



PROVENUE®
TRAINING DOCUMENTATION

*Supplier Administration –
Hold Codes*

Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 3.0.00	12/3/2013	Craig Thurmer	Document Originated
2.0	PV 3.4.00	4/20/2015	Susan Leslie	Updated formatting and screenshots.

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Overview

Hold Codes are used to segment and protect inventory. This allows each segment to be used for a specific purpose.

Each user is assigned a default Hold Code from which they can access and sell inventory. If required, the default Hold Code for single and group sales can be different than the default Hold Code for package sales. Different users can also have access to different default Hold Codes.

The user is granted access to each Hold Code via the hierarchical structure of Supplier, Channel, Agency and User. Each level can either inherit the access from the level above or create new Hold Code access which will flow to the levels below.

Access to Hold Codes for single and group tickets can be set in “Event Access” via *Event Administration* or *Supplier Administration*. Access to Hold Codes for Packages can be set in “Package List Access” via *Package Event List Administration* or *Supplier Administration*.

If a user has access to more than one Hold Code, then the user can change the Hold Code from which he/she is selling during the sales process.

ProVenueOnline[®] users only sell from their default Hold Code.

Each Hold Code belongs to a Hold Code Group. A Hold Code Group is an umbrella group that holds one or more similar Hold Codes.

Both Hold Codes and Hold Code Groups are available parameters and fields in specific reports.

Hold Codes can be added to an event via:

- *Event Administration*;
- Map Sales;
- *Hold Code Management*;
- Hold Code Assignment Utility; or
- Return/Release

Prerequisites

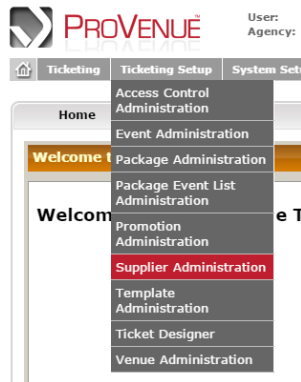
To create Hold Code Groups and Hold Codes within ProVenue[®], a user must have one of the following Portal Roles assigned within *User Management*:

- ConfigMgmt - Configuration Management; or
- TicketingSetup – Supplier Scoped Ticketing Setup

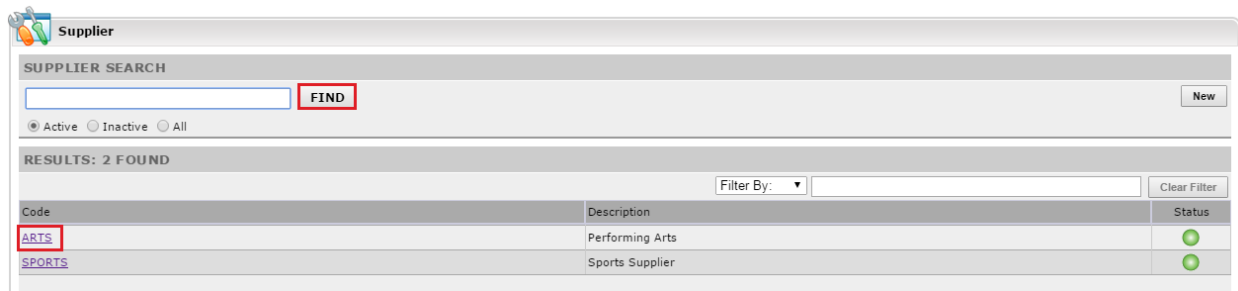
Either of these roles allow a user access to *Supplier Administration*.

Hold Code Groups

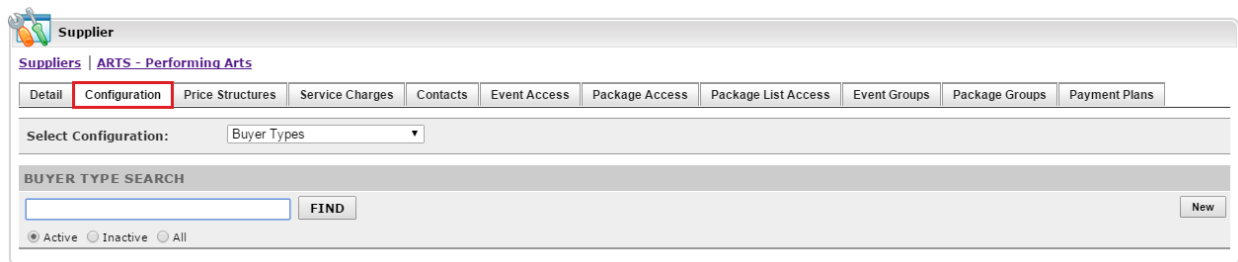
- From the *Home* screen, navigate to *Ticketing Setup > Supplier Administration*.



