



PROVENUE®
TRAINING DOCUMENTATION

*Ticketing –
Ticket Services*

Revision History

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1.0	PV			Document Originated
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Overview

This document provides instructions for searching for, reviewing, and modifying orders through *Ticket Services*.

Most *Ticket Services* tasks require the same basic steps outlined below:

- Search for the order
- Navigate to the appropriate detail level
- Select the action
- Select the items
- Apply the action

An order...

- is a collection of line items, service charges elements, payment elements, and open item elements (receivables and liabilities) created by transactions.
- is a container for ticketing details with a common origin or transactional history (a reservation created for a particular patron and later claimed, printed, and delivered by mail, for example).
- includes at least one transaction (sale or reservation): payment collected/expected, service charge, and related information.
- includes at least one line item (seat level information).
- (non-reservations) includes ticket delivery information: delivery method; print status; and related information.

Prerequisites

To access Patron orders within ProVenue®, a user must have one of the following Portal Roles assigned within *User Management*:

- BOAsstMgr – Box Office Assistant Manager/Customer Service; or
- BOMgmt – Box Office Management.

Either of these roles allows a user access to *Ticket Services*.

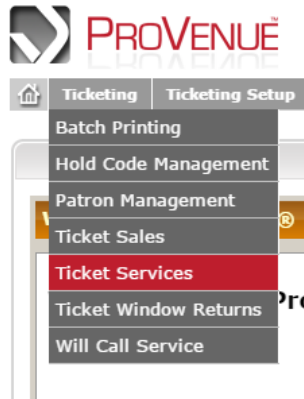
To access the “Orders” tab from the *ACCOUNT* screen, a user must have the following Portal Role assigned within *User Management*:

- PatronOrders – Access to Patron Orders

If this role is not added, the user can still access patron orders with access to *Ticket Services*.

Search for an Order

- From the *Home* screen, navigate to *Ticketing > Ticket Services*



The *Ticket Services* screen displays the “Order Search” tab by default in Simple Search mode. The Simple Search function allows you to search by a variety of attributes.

- Click the ‘Search Using’ dropdown to select the attribute by which you want to search.



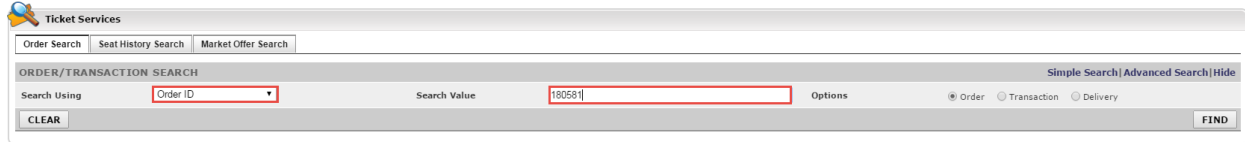
Note: When “Patron” is selected as the ‘Search Using’ criteria, you can search by any of the following values:

- Order ID
- Transaction ID
- Delivery ID
- External Transaction ID
- Patron Info
 - Account Name
 - Contact Name
 - Account Number
 - Telephone Number (must add – qualifier)
 - Alternate Account Identifier (must add # qualifier)
 - E-mail address
- Credit Card Number
- Agency
- Delivery Info
- Driver License
- Loyalty Card
- Account Barcode

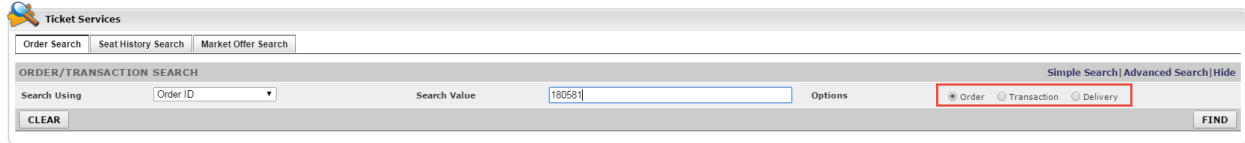
When searching by account name or contact name, entered name will search based on last name. Enter as much of the last name as desired, then a comma, space, and as much of the first name as desired to find the account.

When searching by telephone number, include dashes to separate the values, e.g., 714-555-1212.


- Enter the value for the search attribute chosen. For example, if you select “Order ID,” then enter the order number in the ‘Search Value’ box.



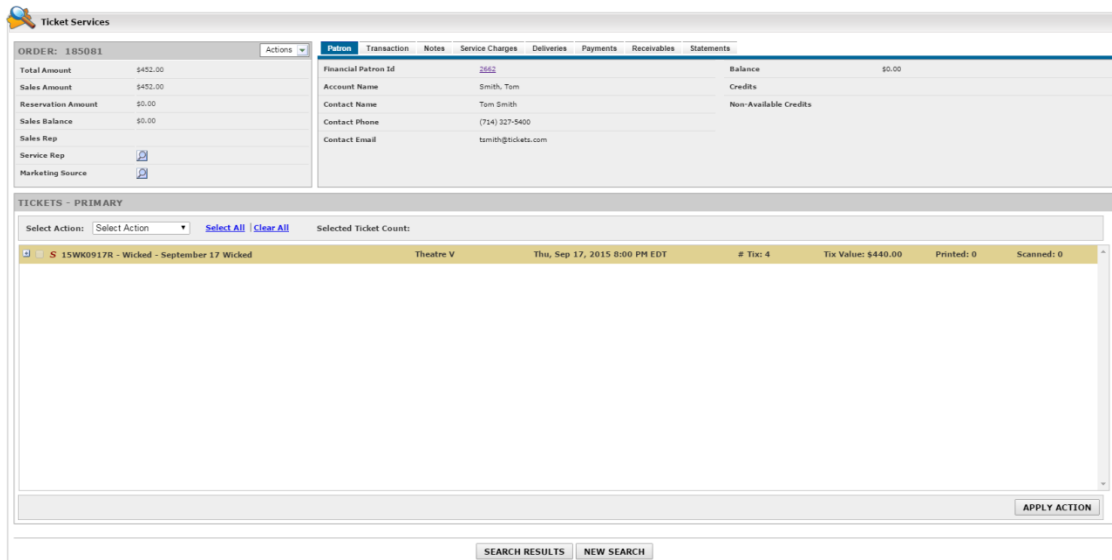
- Select “Order,” “Transaction,” or “Delivery” to define the search result.



- Once you have entered the desired search criteria, click **FIND**.



If there was only one match for your search, e.g., you searched by “Order ID” and you selected to go to the “Order” search result, then you will be advanced to the *ORDER* screen.



ORDER: 185081	Actions	Patron	Transaction	Notes	Service Charges	Deliveries	Payments	Receivables	Statements
Total Amount	\$452.00	Financial Patron Id	2882					Balance	\$0.00
Sales Amount	\$452.00	Account Name	Smith, Tom					Credits	
Reservation Amount	\$0.00	Contact Name	Tom Smith					Non-Available Credits	
Sales Balance	\$0.00	Contact Phone	(714) 327-5400						
Sales Rep		Contact Email	tsmith@tickets.com						
Service Rep									
Marketing Source									

TICKETS - PRIMARY										
Select Action:	Select Action	Select All	Clear All	Selected Ticket Count:						
<input type="checkbox"/>	S	15WK0917R	Wicked - September 17	Wicked	Theatre V	Thu, Sep 17, 2015 8:00 PM EDT	# Tix: 4	Tix Value: \$440.00	Printed: 0	Scanned: 0

If you selected "Transaction" search result...

Ticket Services

Order Search | Seat History Search | Market Offer Search

ORDER/TRANSACTION SEARCH

Search Using: Order ID | Search Value: 185081 | Options: Transaction Delivery

CLEAR | FIND

...the TRANSACTION tab for the order will be displayed.

Ticket Services

TRANSACTION: 257351

Transaction Patron Id: 2562

Account Name: Smith, Tom

Contact Name: Tom Smith

Contact Phone: (714) 327-5400

Contact Email: tsmith@tickets.com

TICKETS

ORDER: 185081 - Primary

S SA Offer# 11950014 15WK0917R - Wicked... Theatre V Thu, Sep 17, 2015 8:00 PM EDT # Tix: 4 Tix Value: \$440.00 Printed: 0 Scanned: 0

PRINT RECEIPT

SEARCH RESULTS | NEW SEARCH

If you selected "Delivery" search result...

Ticket Services

Order Search | Seat History Search | Market Offer Search

ORDER/TRANSACTION SEARCH

Search Using: Order ID | Search Value: 185081 | Options: Order Transaction Delivery

CLEAR | FIND

...the DELIVERY tab for the order will be displayed.

Ticket Services

DELIVERY: 247702

Method: NOPRINT - No Print

Delivery Cost: \$0.00

Delivery Status: To be Initiated

Refund Status: Refundable

Transaction: 257351

Destination & Patron

No Print: No Additional Delivery Details Available

Attending Patron Id: 2562

Account Name: Smith, Tom

Contact Name: Tom Smith

Contact Phone: (714) 327-5400

TICKETS

Select Action: Select Action | Select All | Clear All | Active Tickets Only | Inactive Tickets Only | Selected Ticket Count:

ORDER: 185081 - Primary

S 15WK0917R - Wicked - September 17 Wicked Theatre V Thu, Sep 17, 2015 8:00 PM EDT # Tix: 4 Printed: 0 Scanned: 0

APPLY ACTION

SEARCH RESULTS | NEW SEARCH

If there was more than one match for your search, e.g., if you searched by patron for an account with multiple orders, then a list will be displayed.

If you selected “Order,” then order information will be displayed with a hyperlink to the *ORDER* screen.

ORDER/TRANSACTION SEARCH											
Search Using		Patron	Search Value		miller, denise		Options		Order	Transaction	Delivery
CLEAR											
RESULTS: 2 FOUND											
Order ID	Patron ID	Account Name	Last Trans ID	Agency	User	Date	Order Amount	Balance			
195083	2683	Miller, Denise	267345	Box Office Manager	John Smith	3/10/2015 6:45 AM PDT	\$195.00	\$0.00			
S	15LK0821F	Lion King - August 21 The Lion King presented by Kia		Theatre V	Fri, Aug 21, 2015 7:30 PM EDT		Active Tickets: 2	Ticket Value: \$190.00			
195082	2683	Miller, Denise	267344	Box Office Manager	John Smith	3/10/2015 6:44 AM PDT	\$186.00	\$0.00			
S	15BM1111W	Blue Man Group - November 11		Theatre V	Wed, Nov 11, 2015 7:30 PM EST		Active Tickets: 0	Ticket Value: \$0.00			
S	15BM1112R	Blue Man Group - November 12		Theatre V	Thu, Nov 12, 2015 7:30 PM EST		Active Tickets: 2	Ticket Value: \$180.00			

If you selected “Transaction,” then transaction detail will be displayed with a hyperlink to the *TRANSACTION* screen.

