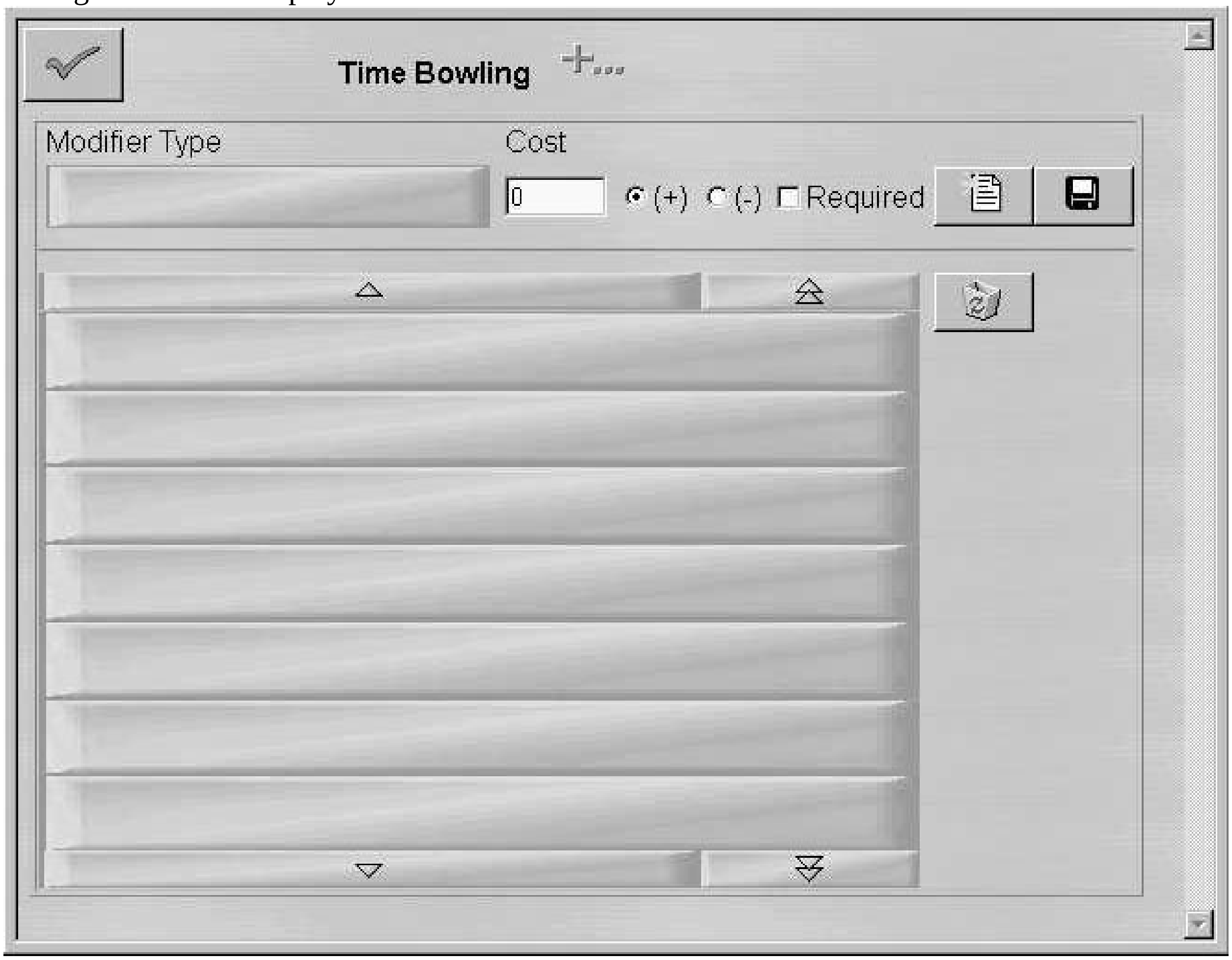
1. Select the Description field, and enter a description.
2. Select the Register Order field, and enter a numerical value, if desired. This numerical value is used to sort the product list on the Cash Control page. If a number is not entered the products will be sorted based on their order of entry into CenterMaster.
3. Place a check mark in the Out Of Stock check box to indicate that this product is out of stock, or leave this check box blank to indicate that this product is in stock.
   Note: Products marked out of stock will not be listed on the Cash Control Page.
4. Select the Subdepartment Drop Down Box and select a subdepartment.
5. Select the SKU Field, and enter a unique numeric identifier for this product, if desired.
   Note: CenterMaster makes no use of this number, however, product information exported to third party software applications require this information.
6. Select the price field, and enter the price for this product. **Note:** If rates are going to be uses, it is not absolutly required to enter a price, however, it is recommended that the highest price for this product be entered, even if rates are to be used, for proper calculations on the package pages.
7. Select either the price per unit or the price per hour radio button for this product.
8. If this product uses rates, place a check mark in the Rates Enabled check box, or leave this check box blank if this product does not use rates.

