

Setting Up and Managing Museum Point of Sale Operations

This guide covers the end-to-end process of configuring a new museum station, processing sales, and managing memberships from the museum floor. It also explains how to handle daily cash drawer activities, including check-ins, refunds, and closing out the station.

Floor Admin

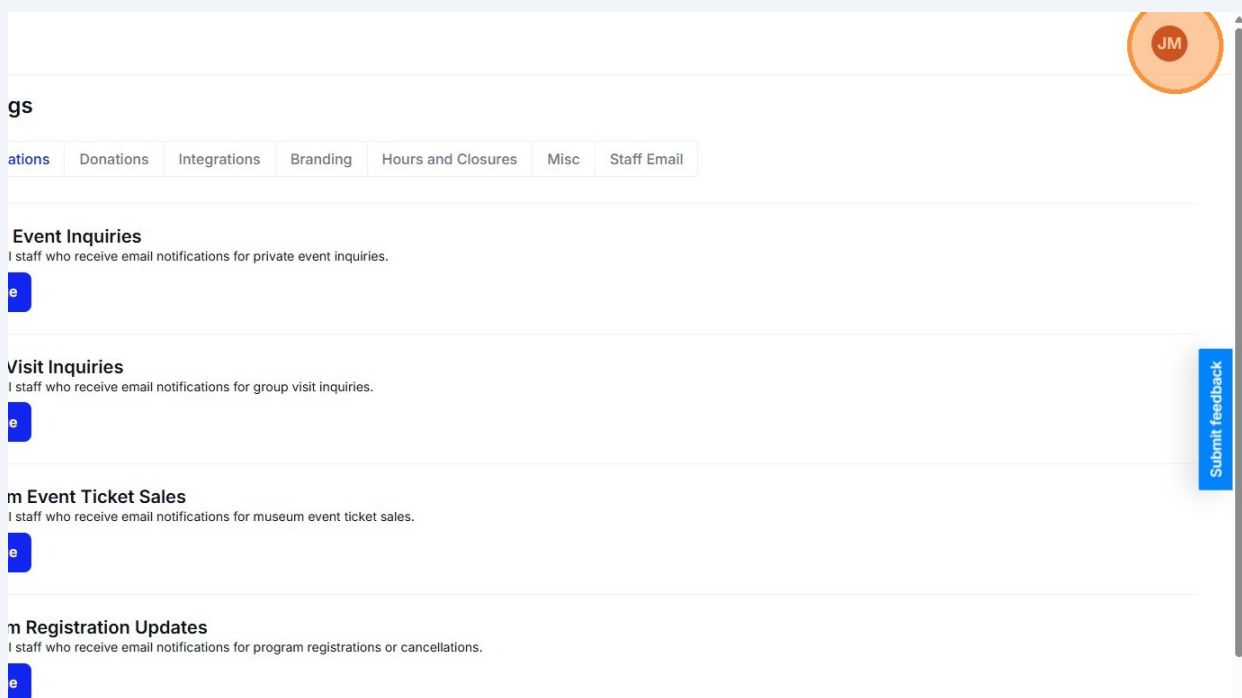


Alert! The following requirements must be met before you can sell anything on the Museum Floor:

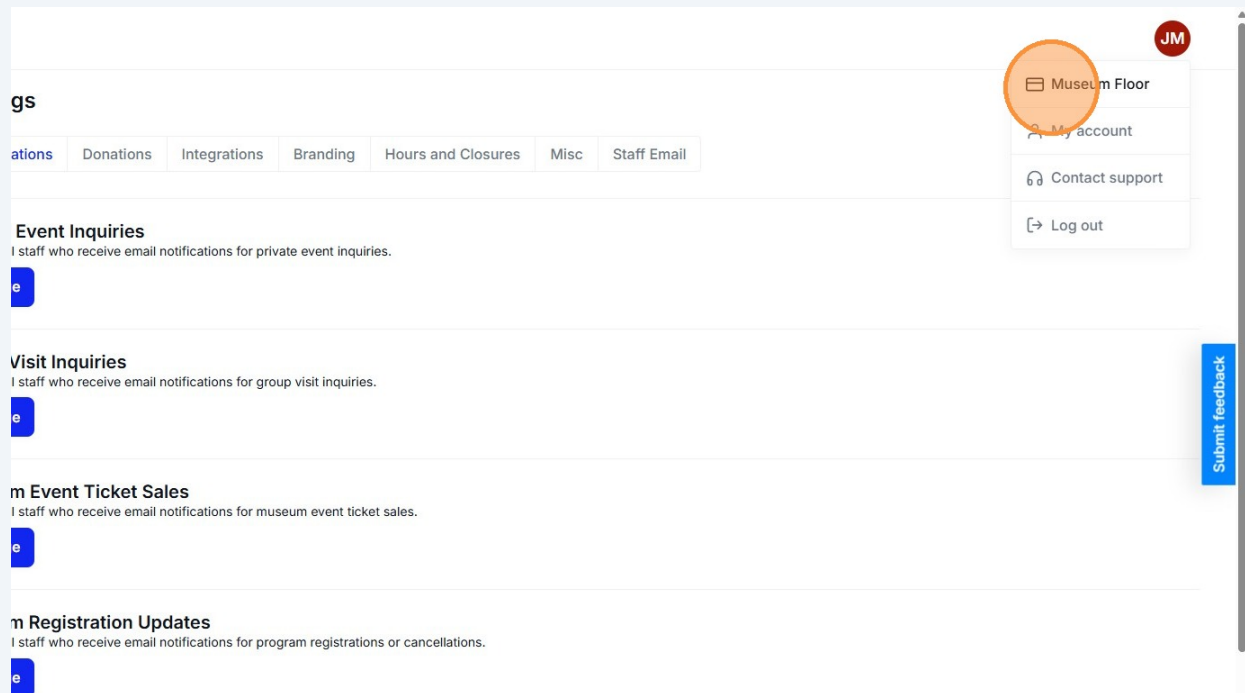
1. Activate the Stripe Integration within the Portal in **Settings > Settings > Integrations**.
2. Have at least 1 Stripe Card Reader registered within the Portal in **Settings > Settings > Integrations**.
3. Ensure that your browser permissions' "Local Network" is set to "Allow"

1

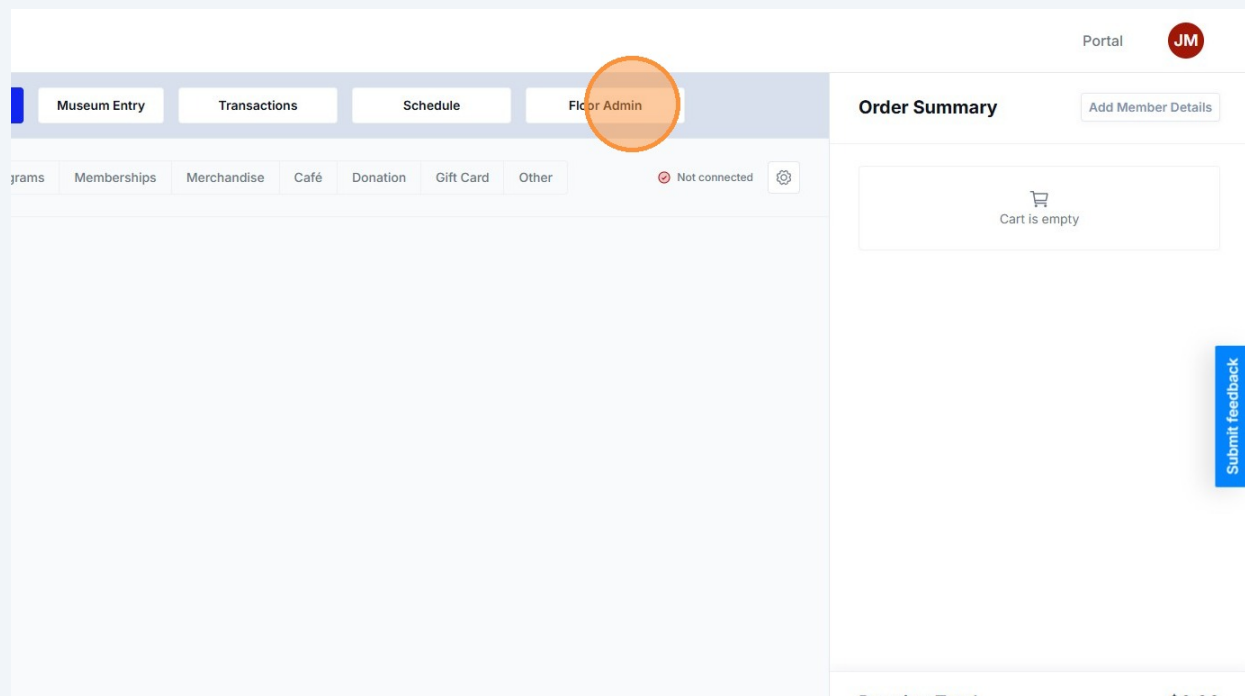
Click the user initials in the top right-hand corner.



