



# PROVENUE TRAINING DOCUMENTATION

*Ticketing Setup –  
Event Access*

## Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 3.2.00	11/12/2014	Craig Thurmer	Document Originated
2.0	PV 3.4.00	4/15/2014	Susan Leslie	Updated formatting and validated for new version.

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## Table of Contents

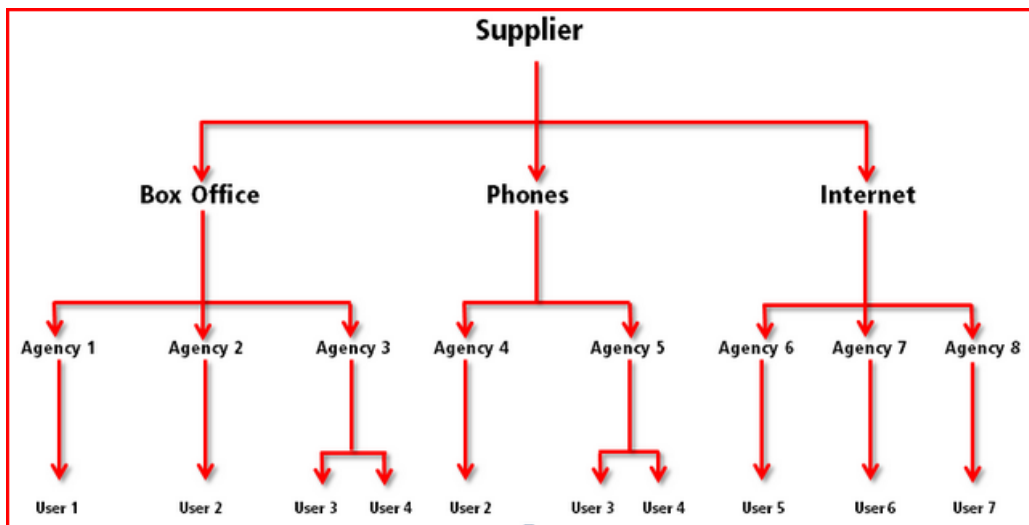
<b>Overview .....</b>	<b>1</b>
<b>Prerequisites .....</b>	<b>2</b>
<b>Event Access.....</b>	<b>3</b>
Setting Event Access .....	3
Supplier Administration.....	3
Event Administration .....	6
Setting Channel, Agency, or User Context .....	7
Transaction Types and Dates .....	8
Report Calendar.....	9
Sales Calendar.....	9
Single Ticket .....	10
Group Tickets.....	15
General .....	20
Ticket Sales Options .....	21
Utilities Option .....	25
View Modes .....	26
Best Seat.....	28
Hold Codes.....	31
Reservation Codes .....	34
Payment Plans .....	36
Delivery Card Types .....	38
Copying Event Access .....	40
Copying from another Event .....	40
Copying from another Channel, Agency, or User .....	42

## Overview

Event Access sets the permissions for how events are sold, when they are sold, and what access users have to the events. It covers:

- Transaction Types and Dates associated with the event
- Some reporting access
- General event functionality options
- Best Seat information
- Access to Hold Codes, Reservation Codes, Payment Plans and Delivery Card Types
- Secondary Market Permissions.

Event Access uses the hierarchical inheritance structure where access and permissions are inherited from the level above or overridden to create new access and permissions. The graphic below is an example of that structure.

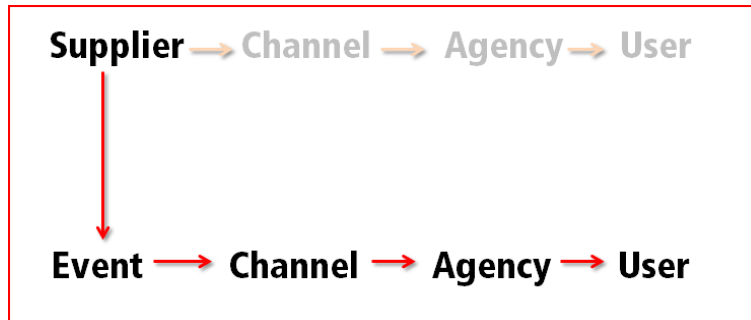


When an Agency is assigned to a Sales Channel, e.g., Box Office, Phones or Internet, the Agency inherits all of the access and permissions set up for the Sales Channel. When a User is assigned to an Agency, the User inherits all of the access and permissions available to the Agency (which may still have them inherited from the Sales Channel). Access and permissions can be overridden at the Channel, Agency or User level.

Within ProVenue, there are two areas which hold Event Access information. They are:

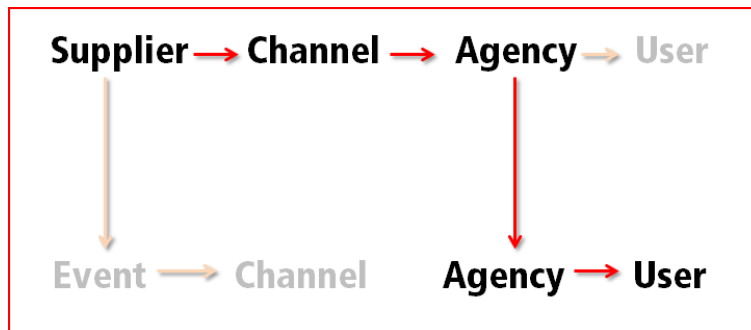
- *Supplier Administration.* Here defaults can be set that will be inherited for individual events via the channel, agency and user. They can be set for the Supplier, Season or Event Run.
- *Event Administration.* From here it is possible to customize the Event Access of the specific event for the channel, agency and user, overriding the defaults that were set in *Supplier Administration.*

The graphic below is an example of how the hierarchical inheritance structure works when no overrides are set for the Channel, Agency or User within *Supplier Administration*:



The permissions set within *Supplier Administration* for the **Supplier** are inherited by the event in *Event Administration*. The **Channel** then inherits its permissions from the **Event**. The **Agency** inherits its permissions from the **Channel**. The **User** inherits its permissions from the **Agency**.

The graphic below is an example of how the hierarchical inheritance structure works when the **Agency** is overridden within *Supplier Administration*.



The permissions set within *Supplier Administration* for the **Supplier** are inherited by the **Channel**. The **Supplier Agency** inherits its permissions from the **Channel**. When the **Supplier Agency** permissions are overridden, the event **Agency** will inherit its permissions from the **Supplier Agency**. The **User** inherits its permission from the event **Agency**.

## Prerequisites

To edit or review *Event Access* 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

These roles allow a user to access:

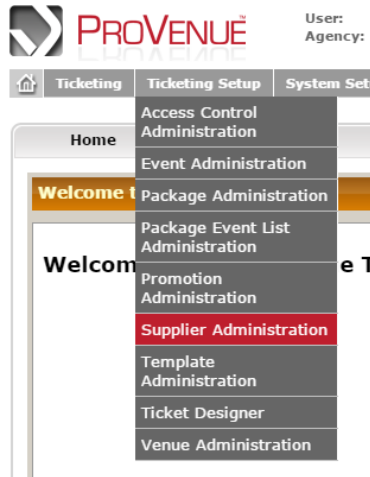
- *Supplier Administration*
- *Event Administration*

# Event Access

## Setting Event Access

### Supplier Administration

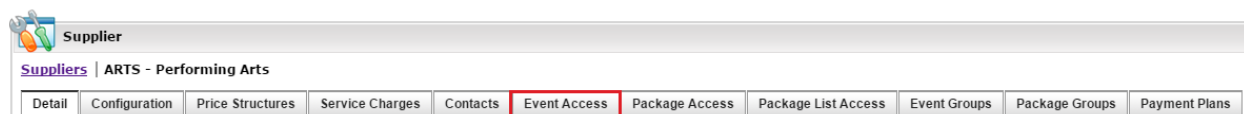
- From the *Home* screen, go to *Ticketing Setup > Supplier Administration*.



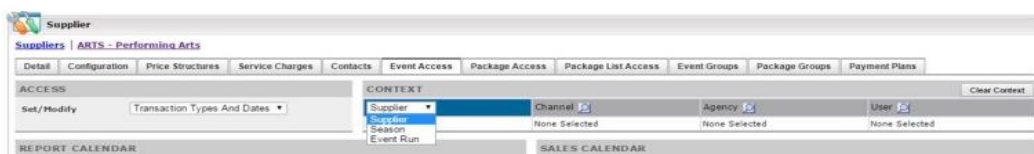
- Select the Supplier where you wish to review or edit Event Access. Type the Supplier code into the search box and click **FIND**. If you don't know the Supplier code, click **FIND** and a list of all available Suppliers will appear. Click on the hyperlink in the Code column to access the Supplier.



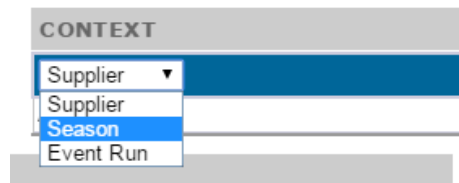
- Click the “Event Access” tab.