ORDER/TRANSACTION SEARCH											
Search Using		Patron	Search Value		miller, denise		Options		Order	Transaction	Delivery
CLEAR											
RESULTS: 3 FOUND											
Transaction ID	Financial Patron ID	Trans Patron ID	Trans Account Name	Agency	User	Date	Total Amount	Amount Paid			
267345	2683	2683	Miller, Denise	Box Office Manager	John Smith	3/10/2015 6:45 AM PDT	\$195.00	\$195.00			
SA	S	15LK0821F	Lion King - August 21 The Lion King presented by Kia	Theatre V	Fri, Aug 21, 2015 7:30 PM EDT		Tickets: 2	Ticket Value: \$190.00			
267344	2683	2683	Miller, Denise	Box Office Manager	John Smith	3/10/2015 6:44 AM PDT	\$0.00	\$0.00			
ER	S	15BM1111W	Blue Man Group - November 11	Theatre V	Wed, Nov 11, 2015 7:30 PM EST		Tickets: 2	Ticket Value: \$180.00			
ES	S	15BM1112R	Blue Man Group - November 12	Theatre V	Thu, Nov 12, 2015 7:30 PM EST		Tickets: 2	Ticket Value: \$180.00			
267343	2683	2683	Miller, Denise	Box Office Manager	John Smith	3/10/2015 6:42 AM PDT	\$186.00	\$186.00			
SA	S	15BM1111W	Blue Man Group - November 11	Theatre V	Wed, Nov 11, 2015 7:30 PM EST		Tickets: 2	Ticket Value: \$180.00			

If you selected “Delivery,” then delivery detail will be displayed with a hyperlink to the *DELIVERY* screen.

ORDER/TRANSACTION SEARCH											
Search Using		Patron	Search Value		miller, denise		Options		Order	Transaction	Delivery
CLEAR											
RESULTS: 3 FOUND											
Delivery Id	Att Patron Id	Att Account Name	Delivery Method	Delivery Info	Delivery Cost	Delivery Status	Refund Status				
257705	2683	Miller, Denise	US Mail	123 Main St., Costa Mesa, CA 92626 USA	\$3.00	To be Initiated	Refundable				
Order#:	195083	Patron Id: 2683	Account Name: Miller, Denise	Transaction Id: 267345	Agency: Box Office Manager	User: John Smith	Date: 3/10/2015 6:45 AM PDT	# Total Tix: 2	# Printed Tix: 0		
257704	2683	Miller, Denise	Will Call	Miller, Denise	\$0.00	To be Initiated	Refundable				
Order#:	195082	Patron Id: 2683	Account Name: Miller, Denise	Transaction Id: 267344	Agency: Box Office Manager	User: John Smith	Date: 3/10/2015 6:44 AM PDT	# Total Tix: 2	# Printed Tix: 0		
257703	2683	Miller, Denise	Will Call	Miller, Denise	\$0.00	Canceled	Refundable				
Order#:	195082	Patron Id: 2683	Account Name: Miller, Denise	Transaction Id: 267344	Agency: Box Office Manager	User: John Smith	Date: 3/10/2015 6:44 AM PDT	# Total Tix: 0	# Printed Tix: 0		

Seat History Search

Seat history provides a chronological history of seat status changes, including reservations, sales, returns, releases, the assignment of hold codes, printing, etc.

- To search seat history from *Ticket Services*, click on the “Seat History Search” tab. You can search by event or ticket barcode.

Ticket Services

Order Search **Seat History Search** Market Offer Search

SEAT HISTORY SEARCH

Search Using Event Row

Ticket Barcode Section Seat Number

- To search seat history by ticket barcode, select “Ticket Barcode” from the ‘Search Using’ dropdown menu. Enter the barcode by manually typing it in or by scanning the ticket, if available, and then click **FIND**.

Ticket Services

Order Search **Seat History Search** Market Offer Search

SEAT HISTORY SEARCH

Search Using Event Row

Ticket Barcode Section Seat Number

- The *SEAT HISTORY* screen will be displayed. To access the individual transaction level details, click on the appropriate hyperlink in the Trxn ID column. To access the order level details, click on the appropriate hyperlink in the Order ID column. To go to the Seat Map in Ticket Sales, click on the Section hyperlink.

Ticket Services

[Search Results](#) | DR14ORT1 - DR ORT Test Event 1 / B FRNT / 3 / 5

SEAT HISTORY

Section [B FRNT](#) Event DR ORT Test Event 1

Row 3 Venue Standard Theatre

Seat Number 5 Event Date Fri, Oct 10, 2014 6:00 PM CDT

View Activity

ALL ACTIVITY

Date	Agency	User	Sale Type	Trxn Type	Resv Code	Account #	Acct Name	Buyer Type	Pkg/Sea/Ser	Price	Trxn ID	Order ID
10/24/2014 1:46 PM CDT	DRYAN	Dennis Ryan	Type: Reprint	Result: Success	Station: DRyan Workstati	Printer: Local Printer	Job Type: Ticket Services	Reason: REPREI	Barcode: NJM7-FXX...			
10/24/2014 1:45 PM CDT	DRYAN	Dennis Ryan	Type: Reprint	Result: Success	Station: DRyan Workstati	Printer: Local Printer	Job Type: Ticket Services	Reason: REPREI	Barcode: NJM7-EGLD...			
10/24/2014 1:43 PM CDT	DRYAN	Dennis Ryan	Type: Print	Result: Success	Station: DRyan Workstati	Printer: Local Printer	Job Type: Live Transaction	Reason: -	Barcode: NJM7-87Q6359J			
10/24/2014 1:43 PM CDT	DRYAN	Dennis Ryan	Single	Sale	6359	Ryan, Jack	ADULT	\$10.00			2877942	2792902
10/17/2013 9:13 AM CDT	DRYAN	Dennis Ryan	From Hold Code:				To Hold Code: OPEN		Inventory Creation			

You can limit the grid to a subset of activity records using the 'View Activity' filter.

Ticket Services

[Search Results](#) | DR14ORT1 - DR ORT Test Event 1 / B FRNT / 3 / 5

SEAT HISTORY

Section	B_FRNT	Event	DR ORT Test Event 1
Row	3	Venue	Standard Theatre
Seat Number	5	Event Date	Fri, Oct 10, 2014 6:00 PM CDT

View Activity: All (dropdown menu open)

ALL ACTIVITY

Date	Agency	User	Type	Trxn Type	Resv Code	Account #	Acct Name	Buyer Type	Pkg/Sea/Ser	Price	Trxn ID	Order ID
10/24/2014 1:46 PM CDT	DRYAN		Reprint	Success			DRyan Workstati	Local Printer				
10/24/2014 1:45 PM CDT	DRYAN	Dennis Ryan	Reprint	Success			DRyan Workstati	Local Printer				
10/24/2014 1:43 PM CDT	DRYAN	Dennis Ryan	Print	Success			DRyan Workstati	Local Printer				
10/24/2014 1:43 PM CDT	DRYAN	Dennis Ryan	Single	Sale		6359	Ryan, Jack	ADULT		\$10.00	2877942	2792902
10/17/2013 9:13 AM CDT	DRYAN	Dennis Ryan	From Hold Code:					To Hold Code:	OPEN			Inventory Creation

[BACK](#)

- To limit the grid to a subset of activity records, e.g., Ticket Print Activity, select the filter from the View Activity dropdown.

View Activity: Ticket Printing Activity (dropdown menu)

TICKET PRINT ACTIVITY

Date	Agency	User	Type	Job Type	Result	Station	Printer	Reason	Barcode
10/24/2014 1:46:1...	DRYAN	Dennis Ryan	Reprint	Ticket Services	Success	DRyan Workstation	Local Printer	REPRI	NJM7-FXKXEAFR ✓
10/24/2014 1:45:2...	DRYAN	Dennis Ryan	Reprint	Ticket Services	Success	DRyan Workstation	Local Printer	REPRI	NJM7-EGLDFGES
10/24/2014 1:43:3...	DRYAN	Dennis Ryan	Print	Live Transaction	Success	DRyan Workstation	Local Printer	-	NJM7-87Q6359J

- To search by Event, select Event in the Search Using dropdown. Enter the Event, Section, Row, and Seat Number that you want to search. The Event field supports the normal event search criteria.

- If your search returns seat records for multiple events, results display as individual rows in a grid. Use the 'Filter By' field, if necessary, to find the event-seat combination that you want to access, and then click the corresponding hyperlink in the Code column.

Code	Description	Secondary Title	Venue	Event Date	Day of Week	Event Status
16MM0810M	Mamma Mia - Aug 10		Theatre V	8/10/2016 1:00 PM EDT	Wed	On Sale
16MM0810	Mamma Mia - Aug 10		Theatre V	8/10/2016 8:00 PM EDT	Wed	On Sale
16MM0811	Mamma Mia - Aug 11		Theatre V	8/11/2016 8:00 PM EDT	Thu	On Sale
16MM0812	Mamma Mia - Aug 12		Theatre V	8/12/2016 8:00 PM EDT	Fri	On Sale
16MM0813M	Mamma Mia - Aug 13		Theatre V	8/13/2016 1:00 PM EDT	Sat	On Sale
16MM0813	Mamma Mia - Aug 13		Theatre V	8/13/2016 8:00 PM EDT	Sat	On Sale
16MM0814M	Mamma Mia - Aug 14		Theatre V	8/14/2016 1:00 PM EDT	Sun	On Sale
16MM0814	Mamma Mia - Aug 14		Theatre V	8/14/2016 8:00 PM EDT	Sun	On Sale

- The SEAT HISTORY screen will be displayed.