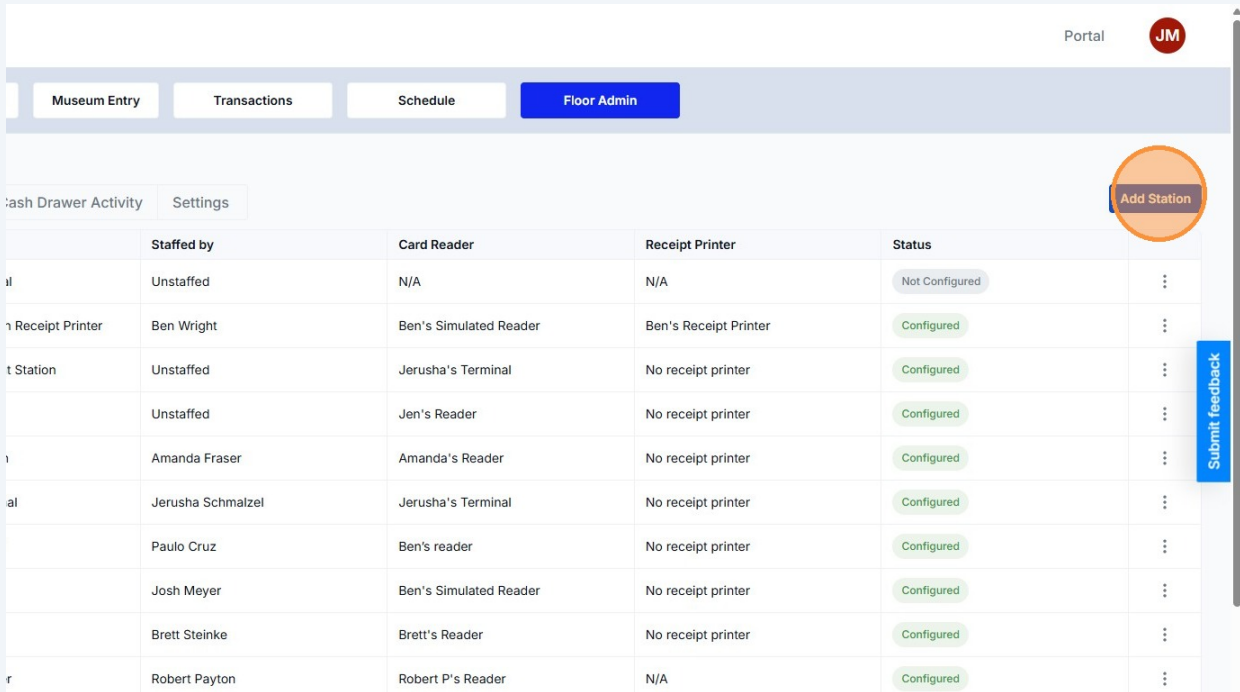
2 Select "Museum Floor" from the menu.



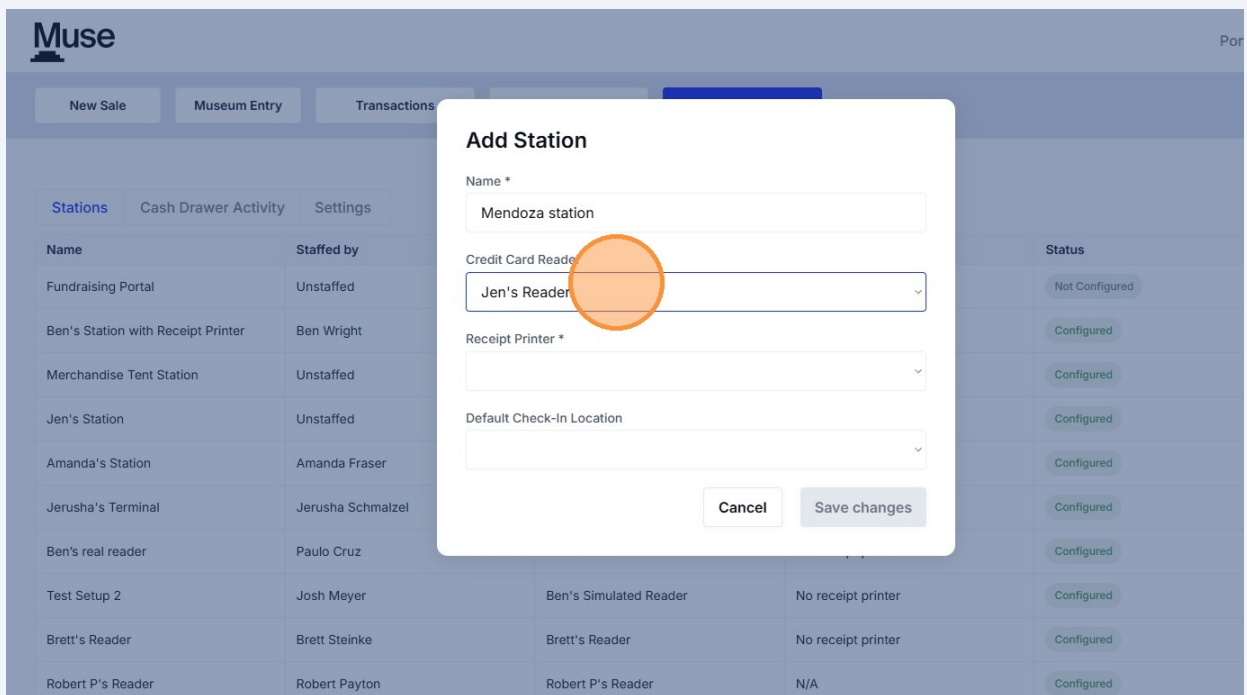
3 Navigate to "Floor Admin".



4



5



New Sale

Museum Entry

Transactions

Stations

Cash Drawer Activity

Settings

Name	Staffed by
Fundraising Portal	Unstaffed
Ben's Station with Receipt Printer	Ben Wright
Merchandise Tent Station	Unstaffed
Jen's Station	Unstaffed
Amanda's Station	Amanda Fraser
Jerusha's Terminal	Jerusha Schmalzel
Ben's real reader	Paulo Cruz
Test Setup 2	Josh Meyer
Brett's Reader	Brett Steinke
Robert P's Reader	Robert Payton

Add Station

Name *

Mendoza station

Credit Card Reader

Jen's Reader

Receipt Printer *

No receipt printer

Default Check-In Location

⚠ If this station accepts cash payments, cash drawer must

Cancel

Save changes

Status

Not Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

New Sale

Museum Entry

Transactions

Stations

Cash Drawer Activity

Settings

Name	Staffed by
Fundraising Portal	Unstaffed
Ben's Station with Receipt Printer	Ben Wright
Merchandise Tent Station	Unstaffed
Jen's Station	Unstaffed
Amanda's Station	Amanda Fraser
Jerusha's Terminal	Jerusha Schmalzel
Ben's real reader	Paulo Cruz
Test Setup 2	Josh Meyer
Brett's Reader	Brett Steinke
Robert P's Reader	Robert Payton
Alex M's Station	Alex Mercado
John K's Reader	Amanda Jarvis

Add Station

Name *

Mendoza station

Credit Card Reader

Jen's Reader

Receipt Printer *

No receipt printer

Default Check-In Location

Movie Room

⚠ If this station accepts cash payments, cash drawer must be opened manually when cashing in, tendering change, and cashing out.

Cancel

Save changes

Status

Not Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

Configured

6

6

7

7

8 Next, navigate to the "Settings" menu option.

The screenshot shows the Muse application interface. At the top, there's a header with the 'Muse' logo and a 'Porta' label. Below the header is a navigation bar with buttons for 'New Sale', 'Museum Entry', 'Transactions', 'Schedule', and 'Floor Admin'. The 'Floor Admin' button is highlighted in blue. Below the navigation bar, there's a sub-navigation bar with 'Stations', 'Cash Drawer Activity', and 'Settings'. The 'Settings' button is highlighted with an orange circle. Below the sub-navigation bar is a table with the following columns: Station, Cashier In Name, Cash In Date/Timestamp, Cash Out Cashier Name, Cash Out Date/Timestamp, Cash Out Amount, Cash Out Variance, and Notes. The table contains several rows of transaction data.

Station	Cashier In Name	Cash In Date/Timestamp	Cash Out Cashier Name	Cash Out Date/Timestamp	Cash Out Amount	Cash Out Variance	Notes
Merchandise Tent Station	Megan Gill	06/12/26, 2:16 pm	Megan Gill	06/12/26, 2:50 pm	\$0.00	\$0.00	
Fundraising Portal	Brandon Gabosch	06/12/26, 1:40 pm	Brandon Gabosch	06/12/26, 1:40 pm	\$250.00	\$0.00	
Fundraising Portal	Ben Wright	06/10/26, 1:38 pm	Ben Wright	06/10/26, 1:38 pm	\$150.00	\$0.00	
Ben's Station with Receipt Printer	Ben Wright	06/07/26, 11:17 am	Ben Wright	06/07/26, 11:19 am	\$215.90	\$0.00	
Ben's Station with Receipt Printer	Ben Wright	06/07/26, 11:13 am	Ben Wright	06/07/26, 11:15 am	\$251.94	\$0.00	
Amanda's Station	Amanda Fraser	05/27/26, 8:13 am	Amanda Fraser	05/27/26, 8:29 am	\$214.31	-\$14.31	
Amanda's Station	Amanda Fraser	05/06/26, 1:07 pm	Amanda Fraser	05/06/26, 1:28 pm	\$300.00	\$38.94	
Test Setup 2	Ben Wright	04/30/26, 6:39 pm					
Jerusha's Terminal	Jerusha Schmalzel	04/22/26, 12:50 pm					
Tara's Station	Tara's Station	04/16/26, 10:41 am					

9 From here, you can opt in to collect data about your visitors after each transaction. Data options include email address, name and zip code.

The screenshot shows the Muse application interface. At the top, there's a header with the 'Muse' logo and a 'Porta' label. Below the header is a navigation bar with buttons for 'Museum Entry', 'Transactions', 'Schedule', and 'Floor Admin'. The 'Floor Admin' button is highlighted in blue. Below the navigation bar, there's a sub-navigation bar with 'Cash Drawer Activity' and 'Settings'. The 'Settings' button is highlighted with an orange circle. Below the sub-navigation bar is a form with the following text: 'Customer information to collect after successful checkout. These settings can be adjusted based on how busy the day is.' Below this text are three checkboxes: 'Email?', 'Name?', and 'Zip code?'. Each checkbox has a corresponding toggle switch. The 'Email?' toggle is currently turned on. The 'Name?' and 'Zip code?' toggles are currently turned off. To the right of the form is a blue button labeled 'Submit feedback'.