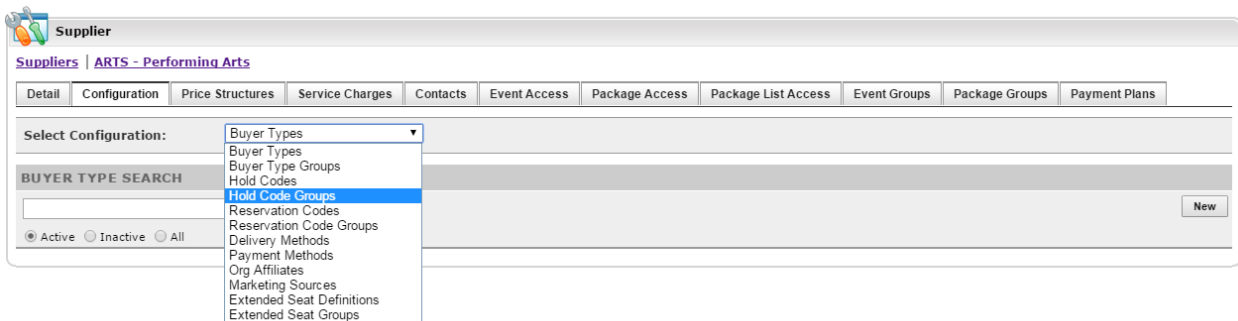
- Select the Supplier for which you want to review or create a Hold Code Group. Type the Supplier code into the search box and click **FIND**. If you don't know the Supplier code, click **FIND** and a list of all available Suppliers will appear. Click the hyperlink in the Code column to access the Supplier.



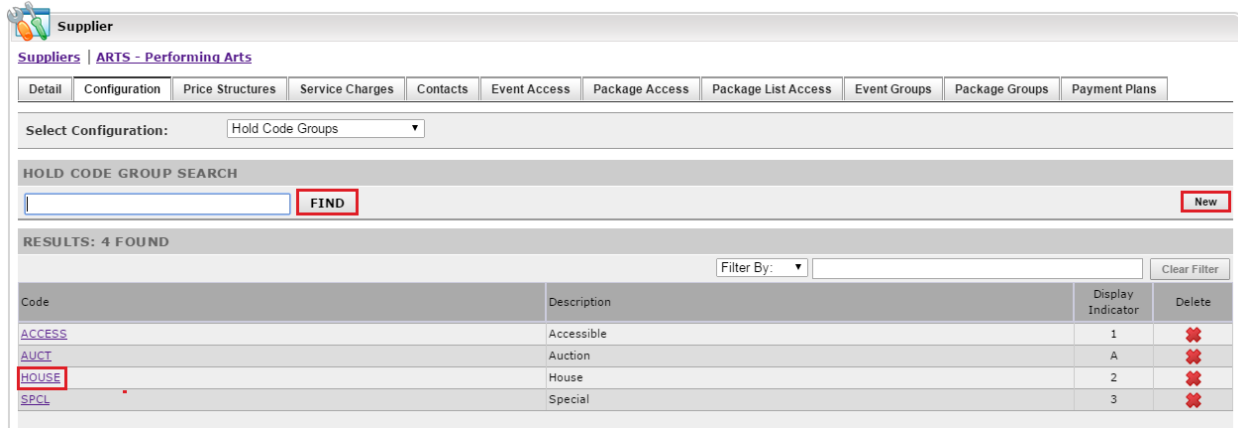
- Click the "Configuration" tab.



- Select "Hold Code Groups" from the 'Select Configuration' dropdown menu.



- To review a list of existing Hold Code Groups, click **FIND**. Click the hyperlink in the Code column to access the Hold Code Group. To create a new Hold Code Group, click **New**.



Supplier

Suppliers | ARTS - Performing Arts

Detail Configuration Price Structures Service Charges Contacts Event Access Package Access Package List Access Event Groups Package Groups Payment Plans