Date	Agency	User	Sale Type	Trxn Type	Resv Code	Account #	Acct Name	Buyer Type	Pkg/Sea/Ser	Price	Trxn ID	Order ID
3/13/2015 8:49 AM PDT	BOMANAGER	John Smith	Package	Sale		2684	Johnson, Mic...	SUBREN	16BDWYFR12...	\$100.00	287347	205086
3/13/2015 7:40 AM PDT	BOMANAGER	Susan Leslie	From Hold Code:				To Hold Code: OPEN			Inventory Creation		

Note: You can also access the seat history from the seat map in *Ticket Sales* by right-clicking on the seat or by using the “Seat History” tab.

Review an Order

The *ORDER* screen provides a view of the current status of the order.

Patron (except for anonymous sales), Transaction, and Delivery detail can be accessed from the Order by selecting the corresponding tab at the top of the screen.

Throughout Ticket Services, order, transaction, delivery, seat, and patron account identifiers display as hyperlinks, allowing easy navigation between the various levels of order detail.

- To view seat level detail for an order, click the icon to expand the event information line.

Buyer	Sec	Row	Seat	Scale	Trans Id	Arena	Price	Status	Delivery	Offer Type	Seat Info
<input type="checkbox"/> ADULT	F1	A	10	1	267241	\$100.00	Active	257702 WC	11	-	N/A None defined
<input type="checkbox"/> ADULT	F1	A	11	1	267241	\$100.00	Active	257702 WC	11	-	N/A None defined
<input type="checkbox"/> ADULT	F1	A	12	1	267241	\$100.00	Active	257702 WC	11	-	N/A None defined
<input type="checkbox"/> ADULT	F1	A	13	1	267241	\$100.00	Active	257702 WC	11	-	N/A None defined
<input type="checkbox"/> ADULT	F1	A	14	1	267241	\$100.00	Active	257702 WC	11	-	N/A None defined

- To view seat history, click the hyperlink in the Seat column.

[Search Results](#) | [15EV0330 - American Idol / F1 / A / 11](#)

Section	Event
F1	American Idol
Row	Venue
A	Arena
Seat Number	Event Date
11	Mon, Mar 30, 2015 7:00 PM PDT

View Activity: [All](#)

Date	Agency	User	Sale Type	Trxn Type	Resv Code	Account #	Acct Name	Buyer Type	Pkg/Sea/Ser	Price	Trxn ID	Order ID
3/10/2015 5:46 AM PDT	BOMANAGER	Sarah Jones	Single	Sale		2662	Smith, Tom	ADULT		\$100.00	267241	195081
3/10/2015 5:39 AM PDT	BOMANAGER	John Smith	From Hold Code:						To Hold Code: OPEN			Inventory Creation

- To view transaction information, you can click the hyperlink in the Trans ID column.

Ticket Services

TRANSACTION: 267341 Actions

Date	3/10/2015 5:46 AM PDT
Total Amount	\$505.00
Reservation Amount	\$0.00
Sales Amount	\$505.00
Amount Paid	\$505.00
Sales Balance	\$0.00

Transaction Patron Id	2662	Balance	\$0.00
Account Name	Smith, Tom	Credits	
Contact Name	Tom Smith	Non-Available Credits	
Contact Phone	(714) 327-5400		
Contact Email	tsmith@tickets.com		

TICKETS

ORDER: 195081 - Primary

S SA Offer# 11968002 15EV0330 - America... Arena Mon, Mar 30, 2015 7:00 PM MST # Tix: 5 Tix Value: \$500.00 Printed: 0 Scanned: 0

Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery	Offer Type	Seat Info
ADULT	E1	A	10	1	\$100.00	Current	257702 WC	N/A	None defined
ADULT	E1	A	11	1	\$100.00	Current	257702 WC	N/A	None defined
ADULT	E1	A	12	1	\$100.00	Current	257702 WC	N/A	None defined
ADULT	E1	A	13	1	\$100.00	Current	257702 WC	N/A	None defined
ADULT	E1	A	14	1	\$100.00	Current	257702 WC	N/A	None defined

[PRINT RECEIPT](#)

[SEARCH RESULTS](#) [NEW SEARCH](#)

- To view delivery information, you can click the hyperlink in the Delivery column.

Ticket Services

DELIVERY: 257702

Method	WC - Will Call
Delivery Cost	\$0.00
Delivery Status	To be Initiated
Refund Status	Refundable
Transaction	267341

Name	Smith, Tom	Attending Patron Id	2662
ID Type		Account Name	Smith, Tom
Card Name		Contact Name	Tom Smith
Card #		Contact Phone	(714) 327-5400

[Edit](#)

TICKETS

Select Action: Select Action [Select All](#) [Clear All](#) Active Tickets Only Inactive Tickets Only Selected Ticket Count: 0


ORDER: 195081 - Primary


S SA 15EV0330 - American Idol American Idol Arena Mon, Mar 30, 2015 7:00 PM MST # Tix: 5 Printed: 0 Scanned: 0

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
ADULT	E1	A	10	1	267341	\$100.00	Active	257702 WC	N/A	None defined
ADULT	E1	A	11	1	267341	\$100.00	Active	257702 WC	N/A	None defined
ADULT	E1	A	12	1	267341	\$100.00	Active	257702 WC	N/A	None defined
ADULT	E1	A	13	1	267341	\$100.00	Active	257702 WC	N/A	None defined
ADULT	E1	A	14	1	267341	\$100.00	Active	257702 WC	N/A	None defined


[PRINT DELIVERY](#) [APPLY ACTION](#)

[SEARCH RESULTS](#) [NEW SEARCH](#)

- To view print history, if available, click the hyperlink in the  column.

PRINT HISTORY										
Type	Result	Agency	User	Job Type/Batch	Date	Station	Printer	Reason	Barcode	
Print	Success	Box Office Ma...	John Sinclair	Live Transaction	11/2/2014 5:15 PM EST	Box Office Desk 2	BOXDESK2 - Box ...	-	4AM7-D4E747X7	

Active Barcode Close

- To view scan history, if available, click the hyperlink in the  column.

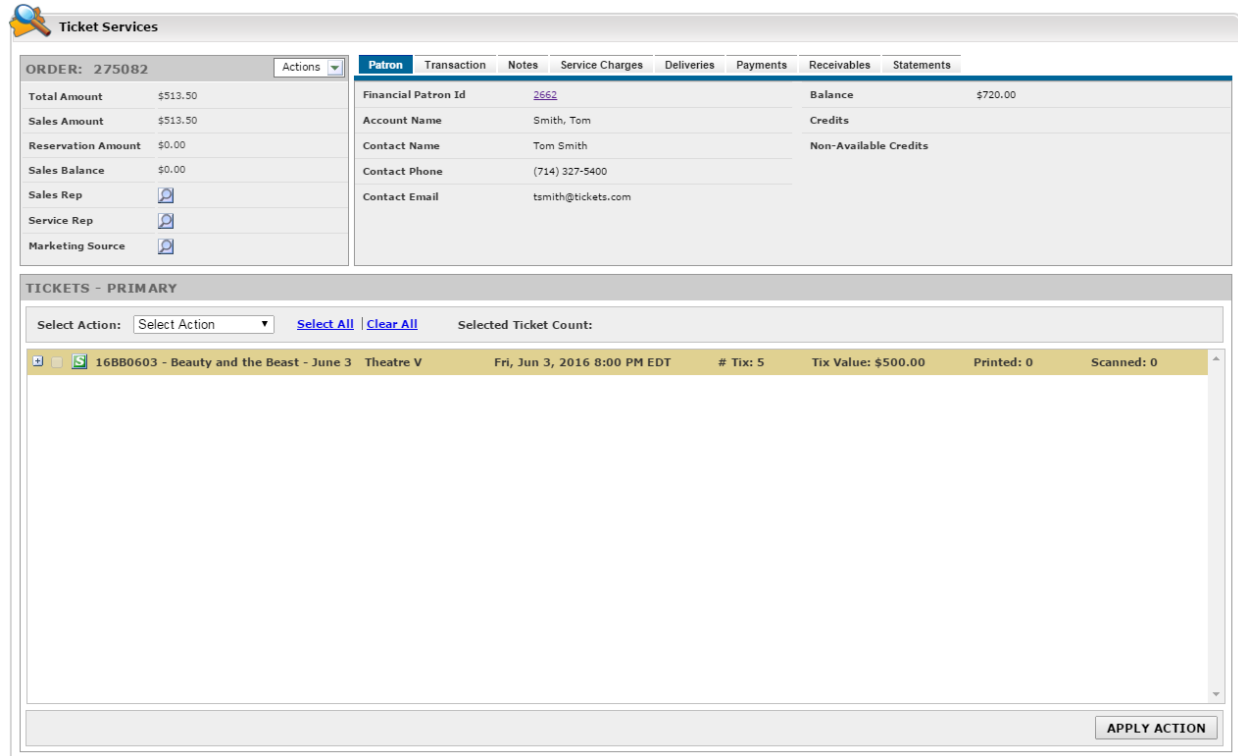
SCAN HISTORY									
Scan ID	Type	Result/Reason	User	Date	Facility	Scan Area	Device	Scan Media Type	Barcode
115249...	Valid Entry	Good Ticket		11/2/2014 5:20:55 PM EST	HSBC Arena	Pavilion	Pav 18	Unspecified	4AM7-D4E747X7

Close

Return a Ticket

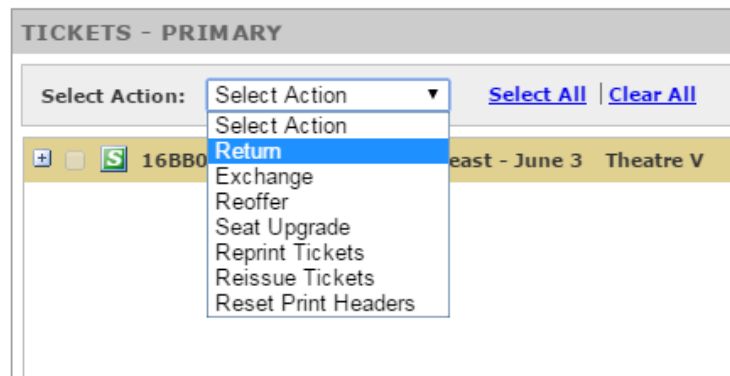
To return a ticket, a user must have the appropriate access for Return in Package Access (Full and Partial Package) or Event Access (Single Tickets and Group Tickets).

- To return a ticket, navigate to the *ORDER* screen.