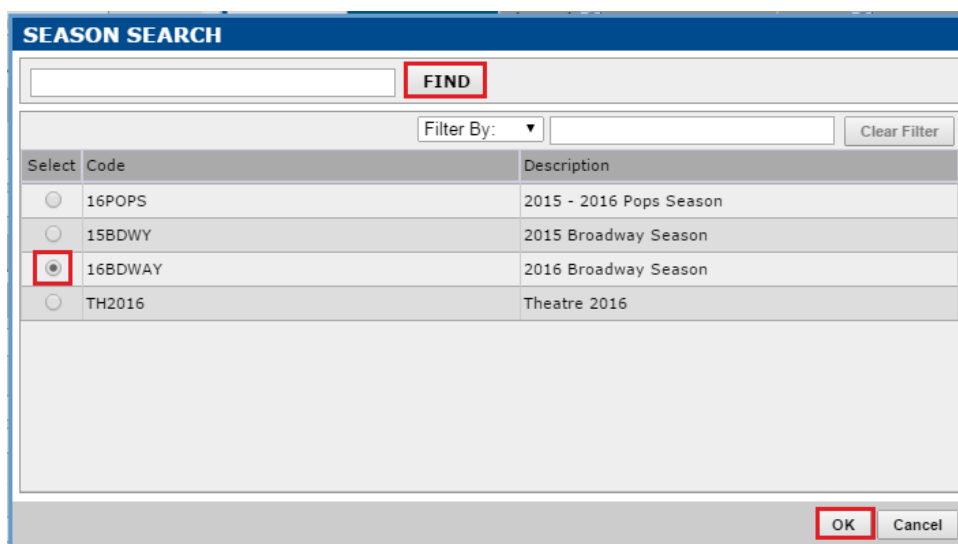
From within *Supplier Administration*, you can set Event Access for a Supplier, Event Run, or Season. The default is Supplier.



- To set Event Access for a Season, select “Season” from the ‘Context’ dropdown menu.



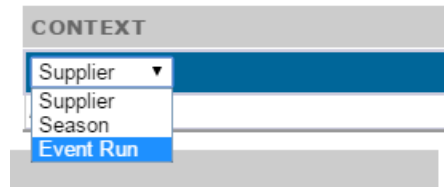
- Click **FIND** to display a list of available Seasons. Select the radio button for the Season for which you want to set Event Access. Click **OK**.



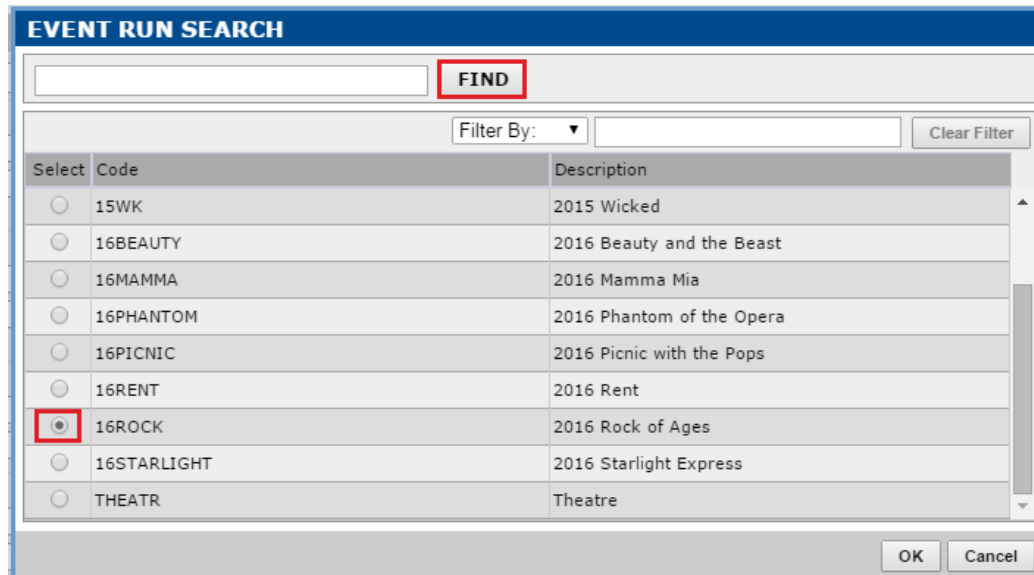
A screenshot of a dialog box titled "SEASON SEARCH". The dialog box has a search bar at the top with a "FIND" button. Below the search bar is a "Filter By:" dropdown menu and a "Clear Filter" button. The main area of the dialog box contains a table with four rows, each representing a season. The first row is "16POPS" with the description "2015 - 2016 Pops Season". The second row is "15BDWY" with the description "2015 Broadway Season". The third row is "16BDWAY" with the description "2016 Broadway Season", and its radio button is selected. The fourth row is "TH2016" with the description "Theatre 2016". At the bottom right of the dialog box are "OK" and "Cancel" buttons.

Select	Code	Description
<input type="radio"/>	16POPS	2015 - 2016 Pops Season
<input type="radio"/>	15BDWY	2015 Broadway Season
<input checked="" type="radio"/>	16BDWAY	2016 Broadway Season
<input type="radio"/>	TH2016	Theatre 2016

- To set Event Access for an Event Run, select “Event Run” from the ‘Context’ dropdown menu.

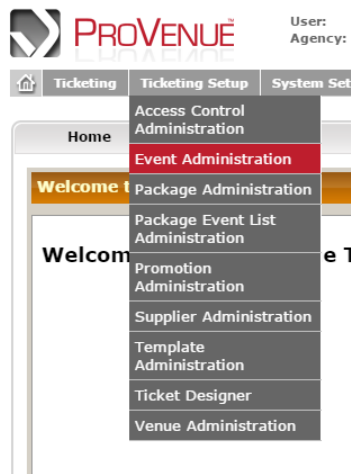


- Click **FIND** to display a list of available Event Runs. Select the radio button for the Event Run for which you want to set Event Access. Click **OK**.



## Event Administration

- From the *Home* screen, go to *Ticketing Setup > Event Administration*.



- Enter the name of the event in the text box and click **FIND**. If there are multiple events that meet the criteria, click the hyperlink in the Code for event that you wish to review or edit.

**Event Administration**

EVENT SEARCH Simple Search | Advanced Search | Hide

Rock of ages

Active  Inactive  All

RESULTS: 8 FOUND Filter By:


ID	Code	Description	Secondary Title	Venue	Event Date	Day of Week	Event Status	Status	Copy	Bulk
2669	<a href="#">16RA0706M</a>	Rock of Ages - July 6		Theatre V	7/6/2016 1:00 PM EDT	Wed	On Sale	Active		
2670	<a href="#">16RA0706</a>	Rock of Ages - July 6		Theatre V	7/6/2016 8:00 PM EDT	Wed	On Sale	Active		
2636	<a href="#">16RA0707</a>	Rock of Ages - July 7		Theatre V	7/7/2016 8:00 PM EDT	Thu	On Sale	Active		
2629	<a href="#">16RA0708</a>	Rock of Ages - July 8		Theatre V	7/8/2016 8:00 PM EDT	Fri	On Sale	Active		
2671	<a href="#">16RA0709M</a>	Rock of Ages - July 9		Theatre V	7/9/2016 1:00 PM EDT	Sat	On Sale	Active		
2654	<a href="#">16RA0709</a>	Rock of Ages - July 9		Theatre V	7/9/2016 8:00 PM EDT	Sat	On Sale	Active		
2672	<a href="#">16RA0710M</a>	Rock of Ages - July 10		Theatre V	7/10/2016 1:00 PM EDT	Sun	On Sale	Active		
2655	<a href="#">16RA0710</a>	Rock of Ages - July 10		Theatre V	7/10/2016 8:00 PM EDT	Sun	On Sale	Active		

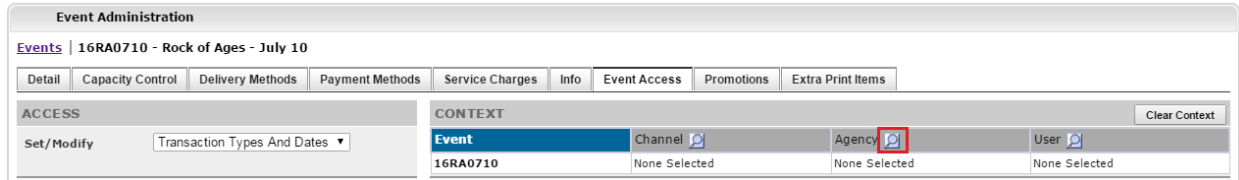
- Click the “Event Access” tab.

**Event Administration**

[Events](#) | 16RA0710 - Rock of Ages - July 10

## Setting Channel, Agency, or User Context

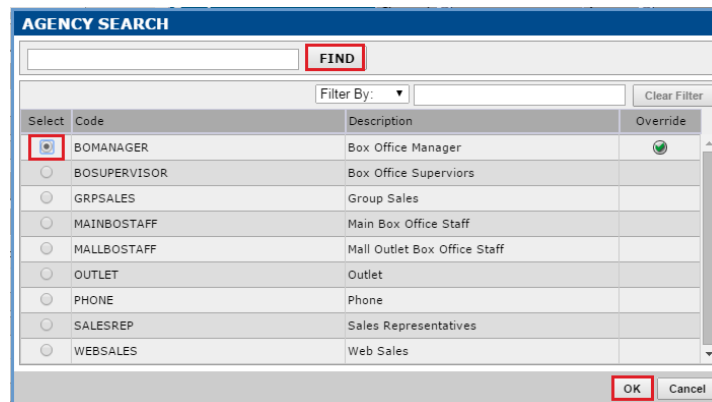
- To set Event Access for a particular sales channel/agency/user, click on the  icon next to the corresponding level. In the example below, we'll set Event Access for the Box Office Manager Agency.



The screenshot shows the 'Event Administration' window for event '16RA0710 - Rock of Ages - July 10'. The 'Context' tab is active, showing a table with columns for Event, Channel, Agency, and User. The 'Agency' column has a magnifying glass icon next to it, and the 'Agency' cell contains 'None Selected'.

Event	Channel	Agency	User
16RA0710	None Selected	None Selected	None Selected

- Enter Agency search criteria, if needed, and click **FIND**. Check the box next to the Agency for which you want to set Event Access and click **OK**.