Select Configuration: Hold Code Groups

HOLD CODE GROUP SEARCH

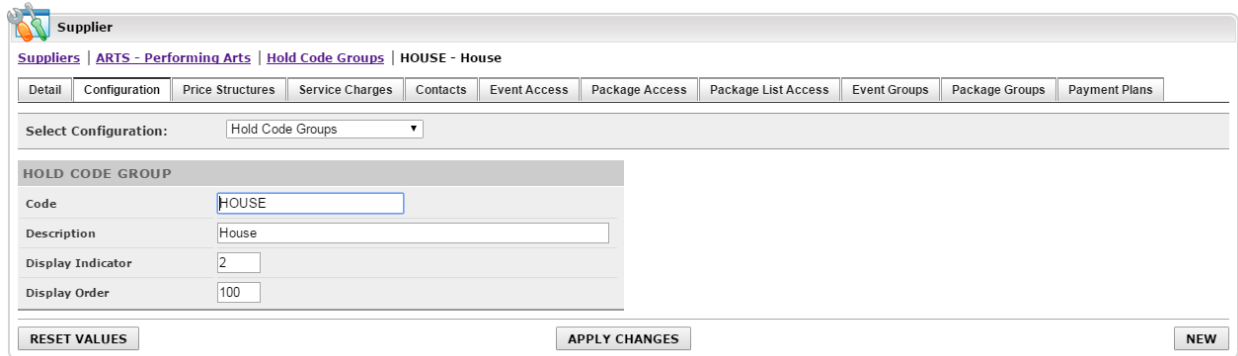
FIND **New**

RESULTS: 4 FOUND

Filter By: Clear Filter

Code	Description	Display Indicator	Delete
ACCESS	Accessible	1	
AUCTION	Auction	A	
HOUSE	House	2	
SPCL	Special	3	

The following screen will appear:



Supplier

Suppliers | ARTS - Performing Arts | Hold Code Groups | HOUSE - House

Detail Configuration Price Structures Service Charges Contacts Event Access Package Access Package List Access Event Groups Package Groups Payment Plans

Select Configuration: Hold Code Groups

HOLD CODE GROUP

Code:

Description:

Display Indicator:

Display Order:

RESET VALUES **APPLY CHANGES** **NEW**

The information in this screen is as follows:

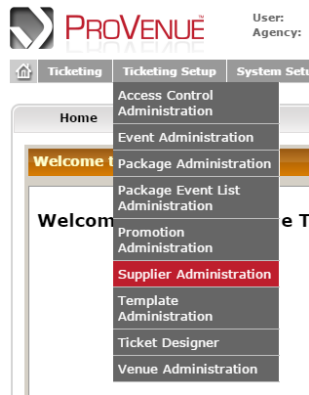
Hold Code Group	
Code	Enter a unique code up to 6 characters with no spaces.
Description	Enter a description for the Hold Code Group. The description can contain up to 30 characters and spaces.
Display Indicator	Enter a single character that will identify this Hold Code Group on a seat map when viewed in the applicable mode. It's recommended to use a number here, reserving letters and some symbols for Hold Codes.
Display Order	This determines the position of the Hold Code Group when displayed in lists throughout ProVenue®. If more than one group has the same display order number, these will be sorted in alphanumeric order based on description.

- Once all the necessary information for the Hold Code Group has been entered, click **APPLY CHANGES**.

APPLY CHANGES

Hold Codes

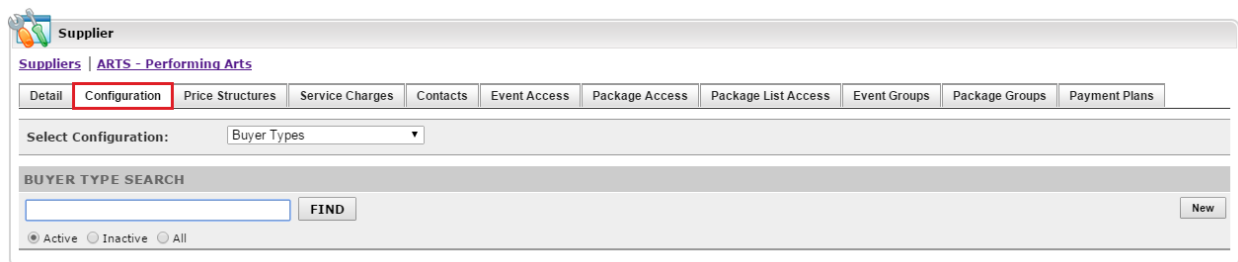
- From the *Home* screen, navigate to *Ticketing Setup > Supplier Administration*.



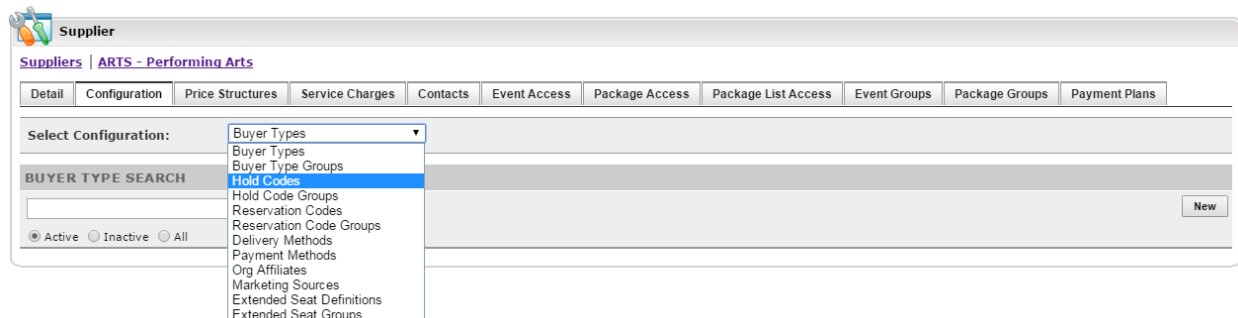
- Select the Supplier for which you want to review or create a Hold Code. Type the Supplier code into the search box and click **FIND**. If you don't know the Supplier code, click **FIND** and a list of all available Suppliers will appear. Click the hyperlink in the Code column to access the Supplier.



