



NP Entertainment

The strongest ticketing solution based on the best financial management system



In cooperation with



All-in-one solution for entertainment businesses



Get rid of plastic member cards with a digital solution for mobile wallets.

Work smarter, not harder

With NaviPartner's IT and ticketing solution, NP Entertainment, you only have to work in one system whether the work relates to financial management, accounting, stock management, customer service or statistics. Everything is carried out in Microsoft Dynamics NAV.

Ready for the future

You will get one system, one business partner, one phone number, but have unlimited opportunities, if you wish to add additional entertainment-related modules. With this solution you lay the groundwork for future growth and cost savings.

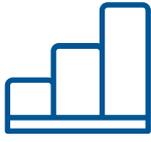
Whenever, wherever

You always have access to your business data in NP Entertainment and Dynamics NAV no matter if you are at the attraction, at home or on the go — as long as you have internet access. This gives the freedom to work from the exact location, you benefit from the most.

Focus on your visitors

NP Entertainment gives your employees great tools for serving your visitors in the best possible manner. By providing an efficient service, you can leave your visitors with a great overall experience and impression.

Get the right tool and prepare for growth



Dynamics NAV integration

- **POS solution integrated to ERP system**
Our solution is based on Microsoft Dynamics NAV. You avoid duplication of efforts and save time, as all transactions are booked automatically.



POS hardware

- **Standard hardware packages**
NaviPartner offers standard packages for stationary POS and mobile POS. The packages contain hardware that is easy to use for both visitors and staff.



Mobile Point of Sale

- **Service without wires or paper**
Free the staff from the counter and serve the visitors with a mobile POS. Your visitors will experience a convenient and efficient service.



Report with Power BI

- **Full insight into your attraction**
With dashboards you can check up on your sales history in any given period. You are always on top of your business and can monitor changes any time.



Event management

- **Managing tickets at events**
Reduce the workload when arranging events and be certain, that you always have an overview of the tickets sold as well as the tickets left for the event.



POS for cafe or restaurant

- **Offer a great customer experience**
Make sure your visitors have an overall good experience — including your café or restaurant. Shorten the waittime and offer your visitors a great service.

“The mPOS is an easy and flexible solution, that we can activate when we get busy — which is quite often. It helps us ensure that our visitors have a great experience”

Susanne Danielsen,
Ticketing Manager at Egeskov Castle



Field-proven POS system



Simplified administration – the sale from the store is registered in the same database as ticket sales.

The core of NP Entertainment is the POS solution, NP Retail. In principle, the solution does not differ significantly from the POS solutions used by the 1,500 retail stores NaviPartner currently maintains.

All data is collected in Dynamics NAV

When the store sells gifts and souvenirs, the sale is completed in NP Retail. When the sale is completed, the transaction is synchronized to Dynamics NAV.

NP Retail features

- Touch screen based cash register – layout in various formats
- Chart of accounts, bookkeeping and stock setup
- Pre-configured POS solution
- Electronic receipt roll
- Online integration for credit card terminal
- Time-saving and fewer errors since you will avoid manual counting
- Electronic receipt roll
- Option to create campaigns in the system (volume discounts, mix discounts, period discounts)
- Integration to Dynamics NAV's normal debtor and price management
- Display of price and discount groups
- EAN 13-digit barcodes included to be used on your products
- More than 30 advanced reports and sales statistics.



NP Business Insight: Take control of your performance

With NP Business Insight you gain insight into your performance by visualizing your data from Dynamics NAV with Power BI.