The screenshot shows the 'AGENCY SEARCH' dialog box. It has a search input field, a 'FIND' button, and a table of agencies. The 'BOMANAGER' row is selected, and the 'OK' button is highlighted.

Select	Code	Description	Override
<input checked="" type="radio"/>	BOMANAGER	Box Office Manager	<input checked="" type="checkbox"/>
<input type="radio"/>	BOSUPERVISOR	Box Office Superviors	<input type="checkbox"/>
<input type="radio"/>	GRPSALES	Group Sales	<input type="checkbox"/>
<input type="radio"/>	MAINBOSTAFF	Main Box Office Staff	<input type="checkbox"/>
<input type="radio"/>	MALLBOSTAFF	Mall Outlet Box Office Staff	<input type="checkbox"/>
<input type="radio"/>	OUTLET	Outlet	<input type="checkbox"/>
<input type="radio"/>	PHONE	Phone	<input type="checkbox"/>
<input type="radio"/>	SALESREP	Sales Representatives	<input type="checkbox"/>
<input type="radio"/>	WEBSALES	Web Sales	<input type="checkbox"/>

## Transaction Types and Dates

- Select Transaction Types and Dates in the dropdown list.

**Event Administration**

[Events](#) | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods Service Charges Info Event Access Promotions Extra Print Items

**ACCESS**

Set/Modify Transaction Types And Dates ▾

**CONTEXT** Clear Context

<b>Event</b>	Channel <span>🔍</span>	Agency <span>🔍</span>	User <span>🔍</span>
16RA0710	BOXOFF	BOMANAGER	--

**REPORT CALENDAR**

**Report Calendar Access**  Inherit  Allow  
 From   
 To

Clear Access

**SALES CALENDAR**

**Sales Calendar Access**  Inherit  Allow  
 From   
 To

Clear Access

**SINGLE TICKETS**

**Min / Max Offer Size**  Inherit  /   
**Single Ticket Sale**  Inherit  Allow  
 From   
 To

**Single Ticket Return**  Inherit  Allow  
 From   
 To

**Single Ticket Exchange Return/Release**  Inherit  Allow  
 From   
 To

**Single Ticket Exchange Sale**  Inherit  Allow  
 From   
 To

**Single Ticket Seat Upgrade**  Inherit  Allow  
 From   
 To   
 Allow Different Quantity

**Single Ticket Reservation**  Inherit  Allow  
 From   
 To

**Single Ticket Claim**  Inherit  Allow  
 From   
 To

**Single Ticket Release**  Inherit  Allow  
 From   
 To

**Edit Reservation Release Date**  Inherit  Allow

**Make Payments Online**  Inherit  Allow  
 From   
 To

**Hold Code Return / Release Behavior**  Inherit  
 Current Hold Code  
 Default Hold Code   
 User Selectable Hold Code  
 Allow Hold Code Override

Clear Access

**GROUP TICKETS**

**Group Ticket Sale**  Inherit  Allow  
 Group Quantity Threshold   
 From   
 To

**Group Ticket Return**  Inherit  Allow  
 From   
 To

**Group Ticket Exchange Return/Release**  Inherit  Allow  
 From   
 To

**Group Ticket Exchange Sale**  Inherit  Allow  
 From   
 To

**Group Ticket Seat Upgrade**  Inherit  Allow  
 From   
 To   
 Allow Different Quantity

**Group Ticket Reservation**  Inherit  Allow  
 From   
 To

**Group Ticket Claim**  Inherit  Allow  
 From   
 To

**Group Ticket Release**  Inherit  Allow  
 From   
 To

**Edit Reservation Release Date**  Inherit  Allow

**Make Payments Online**  Inherit  Allow  
 From   
 To

**Hold Code Return / Release Behavior**  Inherit  
 Current Hold Code  
 Default Hold Code   
 User Selectable Hold Code  
 Allow Hold Code Override

Clear Access

RESET VALUES
APPLY CHANGES

## Report Calendar

The Report Calendar determines if and when a Sales Channel/Agency/User is allowed to run reports for this event. This is only enforced for specific event-oriented reports.

REPORT CALENDAR	
<b>Report Calendar Access</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> ▼ To <input type="text"/> ▼
<input type="button" value="Clear Access"/>	

Report Calendar	
<b>Report Calendar Access</b>	<p>When enabled, a fixed and/or relative date range for access can be set. If enabled, and both the From and the To fields are left blank, then the report will be deemed available. If enabled, and one of the date fields is left blank, then the report will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>

## Sales Calendar

The Sales Calendar determines if and when an event is displayed in search results for a Sales Channel/Agency/User.

SALES CALENDAR	
<b>Sales Calendar Access</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> ▼ To <input type="text"/> ▼
<input type="button" value="Clear Access"/>	

Sales Calendar	
<b>Sales Calendar Access</b>	<p>When enabled, a fixed and/or relative date range for access can be set. If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit'</p>

Sales Calendar	
	checkbox.

### Single Ticket

These settings govern permissions relating to Single Tickets.

SINGLE TICKETS	
Min / Max Offer Size	<input checked="" type="checkbox"/> Inherit <input type="text" value="1"/> / <input type="text"/>
Single Ticket Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Return	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Exchange Return/Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Exchange Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Seat Upgrade	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>  <input type="checkbox"/> Allow Different Quantity
Single Ticket Reservation	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Claim	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Edit Reservation Release Date	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Make Payments Online	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Hold Code Return / Release Behavior	<input checked="" type="checkbox"/> Inherit <input checked="" type="radio"/> Current Hold Code <input type="radio"/> Default Hold Code <input type="text"/> <input type="radio"/> User Selectable Hold Code <input type="checkbox"/> Allow Hold Code Override
<input type="button" value="Clear Access"/>	

Single Ticket	
<b>Min/Max Offer Size</b>	When set, it determines the minimum and maximum number of

Single Ticket	
	<p>seats that can be locked by the Sales Channel/Agency/User in a single offer.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Sale</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell single tickets to the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Return</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to return single tickets from the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Exchange Return/Release</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to return/release single tickets from the event as part of an Exchange. When enabled, a fixed date and/or relative date range based can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Exchange Sale</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell single tickets to the event as part of an Exchange. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit'</p>

Single Ticket	
	<p>checkbox.</p> <p>Note that it is not required to grant both the Exchange Return and Exchange Sale permissions. For example, by providing separate permissions for sale and return, an event can be set up as a viable 'source' for exchanges, but restricted from being selected as an exchange target.</p>
<b>Single Ticket Seat Upgrade</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to upgrade single tickets to the Event. For this permission, an upgrade is defined as an exchange where the source and target are the same Event. The tickets exchanged into do not need to be higher priced than the tickets returned.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Reservation</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to reserve single tickets for the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Claim</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to claim single ticket reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Single Ticket Release</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to release single ticket reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as</p>

Single Ticket	
	<p>long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Edit Reservation Release Date</b>	<p>When enabled, this setting allows the sales/channel/Agency/User to override the default calculation on the release date for this Event.</p>
<b>Make Payments Online</b>	<p>This setting determines if the event is eligible for online payments. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Hold Code Return/Release Behavior</b>	<p>Tickets that are returned or reservations that are released need to be set to a hold code. If set, the options are:</p> <ul style="list-style-type: none"> <li>• <b>Current Hold Code.</b> Seats will be returned to the hold code currently associated with the seat. This may not be the hold code that the seat was originally sold from.</li> <li>• <b>Default Hold Code.</b> Seats will be returned to the hold code selected in the dropdown list.</li> <li>• <b>User Selectable Hold Code.</b> The user will be required to set the hold code from a list of hold codes at the checkout. The user must have access to the hold code.</li> <li>• <b>Allow Hold Code Override.</b> If set, the user is able to override the default hold code with any hold code designated as available for return / release for this user and event at the checkout.</li> </ul>

## **Group Tickets**

These settings govern permissions relating to Group Tickets. Group Tickets are defined as tickets that are available for sale in a group Price Structure and meet the group quantity threshold.

GROUP TICKETS	
<b>Group Ticket Sale</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Group Quantity Threshold <input type="text"/> From <input type="text"/> To <input type="text"/>
<b>Group Ticket Return</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Group Ticket Exchange Return/Release</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Group Ticket Exchange Sale</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Group Ticket Seat Upgrade</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>  <input type="checkbox"/> Allow Different Quantity
<b>Group Ticket Reservation</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Group Ticket Claim</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Group Ticket Release</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Edit Reservation Release Date</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Make Payments Online</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
<b>Hold Code Return / Release Behavior</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="radio"/> Current Hold Code <input type="radio"/> Default Hold Code <input type="text"/> <input type="radio"/> User Selectable Hold Code <input type="checkbox"/> Allow Hold Code Override
<input type="button" value="Clear Access"/>	

Group Tickets	
<b>Group Ticket Sale</b>	This setting determines if the Sales Channel/Agency/User is

Group Tickets	
	<p>allowed to sell group tickets to the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p> <p>This is also where the group quantity threshold is set. If the threshold is left blank, then there is no minimum ticket requirement to be considered a group sale for the event.</p>
<b>Group Ticket Return</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to return group tickets from the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Group Ticket Exchange Return/Release</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to return/release group tickets from the event as part of an Exchange. When enabled, a fixed date and/or relative date range based can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Group Ticket Exchange Sale</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell group tickets to the event as part of an Exchange. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p> <p>Note that it is not required to grant both the Exchange Return</p>