- Click the “Configuration” tab.



- Select “Hold Codes” from the ‘Select Configuration’ dropdown menu.



- To review a list of existing Hold Codes, click **FIND**. Click the hyperlink in the Code column to access the Hold Code. To create a new Hold Code, click **New**.

Supplier

Suppliers | ARTS - Performing Arts

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Select Configuration: Hold Codes

HOLD CODE SEARCH

FIND **New**

Active Inactive All

RESULTS: 17 FOUND

Filter By: Clear Filter

Code	Description	Group	Display Indicator	Hold Code Type	Status
ACTORS	ACTORS	Special	A	Hold	
ADAWEB	ADA WEB	Accessible	w	Hold	
AUELIG	Auction Eligible	Auction	E	Hold	
AUOFFR	Auction On Offer	Auction	O	Market	
BLKOUT	Blackout Holds	House	b	Blackout	
DEV	DEVELOPMENT	House	D	Hold	
HOUSE	HOUSE	House	H	Hold	
LIMITV	LIMITED VIEW	House	V	Hold	
MKTG	MARKETING	House	M	Hold	
PROMTR	PROMOTER	Special	P	Hold	
REMOVE	REMOVE SEATS	House	R	Blackout	
SIGHT	SIGHT IMPAIRED	Accessible	S	Hold	
SOUND	SOUNDBOARD	House	K	Hold	
TROUBL	TROUBLE SEATS	House	T	Hold	
WHEEL	WHEELCHAIR	Accessible	W	Hold	
WC_CPN	WHEELCHAIR COMPANION	Accessible	N	Hold	

The following screen will appear:

Supplier

Suppliers | ARTS - Performing Arts | Hold Codes | MKTG - Marketing

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Select Configuration: Hold Codes

HOLD CODE

Code:

Description:

Hold Code Type:

Display Indicator:

Hold Code Group:

Display Order:

Status: Active Inactive

RESET VALUES **APPLY CHANGES** **NEW**

The information in this screen is as follows:

Hold Code	
Code	Enter a unique code up to 6 characters with no spaces.
Description	Enter a description for the Hold Code. The description can contain up to 30 characters and spaces.
Hold Code Type	<p>Choose the type of Hold Code from the dropdown box. This will set specific system functionality. Once the information is saved by clicking Apply Changes, the Hold Code Type cannot be changed. The options are as follows:</p> <ul style="list-style-type: none"> • Blackout – These seats should not be sold. The seats are withdrawn from the event capacity in selected reports. • Block – These seats are set aside for master event blocking in package sales. • Hold – These seats allow you to allocate seats for different selling purposes. • Market – Used for secondary market.
Display Indicator	Enter a single character that will identify this Hold Code on a seat map when viewed in the applicable mode. It's recommended that you use upper or lower case letters to distinguish from the Hold Code Groups. Some symbols are also available for use, such as the ampersand (&) or the plus (+) signs.
Hold Code Group	Choose from the dropdown box the Hold Code Group that will be associated with this Hold Code.
Display Order	This determines the Hold Code position when displayed in lists throughout ProVenue®. If more than one group has the same display order number, these will be sorted in alphanumeric order based on description.
Status	<p>Select the radio button to determine if the Hold Code is active or inactive.</p> <p>Note: Hold Codes that are marked "Inactive" will still be displayed, and access can be set, in "Event Access" and "Package Access."</p>

- Once all the necessary information for the Hold Code has been entered, click **APPLY CHANGES**.

APPLY CHANGES

Note: To enable or disable each Hold Code Group and Hold Code for an event or package, the user will need to access the following areas.

- *Supplier Administration*. Access can be set for each Supplier within the "Event Access" or "Package List Access" tabs. These default settings for each Channel, Agency, and User are then used by each event or package.
- *Event Administration*. This will inherit all the default settings set in *Supplier Administration* under the "Event Access" tab. These can be overridden for a specific event, Channel, Agency, or User.
- *Package Event List Administration*. This will inherit all the default settings set in *Supplier Administration* under the "Package List Access" tab. These can be overridden for a specific Package Event List, Channel, Agency, or User.