The screenshot shows the 'Ticket Services' interface. At the top, there is a navigation bar with tabs for 'Patron', 'Transaction', 'Notes', 'Service Charges', 'Deliveries', 'Payments', 'Receivables', and 'Statements'. Below this, the 'ORDER: 275082' section displays financial details on the left and patron information on the right. The financial details include Total Amount (\$513.50), Sales Amount (\$513.50), Reservation Amount (\$0.00), Sales Balance (\$0.00), Sales Rep, Service Rep, and Marketing Source. The patron information includes Financial Patron Id (2562), Account Name (Smith, Tom), Contact Name (Tom Smith), Contact Phone ((714) 327-5400), and Contact Email (tsmith@tickets.com). Below the order details, the 'TICKETS - PRIMARY' section shows a table with one ticket entry: '16BB063 - Beauty and the Beast - June 3 Theatre V'. The ticket details include the date and time (Fri, Jun 3, 2016 8:00 PM EDT), number of tickets (# Tix: 5), ticket value (Tix Value: \$500.00), and counts for Printed (0) and Scanned (0). At the bottom right of the interface is an 'APPLY ACTION' button.

- Select "Return" from the 'Select Action' dropdown menu.



This close-up screenshot shows the 'TICKETS - PRIMARY' section with the 'Select Action' dropdown menu open. The menu options are: 'Select Action', 'Return', 'Exchange', 'Reoffer', 'Seat Upgrade', 'Reprint Tickets', 'Reissue Tickets', and 'Reset Print Headers'. The 'Return' option is highlighted in blue. The background shows the ticket entry '16BB063 - Beauty and the Beast - June 3 Theatre V'.

- To return all seats, select the checkbox to the right of the icon. To return individual seats in the order, click the icon to expand the event information line to display the seat level details. Select the seats to be returned by checking the box corresponding to the seats. Click **APPLY ACTION** to advance to the Patron Cart.

TICKETS - PRIMARY

Select Action: Return [Select All](#) [Clear All](#) Selected Ticket Count: 2

16BB0603 - Beauty and the Beast - June 3 Theatre V Fri, Jun 3, 2016 8:00 PM EDT # Tix: 5 Tix Value: \$500.00 Printed: 0 Scanned: 0

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery		Offer Type	Seat Info
<input checked="" type="checkbox"/>	ADULT	ORCHCTR	C	101	PRICEA	407342	Active	367703 WC	(1)	N/A	None defined
<input checked="" type="checkbox"/>	ADULT	ORCHCTR	C	102	PRICEA	407342	Active	367703 WC	(1)	N/A	None defined
<input type="checkbox"/>	ADULT	ORCHCTR	C	103	PRICEA	407342	Active	367703 WC	(1)	N/A	None defined
<input type="checkbox"/>	ADULT	ORCHCTR	C	104	PRICEA	407342	Active	367703 WC	(1)	N/A	None defined
<input type="checkbox"/>	ADULT	ORCHCTR	C	105	PRICEA	407342	Active	367703 WC	(1)	N/A	None defined

APPLY ACTION

- If the service charges were set to 'Refund Type' of "Auto," then they will be automatically refunded. If the service charges were set to 'Refund Type' of "Manual" and they should be refunded, click the icon to the right of 'Service Charge Subtotal' to bring up the Service Charge box. In order to manually refund service charges the user must have permission via *System Setup > Application Feature Permissions > Sales Permissions > 'Manually Refund.'*

Ticket Sales

Patron Cart [Coupons](#) [NOTES](#) [DELIVERY](#) [RECEIVABLES](#) **[PAYMENT](#)** [CONFIRM](#)

Order# 275082 - Offer# 12288004 Return

16BB0603 - Beauty and the Beast - June 3
Fri, Jun 3, 2016 8:00 PM EDT

2 seats at Theatre V **Totals**
Section: ORCHCTR; Row: C; Seats: 101-102 2 ADULT @ \$100.00 **(\$200.00)**

Method: Cash Amount: -200.00

Cash Tended:

[Create Credit](#) [Accept Payment](#)

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Credit Totals: \$0.00 Payment Totals: \$0.00

TOTAL DUE [Add Offer](#)



Ticket Total: **(\$200.00)**


Per Ticket Fee: \$0.00

Service Charge Subtotal: \$0.00

Grand Total: (\$200.00) CART BALANCE: (\$200.00)

[CANCEL](#) [CHECKOUT](#)

- Click the  icon to expand the service charge detail. Click on the  icon to return the service charge. After the adjustment, the selected icon will display as green and the amount due will be updated. Once all adjustments are complete, click **Close**.

SERVICE CHARGES						
Service Charge Group			Amount Reserved		Amount Due	
Per Ticket Fee			N/A		(\$4.00)	
Charge	Type	Orig Due	Curr Due	Orig Resv	Curr Resv	Adjustment Reason
 Per Ticket Fee	Ticket [R]	(\$4.00)	(\$4.00)			Manually ...

Close

- If a note is desired/required, click on the “NOTES” tab. Select a ‘Note Type,’ enter text in the ‘Note’ box as needed, and then click **Apply**.

NOTES

DELIVERY

RECEIVABLES

PAYMENT

CONFIRM

Note Type: RETREL - Return Release Reason New

Offer: 12288004


Note:

Patron is unable to attend the show.

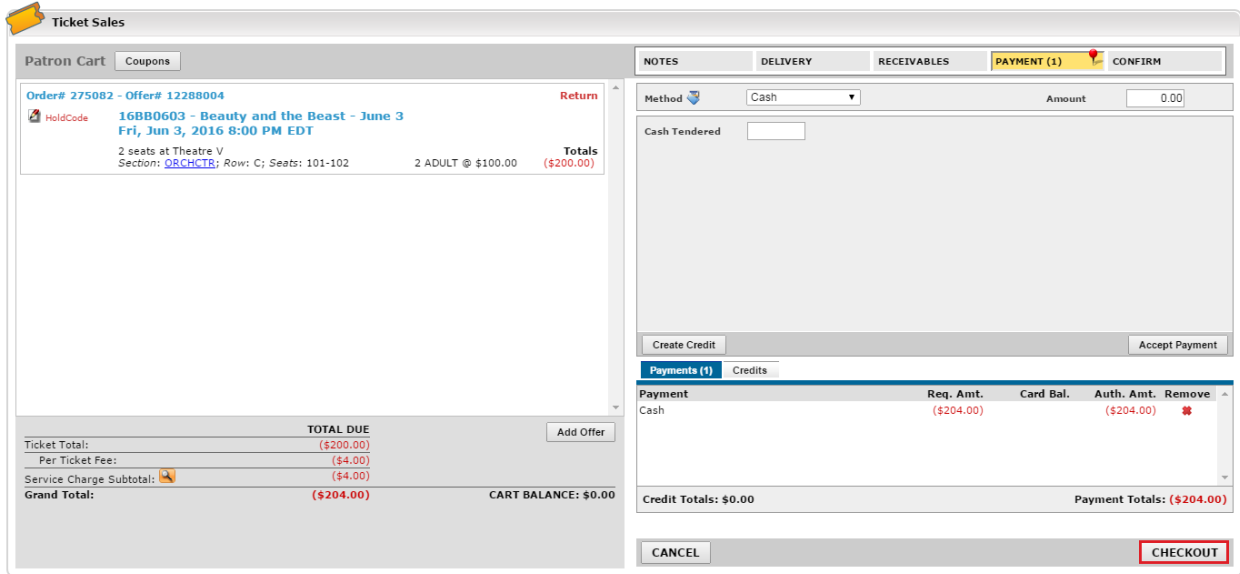
Apply

Edit	Type	Reference	Follow-Up	Note	Remove

- Click on the "PAYMENT" tab. Select the payment method, enter or confirm the dollar amount, and then click **Accept Payment**.

NOTES	DELIVERY	RECEIVABLES	PAYMENT	CONFIRM
Method 	Cash	Amount	-204.00	
Cash Tendered	<input type="text"/>			
Create Credit			Accept Payment	
Payments		Credits		
Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Credit Totals: \$0.00			Payment Totals: \$0.00	

- Click **CHECKOUT**.



Ticket Sales

Patron Cart Coupons

Order# 275082 - Offer# 12288004 Return

HoldCode 16BB0603 - Beauty and the Beast - June 3
 Fri, Jun 3, 2016 8:00 PM EDT

2 seats at Theatre V Totals
 Section: ORCHCTR; Row: C; Seats: 101-102 2 ADULT @ \$100.00 (\$200.00)

TOTAL DUE Add Offer

Ticket Total: (\$200.00)
 Per Ticket Fee: (\$4.00)
 Service Charge Subtotal: (\$4.00)
Grand Total: (\$204.00) CART BALANCE: \$0.00

NOTES DELIVERY RECEIVABLES **PAYMENT (1)** CONFIRM

Method: Cash Amount: 0.00

Cash Tended:

Create Credit Accept Payment

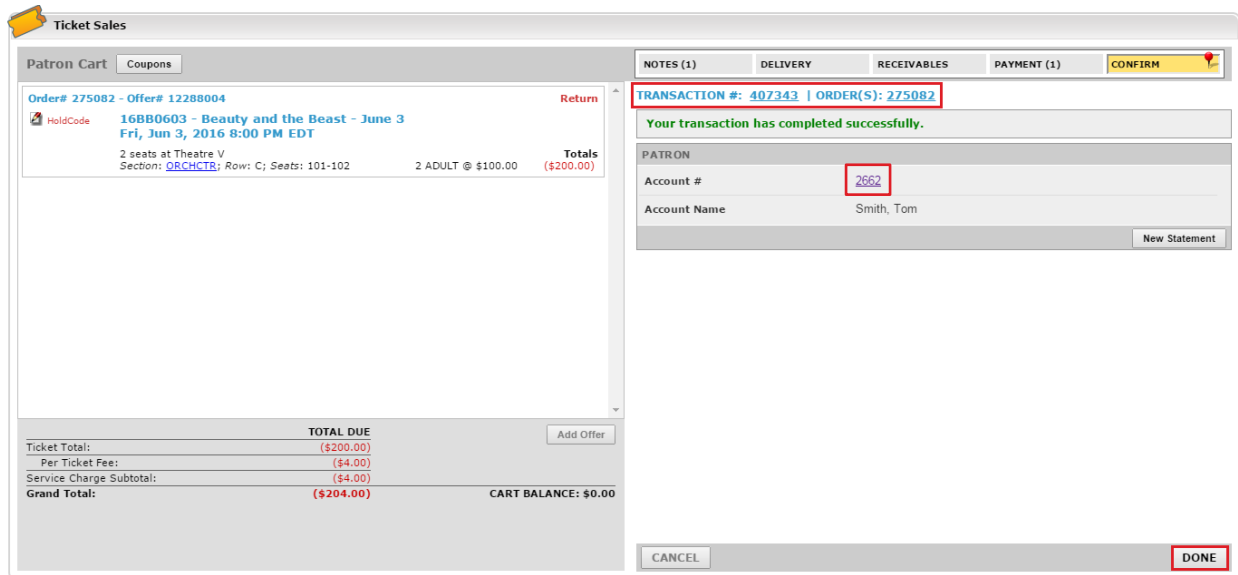
Payments (1) Credits

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Cash	(\$204.00)		(\$204.00)	

Credit Totals: \$0.00 Payment Totals: (\$204.00)

CANCEL **CHECKOUT**

- Once the return is confirmed, click **DONE** to return to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* screen in *Ticket Services*, click on the corresponding hyperlink.