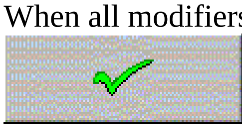
9. If this product uses rates, select the  Rates button. The following Dialog Box will be displayed:

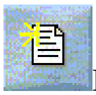


1. Select the Rate Type Drop Down Box.
2. Select the desired Rate Type.
3. Select the New Button.
4. Select the rate listed in the rate list.
5. Select the rate field, and enter the price for this rate.
6. Select the Save Button.
7. Repeat the last three steps for each rate listed.

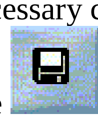
10. If this product uses modifiers, place a check mark in the Modifiers Enabled check box, or leave the check box blank if this product does not use modifiers.
11. If this product uses modifiers, select the Modifiers button, The following Dialog Box will be displayed:

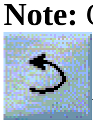


    1. Select the Modifier Type drop down box.
    2. Select the desired Modifier.
    3. Select Modifier Cost field, and enter the price of this Modifier.
    4. Select either the Positive or Negative Modifer price radio button.
    5. Place a check mark in the Required check box if this modifer is required for this product, or leave the check box blank if the Modifier is optional.
    6. Select the New Button.
    7. When all modifiers for this product have been added, select the Check Mark button.
12. Place a check mark in the Include Tax check box if the selected taxes are included in the product's price, or leave the check box blank to add the selected taxes to the product's price.
13. Select the the appropriate taxes by selecting a Tax Drop Down Box, and then a tax rate.

14. Select the a Product type from the list of available product types.
    If the Frameworx Product Type was selected, the following additional sections will be displayed:
    - Product Style Section
        1. Select the Prepay Style Drop Down Box, and select the style to be used when the lanes are issued in a Prepay mode.
        2. Select the Postpay Style Drop Down Box, and select the style to be used when the lanes are issued in a Postpay mode.
    - Game Type Section
        3. Select the radio button for the desired game type to be used when this lanes are issued using this product.
15. Select the New button.

Changing Products:

1. Select the Products Drop Down Box.
2. Select the desired Product.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Products:

1. Select the Products Drop Down Box.
2. Select the desired Product.
3. Select the Delete button.

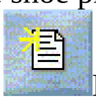
Adding, Changing and Deleting Quick Issue Settings

For ALL Quick Issue actions, first perform the following steps:

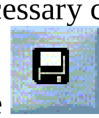
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Quick Issue.

4. Perform the steps for **Adding, Changing and Deleting Quick Issue Settings** as listed below:

Adding Quick Issue Settings:

1. Select the Description field, and enter a description.
2. Place a checkmark in the Enabled check box to enable this Quick Issue or leave the check box blank to disable this quick issue.
3. Select the Bowling Product drop down box, and select a bowling product.
   Note: The bowling product **MUST** be a product that has rates enabled and defined.
4. Select the Bowling Product Rate drop down box, and select the rate for the bowling product selected above.
5. Select the Shoe Product drop down box, and select a shoe product, if desired.
   Note: The shoe product **MUST NOT** be a product that has rates enabled.
6. Select the New button.

Changing Quick Issue Settings:

1. Select the Quick Issue Drop Down Box.
2. Select the desired Quick Issue.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Quick Issue settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Quick Issue Settings:

1. Select the Quick Issue Drop Down Box.
2. Select the desired Quick Issue.
3. Select the Delete button.

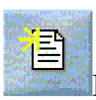
See also: [Using Quick Issue](#).