Improve your attraction's performance

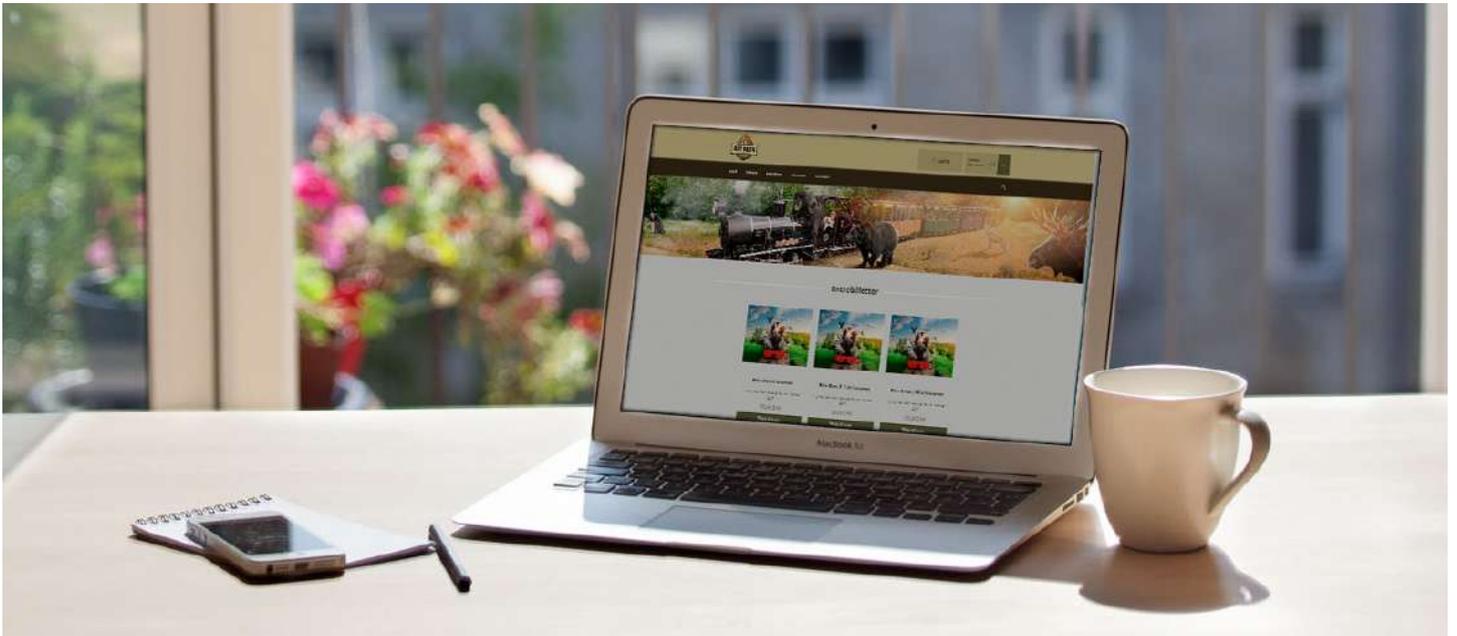
Make sure you reach the attraction's objectives and are aware of the areas that need extra attention. By monitoring the business, you can guide your employees in the right direction.

Make qualified decisions

Have a clear idea of tickets sold and how many visitors you have in a certain period. In the statistics panel, you can see what is often purchased; when you have the most visitors as well as earnings versus costs. All this data will provide you with the ballast and security in decision-making processes that will increase the productivity and bottom-line.

NP Ecommerce:

Get ready for omnichannel ticketing



The NP Ecommerce solution gives you the opportunity to sell tickets online.

Today visitors expect to be able to buy tickets online. Meet this expectation by expanding with an online ticket solution.

Combined offline and online ticketing

NP Ecommerce connects the online solutions NP Ticketing Online and NP Member Management Online with both the e-commerce platform and ERP system. This makes sure that the users only need to work in one system: Dynamics NAV.

Avoid duplicated work

Bookkeeping, web store, and ticket inventory are managed in Dynamics NAV. This means that all data from physical and online sales is collected in the same database.

By synchronizing the data, the users avoid putting in the same data twice, which reduces errors while saving time and resources.

No risk of selling the same tickets twice

NP Ecommerce is the backbone that ensures real time integration between Dynamics NAV and the web store. The real time integration makes it possible to always have an updated ticket inventory and to avoid that tickets sold on the web store have already been sold at the ticket counter. Everything happens automatically and ensures, that all data in the web store are up to date.

"We chose the Point of Sales and ticketing system from NaviPartner, as we needed to build a new and improved IT landscape, that is centralized into one complete solution. Our IT landscape is now completely streamlined with a system that is tailored to the entertainment industry and to our specific needs now and in the future."

Morten Palm Andersen, Sales and Marketing Manager at Tivoli Friheden



Future-proof all-in-one solution for entertainment businesses

Solutions:	NP Retail	NP Ecommerce	NP Ticketing	NP Business Insight	NP Event Management	NP Ticketing Online	NP Access Control	NP Member Management	NP Member Management Online	NP Pass Server	NP Restaurant
POS system	•										
Web store	•	•									
Ticketing system	•		•								
Business Intelligence	•			•							
Event Management	•				•						
Online ticket sales	•	•	•			•					
Ticketing with access control	•	•	•			•	•				
Member management	•		•					•			
Online member card sales	•	•	•					•	•		
Digital member cards for mobile wallet	•	•	•					•	•	•	
POS system for café and restaurant	•										•
Complete NP Entertainment solution	•	•	•	•	•	•	•	•	•	•	•

A selection of customers



CHRISTIANSBORG SLOT





Experimentarium



Kunsten



NP Ticketing:

Avoid long queues and overcrowded rooms



NP Ticketing is a flexible ticketing system that streamlines ticketing sales.