Ticket Sales

Patron Cart Coupons

Order# 275082 - Offer# 12288004 Return

HoldCode 16BB0603 - Beauty and the Beast - June 3
 Fri, Jun 3, 2016 8:00 PM EDT

2 seats at Theatre V Totals
 Section: ORCHCTR; Row: C; Seats: 101-102 2 ADULT @ \$100.00 (\$200.00)

TOTAL DUE Add Offer

Ticket Total: (\$200.00)
 Per Ticket Fee: (\$4.00)
 Service Charge Subtotal: (\$4.00)
Grand Total: (\$204.00) CART BALANCE: \$0.00

NOTES (1) DELIVERY RECEIVABLES PAYMENT (1) **CONFIRM**

TRANSACTION #: 407343 | ORDER(S): 275082

Your transaction has completed successfully.

PATRON

Account # **2662**

Account Name Smith, Tom

New Statement

CANCEL **DONE**

Note: If the *System Setup > Application Feature Permission > Sales Permissions > 'Change Transaction Checkout Behavior'* is enabled for a user, the user will be returned ticket sales upon checkout: the user is not required to click **DONE**.

The *ORDER* screen will now only display the active tickets.

Ticket Services

ORDER: 275082

Total Amount	\$309.50	Financial Patron Id	2662	Balance	\$720.00
Sales Amount	\$309.50	Account Name	Smith, Tom	Credits	
Reservation Amount	\$0.00	Contact Name	Tom Smith	Non-Available Credits	
Sales Balance	\$0.00	Contact Phone	(714) 327-5400		
Sales Rep		Contact Email	tsmith@tickets.com		
Service Rep					
Marketing Source					

TICKETS - PRIMARY

Select Action: Select Action | [Select All](#) | [Clear All](#) | Selected Ticket Count: 0

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	#	Tix Value	Offer Type	Seat Info
ADULT	ORCHCTR	C	103	PRICEA	407342	\$100.00	Active	367703 WC	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	104	PRICEA	407342	\$100.00	Active	367703 WC	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	105	PRICEA	407342	\$100.00	Active	367703 WC	(1)	-	N/A	None defined

APPLY ACTION

The “Transaction” tab will display the sale and return transactions associated with the order.

Trans Id	Trans Patron Info	Channel	Agency	User	Date
407343	2662 : Smith, Tom	Box Office	Box Office Manager	John Smith	4/8/2015 7:08 AM PDT
407342	2662 : Smith, Tom	Box Office	Box Office Manager	John Smith	4/8/2015 6:56 AM PDT

The Sale transaction will display the status for the sold and returned tickets.

TICKETS

ORDER: 275082 - Primary

Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery	#	Tix Value	Offer Type	Seat Info
ADULT	ORCHCTR	C	101	PRICEA	\$100.00	Return	ID# 407343	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	102	PRICEA	\$100.00	Return	ID# 407342	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	103	PRICEA	\$100.00	Current	367703 WC	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	104	PRICEA	\$100.00	Current	367703 WC	(1)	-	N/A	None defined
ADULT	ORCHCTR	C	105	PRICEA	\$100.00	Current	367703 WC	(1)	-	N/A	None defined

The Return transaction will display details on the returned tickets.

TICKETS

ORDER: 275082 - Primary

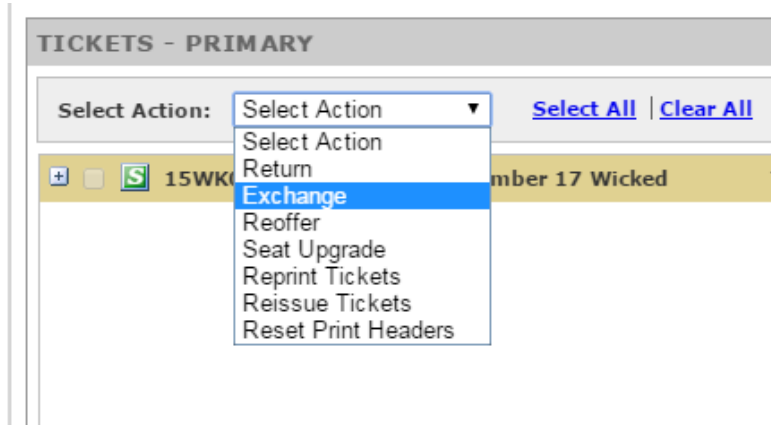
Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery	#	Tix Value	Offer Type	Seat Info
ADULT	ORCHCTR	C	101	PRICEA	\$100.00	Inactive		(1)	-	N/A	None defined
ADULT	ORCHCTR	C	102	PRICEA	\$100.00	Inactive		(1)	-	N/A	None defined


Exchange a Ticket

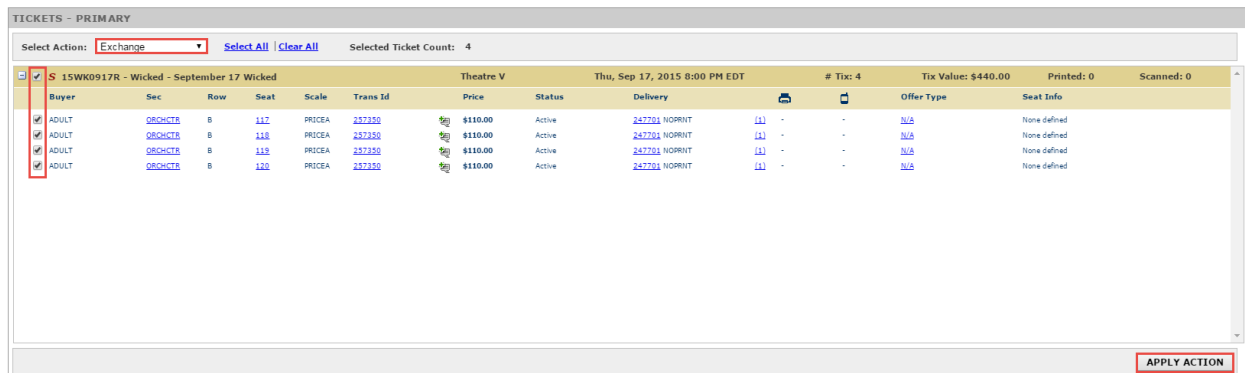
An exchange represents the return of seats and the sale of replacement seats in the same transaction.

To process an exchange, a user must have the appropriate access for Exchange Return/Release and Exchange Sale in Package Access (Full and Partial Package Exchange) and Event Access (Single Tickets and Group Tickets). In the example below, we will exchange Single Tickets.

- From the *ORDER* screen, select “Exchange” from the ‘Select Action’ dropdown menu.



- Click the  icon to expand the event information line to display the seat level details if necessary. Select the seats to be exchanged by checking the box corresponding to the seats. Click **APPLY ACTION**.



The screenshot shows the 'TICKETS - PRIMARY' interface with the 'Exchange' action selected in the dropdown. The table below displays ticket details for '15WK0917R - Wicked - September 17 Wicked'. The table has columns for Buyer, Sec, Row, Seat, Scale, Trans Id, Price, Status, Delivery, Offer Type, and Seat Info. The first four rows are checked, indicating they are selected for the exchange. The 'APPLY ACTION' button is highlighted in red at the bottom right.

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
<input checked="" type="checkbox"/>	ADULT	ORCHTRS	B	117	PRICEA	257350	Active	247201 NORPNT	N/A	None defined
<input checked="" type="checkbox"/>	ADULT	ORCHTRS	B	118	PRICEA	257350	Active	247201 NORPNT	N/A	None defined
<input checked="" type="checkbox"/>	ADULT	ORCHTRS	B	119	PRICEA	257350	Active	247201 NORPNT	N/A	None defined
<input checked="" type="checkbox"/>	ADULT	ORCHTRS	B	120	PRICEA	257350	Active	247201 NORPNT	N/A	None defined

- Enter search criteria for the new event into which the tickets are being exchanged. Click **FIND**.

Exchange Sales

SINGLE EVENT EXCHANGE SEARCH Hide

Code:

Description:

Secondary Title:

Keywords:

Date: to

Day of Week: All Su M Tu W Th F Sa

Venue: THEATREV - Theatre V

Region:

Season: 15BDWY - 2015 Broadway Season

Event Run: 15WK - 2015 Wicked

Event Group:

Primary Org Affiliate:

Promotion Code:

Promotion Description:

Note: The eligibility of Events for which you can exchange into may be restricted by Package Event List Equivalences (for Partial Package Exchanges), Exchange Groups, and/or Exchange Context Settings in Package or Event Administration.

- Select the event by clicking on the icon.

Exchange Sales

SINGLE EVENT EXCHANGE SEARCH Hide

Code:

Description:

Secondary Title:

Keywords:

Date: to

Day of Week: All Su M W Th F Sa

Venue: THEATREV - Theatre V

Region:

Season: 15BDWY - 2015 Broadway Season

Event Run: 15WK - 2015 Wicked

Event Group:

Primary Org Affiliate:

Promotion Code:

Promotion Description:

RESULTS: 2 FOUND

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
<input type="checkbox"/>	A	15WK0916W	Wicked - September 16	Wicked	Theatre V	9/16/2015 8:00 PM EDT	Wed	On Sale	1,122
<input checked="" type="checkbox"/>	A	15WK0923W	Wicked - September 23	Wicked	Theatre V	9/23/2015 8:00 PM EDT	Wed	On Sale	1,154

- Select seats using Best Available or Map method.