Adding, Changing and Deleting Rate Periods

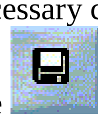
For ALL Rate Period actions, first perform the following steps:

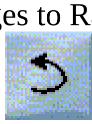
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Rate Periods.
4. Perform the steps for **Adding, Changing and Deleting Rate Periods** as listed below:

Adding Rate Periods:

1. Select the Description field, and enter a description.
2. Place a check mark in the check box for each day that this rate period is valid.
3. Select the Start Time field, and enter the time of the day that this rate period begins, using the 24 hour clock format.
   Note: Rates that span midnight are not currently supported. Mutliple rate periods must be created.
4. Select the Ending Time field, and enter the time of the day that this rate period ends, using the 24 hour clock format.
   Note: Rates that span midnight are not currently supported. Mutliple rate periods must be created.
5. Select the New button.

Changing Rate Periods:

1. Select the Rate Period Drop Down Box.
2. Select the desired Rate Period.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Rate Periods since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Rate Periods:

1. Select the Rate Period Drop Down Box.
2. Select the desired Rate Period.
3. Select the Delete button.

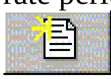
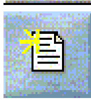
Note: Rate Periods can not be deleted when they are in use in a rate. In order to delete a Rate Period, it must first be removed from all rates.

Adding, Changing and Deleting Rates

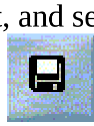
For ALL Rate actions, first perform the following steps:

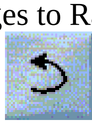
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Rates.
4. Perform the steps for **Adding, Changing and Deleting Rates** as listed below:

Adding Rates:

1. Select the Description field, and enter a description.
2. Select the Rate Period Drop Down Box.
3. Select the rate period to be added to this rate.
4. Select the Add Rate Period Button.
5. Select the New button.

Changing Rates:

1. Select the Rates Drop Down Box.
2. Select the desired Rate.
3. Make necessary changes.
   Note: To remove a rate period from a rate, select the desired rate period on the rate period list, and select the Delete Rate Period button.
4. Select the Save button.

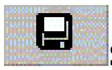
Note: Changes to Rates since the page was first displayed or last saved may be undone by selecting the Undo button.

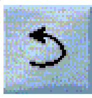
Deleting Rates:

1. Select the Rates Drop Down Box.
2. Select the desired Rate.
3. Select the Delete button.

Note: Rates can not be deleted when they are in use in a Product. In order to delete a Rate, it must first be removed from all Products.

Changing Receipt Information

1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Receipts.
4. Select desired field, and edit information, as necessary.
5. Select the Save button.

Note: Changes to Receipts since the page was first displayed or last saved may be undone by selecting the Undo button.

Adding, Changing and Deleting Register Groups

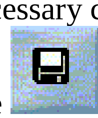
For ALL Register Group actions, first perform the following steps:

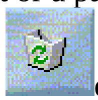
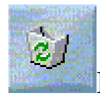
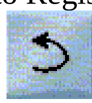
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Register Groups.
4. Perform the steps for **Adding, Changing and Deleting Register Groups** as listed below:

Adding Register Groups:

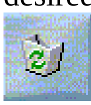
1. Select the Description field, and enter a description.
2. Select the Product Drop Down box and select the desired product.
3. Select the New button, located in the product details section.
4. Select the Package Drop Down box and select the desired package.
5. Select the New button, located in the package details section.
6. Select the New button, located at the top of the page.

Changing Register Groups:

1. Select the Register Groups Drop Down Box.
2. Select the desired Register Group.
3. Make necessary changes.
4. Select the Save button.

Note: To delete a product or a package from this product group, select the product from the product list and press the delete button located in the product details section, or select the desired package from the package list and select the Delete button located in the package details section. **Note:** Changes to Register Groups since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Register Groups:

1. Select the Register Groups Drop Down Box.
2. Select the desired Register Group.
3. Select the Delete button.

Note: Register Groups can not be deleted when they are in use in a Register Location. In order to delete a Register Group, it must first be removed from all Register Locations.