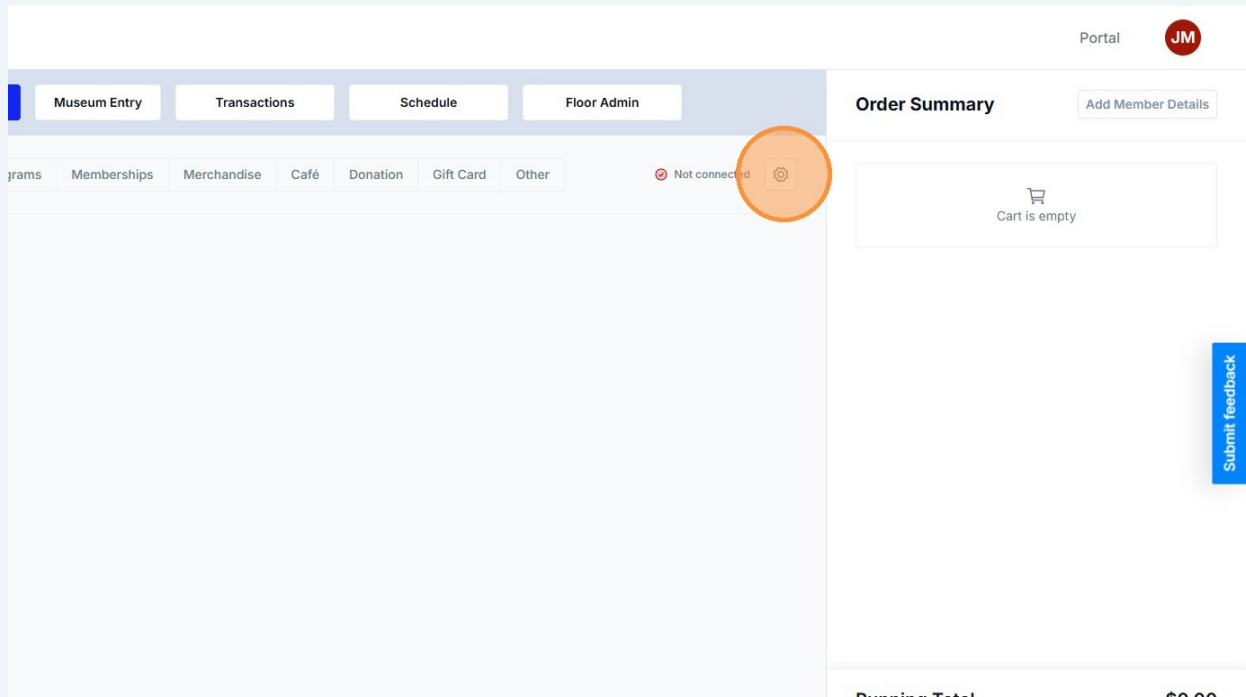
Start your Shift

10

First, make sure you're logged into Muse with your designated email address and password. It is recommended that each user of the Museum Floor have a unique login to create a clean audit trail.

11

From within the "New Sale" tab, click the gear icon in the top right corner.



12 Select the desired station from the list and click "Claim Station".

Tickets Programs Memberships Merchandise Café Donation Gift Card Other Not connected

Station Selection
Choose your station

Selected station: Mendoza station

Mendoza station

Claim Station

Running Total
Pay Now
Final tax and discounts applied after pre

13 After you claim a station, if you accept cash, click "Cash in".

Tickets Programs Memberships Merchandise Café Donation Gift Card Other Connected (simulated)

Station Selection
Choose your station

Selected station: Mendoza station

Mendoza station

Leave Station

Cash Drawer Management
Open and manage your cash drawer for your shift

Cash in
Count and record your starting cash drawer

Cash in

Cash out
Count and record your ending cash drawer

Cash out

Open Cash Drawer
Click to open the cash drawer

Open Cash Drawer

Running Total
Pay Now
Final tax and discounts applied after pre

14

\$ Cash In

Enter how many of each bill and coin are in your starting drawer

Pennies (\$0.01)	Total \$0.00	Ones (\$1.00)	Total \$0.00
0		0	
Nickels (\$0.05)	Total \$0.00	Fives (\$5.00)	Total \$0.00
0		0	
Dimes (\$0.10)	Total \$0.00	Tens (\$10.00)	Total \$0.00
0		0	
Quarters (\$0.25)	Total \$0.00	Twenties (\$20.00)	Total \$0.00
0		0	
		Twos (\$2.00)	Fifties (\$50.00)
		0	0
		Total \$0.00	Total \$0.00
			Hundreds (\$100.00)
			0
			Total \$0.00

15

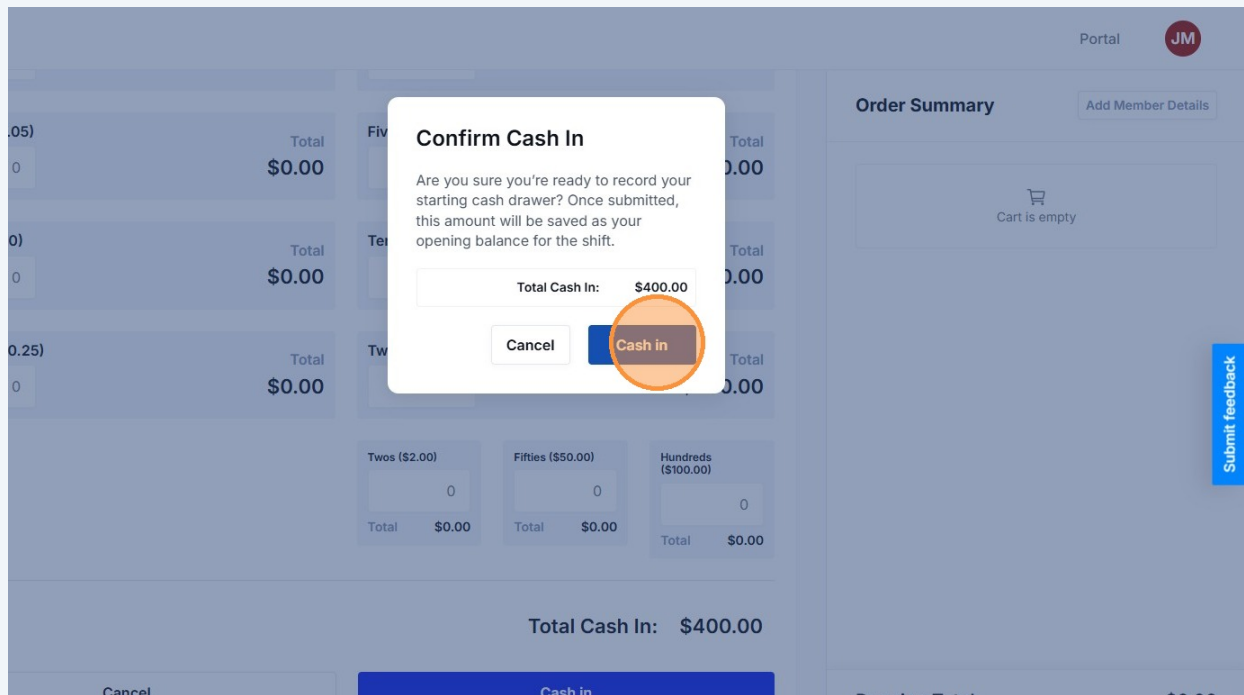
Tickets (\$0.05) 0 Total \$0.00	Fives (\$5.00) 0 Total \$0.00
Tens (\$0.10) 0 Total \$0.00	Tens (\$10.00) 0 Total \$0.00
Quarters (\$0.25) 0 Total \$0.00	Twenties (\$20.00) 20 Total \$400.00
Twos (\$2.00) 0 Total \$0.00	Fifties (\$50.00) 0 Total \$0.00
Hundreds (\$100.00) 0 Total \$0.00	

Total Cash In: \$400.00

Cancel

Cash in

16 Confirm starting balance.



Tip! If you do not "cash in," you will not be able to accept cash as a payment method.

How to Sell Tickets, Memberships, Merchandise, Gift Cards and record Donations

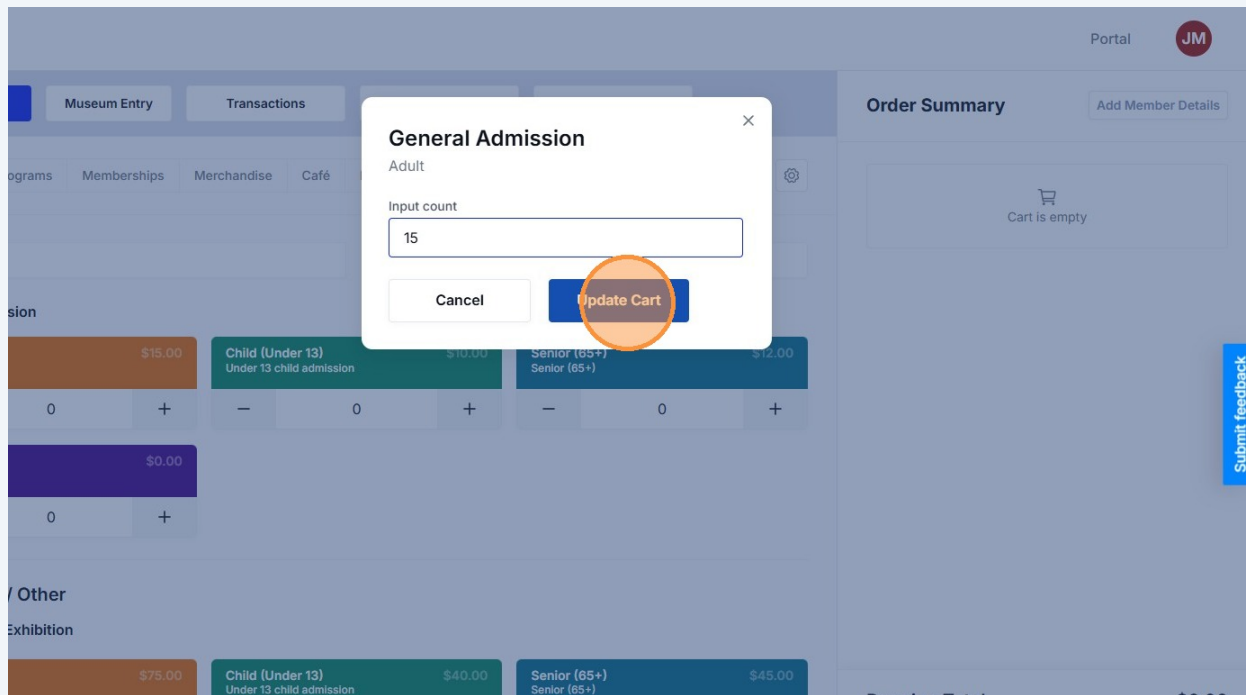
- 17 From the "New Sale" tab, click the "Tickets" tab to sell a ticket to a museum visitor.