Group Tickets	
	<p>and Exchange Sale permissions. For example, by providing separate permissions for sale and return, an event can be set up as a viable 'source' for exchanges, but restricted from being selected as an exchange target.</p>
<b>Group Ticket Seat Upgrade</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to upgrade group tickets to the Event. For this permission, an upgrade is defined as an exchange where the source and target are the same Event. The tickets exchanged into do not need to be higher priced than the tickets returned.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Group Ticket Reservation</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to reserve group tickets for the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Group Ticket Claim</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to claim group reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Group Ticket Release</b>	<p>This setting determines if the Sales Channel/Agency/User is allowed to release group reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p>

Group Tickets	
	To override the inherited settings, deselect the 'Inherit' checkbox.
<b>Edit Reservation Release Date</b>	When enabled, this setting allows the sales/channel/Agency/User to override the default calculation on the release date for this event.
<b>Make Payments Online</b>	<p>This setting determines if the event is eligible for online payments. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Hold Code Return/Release Behavior</b>	<p>Group tickets that are returned or reservations that are released need to be set to a hold code. If set, the options are:</p> <ul style="list-style-type: none"> <li>• <b>Current Hold Code.</b> Seats will be returned to the hold code currently associated with the seat. This may not be the hold code that the seat was originally sold from.</li> <li>• <b>Default Hold Code.</b> Seats will be returned to the hold code selected in the dropdown list.</li> <li>• <b>User Selectable Hold Code.</b> The user will be required to set the hold code from a list of hold codes at the checkout. The user must have access to the hold code.</li> <li>• <b>Allow Hold Code Override.</b> If set, the user is able to override the default hold code with any hold code designated as available for return / release for this user and event at the checkout.</li> </ul>

- Once all the necessary access for Transaction Types and Dates has been set, click **APPLY CHANGES**.

**APPLY CHANGES**

## General

- Select “General” from the ‘Set / Modify’ dropdown menu.

**Event Administration**

Events | 16RA0710 - Rock of Ages - July 10

Detail
Capacity Control
Delivery Methods
Payment Methods
Service Charges
Info
Event Access
Promotions
Extra Print Items

**ACCESS**

Set/Modify General

**CONTEXT** Clear Context

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

**TICKET SALES OPTIONS**

**Anonymous Sales**  Inherit  Allow

**Map Sales**  Inherit  Allow

**View Seat Information**  Inherit  Allow

**Filter Available Seats**  Inherit

Disable Navigation Map Actions on Fully Unavailable Sections/Seat Maps

Alternate NavMap Background Image Name

No file chosen

Alternate NavMap Background Image Height

Alternate NavMap Background Image Width

Alternate NavMap Foreground Image Name

No file chosen

Alternate NavMap Foreground Image Height

Alternate NavMap Foreground Image Width

**Use Any / All Seat Selection**  Inherit  Allow

**Hold Code Mode**  Inherit  Allow

**Hold Code Availability Display Area**  Inherit  Allow

**Multiple Offers**  Inherit  Allow

**Automatic Multiple Offers**  Inherit Alternate

**Override Automatic Offers**  Inherit  Allow

**Event Status Access**  Inherit  Allow Sold Out Access  Allow Cancelled Access

**Break Exchange Context Rules**  Inherit  Allow

**Break Exchange Quantity Rule**  Inherit  Allow

**Override Exchange Group**  Inherit  Allow

**UTILITIES OPTIONS**

**Hold Code Assignment**  Inherit  Allow

**Event Return / Reverse**  Inherit  Allow

**VIEW MODES**

**Hold Code View**  Inherit  Allow

Default Group

**Reservation Code View**  Inherit  Allow

Default Group

**Buyer Type View**  Inherit  Allow

Default Group

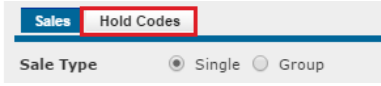
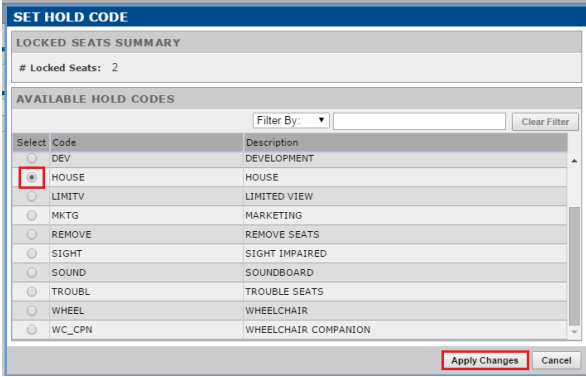
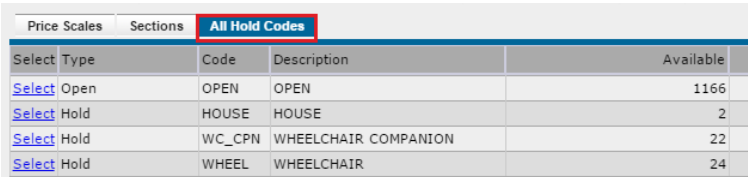
**Sale Type View**  Inherit  Allow

RESET VALUES
APPLY CHANGES

## Ticket Sales Options

TICKET SALES OPTIONS	
<b>Anonymous Sales</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Map Sales</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>View Seat Information</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Filter Available Seats</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Disable Navigation Map Actions on Fully Unavailable Sections/Seat Maps Alternate NavMap Background Image Name <input type="text"/> <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> Alternate NavMap Background Image Height <input type="text"/> Alternate NavMap Background Image Width <input type="text"/> Alternate NavMap Foreground Image Name <input type="text"/> <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> Alternate NavMap Foreground Image Height <input type="text"/> Alternate NavMap Foreground Image Width <input type="text"/>
<b>Use Any / All Seat Selection</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
<b>Hold Code Mode</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
<b>Hold Code Availability Display Area</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
<b>Multiple Offers</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Automatic Multiple Offers</b>	<input checked="" type="checkbox"/> Inherit <input type="text" value="Alternate"/>
<b>Override Automatic Offers</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Event Status Access</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Sold Out Access <input checked="" type="checkbox"/> Allow Cancelled Access
<b>Break Exchange Context Rules</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Break Exchange Quantity Rule</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<b>Override Exchange Group</b>	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

Ticket Sales Options	
<b>Anonymous Sales</b>	Determines if the Sales Channel/Agency/User is allowed to sell seats to the event without a patron attached to the transaction.
<b>Map Sales</b>	If set, the user is allowed to sell via Map Sales.
<b>View Seat Information</b>	If set, a user will be able to access information about a seat in the "Seat Info" tab in Map Sales, or by right clicking a seat and selecting View Seat Information.
<b>Filter Available Seats</b>	<p>If set, only seats in an Extended Seat Configuration that have been assigned an Extended Seat Definition can be accessed by a user. Choose from the dropdown list the Extended Seat Configuration that you wish to use to filter available seats. If left blank, no seats will be filtered.</p> <p>If set, the user is then able to:</p> <ul style="list-style-type: none"> <li>• limit access to filtered available seats in the Navigation Map and seating maps links</li> <li>• create specific background and foreground images for the event</li> </ul> <p>Tick the box on the left of the statement Disable Navigation Map Actions on Fully Unavailable Sections / Seat Maps to:</p> <ul style="list-style-type: none"> <li>• Disable the mouse pointer hover Behavior on the navigation map.</li> <li>• Disable the mouse click / navigation action for the section.</li> <li>• Disable the polygon Price Scale color for the section that is not visible.</li> <li>• Remove links in other seat maps that provide navigation to the hidden section.</li> </ul> <p>To add a new alternative navigation map background either:</p> <ul style="list-style-type: none"> <li>• Select the new image from the background or upload the information to ProVenue®</li> <li>• Set the image height</li> <li>• Set the image width</li> </ul> <p>To add a new alternative navigation map foreground either:</p> <ul style="list-style-type: none"> <li>• Select the new image from the background or upload the information to ProVenue®</li> <li>• Set the image height</li> <li>• Set the image width</li> </ul>
<b>Use Any / All Seat Selection</b>	<p>If set, the Search Type radio buttons will be displayed in the best available portal.</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> <p><b>Search Type</b>    <input checked="" type="radio"/> Best Available    <input type="radio"/> Any Seats    <input type="radio"/> All Seats</p> </div> <p>In addition to the standard Best Available option, the user will be able to request Any or All seats. The 'Any' seat selection</p>