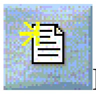
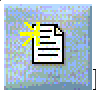
Adding, Changing and Deleting Register Locations

For ALL Register Location actions, first perform the following steps:

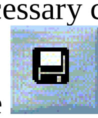
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Register Locations.
4. Perform the steps for **Adding, Changing and Deleting Register Locations** as listed below:

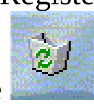
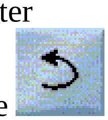
Adding Register Locations:

1. Select the Description field, and enter a description.

2. Select the Register Group Drop Down Box, and select a Register Group to add to this location.
3. Select the New button inside the Register Group section to add this Register Group to the Register Group List.
4. Select the New button at the top of the page to add this Register Location.

Changing Register Locations:

1. Select the Register Locations Drop Down Box.
2. Select the desired Register Location.
3. Make necessary changes.
4. Select the Save button.

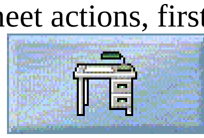
Note: To remove Register Groups from a Register Location, select the desired Register Group from the Register Group list and select the Delete button. **Note:** Changes to Register Locations since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Register Locations:

1. Select the Register Locations Drop Down Box.
2. Select the desired Register Location.
3. Select the Delete button.

Adding, Changing and Deleting Scoresheets

For **ALL** Scoresheet actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Lane Control Twist button.
3. Select Scoresheets.
4. Perform the steps for **Adding, Changing and Deleting Scoresheets** as listed below:

Adding Scoresheets:

1. Select the description field, and enter a description for this scoresheet.
   In the Language Section:
2. Select the Scorer Default drop down box and select a language.
   In the Scoresheet Display Section:

3. Select the Frames on Overhead drop down box and select a quantity.
4. Select the Frames on Lower drop down box and select a quantity.
5. Check or uncheck the Use Professional Bowler Format checkbox.
   In the Sequencing Section:
6. Select the Frames per Bowler Switch drop down box and select a quantity.
7. Select the Frames per Lane Switch drop down box and select a quantity.
8. Select the Sequencer Type drop down box, and select a sequencer.
   In the Enabled Frameworx Options Section:
9. Check or uncheck the Previous Games checkbox.
10. Check or uncheck the Bowler Stats checkbox.
11. Check or uncheck the Strings of Strikes checkbox.
12. Check or uncheck the Cumulative Scores checkbox.
13. Check or uncheck the Open Practice checkbox.
    In the Slow Bowler Section:
14. Select the Slow Bowler Time field and enter a quantity in seconds.
15. Select the Pinsetter Inactivity Time field and enter a quantity in seconds.
16. Select the Slow Bower Message field and enter the slow bowler message.
17. Select the Pinsetter Inactivity Message field and enter the pinsetter inactivity message.
18. Select the New button.

Changing Scoresheets:

1. Select the Scoresheets drop down box and select the desired scoresheet.
2. Make necessary changes.
3. Select the Save button.

Note: Changes to scoresheets since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Scoresheets:

1. Select the Scoresheets drop down box and select the desired scoresheet.
2. Select the Delete button.

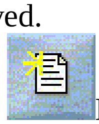
See also: **Applying a Scoresheet**.

Adding, Changing and Deleting Slide Shows

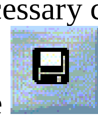
For ALL Slide Show actions, first perform the following steps:

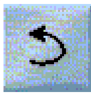
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Slide Shows.
4. Perform the steps for **Adding, Changing and Deleting Slide Shows Settings** as listed below:

Adding Slide Shows:

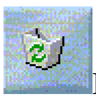
1. Select the Description field, and enter a description.
2. Place a checkmark in the Slide One Enabled Check Box to enable this slide, or leave the check box blank to disable this slide.
3. Select the Slide One File Name Drop Down Box, and select the slide to be displayed.
4. Select the Slide One Duration field, and enter the number of seconds that the slide should be displayed.
5. Place a checkmark in the Slide Two Enabled Check Box to enable this slide, or leave the check box blank to disable this slide.
6. Select the Slide Two File Name Drop Down Box, and select the slide to be displayed.
7. Select the Slide Two Duration field, and enter the number of seconds that the slide should be displayed.
8. Place a checkmark in the Slide Three Enabled Check Box to enable this slide, or leave the check box blank to disable this slide.
9. Select the Slide Three File Name Drop Down Box, and select the slide to be displayed.
10. Select the Slide Three Duration field, and enter the number of seconds that the slide should be displayed.
11. Place a checkmark in the Slide Four Enabled Check Box to enable this slide, or leave the check box blank to disable this slide.
12. Select the Slide Four File Name Drop Down Box, and select the slide to be displayed.
13. Select the Slide Four Duration field, and enter the number of seconds that the slide should be displayed.
14. Place a checkmark in the Slide Five Enabled Check Box to enable this slide, or leave the check box blank to disable this slide.
15. Select the Slide Five File Name Drop Down Box, and select the slide to be displayed.
16. Select the Slide Five Duration field, and enter the number of seconds that the slide should be displayed.
17. Select the New button.

Changing Slide Shows:

1. Select the Slide Show Drop Down Box.
2. Select the desired Slide Show.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Slide Shows since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Slide Shows:

1. Select the Slide Shows Drop Down Box.
2. Select the desired Slide Show.
3. Select the Delete button.

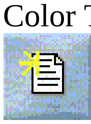
See also: **Applying Slide Shows**.

Adding, Changing and Deleting Styles Settings

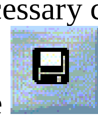
For ALL Styles actions, first perform the following steps:

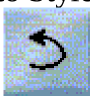
1. Select the Office Page button.
2. Select the Lane Control Twist Button.
3. Select Styles.
4. Perform the steps for **Adding, Changing and Deleting Styles Settings** as listed below:

Adding Styles Settings:

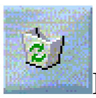
1. Select the Description field, and enter a description.
2. Select the Scoresheet Drop Down Box, and select a scoresheet setting.
3. Select the Exciters Drop Down Box, and select an exciter setting.
4. Select the EZ Strikes Drop Down Box, and select an EZ Strikes setting.
5. Select the Coach Drop Down Box, and select a Coach setting.
6. Select the Prepaid Drop Down Box, and select a Prepaid setting.
7. Select the Color Transition Drop Down Box, and select a Color Transition setting.
8. Select the New button.

Changing Styles Settings:

1. Select the Styles Drop Down Box.
2. Select the desired Style.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Styles settings since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Styles Settings:

1. Select the Styles Drop Down Box.
2. Select the desired Styles settings.
3. Select the Delete button.

See also: **Applying Styles**.

Adding, Changing and Deleting Subdepartments

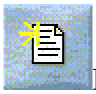
For ALL Subdepartment actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Subdepartments.
4. Perform the steps for **Adding, Changing and Deleting Subdepartments** as listed below:

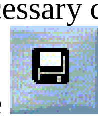
Adding Subdepartments:

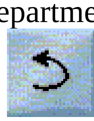
1. Select the Subdepartment Description field, and enter a description.
2. Select the Subdepartment Identifier field and enter a description, if necessary.
   Note: Subdepartment identifiers are primarily used in support of data export to third party software applications such as inventory or general ledgers.
3. Select the Department Drop Down Box, and select a department.
4. Place a check mark in the Exclude from Sales checkbox to exclude this subdepartment's revenue from the daily sales totals, or leave this check box blank to include this subdepartment's revenue in the daily sales totals.

Note: Subdepartments that contain nonrevenue items, such as League Prize Funds are usually excluded from daily sales totals.

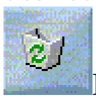
5. Select the New button.

Changing Subdepartments:

1. Select the Subdepartment Drop Down Box.
2. Select the desired Subdepartment.
3. Make necessary changes.
4. Select the Save button.

Note: Changes to Subdepartments since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Subdepartments:

1. Select the Subdepartment Drop Down Box.
2. Select the desired Subdepartment.
3. Select the Delete button.

Note: Subdepartments can not be deleted when they are in use in a product. In order to delete a subdepartment, it must first be removed from all products.