EVENT EXCHANGE

From: 15WK0917R - Wicked - September 17 Wicked on Thu, Sep 17, 2015 8:00 PM EDT

To: 15WK0923W - Wicked - September 23 Wicked on Wed, Sep 23, 2015 8:00 PM EDT

Returning 4 seat(s).

Best

FINANCIAL PATRON

Smith, Tom
Primary Contact Tom Smith

Exchange Sales

15WK0923W - WICKED - SEPTEMBER 23 WICKED - WED, SEP 23, 2015 8:00 PM EDT

Sale Type: Single

Seats:

Seat Command:

Extended Seat Definitions:

Options

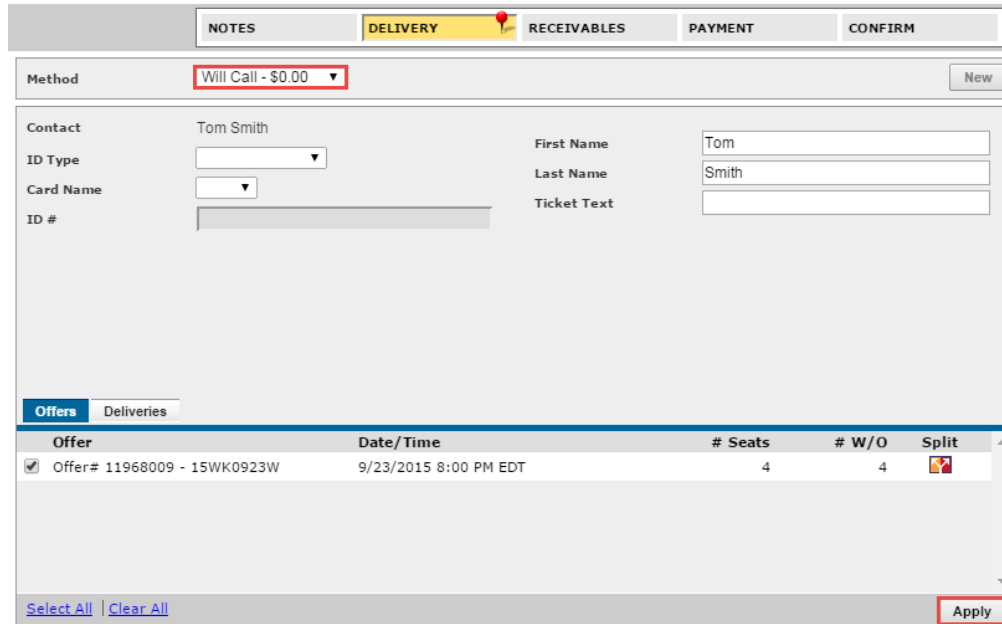
Skip Alternate Offers

Availability

Hold Code: Promotion:

Select	Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/>	PRICEA	PRICE A	\$110.00	160	20		
<input type="checkbox"/>	PRICEB	PRICE B	\$90.00	444	30		
<input type="checkbox"/>	PRICEC	PRICE C	\$70.00	440	20		
<input type="checkbox"/>	PRICED	PRICE D	\$60.00	120	30		

- From the “DELIVERY” tab, select the delivery method for the new tickets and click **Apply**.



Method: Will Call - \$0.00

Contact: Tom Smith

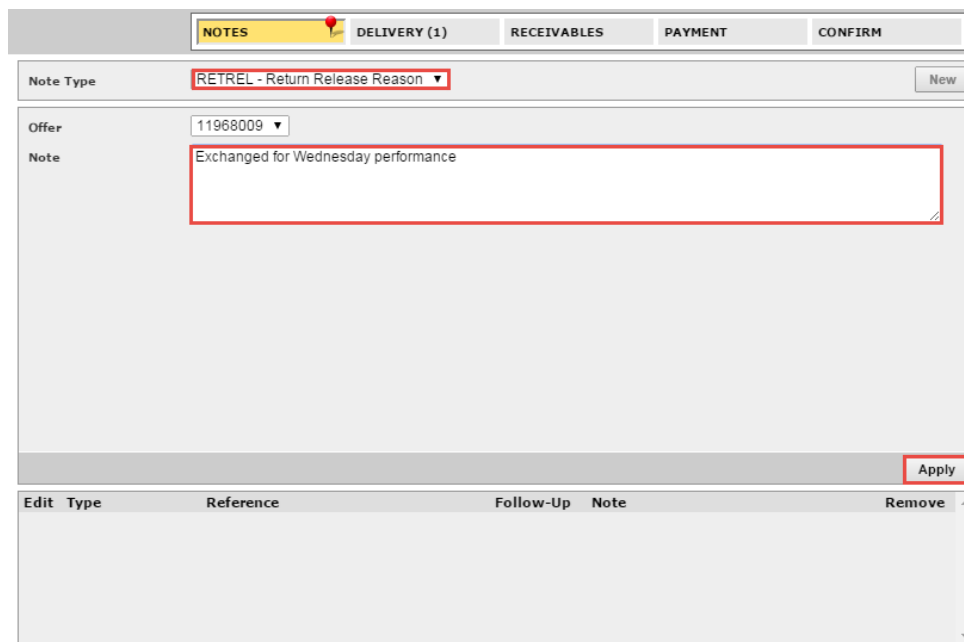
First Name: Tom

Last Name: Smith

Offer # 11968009 - 15WK0923W Date/Time: 9/23/2015 8:00 PM EDT # Seats: 4 # W/O: 4

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

- If a note is desired/required, click on the “NOTES” tab. Select the ‘Note Type,’ enter text in the ‘Note’ box as needed, and then click **Apply**.



Note Type: RETREL - Return Release Reason

Offer: 11968009

Note: Exchanged for Wednesday performance

Apply

Edit	Type	Reference	Follow-Up	Note	Remove

- Enter payment if required. When the Cart Balance is \$0.00, click **CHECKOUT**.

Ticket Sales

Patron Cart | Coupons

Order# 185080 - Offer# 11968009 Single Exchange Sale

Modify 15WK0923W - Wicked - September 23 Wicked
 HoldCode Wed, Sep 23, 2015 8:00 PM EDT

4 seats at Theatre V
 Section: ORCHSTR; Row: A; Seats: 101-104 4 ADULT @ \$110.00

Totals
 \$440.00

Exchange From: 15WK0917R (\$440.00)

TOTAL DUE
 Ticket Total: \$0.00
 Per Ticket Fee: \$0.00
 Service Charge Subtotal: \$0.00
Grand Total: \$0.00 CART BALANCE: \$0.00

Method: Cash Amount: 0.00

Cash Tended:

Create Credit | Accept Payment

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Credit Totals: \$0.00				
Payment Totals: \$0.00				

CANCEL CHECKOUT

- Once the exchange is confirmed, click **DONE** to return to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* screen in *Ticket Services*, click on the corresponding hyperlink.

NOTES (1) | DELIVERY (1) | RECEIVABLES | PAYMENT | **CONFIRM**

TRANSACTION #: [457346](#) | ORDER(S): [185080](#)

Your transaction has completed successfully.

PATRON

Account # [2662](#)

Account Name Smith, Tom

[New Statement](#)

CANCEL DONE

In the *ORDER* screen, both the exchanged from and exchanged into events will be displayed.

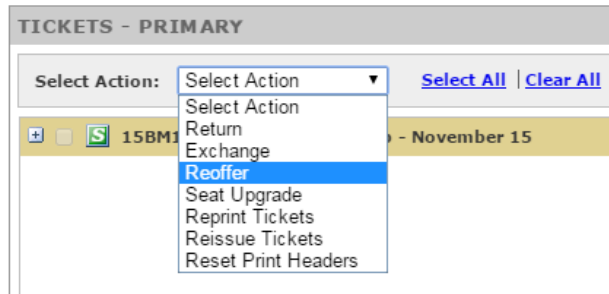
TICKETS - PRIMARY							
Select Action:	Select Action	Select All	Clear All	Selected Ticket Count:			
<input type="checkbox"/>	S 15WK0917R - Wicked - September 17 Wicked	Theatre V	Thu, Sep 17, 2015 8:00 PM EDT	# Tix: 0	Tix Value: \$0.00	Printed: 0	Scanned: 0
<input checked="" type="checkbox"/>	S 15WK0923W - Wicked - September 23 Wicked	Theatre V	Wed, Sep 23, 2015 8:00 PM EDT	# Tix: 4	Tix Value: \$440.00	Printed: 0	Scanned: 0


Reoffer

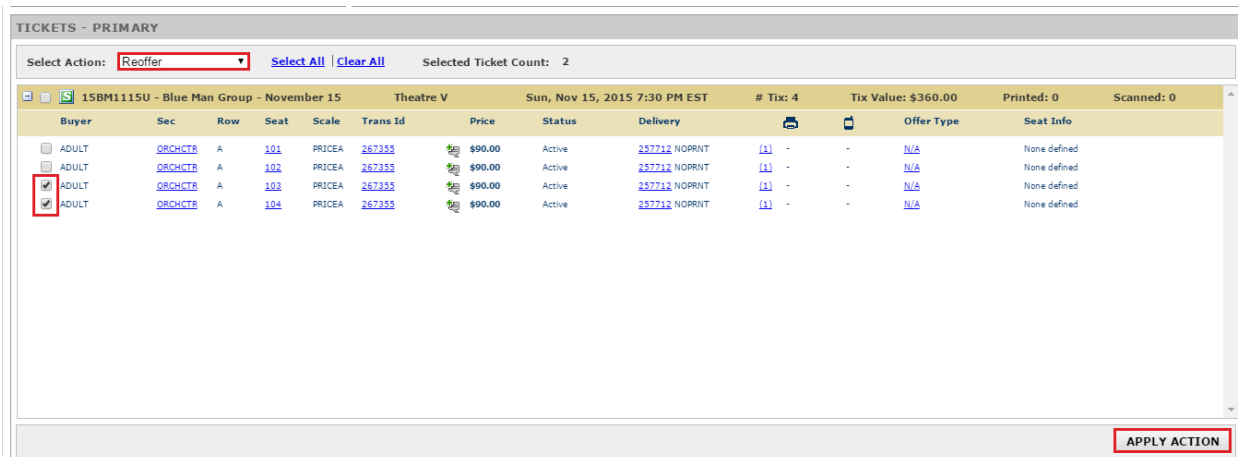
Reoffering tickets is the sale and return of the same seats. This process allows the user to change the Buyer Type, or edit the price of the existing Buyer Type, if so configured. The process also allows the user to retain the barcodes when reoffering tickets.