The screenshot shows the Muse application interface. At the top, there's a header with the 'Muse' logo and a 'Port' label. Below the header is a navigation bar with tabs: 'New Sale' (highlighted in blue), 'Museum Entry', 'Transactions', 'Schedule', and 'Floor Admin'. Under 'New Sale', there's a sub-navigation bar with 'Tickets' (highlighted with an orange circle), 'Programs', 'Memberships', 'Merchandise', 'Café', 'Donation', 'Gift Card', and 'Other'. To the right of this bar is a status indicator 'Connected (simulated)' and a settings gear icon. The main content area is divided into two sections. The top section is 'Station Selection' with a sub-header 'Choose your station'. It shows 'Selected station: Mendoza station' and a dropdown menu currently displaying 'Mendoza station'. Below the dropdown is a 'Leave Station' button. The bottom section is 'Cash Drawer Management' with a sub-header 'Open and manage your cash drawer for your shift'. It contains three columns: 'Cash in' (Count and record your starting cash drawer) with a 'Cash in' button, 'Cash out' (Count and record your ending cash drawer) with a 'Cash out' button, and 'Open Cash Drawer' (Click to open the cash drawer) with an 'Open Cash Drawer' button. On the right side of the interface, there's an 'Order Summary' panel with a shopping cart icon and the text 'Cart is empty'.

- 18 You can either click the "+" or "-" to add/subtract tickets from a transaction. If you need to include a large number of tickets in the transaction, click into the number field, and a pop-up will appear where you can type the number of tickets.

The screenshot shows the Muse application interface with the 'Tickets' tab selected. A 'General Admission' pop-up window is open in the center. The pop-up has a title bar with a close button (X). Inside, it says 'General Admission' and 'Adult'. Below that is an 'Input count' field with the number '1' entered. There are 'Cancel' and 'Update Cart' buttons at the bottom of the pop-up. The background shows the 'Tickets' sub-tab selected in the navigation bar. Below the navigation bar is a search bar with the placeholder 'Search...'. The main content area displays a list of ticket types and their prices. The first section is 'General Admission' with three rows: 'Adult' (\$15.00), 'Child (Under 13)' (\$10.00), and 'Senior (65+)' (\$12.00). Each row has a quantity field with '-' and '+' buttons. The second section is 'Student' (\$0.00) with a quantity field. The third section is 'Exhibitions / Other' with a sub-header 'Chihuly Glass Exhibition' and three rows: 'Adult' (\$75.00), 'Child (Under 13)' (\$40.00), and 'Senior (65+)' (\$45.00). Each row has a quantity field. On the right side, the 'Order Summary' panel is visible with the text 'Cart is empty'.

19 Click "Update Cart" to add the tickets to the order.



i Tip! You can combine all items available for sale in a single order.

20 This could include tickets.

Muse Porta

New Sale **Museum Entry** **Transactions** **Schedule** **Floor Admin**

Tickets **Programs** **Memberships** **Merchandise** **Café** **Donation** **Gift Card** **Other** Connected (simulated) ⚙️

Search... 6/15/2026

General Admission

Adult Adult Admission \$15.00	Child (Under 13) Under 13 child admission \$10.00	Senior (65+) Senior (65+) \$12.00
- 15 +	- 0 +	- 0 +

Student
Student \$0.00

- 0 +

Exhibitions / Other

Chihuly Glass Exhibition

Adult Adult Admission \$75.00	Child (Under 13) Under 13 child admission \$40.00	Senior (65+) Senior (65+) \$45.00
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Order Summary Add

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

21 Membership purchase/renewals

Muse Porta

New Sale **Museum Entry** **Transactions** **Schedule** **Floor Admin**

Tickets **Programs** **Memberships** **Merchandise** **Café** **Donation** **Gift Card** **Other** Connected (simulated) ⚙️

Memberships

Individual \$100.00 per year Add to Cart

- 10% discount on food and beverage
- 10% discount on gift shop purchases
- 5 one-time use guest passes; members must accompany guests
- Unlimited Access to the Museum
- Access to Member's Only Events
- 10% Off in the Gift Shop and Cafe

Supporter Membership \$200.00 per year Add to Cart

- 10% discount on food and beverage
- 10% discount on gift shop purchases
- 5 one-time use guest passes; members must accompany guests
- Unlimited Access to the Museum
- 10% Off in the Gift Shop and Cafe
- 10% Birthday Parties

Family (2 Adults + 4 Children) \$150.00 per year Add to Cart

Order Summary Add

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

22 Merchandise

Muse

New Sale Museum Entry Transactions Schedule Floor Admin

Tickets Programs Memberships **Merchandise** Café Donation Gift Card Other Connected (simulated)

Select a subcategory... Clear

Search...

Bestsellers

- DS**
Dino Sweatshirt
- DT**
Dino Theme Coffee Mug
- MC**
Muse Collective Coffee Mug
- MC**
Muse Collective T-shirt
- NM**
New Mug with Logo

Order Summary

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

23 Cafe

Muse

New Sale Museum Entry Transactions Schedule Floor Admin

Tickets Programs Memberships Merchandise **Café** Donation Gift Card Other Connected (simulated)

Select a subcategory... Clear

Search...

Bestsellers

- CS**
Chicken Sandwich
- SO**
Soda

Order Summary

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

24 Donations

Muse Porta

New Sale **Museum Entry** **Transactions** **Schedule** **Floor Admin**

Tickets Programs Memberships Merchandise Café **Donation** Gift Card Other Connected (simulated) ⚙️

Donations

Select an amount

- ☐ \$5.00
- ☐ \$10.00
- ☐ \$25.00
- ☐ \$50.00
- ☐ \$100.00
- ☐ \$250.00
- ☐ Custom amount

Select a frequency

- ☒ One-time
- ☐ Monthly

What would you like your donation to go toward?

- ☒ General Fund
- ☐ Specific Campaign

Donation visibility

- ☒ I'd like to donate in my name

Order Summary

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

25 And Gift Card purchases.

Muse Porta

New Sale **Museum Entry** **Transactions** **Schedule** **Floor Admin**

Tickets Programs Memberships Merchandise Café Donation **Gift Card** Other Connected (simulated) ⚙️

Gift Cards

Select an amount

- ☐ \$25.00
- ☐ \$50.00
- ☐ \$100.00
- ☐ \$150.00
- ☐ \$200.00
- ☐ \$250.00
- ☐ Custom amount

Sender

First Name Last Name

Recipient

First Name Last Name

Order Summary

15 General Admission
Monday, Jun 15th
15 Adult (\$15.00)

Discount Code ⓘ
Enter discount code

26

After you add items to the order, you'll see the Order Summary in the right hand pane with the subtotals. If the visitor has a Discount Code to redeem, you can click "View Codes" to see a list of active, eligible codes to add directly to the cart.

Click "Pay Now" to proceed to checkout.

The screenshot shows a checkout interface with a top navigation bar including 'Programs', 'Memberships', 'Merchandise', 'Café', 'Donation', 'Gift Card' (selected), and 'Other'. A status indicator shows 'Connected (simulated)'. The main area is split into two panes. The left pane has a 'Last Name' field and an 'Amount' field. The right pane displays the order summary: '15 General Admission' for \$225.00 and '15 Adult (\$15.00)'. Below this is a 'Discount Code' field with a 'View Codes' link and an 'Apply' button. The 'Running Total' is \$238.50. A blue 'Pay Now' button is highlighted with an orange circle. A 'Submit feedback' button is visible on the right edge.

27

If a visitor has a Gift Card to redeem, click into the "Enter gift card code" field and enter the Gift Card number.

The screenshot shows the checkout interface with the 'Amount Due' section highlighted. It displays 'Subtotal' of \$225.00, 'Tax' of \$13.50, and 'Final Total' of \$238.50. Below this is the 'Amount Due' of \$238.50. A text input field labeled 'Enter gift card code' is highlighted with an orange circle, with an 'Apply' button next to it. Below the input field are three blue buttons: 'Cash' (with a dollar sign icon), 'Card' (with a credit card icon), and 'Other' (with a building icon). A link '← Edit Order' is at the bottom left. The right pane shows the order summary: '15 General Admission' for \$225.00 and '15 Adult (\$15.00)'. Below this is a 'Discount Code' field with a 'View Codes' link and an 'Apply' button. The 'Running Total' is \$238.50. A blue 'Pay Now' button is at the bottom right. A note at the bottom right states 'Final tax and discounts applied after pre'.

28 Complete the transaction by choosing the payment method.



Alert! We accept all major credit cards regardless of the issuing country through Stripe's standard card processing. Cards are charged in our settlement currency (USD), and the cardholder's bank handles currency conversion.

Member Check-In and Free Entry

29 On the Museum Floor, go to "Museum Entry" tab along the top of the screen.

The screenshot displays the Muse app interface. At the top, the 'Muse' logo is on the left, and 'Porta' is on the right. Below the logo is a navigation bar with several tabs: 'New Sale', 'Museum Entry' (highlighted with an orange circle), 'Transactions', 'Schedule', and 'Floor Admin'. Underneath this bar is a secondary row of tabs: 'Tickets', 'Programs', 'Memberships', 'Merchandise', 'Café', 'Donation', 'Gift Card' (highlighted in blue), and 'Other'. To the right of these tabs, there is a status indicator 'Connected (simulated)' and a settings gear icon. The main content area is titled 'Gift Cards' and contains a 'Select an amount' section with radio button options: '\$25.00', '\$50.00', '\$100.00', '\$150.00', '\$200.00', '\$250.00', and 'Custom amount'. Below this is a 'Sender' section with input fields for 'First Name' and 'Last Name'. At the bottom is a 'Recipient' section with similar input fields. On the right side of the screen, there is an 'Order Summary' panel. It shows '15 General Admission' for 'Monday, Jun 15th' and '15 Adult (\$15.00)'. At the bottom of the summary panel, there is a 'Discount Code' field with a placeholder 'Enter discount code' and a circular refresh icon.