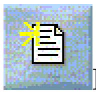
Adding, Changing and Deleting Tax Types

For ALL Tax Type actions, first perform the following steps:

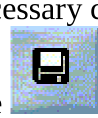
1. Select the Office Page button.
2. Select the Cash Control Twist button.
3. Select Tax Types.
4. Perform the steps for **Adding, Changing and Deleting** as listed below:

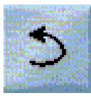
Adding Tax Types:

1. Select the Description field, and enter a description.
2. Select the Tax Amount field, and enter the tax rate, using decimal notation, where 7% is entered as .07
3. Select the Receipt Code field, and enter a two letter and/or number combination to represent this tax on receipt printouts.
4. Place a check mark in the Is This A Transaction Tax? checkbox to apply this tax to the transaction total, including other line item taxes, or leave this check box blank to apply this tax to the line item for the product to which the tax was assigned.

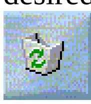
5. Select the New button.

Changing Tax Types:

1. Select the Tax Types Drop Down Box.
2. Select the desired Tax Type.
3. Make necessary changes.
4. Select the Save button.

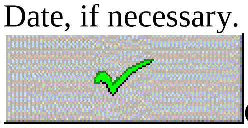
Note: Changes to Tax Types since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Tax Types:

1. Select the Tax Types Drop Down Box.
2. Select the desired Tax Type.
3. Select the Delete button.

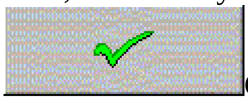
Note: Tax Types can not be deleted when they are in use in a Product. In order to delete a Tax Type, it must first be removed from all products.

Purging Customers

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Purge Customers.
4. Select the Month, if necessary.
5. Select the Year, if necessary.
6. Select the Date, if necessary.
7. Select the Check Mark button.

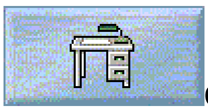
Purging Transactions

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Purge Transactions.
4. Select the Month, if necessary.

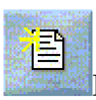
5. Select the Year, if necessary.
6. Select the Date, if necessary.
7. Select the Check Mark button.

Managing Custom Reports

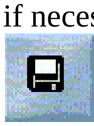
For ALL Report Manager actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Report Manager.
4. Perform the steps for **Adding a Report, Changing a Report or Deleting a report** as follows:

Adding a Report

1. Select the Report Description field, and enter a description for this report. **Note:** The description entered here will be used as the name of the report in all drop down lists.
2. Select the Report File Name field, and enter the name of the report file. **Note:** This file name was given to the report when it was created in Crystal Reports.
3. Select the radio button that corresponds with the page where the report should be available.
4. Select the New button.

Changing a Report

1. Select the Report drop down list, and select the desired report.
2. Select the Description field, and modify the report's description, if necessary.
3. Select the Report File Name field, and modify the report's file name, if necessary.
4. Select the radio button that corresponds with the page where the report should be available, if necessary.
5. Select the Save button.

Deleting a Report

1. Select the Report drop down list, and select the desired report.
2. Select the Delete button. **Note:** This procedure removes the report from CenterMaster, but does not delete the Crystal Reports File.

Printing Reports

1. Select the Office Page button.
2. Select the Administration Twist button.
3. Select Reports.
4. Select the Report drop down box, and select the desired report.
5. Enter necessary report criteria.

See also: **Report Manager**.

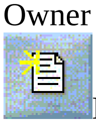
Managing Custom Reports.

Adding, Changing and Deleting Resources

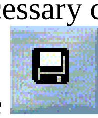
For ALL Resource actions, first perform the following steps:

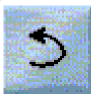
1. Select the Office Page button.
2. Select the Resources Twist button.
3. Select Management.
4. Perform the steps for **Adding, Changing and Deleting Resources** as listed below:

Adding Resources:

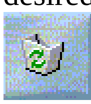
1. Select Resouces in the Resource List
2. Select the plus sign in front of the word Resources on the Resource List to expand the list of Resources.
3. Select a Resource Group.
4. Select the plus sign in front of the selected Resource Group on the Resource List to expand the list of Resources in that group.
5. Select the Type field, and enter the type of Resource.
   Note: The Resource Type matches the name of the Resource Gruop.
6. Select the Number field, and enter the number of the new resource.
7. Select the Name field, and enter a name for the new resource.
8. Select the Notes field, and enter any applicable notes about the new resource.
9. Select the Owner field, and enter the name of the owner of the new resource.
10. Select the New button.