Ticket Sales Options																										
	<p>method will allow seats that are non-contiguous to be selected in a single request. The 'All' directive is designed to lock all seats in a specific hold code in order to sell and print them.</p> <p>The default for this permission is false.</p>																									
<b>Hold Code Mode</b>	<p>If set, the Hold Code mode is enabled for use in the best available portal. To access Hold Codes mode, the user must click the "Hold Code" tab next to the "Sales" tab.</p>  <p>When using Hold Code mode, after locking seats via best available, a Set Hold Code window will pop up in which the user can select the Hold Code to which the seats should be set.</p> 																									
<b>Hold Code Availability Display Area</b>	<p>If set, the "All Hold Codes" tab will be available in the best available portal. The tab appears in the availability section next to the Price scales and Sections tab.</p>  <table border="1"> <thead> <tr> <th>Select</th> <th>Type</th> <th>Code</th> <th>Description</th> <th>Available</th> </tr> </thead> <tbody> <tr> <td><a href="#">Select</a></td> <td>Open</td> <td>OPEN</td> <td>OPEN</td> <td>1166</td> </tr> <tr> <td><a href="#">Select</a></td> <td>Hold</td> <td>HOUSE</td> <td>HOUSE</td> <td>2</td> </tr> <tr> <td><a href="#">Select</a></td> <td>Hold</td> <td>WC_CPN</td> <td>WHEELCHAIR COMPANION</td> <td>22</td> </tr> <tr> <td><a href="#">Select</a></td> <td>Hold</td> <td>WHEEL</td> <td>WHEELCHAIR</td> <td>24</td> </tr> </tbody> </table>	Select	Type	Code	Description	Available	<a href="#">Select</a>	Open	OPEN	OPEN	1166	<a href="#">Select</a>	Hold	HOUSE	HOUSE	2	<a href="#">Select</a>	Hold	WC_CPN	WHEELCHAIR COMPANION	22	<a href="#">Select</a>	Hold	WHEEL	WHEELCHAIR	24
Select	Type	Code	Description	Available																						
<a href="#">Select</a>	Open	OPEN	OPEN	1166																						
<a href="#">Select</a>	Hold	HOUSE	HOUSE	2																						
<a href="#">Select</a>	Hold	WC_CPN	WHEELCHAIR COMPANION	22																						
<a href="#">Select</a>	Hold	WHEEL	WHEELCHAIR	24																						
<b>Multiple Offers</b>	<p>If set, the user can place multiple order line items into a shopping cart.</p>																									
<b>Automatic Multiple Offers</b>	<p>If set, the user will automatically be offered a choice of seats in the best available portal. The options are:</p> <ul style="list-style-type: none"> <li>• Alternate</li> <li>• Upsell</li> <li>• Alternate then Upsell</li> <li>• Upsell then Alternate</li> </ul>																									
<b>Override Automatic Offers</b>	<p>If set, the 'Skip Alternate Offers' checkbox will appear in the best availability portal.</p>																									
<b>Event Status Access</b>	<p>By default, a user is unable to access an event or package if it is sold out or cancelled. If set for:</p>																									

Ticket Sales Options	
	<ul style="list-style-type: none"> <li>• <b>Allow Sold Out Access</b>, the user will be able to access the event when its status is Sold Out.</li> <li>• <b>Allow Cancelled Access</b>, the user will be able to access the event when its status is Cancelled.</li> </ul>
<b>Break Exchange Context Rules</b>	If set, the user is allowed to override the exchange context rules that have been established for the Event
<b>Break Exchange Quantity Rule</b>	If set, the user is allowed to override the exchange quantity rule that have been established for the event.
<b>Override Exchange Group</b>	<p>To allow Exchange Group settings to be overridden for the event (group ranking and exchange eligibility settings, for example), enable the 'Allow' checkbox.</p> <p>Note: this setting only applies to exchanges initiated from ProVenue®. It does not govern self-service online exchanges.</p>

## Utilities Option

UTILITIES OPTIONS	
Hold Code Assignment	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Event Return / Reverse	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

Utilities Option	
<b>Hold Code Assignment</b>	<p>If set, the user will be able to access this event in the Hold Code Assignment utility.</p> <p>To use the Hold Code Assignment utility, the user must also be assigned the Utility role in <i>User Management</i> and be granted access to the utility via <i>System Setup &gt; Application Feature Permissions &gt; Common System Permissions &gt; 'Can Access Hold Code Assignment Utility.'</i></p>
<b>Event Return / Reverse</b>	<p>If set, the user will be able to access this event in the Event Return/Reverse Utility.</p> <p>To use the Event Return/Reverse utility, the user must also be assigned the Utility role in <i>User Management</i> and be granted access to the utility via <i>System Setup &gt; Application Feature Permission &gt; Common System Permissions &gt; 'Can Access Reverse Return Utility.'</i></p>

## View Modes

VIEW MODES	
<b>Hold Code View</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
<b>Reservation Code View</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
<b>Buyer Type View</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
<b>Sale Type View</b>	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

View Modes	
<b>Hold Code View</b>	<p>When enabled, allows the Sales Channel/Agency/User to enable the hold code view in map sale. The hold code view mode displays the hold code indicators on the seat map.</p> <p>If allowed, a default hold code display group may be selected. If no default display group is selected, then the user must select the display group in hold code view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Reservation Code View</b>	<p>When enabled, allows the Sales Channel/Agency/User to enable the reservation code view in map sale. The reservation code view mode displays the reservation code indicators on the seat map.</p> <p>If allowed, a default reservation code display group may be selected. If no default display group is selected, then the user must select the display group in reservation code view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Buyer Type View</b>	<p>When enabled, allows the Sales Channel/Agency/User to enable the Buyer Type view in map sale. The Buyer Type view mode displays the Buyer Type indicators on the seat map.</p> <p>If allowed, a default Buyer Type display group may be selected. If no default display group is selected, then the user must select the display group in buyer type view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
<b>Sale Type View</b>	<p>When enabled, allows the Sales Channel/Agency/User to enable the sale type view in map sale. The sale type view mode displays the sale type indicators on the seat map.</p>

View Modes	
	<p>If allowed, a default sale type display group may be selected. If no default display group is selected, then the user must select the display group in sale type view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>

- Once all the necessary access has been set, click **APPLY CHANGES**.

**APPLY CHANGES**

## Best Seat

- Select “Best Seat” from the ‘Set / Modify’ dropdown menu.

**Event Administration**

[Events](#) | 16RA0710 - Rock of Ages - July 10

[Detail](#) | [Capacity Control](#) | [Delivery Methods](#) | [Payment Methods](#) | [Service Charges](#) | [Info](#) | [Event Access](#) | [Promotions](#) | [Extra Print Items](#)

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**ACCESS** | **CONTEXT** Clear Context

Set/Modify: Best Seat

**Event** | Channel: [BOXOFF](#) | Agency: [BOMANAGER](#) | User: [--](#)

---

**BEST SEAT SELECTION**

**Best Seat Strategy Thresholds**

Inherit

Max Contiguous Seats:  Max

Block Seats Min:  Max

Adjacent Block Min:  Max

Near Block Min:  Max

---

**Best Scattered**

Inherit

Same Section: ▼

Front-Back Max:  Left-Right Max

---

**Near Block Proximity**

Inherit

Front-Back Max:  Left-Right Max

---

**Best Seat Rollover**

Inherit

Same Scale: ▼

---

**Best Available Stranding Seats**

Inherit

Not Allowed: ▼

---

**Map Sales Stranding Seats**

Inherit

▼

Clear Access

---

RESET VALUES
APPLY CHANGES

Best Seat	
<p><b>Best Seat Strategy Thresholds</b></p>	<p>Best Seat Strategy Thresholds sets the contiguous seat rules.</p> <ul style="list-style-type: none"> <li>• <b>Max Contiguous Seats.</b> Enter the number of seats that can be offered within a single row and are side-by-side. This is a required field.</li> <li>• <b>Block Seats.</b> Enter the minimum and maximum up/down seat proximity that is allowed in determining which seats are contiguous with each other. For example, a block of 14 seats might return 8 seats in one row and 6 seats in the next row. This is not a required field. If this is set, the minimum block is 4 seats.</li> <li>• <b>Adjacent Block.</b> An adjacent block is any seat in one block touches a seat in another block. The seats that touch may be on the diagonal. Enter the minimum and maximum seats in an adjacent block. This is not a required field.</li> <li>• <b>Near Block.</b> Near blocks are separate blocks of seats. When each block is offered, seats match the Block Seat rules or Adjacent Block Seat rules, but each separate block offered is not contiguous or adjacent with other blocks. Enter the minimum and maximum seats in a near block. This is not a required field.</li> </ul>
<p><b>Best Scattered</b></p>	<p>When selling tickets via Best Seat, the user will be presented with a checkbox. Best Scattered seats will only work when the user checks the box before an offer has been made.</p>

Best Seat	
	<p>ProVenue® will first attempt to find contiguous seats. If this is not possible it will then look for non-contiguous seats. If a specific price scale has been selected, seats will be returned in appropriate price scale.</p> <p>Choose from the dropdown box:</p> <ul style="list-style-type: none"> <li>• <b>Not Available.</b> Best Scattered seats will not be available to a user.</li> <li>• <b>Same Section.</b> Best Scattered seats will be offered in the same section of the venue. The section is defined by the area set in Venue Configuration.</li> <li>• <b>Seat Proximity.</b> Best Scattered seats will be offered in proximity of each other. It sets the distance that seats can be from each other. Enter the number of rows a seat must be in the same proximity in Front-Back Max. Enter the seats to the left or right that the seats must be in the same proximity in Left-Right Max.</li> <li>• <b>Unlimited.</b> Best Scattered seats will be offered anywhere within the venue.</li> </ul>
<b>Near Block Proximity</b>	This setting defines how far apart, front and back, left and right, the blocks could be.
<b>Best Seat Rollover</b>	<p>This option widens the opportunity for a user to lock seats when the Best Seat Rollover is used. Choose from the dropdown list:</p> <ul style="list-style-type: none"> <li>• <b>Not Available.</b> The best seat rollover will be consistent with current Behavior within ProVenue® for selecting best seating.</li> <li>• <b>Any Scale.</b> The quantity of tickets, Buyer Types, holds codes are retained from the seat request. Price scales and sections will not be used to lock seats.</li> <li>• <b>Same Scale.</b> The quantity of tickets, Buyer Types, hold codes and price scales are retained from the original request. Section will not be used to lock seats.</li> </ul>
<b>Best Available Stranding Seats</b>	<p>When selling seats via Best Seats, ProVenue® can avoid leaving single and triple seats. Choose from the dropdown list:</p> <ul style="list-style-type: none"> <li>• <b>Not Allowed.</b> ProVenue® will not allow single or triple seats to be left in a row.</li> <li>• <b>Allow Triples.</b> The system will allow a user to leave three seats in a row, but not a single seat.</li> <li>• <b>Allow Singles.</b> The system will allow a user to leave both single and triple seats in a row.</li> </ul>
<b>Map Sales Stranding Seats</b>	<p>When selling seats via Map Sales, ProVenue® can avoid leaving single and triple seats. Choose from the dropdown list:</p> <ul style="list-style-type: none"> <li>• <b>Not Allowed.</b> ProVenue® will not allow single or triple seats to be left in a row.</li> <li>• <b>Allow Triples.</b> The system will allow a user to leave three</li> </ul>

Best Seat	
	seats in a row. <ul style="list-style-type: none"><li>• <b>Allow Singles.</b> The system will allow a user to leave both single and triple seats in a row.</li></ul>

- Once all the necessary settings have been entered, click **APPLY CHANGES**.