30

If the member has a physical or digital Membership Card that contains a barcode or QR code, you can scan it. Otherwise, click the "Find Member" button to search for the member by name, phone, address or email.



Scan or Enter Code

Begin scanning the ticket or membership number to check in guest.

Check-In Location: **Unknown** [Change](#)



Find Member

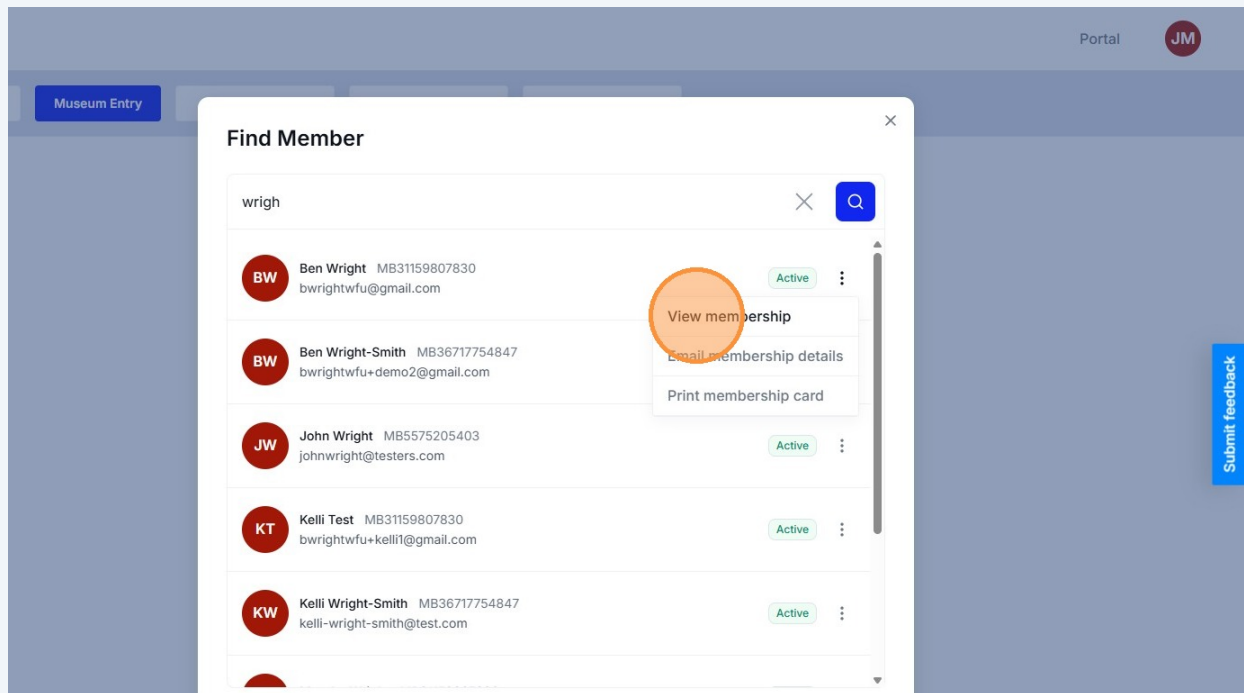
Free Entry



Tip! The "Find Member" search function allows you to search for primary, secondary or guest members on any membership record.

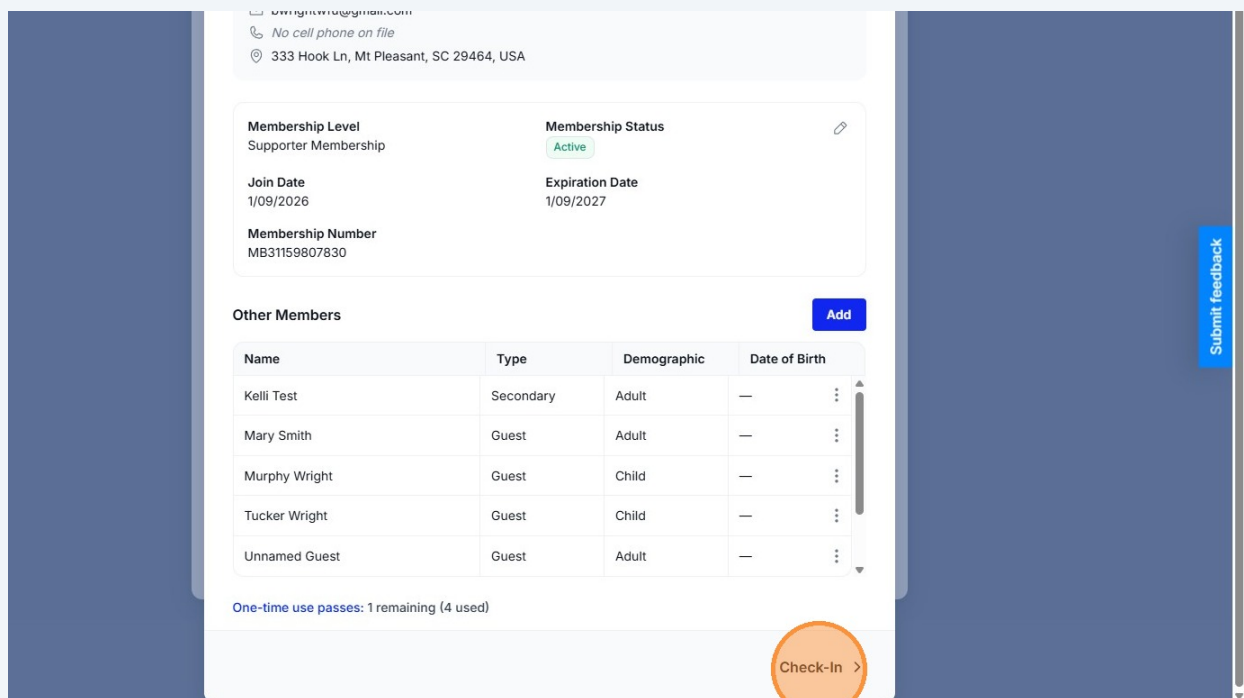
31

To select the preferred member from the resultant list, select the vertical ellipses next to their name and click "View membership".



32

From this screen, you can validate membership details, and click the "Check-In" button to submit entry for the member.



