



AMC Preshow Exception Report

AMC ☒ AMC Classic ☒ AMC Dine In ☒

PURPOSE

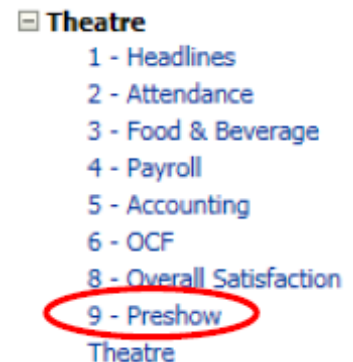
The Playback Exception report provides AMC Preshow and trailer playback results for all Sony or Doremi-based Digital Cinema screens. The playback results are compared with the current week Mandatory Trailer Programming Report (MTP) and show a compliance % for each theatre. Playback results are reported after each business day and are generally available after 12:00pm (CST) each day.

The Scheduled Exception report provides a future look at AMC Preshow scheduling for all Sony or Doremi-based projectors compared with the MTP report for the current business week. The best time to review this report is generally after loading and scheduling all new SPLs for each upcoming business week. The report results will identify which SPLs, if any, are out of compliance with the MTP report and will generate an exception. Scheduled playback results are reported after each business day and are generally available after 12:00pm (CST) each day.

PROCEDURES

To Access the Reports

1. Login to [OAC](#) using single sign-on by clicking "Azure AD-AMC"
2. In the header, click "Dashboards."
3. Under the Theatre heading, click "Preshow."
4. Select either the **Playback Exception** or **Scheduled Exception** Report tab.



5. Enter the necessary criteria.
 - **Film Week Start Date** - Defaults to the current film week.
 - **Begin/End Date** - Defaults to the beginning/end date of the current film week.
 - **Theatre Name** - Defaulted to individual theatre; click More/Search option to view other theatres.
 - **Exceptions** - Defaults to **ALL**.
6. Click "Apply."

To Run Peer Reports

When running reports, the **Hierarchy Name** indicates that theatres are grouped by the following:

- **Region** - Geographical (East, West and Central). Theatres no longer open are grouped as Closed.
- **Supervisor** - By Ops Supervisor
- **Area** - Groups one to three markets together by geography. Larger markets may make up one area. Includes partnerships.
- **Theatre Name** - Individual locations
- **DMA Marketing Name** - Markets where AMC theatres are located within as defined by Rentrak.
- **Exceptions** - One of two categories: SPL mismatch or Missing/Extra.



Report Features/Categories

- **Percentage of Selected Screens Reporting**
 - This percentage represents the number of compatible screens that are reporting playback data from the projector.
 - IMAX and Dolby TMS-enabled projectors will not report playback data.
 - This percentage often reports as under 100% due to screens offline and/or occasional projector communication issues.
 - Generally, the percentage should be greater than 80% of selected screens reporting.
- **Compliance of Selected and Reporting Screens** - This percentage represents the playback compliance of screens reporting compared against the Mandatory Trailer Programming for each theatre.
- **Feature Title** - If listed as "Unknown," the title does not match the MTP feature title name.
- **SPL Name** - Must match with the SPL name on the MTP report. Associates must not manually change the SPL title name in the TMS unless instructed to do so by the TOC (or other approved TSC associates).
- **Content Type** - Two types of content may be listed as an exception: institutional snipe (e.g., AMC Coming Soon or Feature Presentation snipe) or a trailer. This field will show "N/A" for all exceptions identified as an "SPL Mismatch."
- **Exception Type**
 - **SPL Mismatch** – Occurs when a theatre has re-named an SPL which is different from the MTP report or when a theatre does not use the proper SPLs with the correct week number.
 - **Missing/Extra** – Occurs when a piece of content plays on a screen that is either missing or not listed on the MTP report.
- **DCP Name** - Full Digital Cinema Pack name for a piece of content that is identified as a "Missing/Extra" exception. Will show "SPL Mismatch" for all exceptions identified as an "SPL Mismatch."