**APPLY CHANGES**

## Hold Codes

For inventoried Events, there is a mapping of hold codes for the Sales Channel/Agency/User that provides a list of hold codes that are available for the various permissions that are enabled.

- Select “Hold Codes” from the ‘Set / Modify’ dropdown menu.

**Event Administration**

Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods Service Charges Info Event Access Promotions Extra Print Items

---

**ACCESS** CONTEXT

Set/Modify: Hold Codes

Event: 16RA0710 Channel: BOXOFF Agency: BOMANAGER User: --

---

**HOLD CODES** Search Hold Codes:

Inherit Default: **OPEN**


Code	Description	Override	View	Select	Set	Default	Return / Release
<b>OPEN</b>	<b>OPEN</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> ACCESS	ACCESSIBLE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<input type="checkbox"/> AUCTION	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<input type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

- To make changes to the hold code permissions, deselect the ‘Inherit’ checkbox.

**HOLD CODES** Search Hold Codes:

Inherit Default:

Code	Description	Override	View	Select	Set	Default	Return / Release
<b>OPEN</b>	<b>OPEN</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> AUCTION	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

- To see the individual hold codes belonging to a hold code group, click the  icon to expand the hold code group.

HOLD CODES							
<input type="checkbox"/> Inherit    Default:		Search Hold Codes: <input type="text"/> <input type="button" value="Clear"/>					
Code	Description	Override	View	Select	Set	Default	Return / Release
<b>OPEN</b>	<b>OPEN</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>BLKOUT</b>	<b>Blackout Holds</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>DEV</b>	<b>DEVELOPMENT</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>HOUSE</b>	<b>HOUSE</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>LIMITV</b>	<b>LIMITED VIEW</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>MKTG</b>	<b>MARKETING</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>REMOVE</b>	<b>REMOVE SEATS</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>SOUND</b>	<b>SOUNDBOARD</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>TROUBL</b>	<b>TROUBLE SEATS</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Permissions can be set by the individual Hold Code or by the Hold Code Group. If a Sales Channel/user/Agency should have the same permissions for all individual Hold Codes within a Hold Code Group, then the access can be set at the Hold Code Group level.

When you set permissions for View, Select, Set, or Return/Release at the Hold Code Group level, those permissions will be applied to the individual Hold Codes.

- To set hold code access, check the box in the Override column of the Hold Code Group or Individual Hold Code. Next, check the box in the column corresponding to the access to be granted.

HOLD CODES							
<input type="checkbox"/> Inherit    Default:		Search Hold Codes: <input type="text"/> <input type="button" value="Clear"/>					
Code	Description	Override	View	Select	Set	Default	Return / Release
<b>OPEN</b>	<b>OPEN</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<b>BLKOUT</b>	<b>Blackout Holds</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>DEV</b>	<b>DEVELOPMENT</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>HOUSE</b>	<b>HOUSE</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>LIMITV</b>	<b>LIMITED VIEW</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>MKTG</b>	<b>MARKETING</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>REMOVE</b>	<b>REMOVE SEATS</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SOUND</b>	<b>SOUNDBOARD</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>TROUBL</b>	<b>TROUBLE SEATS</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

- Each user must have a default hold code. To select the Default Hold Code, click the check mark in the Default column corresponding to the Individual Hold Code. This will turn the checkmark from grey to red.

HOLD CODES								
Code		Description	Override	View	Select	Set	Default	Return / Release
<input type="checkbox"/>	OPEN	OPEN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>	AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>	HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	BLKOUT	Blackout Holds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	DEV	DEVELOPMENT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	HOUSE	HOUSE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	LIMITV	LIMITED VIEW	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	MKTG	MARKETING	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	REMOVE	REMOVE SEATS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SOUND	SOUNDBOARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	TROUBL	TROUBLE SEATS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Hold Code Permissions	
<b>View</b>	This allows a user to see the display group and/or display indicator when in a view mode for the hold code. A user can view a seat with a hold code, but might not be able to select or lock it, refer to the select permission below.
<b>Select</b>	This allows a user to select a seat for the hold code enabled with this permission. Note that enabling select for a user automatically enables view.
<b>Set</b>	This allows a user that has locked seats in a hold code list to set the locked seats to the enabled hold code.
<b>Return / Release</b>	This allows a user with appropriate permissions to use the hold code to protect a seat that is being returned or released for this Event. A user might have multiple hold codes defined for this purpose, selecting the appropriate hold code for a particular purpose when it is returned.

Note: A hold code type of 'block' or 'market' can be set to view, but cannot be set to select, set, or return/release.

- Once all the needed Hold Code Access has been set, click **APPLY CHANGES**.

**APPLY CHANGES**

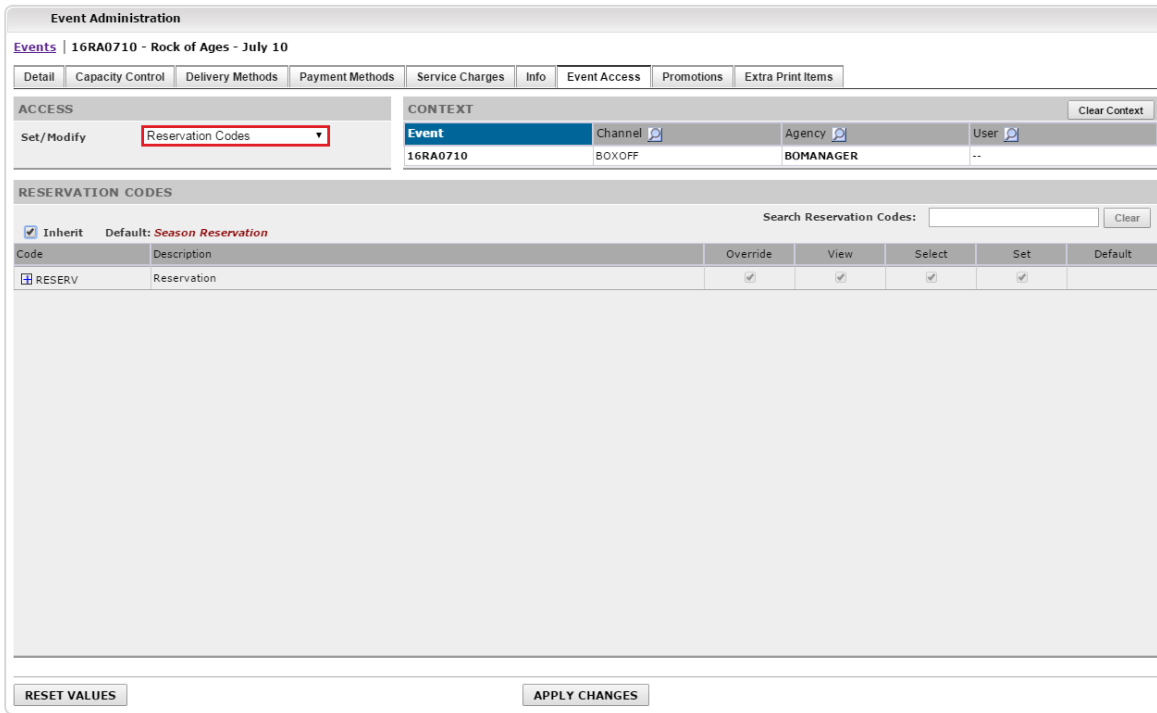
## Reservation Codes

Similar to a hold code, a reservation code is an access mechanism used in conjunction with a reservation to protect inventory. Reservation code access provides a means of controlling access to reserved seats.

A reservation will have a transaction and patron associated with it. Unlike seats with hold codes, only transaction processes are allowed to alter a seat with a reservation, either by claiming it (and subsequently selling it) or by releasing it.

Like hold codes, reservation codes can be segregated into groups and can be visually displayed on a seat map

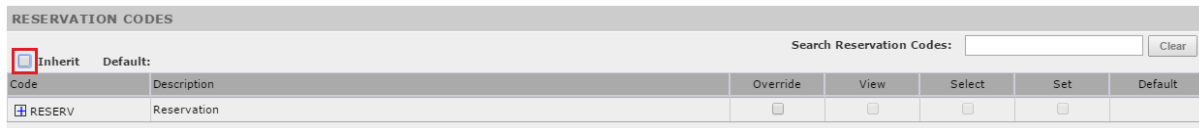
- Select “Reservation Codes” from the ‘Set / Modify’ dropdown menu.



The screenshot shows the 'Event Administration' interface for '16RA0710 - Rock of Ages - July 10'. The 'ACCESS' section has 'Set/Modify' set to 'Reservation Codes'. The 'CONTEXT' section shows 'Event: 16RA0710', 'Channel: BOXOFF', 'Agency: BOMANAGER', and 'User: --'. The 'RESERVATION CODES' section has 'Inherit' checked and 'Default: Season Reservation'. A table lists reservation codes with columns for Code, Description, Override, View, Select, Set, and Default.