33 Select additional members and specify guest pass usage for this visit.

Membership Expires 1/09/27

Allowed Guests 5

Ben Wright
Primary Member ☒

Tucker Wright
Guest Member ☐

Murphy Wright
Guest Member ☐

Mary Smith
Guest Member ☐

Unnamed Guest
Guest Member ☐

Kelli Test
Secondary Member ☐

Guest Passes Available: 1 | Previously Used: 4

Adults - 0 +

Submit feedback

34 Click the green "Check-In" button to complete the entry process for this member.

Ben Wright
Primary Member ☒

Tucker Wright
Guest Member ☒

Murphy Wright
Guest Member ☐

Mary Smith
Guest Member ☐

Unnamed Guest
Guest Member ☐

Kelli Test
Secondary Member ☐

Guest Passes Available: 1 | Previously Used: 4

Adults - 1 +

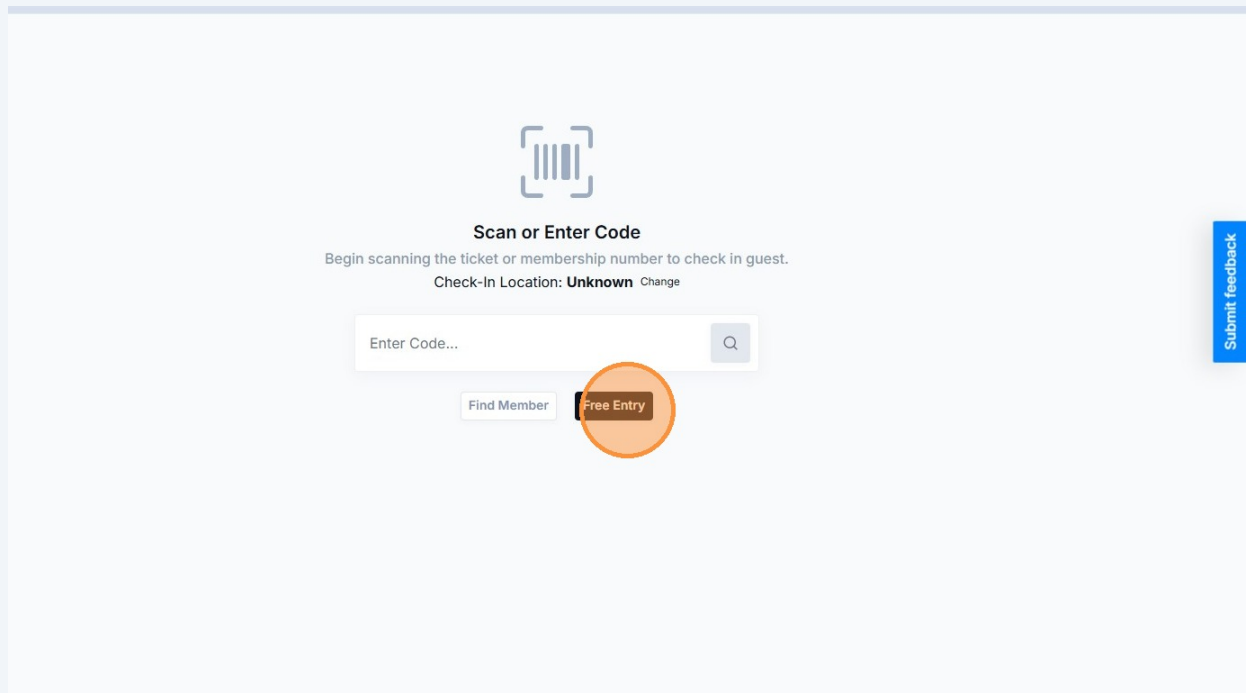
Children - 0 +

Check-In

Submit feedback

35

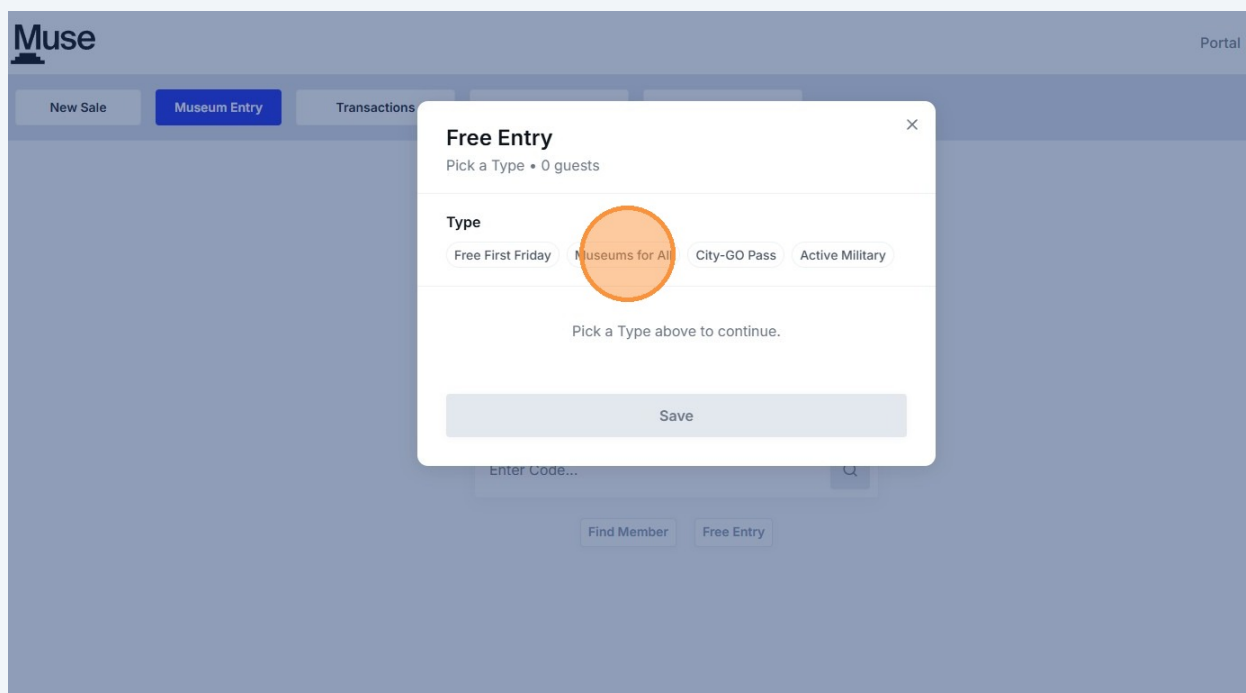
If your organization offers free admissions for certain visitors, like those with a "City Pass", "Go Pass", Active Military, reciprocal memberships, or any other scenario, click the "Free Entry" button from the Museum Entry option on the Museum Floor.



The screenshot shows a web interface for museum entry. At the top, there is a QR code icon and the text "Scan or Enter Code". Below this, it says "Begin scanning the ticket or membership number to check in guest." and "Check-In Location: Unknown Change". There is a search bar labeled "Enter Code..." with a magnifying glass icon. Below the search bar are two buttons: "Find Member" and "Free Entry". The "Free Entry" button is highlighted with an orange circle. On the right side of the interface, there is a blue button labeled "Submit feedback".

36

From here, you can select the Free Entry type.



The screenshot shows the same web interface as before, but with a modal window open. The modal is titled "Free Entry" and has a close button (X) in the top right corner. Inside the modal, it says "Pick a Type • 0 guests". Below this, there is a section labeled "Type" with four buttons: "Free First Friday", "Museums for All", "City-GO Pass", and "Active Military". The "Museums for All" button is highlighted with an orange circle. Below the buttons, it says "Pick a Type above to continue." and there is a "Save" button at the bottom. The background of the modal is semi-transparent, showing the "Free Entry" button from the previous screen.

37

If a zip code is required, you'll be asked to enter that before saving the free entry check-in.

Free Entry
Museums for All • 1 guest

Type
Free First Friday **Museums for All** City-GO Pass Active Military

Visitors
Adult - 1 +

Visitor ZIP Code
92107 92106 92121
Enter manually or select from above
[Skip - visitor declined](#)

Save

Transaction Management and Refunds

38

Navigate to "Transactions".

Muse Por

New Sale **Museum Entry** **Transactions** Schedule Floor Admin

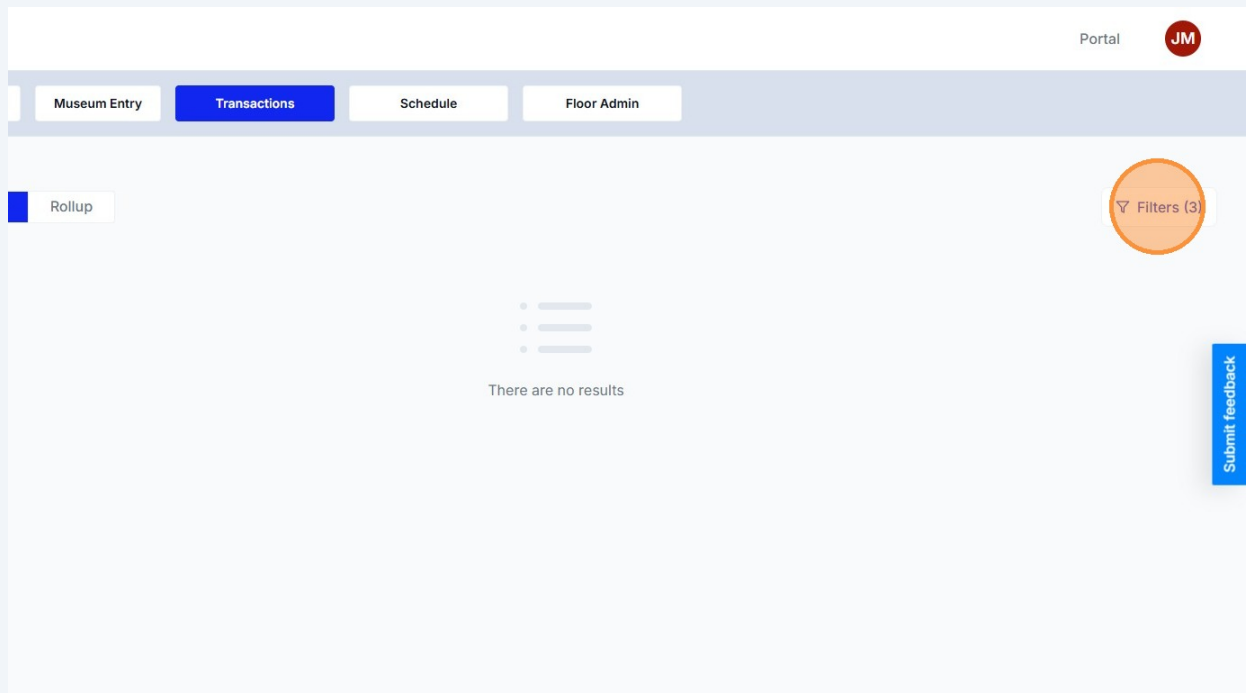
Scan or Enter Code
Begin scanning the ticket or membership number to check in guest.
Check-In Location: **Unknown** Change

Enter Code... Q

Find Member Free Entry

39

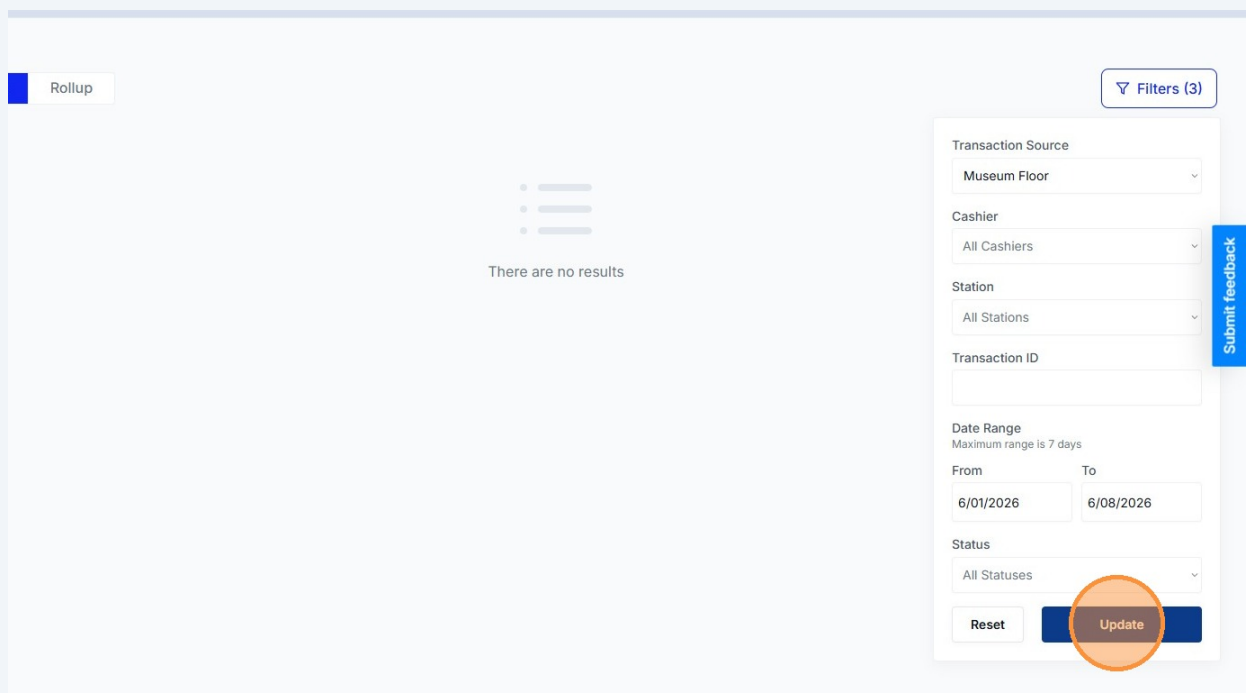
Search for any transaction in question by clicking the "Filters" button in the top right of the list view.