NP Ticketing is a simple and effective way of issuing tickets directly from the POS. The in-store transaction time for ticketing is reduced significantly as the payment terminal has an online integration. For events with a limited amount of tickets – e.g. guided tours or highly demanded exhibitions – the ticketing system controls how many tickets are sold.

Tickets, access control and statistics

Ticket categories such as standard tickets are created and amended in Dynamics NAV. Various options such as validities can be set up – e.g. for the same day as the ticket is issued or for the next week. Furthermore you can setup parameters for what and when, the visitor has access.

Effective access control

Tickets are printed as a receipt and are easily validated at the ticket counter, at the selling point or any other location. Tickets can also be validated with a hand-held device. This solution requires NP Access Control.

Let visitors book their ticket

NP Ticketing can be setup so that visitors can book and buy tickets in advance. In that way they are guaranteed entry at a specific time and can avoid long queues or even going in vain.

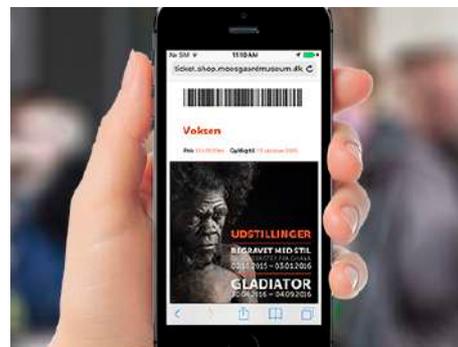
An additional advantage of the solution is that the amount of visitors can be spread out more evenly during opening hours. This gives you a clear view of how many employees that have to be present during the course of the day.

Always updated ticketing solution

As the solution continuously synchronizes with Dynamics NAV there is no risk of selling tickets for time slots that are already sold out as it is no longer possible to book or buy these tickets.

Easy access to sales statistics

Dynamics NAV keeps track of the amount of tickets sold and calculates the daily revenue. Various statistics such as time analysis on different visitor groups are also available.



NP Ticketing Online: sell tickets online and save time

With NP Ticketing Online visitors can purchase tickets from home or on the go. The online module manages the ticket sales from a web store.

The module synchronizes the ticket sales to the same database as NP Ticketing. As a result, you get a complete overview of the tickets sold — both from the counter and from the web store.

Ticket purchase online

The module manages ticket sales via an online store, that will be a subpage to the home page. Visitors buy tickets in the online store and receive them by email. This saves time, as the tickets do not have to be issued and handed out at the ticket counter.

Easy to buy tickets on the go

The user interface is created in a responsive design. This makes it easy for customers to buy tickets online.

Overview of sold tickets

The online tickets are sold in real time from the same ticket setup as the ticket counter. This means that there is no risk of overselling tickets.

Increase visitor frequency and additional sales



Member cards can either be preprinted or printed with a card printer at the time of issue.

With NP Member Management, it's easy to create and manage memberships that can e.g. be defined by duration, discount rate or number of entries.

Identify members

New members receive a membership card with a barcode that is connected to their data in Dynamics NAV. The card works as the members' entry ticket when they visit the attraction.

Facial recognition for validation

NP Member Management also features facial recognition that can be used for member validation in combination with NP Access Control.

Hold on to members

Emails with reminders can be set up directly in Dynamics NAV, so that the system automatically sends a reminder to members whose membership is about to expire. This way members are reminded of their expired membership and given the opportunity to renew it.

It is possible to set up an unlimited number of reminder templates that define whether reminders should be sent 2 months before, on the day of expiry or simply a week before expiry.

Manage memberships

Options can be set-up for what and how a membership can be upgraded, changed to, renewed or cancelled. The system will display which possibilities the individual member has for changes, and this helps the sales staff to focus on communicating with the visitors.

Analyze user behavior and increase customer loyalty

Memberships can be connected with the purchases of tickets and discounted purchases in the store.

The data can be used for analyzing member behavior and targeting personalized offers. In that way attractions can increase customer loyalty and acquisition as well as profits.



NP Member Management Online – memberships and discounts online

With NP Member Management Online, customers can buy memberships in an online store.

All new members created from both POS and online store get an email with login information for the online store. With the login they can e.g. get discounts or change or renew their membership online.

Sell memberships on the internet and give discounts in the web store

After creating the member in Dynamics NAV the new member receives an email with username and password for logging into the online store. Now the member can shop in the online store with the possibility of member discount or with a special selection of merchandise. In this way you can spoil your members and award them for their loyalty.