To reoffer tickets, the user must have the appropriate Sale/Reservation and Return/Release access in Package Access and Event Access.

- From the *ORDER* screen, select “Reoffer” from the ‘Select Action’ dropdown menu.



- Click the  icon to expand the event information line to display the seat level details if necessary. Select the seats to be reoffered by checking the box corresponding to the seats. Click **APPLY ACTION**.



The screenshot shows the 'TICKETS - PRIMARY' interface with the 'Reoffer' action selected in the dropdown. The 'Selected Ticket Count' is 2. The table below shows the details for the selected tickets.

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	# Tix	Tix Value	Printed	Scanned
<input type="checkbox"/> ADULT	ORCHCTE	A	101	PRICEA	267355	\$90.00	Active	257212 NOPRINT	1	-	0	0
<input type="checkbox"/> ADULT	ORCHCTE	A	102	PRICEA	267355	\$90.00	Active	257212 NOPRINT	1	-	0	0
<input checked="" type="checkbox"/> ADULT	ORCHCTE	A	103	PRICEA	267355	\$90.00	Active	257212 NOPRINT	1	-	0	0
<input checked="" type="checkbox"/> ADULT	ORCHCTE	A	104	PRICEA	267355	\$90.00	Active	257212 NOPRINT	1	-	0	0

At the bottom right of the interface, there is a red-bordered button labeled 'APPLY ACTION'.

This will advance you to the Patron Cart.

Ticket Sales

Patron Cart | Coupons

Order# 195085 - Offer# 12288005 Single Reoffer

15BM1115U - Blue Man Group - November 15
 Sun, Nov 15, 2015 7:30 PM EST

2 seats at Theatre V
 Section: ORCHCTR; Row: A; Seats: 103-104 2 ADULT @ \$90.00 **Totals \$180.00**

Original Value (\$180.00)

TOTAL DUE		Add Offer
Ticket Total:	\$0.00	
Per Order Charge:	\$3.50	
Per Ticket Fee:	\$4.00	
Service Charge Subtotal:	\$7.50	
Grand Total:	\$7.50	CART BALANCE: \$7.50

Method: Cash Amount: 7.50

Cash Tended:

Create Credit Accept Payment

Payments Credits

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Credit Totals: \$0.00 Payment Totals: \$0.00				

CANCEL CHECKOUT

Note: If Service Charges need to be edited (removed or reduced), and the user has access to edit service charges via the Application Feature Permission, and are configured to be editable, then click on the icon to the right of the Service Charge Subtotal to bring up the Service Charge box.

To reoffer the tickets, click the **Modify** icon in the Order – Offer summary frame.

Ticket Sales

Patron Cart | Coupons

Order# 195085 - Offer# 12288005 Single Reoffer

Modify **15BM1115U - Blue Man Group - November 15**
 Sun, Nov 15, 2015 7:30 PM EST

2 seats at Theatre V
 Section: ORCHCTR; Row: A; Seats: 103-104 2 ADULT @ \$90.00 **Totals \$180.00**

Original Value (\$180.00)

TOTAL DUE		Add Offer
Ticket Total:	\$0.00	
Per Order Charge:	\$0.00	
Per Ticket Fee:	\$0.00	
Service Charge Subtotal:	\$0.00	
Grand Total:	\$0.00	CART BALANCE: \$0.00

Method: Cash Amount: 0.00

Cash Tended:

Create Credit Accept Payment

Payments Credits

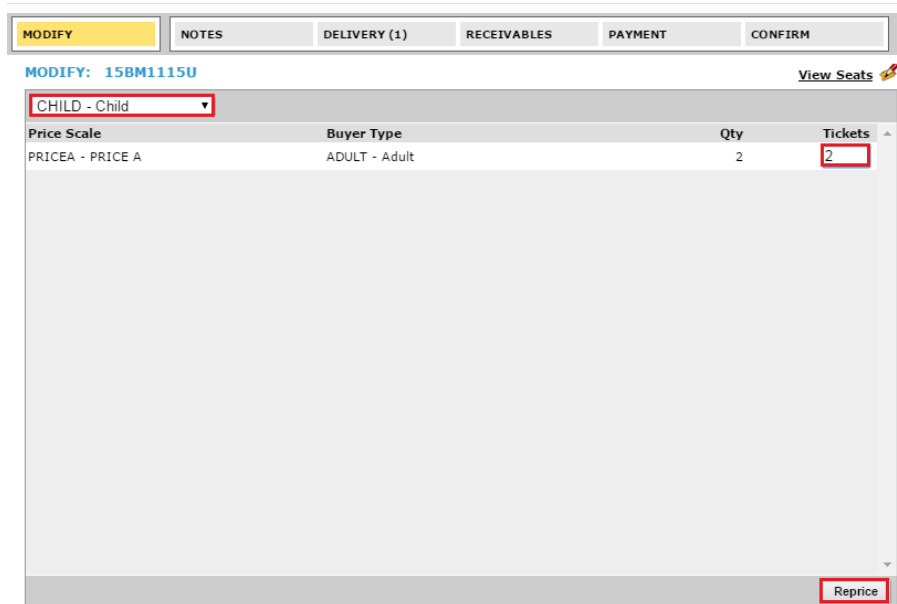
Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Credit Totals: \$0.00 Payment Totals: \$0.00				

CANCEL CHECKOUT

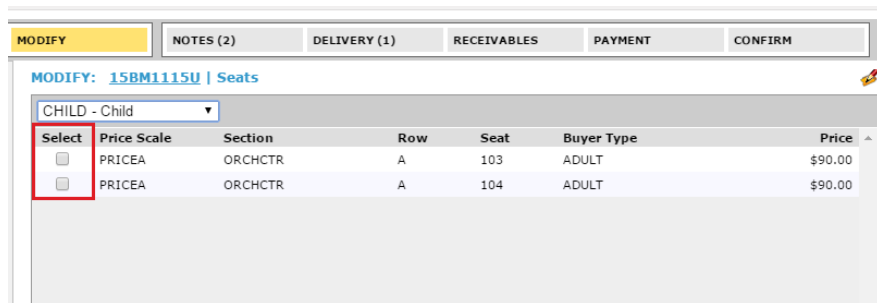
Note: The reprice of seats may take place automatically if the access to the Buyer Type of the tickets to be repriced has changed.


The "MODIFY" tab displays, and the right side of the screen displays the transaction's current Buyer Type and seat quantity information.

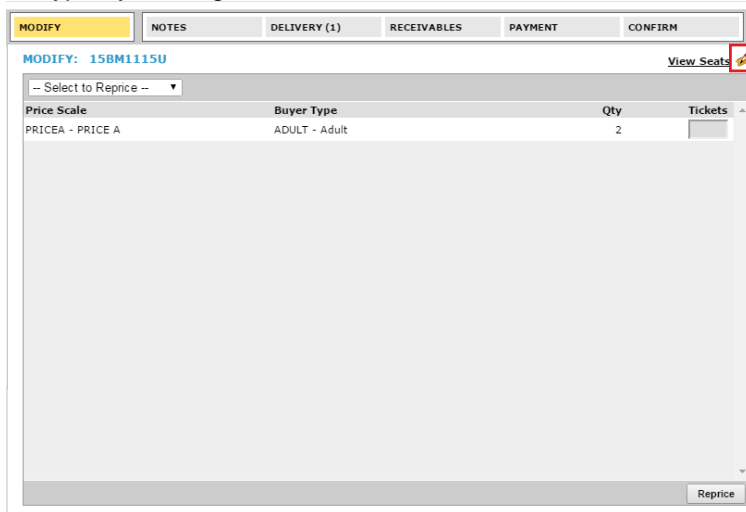
- To reprice a seat or seats, use the dropdown to set the new Buyer Type, enter the seat quantity in the Tickets column, and then click **Reprice**



Note: You can also reprice seats individually by clicking **View Seats**.



- If authorized, and a Buyer Type is set to be editable, you can edit the price of the tickets without changing the Buyer Type by clicking on the  icon.



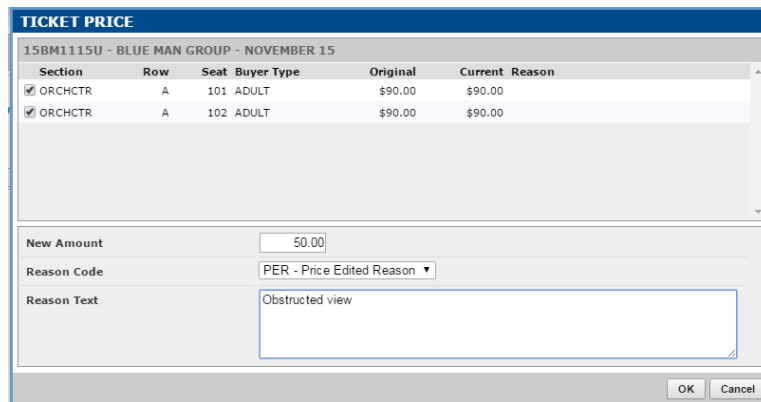
MODIFY: 15BM1115U

-- Select to Reprice --

Price Scale	Buyer Type	Qty	Tickets
PRICEA - PRICE A	ADULT - Adult	2	

Reprice

- Select the seats for which you want to edit the price. Enter the updated price in the 'New Amount' box, select a 'Reason Code', and type text in the 'Reason Text' box as needed.. Once complete, click **OK**. To close the pop-up, click **Cancel** or 'Esc.'



TICKET PRICE

15BM1115U - BLUE MAN GROUP - NOVEMBER 15

Section	Row	Seat	Buyer Type	Original	Current	Reason
<input checked="" type="checkbox"/>	ORCHCTR	A	101 ADULT	\$90.00	\$90.00	
<input checked="" type="checkbox"/>	ORCHCTR	A	102 ADULT	\$90.00	\$90.00	


New Amount:

Reason Code:

Reason Text:

OK Cancel

- If the tickets that are being reoffered have a valid barcode, then you will have the option to retain the barcode during the reoffer process. To retain the barcodes, select 'Keep Barcodes.'