Code	Description	Override	View	Select	Set	Default
RESERV	Reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

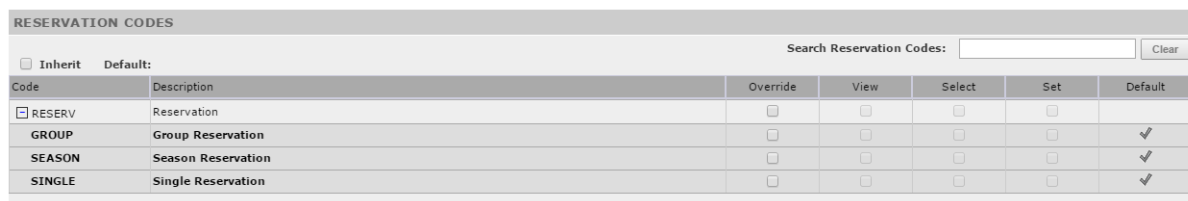
- To make changes to the Reservation Code permissions, deselect the ‘Inherit’ checkbox.



The screenshot shows the 'RESERVATION CODES' section with the 'Inherit' checkbox now deselected. The table below shows the 'RESERV' code with all permission checkboxes (Override, View, Select, Set) now unchecked.

Code	Description	Override	View	Select	Set	Default
RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

- To see the individual Reservation Codes belonging to a Reservation Code Group, click the  icon to expand the Reservation Code Group.



The screenshot shows the 'RESERV' group expanded, revealing sub-groups: GROUP, SEASON, and SINGLE. Each sub-group has its own set of permission checkboxes.

Code	Description	Override	View	Select	Set	Default
RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GROUP	Group Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SEASON	Season Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SINGLE	Single Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- To set Reservation Code access, check the box in the Override column of the Reservation Code Group or Individual Reservation Code. Next, check the box in the column corresponding to the access to be granted.

RESERVATION CODES						
<input type="checkbox"/> Inherit    Default:		Search Reservation Codes: <input type="text"/> <input type="button" value="Clear"/>				
Code	Description	Override	View	Select	Set	Default
<input type="checkbox"/> RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>GROUP</b>	<b>Group Reservation</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SEASON</b>	<b>Season Reservation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SINGLE</b>	<b>Single Reservation</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- To select the Default Reservation Code, click the check mark in the Default column corresponding to the Individual Reservation Code. This will turn the checkmark from grey to red.

RESERVATION CODES						
<input type="checkbox"/> Inherit    Default: <b>Group Reservation</b>		Search Reservation Codes: <input type="text"/> <input type="button" value="Clear"/>				
Code	Description	Override	View	Select	Set	Default
<input type="checkbox"/> RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>GROUP</b>	<b>Group Reservation</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SEASON</b>	<b>Season Reservation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>SINGLE</b>	<b>Single Reservation</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Reservation Code Permissions	
<b>View</b>	When in a view mode that shows information for reservations, users with view level access will be able to see the display group/display indicator for seats with this permission
<b>Select</b>	When enabled, this permission allows a user to claim a seat with this reservation code. Note that enabling select for a user automatically enables view.
<b>Set</b>	With set permission, users are allowed to use this reservation code when making a reservation.

Note: A Sales Channel/Agency/User will not have any reservation code access unless one of the following conditions is met:

- They are allowed to reserve/release seats; or
- They are allowed to claim reservations.

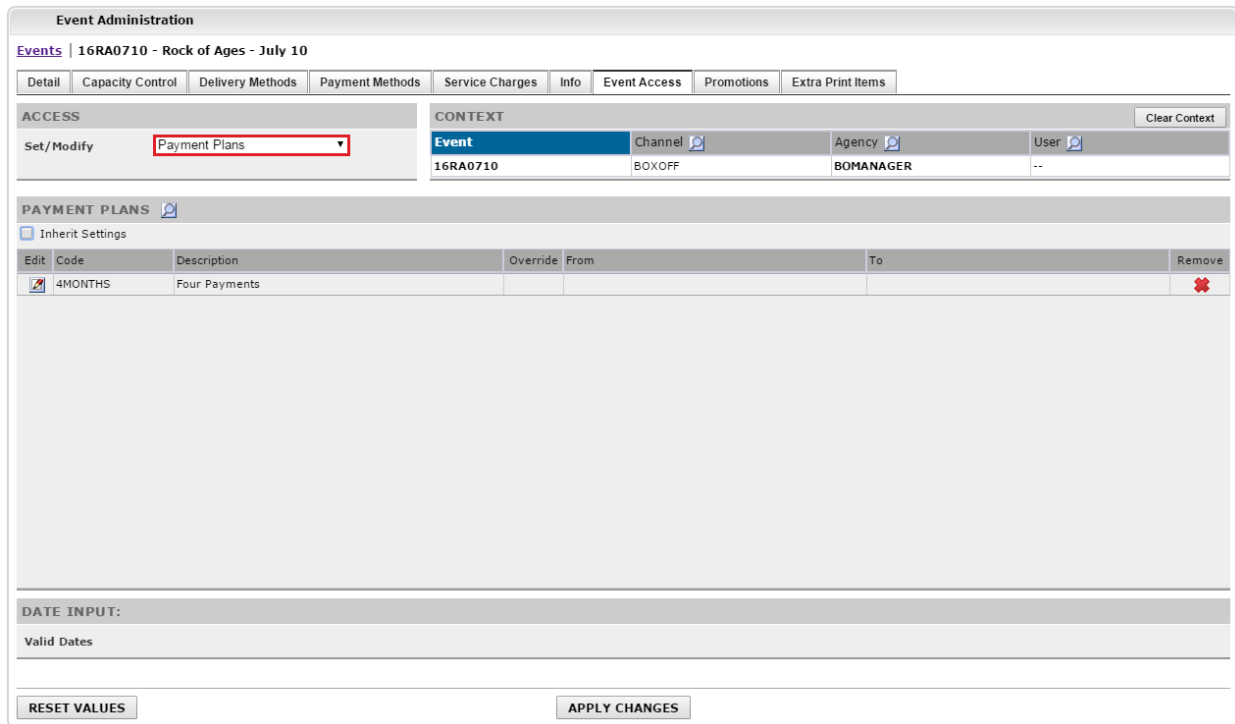
- Once all the needed Reservation Code Access has been set, click **APPLY CHANGES**.

**APPLY CHANGES**

## Payment Plans

A payment plan is a template used to create a set of installments for an open item receivable. Payment plans are set up in *Supplier Administration > Payment Plans*. The payment plans can be applied to events at the Supplier or event Level.

- Select “Payment Plans” in the ‘Set / Modify’ dropdown menu.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | **Payment Methods** | Service Charges | Info | Event Access | Promotions | Extra Print Items

ACCESS

Set/Modify: **Payment Plans**

CONTEXT

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

**PAYMENT PLANS**

Inherit Settings


Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				

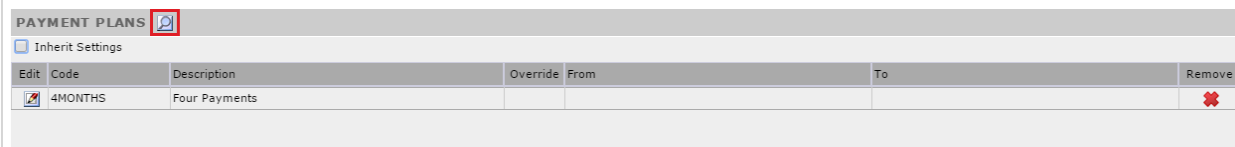
DATE INPUT:


Valid Dates

RESET VALUES | APPLY CHANGES

Payment plans that were set in *Supplier Administration* and inherited to the event will be displayed.

- To add a new payment plan, deselect the ‘Inherit Settings’ box, and then click the  icon.



**PAYMENT PLANS** 

Inherit Settings

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				

- Enter payment plans search criteria, if needed, and click **FIND**. Check the box next to the payment plan that you want to assign to add the event and click **OK**.

Select	Code	Description
<input type="checkbox"/>	4MONTHS	Four Payments
<input checked="" type="checkbox"/>	GROUP	Group Deposit Plan
<input type="checkbox"/>	3PAYS	Three Payment Plan

- The payment plans can be edited, if needed, by clicking the icon, deselecting the 'Inherit Settings' checkbox, and then entering updated valid dates.

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				
	GROUP	Group Deposit Plan				

**DATE INPUT: GROUP - GROUP DEPOSIT PLAN**

Valid Dates  Inherit  
 From   
 To

- Payment plans can also be removed by clicking the icon.

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments	-	-	-	
	GROUP	Group Deposit Plan				

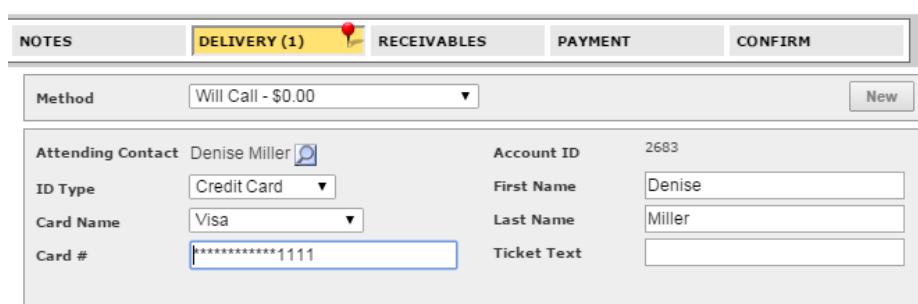
- Once the payment plans have been set, click **APPLY CHANGES**.

**APPLY CHANGES**

## Delivery Card Types

This screen allows the user to specify which card types are valid forms of ID for delivery pickup. The card types include credit cards, driver's licenses, loyalty cards, and gift cards.