Customers create their own membership

The module also makes it possible for customers to buy and create memberships for themselves or as gifts directly in the online store and in that way avoid standing in line at the ticket counter.

Member cards in mobile wallet: Get rid of plastic cards



Tickets, coupons and member cards can be stored in the mobile wallet.

With a solution for mobile wallets, your attraction is able to change from plastic to digital member cards.

Unlock new ways of engagements

The membership card is stored in the mobile wallet with other credit or annual cards. It is a simple way for your visitors to access their membership card or ticket when needed.

Some of the advantages are:

- Visitors can store cards, tickets and coupons directly in their mobile wallet
- Send notifications to members, when they are close to the attraction
- Interact with members by offering loyalty awards, coupons or free tickets
- Get more revisits with awards and active coupons
- Avoid lost plastic membership cards.

NP Access Control – give visitors fast access



NP Access Control is a web app, that can swiftly verify the validity of online and offline tickets and membership cards with barcodes or QR-codes. It can also be used for membership validation with facial recognition.

NP Access Control operates online for the system to instantly confirm if tickets are valid. Place a scanner at the ticket counter or place it by the entry gates to operate without supervision.



NP Event Management – coordination and invoicing of events

If you have a group event arranged, NP Event Management can help keep track of the event and reduce the work load related to administration and coordination.

Group events can be created as posts in Dynamics NAV. NAV will automatically fill in the order confirmation in a Word document with the given data. Afterwards, NAV sends the order confirmation as a PDF file to the customer.

Booking facilities and resources

When the event is confirmed, facilities, catering and various activities are booked automatically in Outlook and for instance the kitchen or the tour guides will be notified about the event.

Simple invoice gathering

The posts in NAV constitute the basis of the sales reports gathered on the invoice. Spontaneous purchases can also be added to the invoice if the customer supplies with the name of the event when purchasing. Additionally, payments can be made directly at the counter or the invoice can be sent to the customer as a pdf.

NP Restaurant:

POS system that improves your service level



Combine all parts of the attraction in one solution — including the attraction's café or restaurant

With NP Restaurant, you can serve your guests in an efficient manner when they visit your café or restaurant. Our solution ensures a high level of service from ordering to payment.

Shorten the waittime when ordering

When you greet your attraction's visitors in the café, you can quickly accept their order and enter it in the POS solution. The assortment of drinks and food on the display can be customized to your café, so there are no unnecessary buttons.

Minimize errors and shorten waiting time

Whether you receive the orders at the counter or with an mPOS at the table, you can quickly send the order to the kitchen with our NP Restaurant solution. By accepting the order directly at the POS, you avoid handwritten notes or verbal orders delivered to other staff. The order is automatically transferred from the POS to the kitchen, which ensures that the order is not misunderstood or forgotten.

The kitchen or waiting staff can immediately start processing the guest's order, so they can be serviced faster and more efficiently.

Finish the service with elegant payment

If you are receiving your guest's payments by the counter, you can accept payments straight away with only a few clicks on the POS system. The POS solution is able to receive all kinds of payments from mobile payments and contactless creditcard payments.

Accept payments with an mPOS

Increase your level of service by offering payment at the table with an mPOS. The mPOS allows you to retrieve the bill for the table and accept the payment without having to go back and forth to get a payment terminal. This way, your guests can pay faster and make room for new guests.

If the guests wish to pay separately, you can easily split the bill and accept multiple payments.



Empower your staff and improve customer service with an mPOS

Reap the benefits of a mobile Point of Sale solution (mPOS) and use it for anything from scanning entry tickets to selling food or drinks.

New mobile sales device

The mPOS is a complete POS system integrated into an iPhone with a payment terminal. The solution can be connected to a mobile printer that is able to print both tickets and receipts.

Increase customer service

With a mobile POS, you make sure that your visitors save time as they avoid waiting in lines. By providing your staff with a mobile POS, you can offer your visitors a tailored solution for their life on the move.

Strengthen your staff and be flexible

An mPOS provides attractions with great flexibility, as the format serves many purposes. The mobile solution can basically be used in all situations where they want a POS system, but do not want to drag power and internet cables along with them. The mPOS can issue tickets, be a POS and scan tickets for events or at the entry.

We would love to hear from you

About Mercurius IT

Mercurius IT is a Gold Microsoft Partner based in Milton Keynes with over 13 years' experience spanning the Manufacturing, Retail & Ecommerce, Wholesale & Distribution and Service industries.

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