40

This will allow you to narrow your search by Transaction Source, Cashier, Station, Transaction ID, Date Range, and/or Status.

Click "Update" to apply filters.



41

From the resultant list, select the transaction in question and a pop-up window will appear with the full details of the transaction.

06/07/26 11:13 am	\$26.50	1 Adult ticket, 1 Child (Under 13) ticket Send Purchase Email	Cash	Refunded
06/07/26 11:13 am	\$31.80	2 Adult tickets Send Purchase Email	Cash	Partial Refund
06/07/26 11:04 am	\$15.90	1 Adult ticket Send Purchase Email	Card	Paid
06/07/26 11:03 am	\$15.90	1 Adult ticket Send Purchase Email	Card	Paid
06/07/26 10:55 am	\$15.90	1 Adult ticket Send Purchase Email	Card	Paid
06/07/26 10:54 am	\$15.90	1 Adult ticket Send Purchase Email	Card	Paid
06/07/26 10:50 am	\$26.50	1 Adult ticket, 1 Child (Under 13) ticket Send Purchase Email	Card	Paid
06/06/26 12:33 pm	\$31.80	2 Adult tickets Send Purchase Email	Card	Paid
06/06/26 12:32 pm	\$28.62	2 Adult tickets Send Purchase Email	Card	Paid
06/06/26 09:35 am	\$100.00	1 Individual Send Purchase Email	Card	Paid
06/05/26 10:33 am	\$15.90	1 Adult ticket Send Purchase Email	Card	Paid

42

You will have the option to "Issue full refund".

Transaction Details

Date & Time

06/07/26 10:50 am

[Reprint/Resend](#)

Payment Type

Credit Card

Transaction ID

26060700001

Status

Paid

Issue full refund

Issue partial refund

Line items

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Adult - General Admission	\$15.00	1	\$15.00	-	\$15.90
Child (Under 13) - General Admission	\$10.00	1	\$10.00	-	\$10.60

Total Amount:

\$26.50

43

A reason for the refund is required in order to advance with the refund transaction.

Muse

1 New Mug with Logo Black Mug

Refund

Total Refund Amount: \$26.50

Refund method
Refund will be processed back to the original card

Refund reason
e.g. Customer changed their mind, item damaged, wrong item purchased, etc.

Cancel Process Refund

Total Amount: \$26.50

1 Adult ticket
Send Purchase Email

1 Adult ticket, 1 Child (Under 13) ticket
Send Purchase Email

44

Or you can "Issue partial refund".

Transaction Details

Date & Time
06/07/26 10:50 am
[Reprint/Resend](#)

Status
Paid Issue full refund Issue partial refund

Payment Type
Credit Card

Transaction ID
26060700001

Line items

Item Name	Unit Price	Quantity	Items Price	Discounts	Subtotal
Adult - General Admission	\$15.00	1	\$15.00	-	\$15.90
Child (Under 13) - General Admission	\$10.00	1	\$10.00	-	\$10.60

Total Amount: \$26.50

1 Adult ticket
Send Purchase Email

1 Adult ticket, 1 Child (Under 13) ticket
Send Purchase Email

Submit feedback

45

If you select this option, you will be asked to indicate what aspects of the transaction you wish to refund.

Refund Details

select qty: 1

total qty: 2

Available items to refund:

Item	Qty. to refund	Amount to refund
☐ Adult - General Admission \$15.00 each \$0.00 discount each 1 available to refund	– 0 +	\$0.00
☒ Child (Under 13) - General Admission \$10.00 each \$0.00 discount each 1 available to refund	– 1 +	\$10.60

Total Refund Amount:

\$10.60

Cancel

Next

1 Adult ticket

Send Purchase Email

Card

Paid

1 Adult ticket, 1 Child (Under 13) ticket

Send Purchase Email

Card

Paid

2 Adult tickets

Send Purchase Email

Card

Paid

2 Adult tickets

Send Purchase Email

Card

Paid

Submit feedback

46

A reason for the refund is required in order to complete the refund.

Refund Details

select qty: 1

total qty: 2

Available items to refund:

Item	Qty. to refund	Amount to refund
☐ Adult - General Admission \$15.00 each \$0.00 discount each 1 available to refund	– 0 +	\$0.00
☒ Child (Under 13) - General Admission \$10.00 each \$0.00 discount each 1 available to refund	– 1 +	\$10.60

Total Refund Amount:

\$10.60

Refund method

Refund will be processed back to the original card

Refund reason

no longer able to attend

Back

Process Refund

06/06/26 10:46 am \$44.52

06/07/26 11:17 am \$31.80

06/07/26 11:17 am \$31.80

06/07/26 11:13 am \$36.04

06/07/26 11:13 am \$26.50

06/07/26 11:13 am \$31.80

06/07/26 11:04 am \$15.90

06/07/26 11:03 am \$15.90

06/07/26 10:55 am \$15.90

06/07/26 10:54 am \$15.90

06/07/26 10:50 am \$26.50

06/06/26 12:33 pm \$31.80

06/06/26 12:32 pm \$28.62

Send Purchase Email

2 Adult tickets

Send Purchase Email

Card

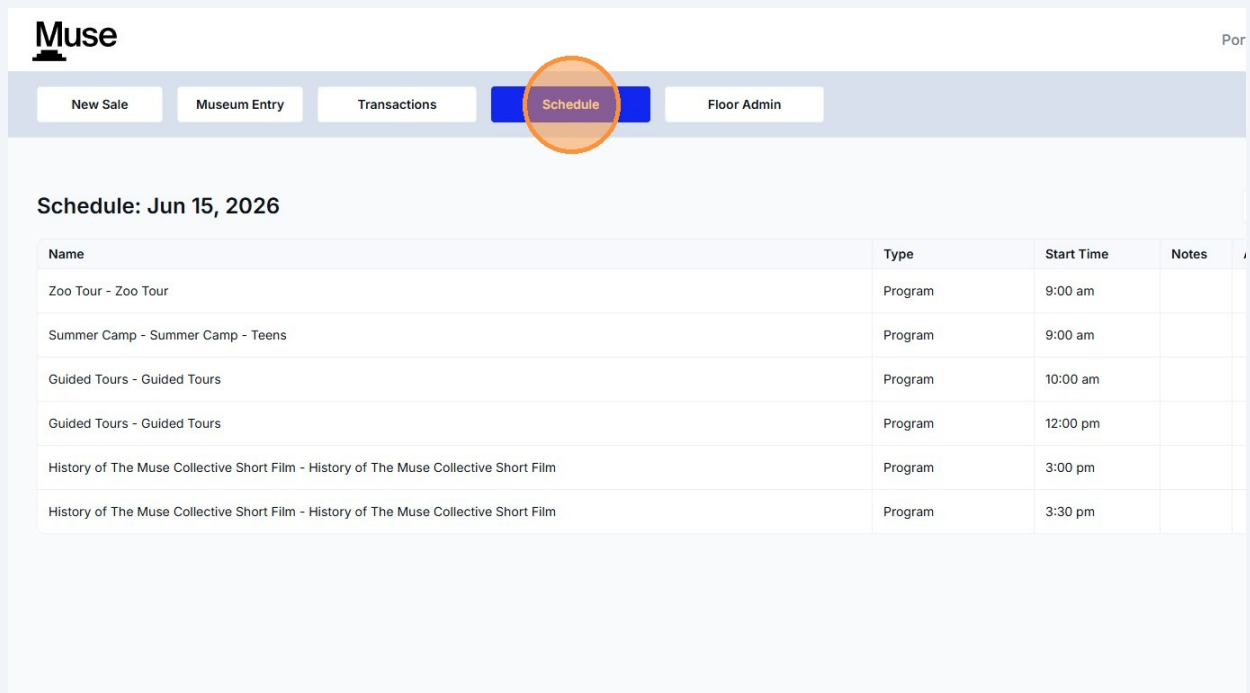
Made with Scribe - <https://scribehow.com>

26

Review Schedule

47

Navigate to the "Schedule" tab on the Museum Floor to see any activities taking place that day. This list will include Museum Events, Private Events, Group Visits and Self-Service Events.



The screenshot shows the Muse Museum Floor interface. At the top, the 'Muse' logo is on the left and 'Por' is on the right. Below the logo is a navigation bar with five buttons: 'New Sale', 'Museum Entry', 'Transactions', 'Schedule', and 'Floor Admin'. The 'Schedule' button is highlighted with an orange circle. Below the navigation bar, the text 'Schedule: Jun 15, 2026' is displayed. Underneath is a table with four columns: 'Name', 'Type', 'Start Time', and 'Notes'.