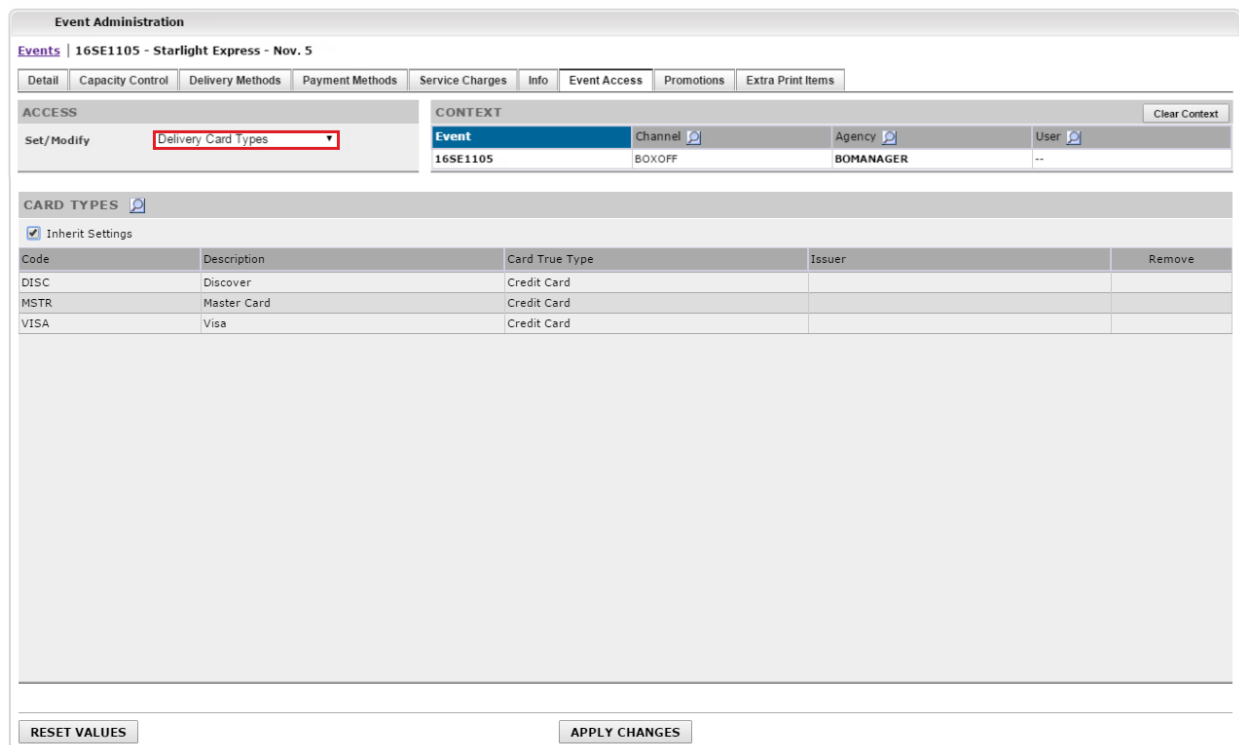
For example, if a credit card is added as a delivery card type for the package, then, while processing an order for a Will Call delivery method, the user can select "Credit Card" from the 'ID Type' dropdown list, and then enter the patron's credit card information.



Ticketing users can then search using driver license criteria at both the *Will Call Service* and *Ticket Services* menu options.

Once a delivery card is associated with a personal pickup delivery, the patron can present the delivery card as identification at ticket windows, kiosks, or Access Control scanning locations.


- Select "Delivery Card Types" from the 'Set/Modify' dropdown menu.



Code	Description	Card True Type	Issuer	Remove
DISC	Discover	Credit Card		
MSTR	Master Card	Credit Card		
VISA	Visa	Credit Card		

Card Types that were set in *Supplier Administration* and inherited to the event will be displayed.

- To add a new card type, uncheck the 'Inherit Settings' checkbox, and then click the  icon.

CARD TYPES 				
<input checked="" type="checkbox"/> Inherit Settings				
Code	Description	Card True Type	Issuer	Remove
DISC	Discover	Credit Card		
MSTR	Master Card	Credit Card		
VISA	Visa	Credit Card		

- Enter card type search criteria, if needed, and click **FIND**. Check the box next to the card type that you want to add to the event, and then click **OK**.

**DELIVERY CARD TYPES**

**FIND**

Filter By:

Select	Code	Description	Card True Type	Issuer
<input type="checkbox"/>	DLAL	Alabama	Driver License	AL - Alabama
<input type="checkbox"/>	DLAK	Alaska	Driver License	AK - Alaska
<input type="checkbox"/>	DLAB	Alberta	Driver License	AB - Alberta
<input checked="" type="checkbox"/>	AMEX	American Express	Credit Card	-
<input type="checkbox"/>	DLAZ	Arizona	Driver License	AZ - Arizona
<input type="checkbox"/>	DLAR	Arkansas	Driver License	AR - Arkansas
<input type="checkbox"/>	BKGC	Blackhawk Gift Card	Gift Card	-
<input type="checkbox"/>	DLBC	British Columbia	Driver License	BC - British Columbia
<input type="checkbox"/>	DLCA	California	Driver License	CA - California

[Select All](#) | [Clear All](#)

- Once the card types have been set, click **APPLY CHANGES**.

**APPLY CHANGES**

## Copying Event Access

### Copying from another Event

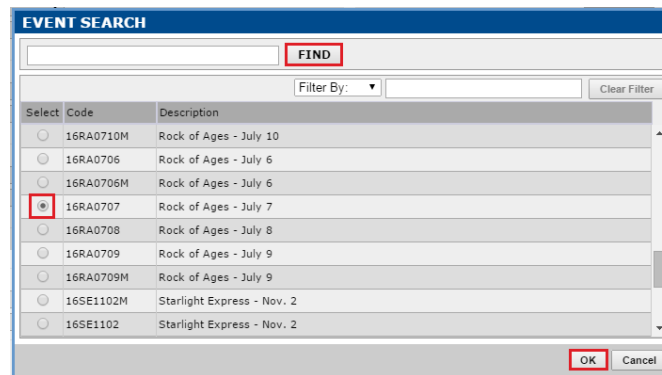
Event Access for an event can be copied from another event. The option to copy Event Access will only be available when no Channel, Agency, or User context has been set.

Copying Event Access from another event will copy **all** access settings for all pages, not just the page from which the **COPY FROM** button was selected. Once copied, the values will display in the pages, but it will be necessary to click **APPLY CHANGES** in order for the copied values to be persisted.

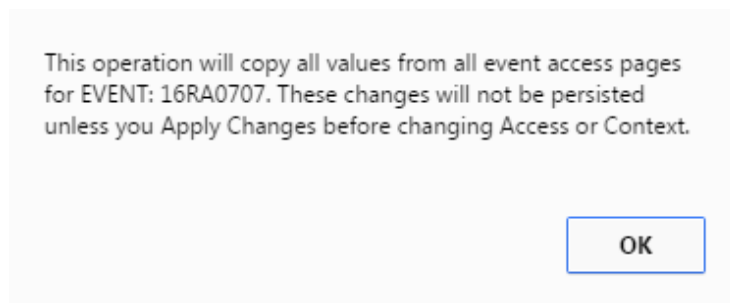
- To copy Event Access from another event, click the **COPY FROM** button at the bottom of the page.



- Enter event search criteria, if needed, and click **FIND**. Check the box next to the event from which you want to copy access and click **OK**.



- An informational message will appear. Click **OK**.



- Once you have confirmed that you want to copy the settings for all access pages for the event, click **APPLY CHANGES**.





## Copying from another Channel, Agency, or User

Event Access for an event can be copied from another context within the event. The option to copy Event Access will only be available when a Channel, Agency, or User context has been set and there have been access overrides set for another Channel, Agency, or User in the same event.

Copying Event Access from another context will copy all access settings for all pages, not just the page from which the **COPY FROM** button was selected. Once copied, the values will display in the pages, but it will be necessary to **APPLY CHANGES** in order for the copied values to be persisted.

- First set the context to which you want to copy Event Access. In this example, we'll copy the Box Office Manager Agency access to the Box Office Supervisor Agency.

CONTEXT			
Event	Channel	Agency	User
16SE1103	BOXOFF	BOSUPERVISOR	--

- To copy Event Access from another Context, click the **COPY FROM** button at the bottom of the page.

- Enter Agency search criteria, if needed, and click **FIND**. Check the box next to the Agency from which you want to copy access and click **OK**.

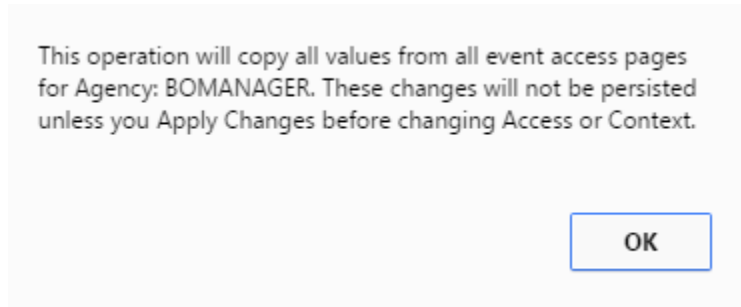
**AGENCY SEARCH**

Filter By:

Select	Code	Description
<input checked="" type="checkbox"/>	BOMANAGER	Box Office Manager

Note: Only Agencies that have overrides set will display in the search results.

- An informational message will appear. Click **OK**.



- Once you have confirmed that you want to copy the settings for all access pages for the Agency, click **APPLY CHANGES**.

**APPLY CHANGES**