Changing Resources:

1. Select Resouces in the Resource List
2. Select the plus sign in front of the word Resources on the Resource List to expand the list of Resources.
3. Select a Resource Group.
4. Select the plus sign in front of the selected Resource Group on the Resource List to expand the list of Resources in that group.
5. Select the desired Resource
6. Make necessary changes.
7. Select the Save button.

Note: Changes to Resources since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Resources:

1. Select Resouces in the Resource List
2. Select the plus sign in front of the word Resources on the Resource List to expand the list of Resources.
3. Select a Resource Group.
4. Select the plus sign in front of the selected Resource Group on the Resource List to expand the list of Resources in that group.
5. Select the desired resource.
6. Select the Delete button.

Note: Resources can not be deleted when they are in use in a League, Tournament or a Reservation. In order to delete a Resource, it must first be removed from all Leagues, Tournaments and Reservations.

Printing Reports

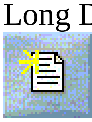
1. Select the Office Page button.
2. Select the Resources Twist button.
3. Select Reports.
4. Select the Report drop down box, and select the desired report.
5. Enter necessary report criteria.

Adding, Changing and Deleting Reservations

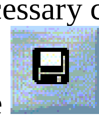
For ALL Reservation actions, first perform the following steps:

1. Select the Office Page button.
2. Select the Resources Twist button.
3. Select Management.
4. Select the desired Resource.
5. Select the Reservation Management Button.
6. Perform the steps for **Adding, Changing and Deleting Reservations** as listed below:

Adding Reservations:

1. Select the Start Date control, and select the start date of the reservation.
2. Select the End Data control, and select the end date of the reservation.
3. Select the Start Time field, and enter the start time of the reservation.
4. Select the End Time field, and enter the end time of the reservation.
5. Select the Short Description field, and enter a short description.
6. Select the Long Description field, and enter any notes about this reservation.
7. Select the New button.

Changing Reservations:

1. Select the desired Reservation.
2. Make necessary changes.
3. Select the Save button.

Note: Changes to Reservations since the page was first displayed or last saved may be undone by selecting the Undo button.

Deleting Reservations:

1. Select the desired Reservation.
2. Select the Delete button.

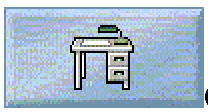
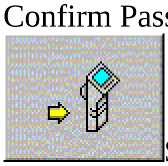
Sending Scorer Commands

For ALL Scorer Commands, perform the following steps:

1. Select the Office Page button.
2. Select the Scorer Maintenance Twist button.
3. Select Operations.
4. Select the Lane Number field, and enter the desired lane numbers, or select the lanes using the Lane Selection Control.
5. Select the Scorer Command you wish to send to the select scorers.

Note: Most scorer commands will cause a color bar to move across the scorer screen indicating the command's process, followed by the scorer rebooting.

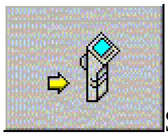
Changing the Scorer Password

1. Select the Office Page button.
2. Select the Scorer Maintenance Twist button.
3. Select Password.
4. Select the Lane Number field, and enter the desired lane numbers, or select the lanes using the Lane Selection Control.
5. Select the New Password field, and enter the new scorer password.
6. Select the Confirm Password field, and re-enter the new scorer password.
7. Select the Send Command button.

Note: Changing the scorer password will cause a color bar to move across the scorer screen indicating the command's process, followed by the scorer rebooting.

Changing the Scorer Screen Saver Timeout

1. Select the Office Page button.
2. Select the Scorer Maintenance Twist button.
3. Select Password.
4. Select the Lane Number field, and enter the desired lane numbers, or select the lanes using the Lane Selection Control.
5. Select the New Timeout field, and enter the Scorer Screen Saver Timeout in minutes.

6. Select the Send Command button.

Note: Changing the scorer screen saver timeout will cause a color bar to move across the scorer screen indicating the command's process, followed by the scorer rebooting.