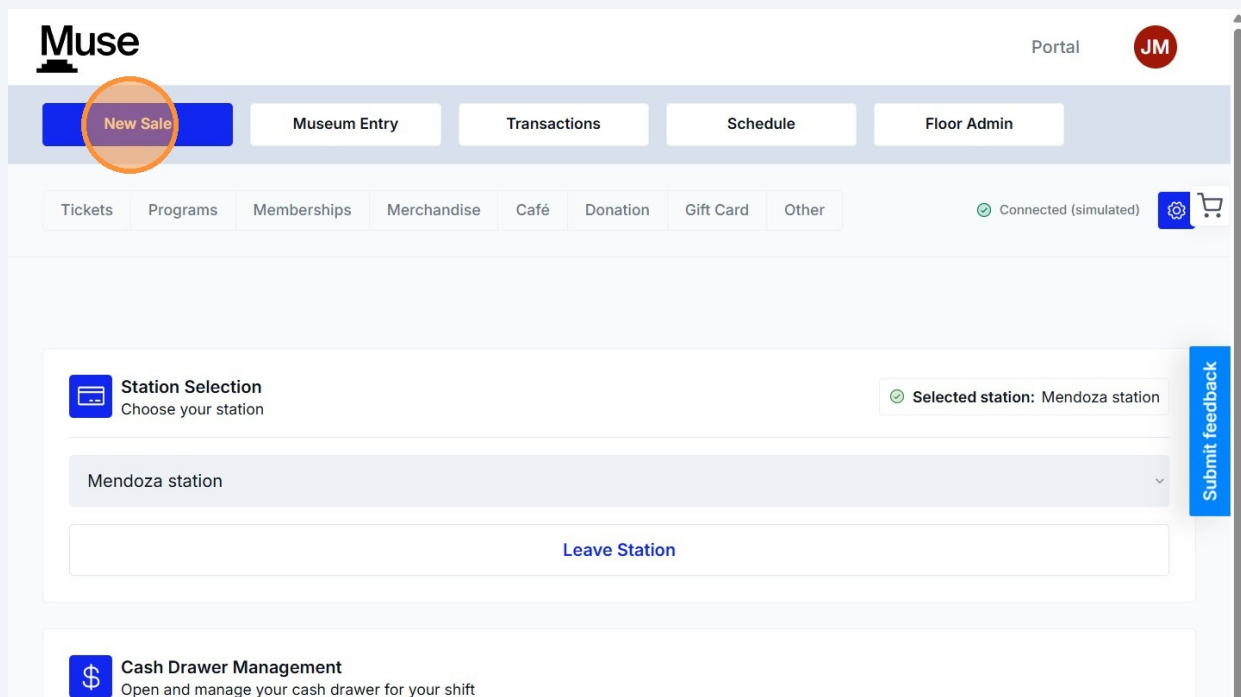
Name	Type	Start Time	Notes
Zoo Tour - Zoo Tour	Program	9:00 am	
Summer Camp - Summer Camp - Teens	Program	9:00 am	
Guided Tours - Guided Tours	Program	10:00 am	
Guided Tours - Guided Tours	Program	12:00 pm	
History of The Muse Collective Short Film - History of The Muse Collective Short Film	Program	3:00 pm	
History of The Muse Collective Short Film - History of The Muse Collective Short Film	Program	3:30 pm	

End your Shift

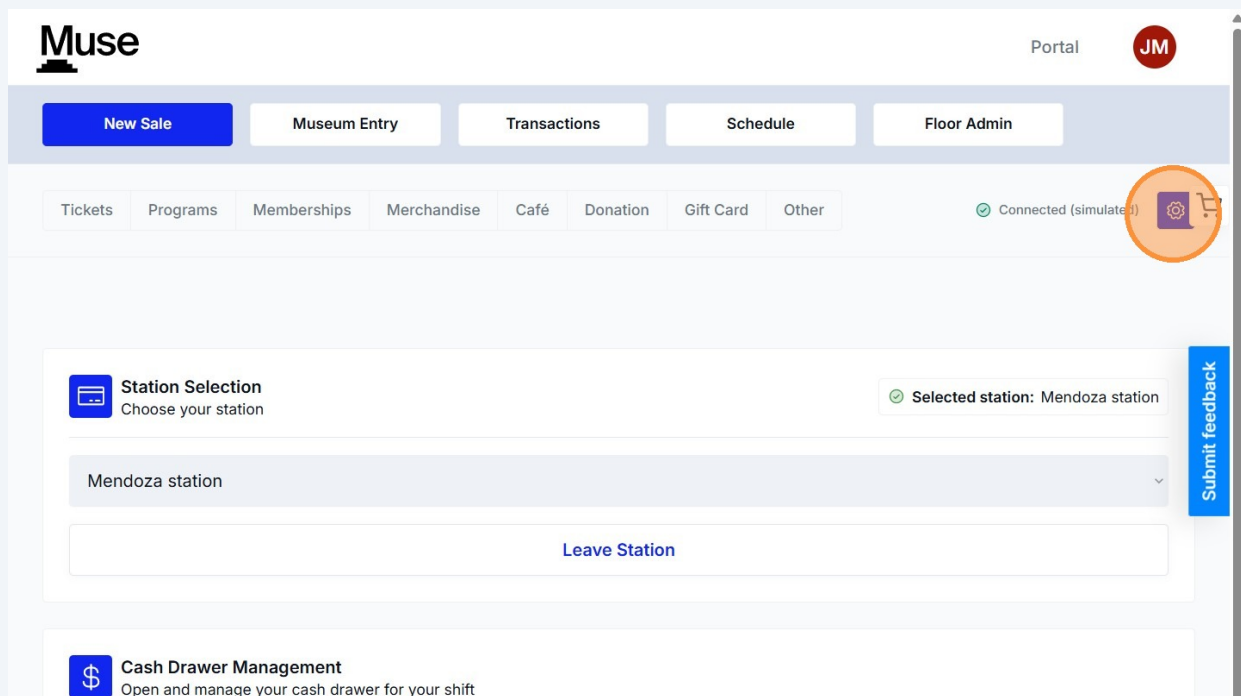
48

At the end of your shift, you'll need to cash out as well as release your station.

49 From the Museum Floor, navigate to the "New Sale" tab.



50 Click the gear icon in the top-right corner.



51 Click "Cash out".

Tickets

Programs

Memberships

Merchandise

Café

Donation

Gift Card

Other

Connected (simulated)

Station Selection

Choose your station

Selected station: Mendoza station

Mendoza station

Leave Station

Cash Drawer Management

Open and manage your cash drawer for your shift

Cash in

Count and record your starting cash drawer

Cash in

Cash out

Count and record your ending cash drawer

Cash out

Open Cash Drawer

Click to open the cash drawer

Open Cash Drawer

15 General Admission

Monday, Jun 15th

15 Adult (\$15.00)

Discount Code

Enter discount code

Running Total

Pay Now

Final tax and discounts applied after pre

52 Count all your denominations and add any notes in the corresponding field to document any discrepancies.

Muse

Porta

Nickels (\$0.05)

Total

0

\$0.00

Fives (\$5.00)

Total

0

\$0.00

Dimes (\$0.10)

Total

0

\$0.00

Tens (\$10.00)

Total

0

\$0.00

Quarters (\$0.25)

Total

0

\$0.00

Twenties (\$20.00)

Total

0

\$0.00

Twos (\$2.00)

Total

0

\$0.00

Fifties (\$50.00)

Total

0

\$0.00

Hundreds (\$100.00)

Total

0

\$0.00

Total Cash Out:

\$0.00

Cash Out Expected:

\$400.00

Variance:

-\$400.00

Order Summary

Add

15 General Admission

Monday, Jun 15th

15 Adult (\$15.00)

Discount Code

Enter discount code

Running Total

53 Submit ending cash amount by clicking the blue "Cash out" button.

The screenshot shows a cash out interface. On the left, there are input fields for quarters (\$0.25), twenties (\$20.00), twos (\$2.00), fifties (\$50.00), and hundreds (\$100.00). The 'Total' for each category is shown as \$0.00. In the center, the 'Total Cash Out' is \$400.00, 'Cash Out Expected' is \$400.00, and 'Variance' is \$0.00. Below this is a text area for a note (optional) and a 'Cancel' button. A blue 'Cash out' button is highlighted with an orange circle. On the right, there is an 'Order Summary' section showing '15 General Admission Monday, Jun 15th' for \$225.00 and '15 Adult (\$15.00)' for \$225.00. Below this is a 'Discount Code' field, a 'View Codes' link, and a 'Pay Now' button. The 'Running Total' is \$238.50.

Quarters (\$0.25) Total \$0.00

Twenties (\$20.00) Total \$400.00

Twos (\$2.00) Total \$0.00

Fifties (\$50.00) Total \$0.00

Hundreds (\$100.00) Total \$0.00

Total Cash Out: \$400.00

Cash Out Expected: \$400.00

Variance: \$0.00

Note (optional)

Enter your note here

Cancel

Cash out

Order Summary

15 General Admission Monday, Jun 15th \$225.00

15 Adult (\$15.00)

Discount Code View Codes

Enter discount code Apply

Running Total \$238.50

Pay Now

Final tax and discounts applied after pressing "Pay Now"

54 Confirm cash out.

The screenshot shows the same cash out interface as in step 53, but with a 'Confirm Cash Out' modal dialog open. The dialog contains the following text: 'Are you sure you're ready to record your ending cash drawer? These amounts will be used to reconcile your shift totals.' Below this text is a table showing the cash out details: 'Total Cash Out: \$400.00', 'Cash Out Expected: \$400.00', and 'Variance: \$0.00'. At the bottom of the dialog are 'Cancel' and 'Cash out' buttons. The 'Cash out' button is highlighted with an orange circle. The background interface is dimmed, showing the same cash out details and order summary as in step 53.

Confirm Cash Out

Are you sure you're ready to record your ending cash drawer? These amounts will be used to reconcile your shift totals.

Total Cash Out:	\$400.00
Cash Out Expected:	\$400.00
Variance:	\$0.00

Cancel

Cash out

Order Summary

15 General Admission Monday, Jun 15th \$225.00

15 Adult (\$15.00)

Discount Code View Codes

Enter discount code Apply

Running Total \$238.50

Pay Now

Final tax and discounts applied after pressing "Pay Now"

55

Next, select "Leave Station" so that the next shift can utilize the card reader and receipt printer as needed.

The screenshot displays a web application interface for station management. At the top, a navigation bar includes tabs for Tickets, Programs, Memberships, Merchandise, Café, Donation, Gift Card, and Other. A status indicator shows 'Connected (simulated)' with a gear icon. The main content area is divided into two primary sections: 'Station Selection' and 'Cash Drawer Management'.

Station Selection: This section features a dropdown menu currently set to 'Mendoza station' and a prominent blue button labeled 'Leave Station', which is circled in orange. A status message above the dropdown indicates 'Selected station: Mendoza station'.

Cash Drawer Management: This section is titled 'Open and manage your cash drawer for your shift' and contains three functional areas:

- Cash in:** Labeled 'Count and record your starting cash drawer', it includes a button labeled 'Cash in'.
- Cash out:** Labeled 'Count and record your ending cash drawer', it includes a button labeled 'Cash out'.
- Open Cash Drawer:** Labeled 'Click to open the cash drawer', it includes a button labeled 'Open Cash Drawer'.

On the right side of the interface, a sidebar displays transaction details for '15 General Admission' on 'Monday, Jun 15th', with a total of '15 Adult (\$15.00)'. Below this, there is a 'Discount Code' field with a placeholder 'Enter discount code'. The 'Running Total' section features a large blue 'Pay Now' button, with a note below it stating 'Final tax and discounts applied after pre'.