Keep Barcodes Reprice

- From the “DELIVERY” tab, select the delivery method, and then click **Apply**.

NOTES
DELIVERY
RECEIVABLES
PAYMENT
CONFIRM

Method: Will Call - \$0.00 New

Contact: Denise Miller
 ID Type: ▼
 Card Name: ▼
 ID #:

First Name: Denise
 Last Name: Miller
 Ticket Text:

Offers
Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12288006 - 15BM1115U	11/15/2015 7:30 PM EST	2	2	

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

Seats W/O Delivery: 2
Delivery Totals: \$0.00

Note: You will not need to select a delivery method if you chose to retain the barcodes since the original tickets can be used.

- If there is a balance owed or due, select the payment method and click **Accept Payment**.

NOTES
DELIVERY (1)
RECEIVABLES
PAYMENT
CONFIRM

Method: Cash Amount: -20.00

Cash Tended:

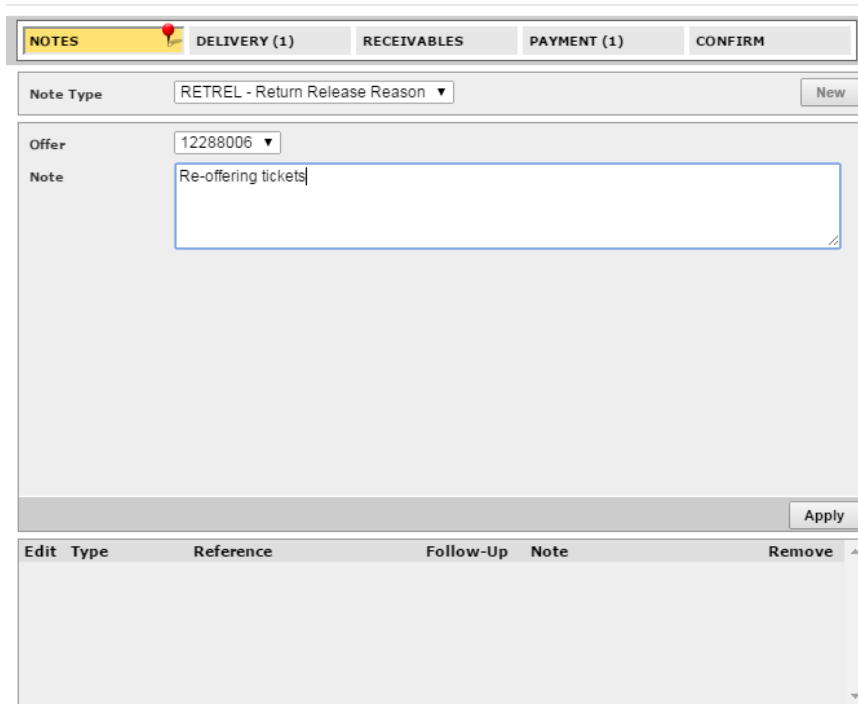
Create Credit
Accept Payment

Payments
Credits

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Credit Totals: \$0.00
Payment Totals: \$0.00

- If a note is desired/required, click on the “NOTES” tab. Select the ‘Note Type,’ enter text in the ‘Note’ box as needed, and then click **Apply**.



NOTES DELIVERY (1) RECEIVABLES PAYMENT (1) CONFIRM

Note Type RETREL - Return Release Reason New

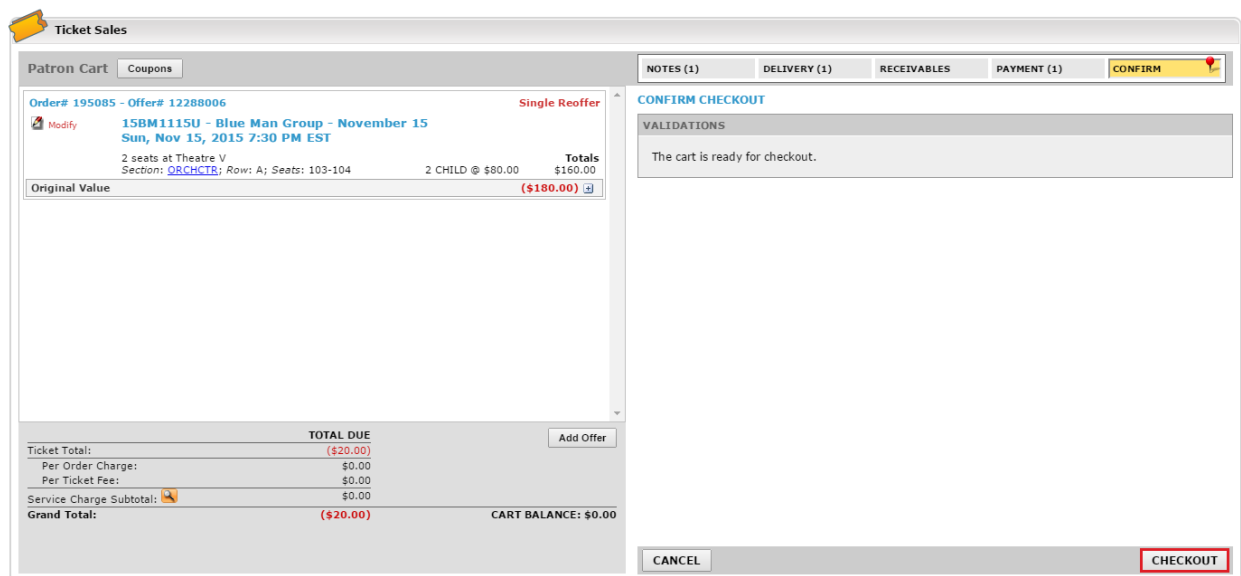
Offer 12288006

Note Re-offering tickets

Apply

Edit	Type	Reference	Follow-Up	Note	Remove

- To complete the reoffer, click **CHECKOUT**.



Ticket Sales

Patron Cart Coupons

Order# 195085 - Offer# 12288006 Single Reoffer

15BM1115U - Blue Man Group - November 15 Sun, Nov 15, 2015 7:30 PM EST

2 seats at Theatre V Section: ORCHCTR; Row: A; Seats: 103-104 2 CHILD @ \$80.00 Totals \$160.00

Original Value (\$180.00)

CONFIRM CHECKOUT

VALIDATIONS

The cart is ready for checkout.

TOTAL DUE (\$20.00) Add Offer

Ticket Total: (\$20.00)

Per Order Charge: \$0.00

Per Ticket Fee: \$0.00

Service Charge Subtotal: \$0.00

Grand Total: (\$20.00) CART BALANCE: \$0.00

CANCEL CHECKOUT

- Once the reoffer is confirmed, click **DONE** to return to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* screen in *Ticket Services*, click on the corresponding hyperlink.

NOTES (1)
DELIVERY (1)
RECEIVABLES
PAYMENT (1)
CONFIRM

TRANSACTION #: [407345](#) | **ORDER(S):** [195085](#)

Your transaction has completed successfully.

PATRON

Account # [2683](#)

Account Name Miller, Denise

[New Statement](#)

CANCEL
DONE

In the *ORDER* screen, the tickets will display with the new Buyer Type.

TICKETS - PRIMARY																																																																														
Select Action: Select Action Select All Clear All Selected Ticket Count: 0																																																																														
<div style="display: flex; justify-content: space-between; font-size: small;"> 15BM1115U - Blue Man Group - November 15 Theatre V Sun, Nov 15, 2015 7:30 PM EST # Tix: 4 Tix Value: \$340.00 Printed: 0 Scanned: 0 </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Buyer</th> <th>Sec</th> <th>Row</th> <th>Seat</th> <th>Scale</th> <th>Trans Id</th> <th>Price</th> <th>Status</th> <th>Delivery</th> <th></th> <th></th> <th>Offer Type</th> <th>Seat Info</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> ADULT</td> <td>ORCHCTR</td> <td>A</td> <td>101</td> <td>PRICEA</td> <td>267355</td> <td>\$90.00</td> <td>Active</td> <td>257712 NOPRNT</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> <tr> <td><input type="checkbox"/> ADULT</td> <td>ORCHCTR</td> <td>A</td> <td>102</td> <td>PRICEA</td> <td>267355</td> <td>\$90.00</td> <td>Active</td> <td>257712 NOPRNT</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> <tr> <td><input type="checkbox"/> CHILD</td> <td>ORCHCTR</td> <td>A</td> <td>103</td> <td>PRICEA</td> <td>407345</td> <td>\$80.00</td> <td>Active</td> <td>367704 WC</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> <tr> <td><input type="checkbox"/> CHILD</td> <td>ORCHCTR</td> <td>A</td> <td>104</td> <td>PRICEA</td> <td>407345</td> <td>\$80.00</td> <td>Active</td> <td>367704 WC</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> </tbody> </table>														Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery			Offer Type	Seat Info	<input type="checkbox"/> ADULT	ORCHCTR	A	101	PRICEA	267355	\$90.00	Active	257712 NOPRNT	(1)	-	N/A	None defined	<input type="checkbox"/> ADULT	ORCHCTR	A	102	PRICEA	267355	\$90.00	Active	257712 NOPRNT	(1)	-	N/A	None defined	<input type="checkbox"/> CHILD	ORCHCTR	A	103	PRICEA	407345	\$80.00	Active	367704 WC	(1)	-	N/A	None defined	<input type="checkbox"/> CHILD	ORCHCTR	A	104	PRICEA	407345	\$80.00	Active	367704 WC	(1)	-	N/A	None defined
Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery			Offer Type	Seat Info																																																																		
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<input type="checkbox"/> CHILD	ORCHCTR	A	104	PRICEA	407345	\$80.00	Active	367704 WC	(1)	-	N/A	None defined																																																																		

In the *TRANSACTION* screen, you will see a return transaction of the old Buyer Type and a sale transaction with the new Buyer Type.

TICKETS																																																	
ORDER: 195085 - Primary																																																	
<div style="display: flex; justify-content: space-between; font-size: small;"> S RT Offer# 12288006 15BM1115U - Blue M... Theatre V Sun, Nov 15, 2015 7:30 PM EST # Tix: 2 Tix Value: \$180.00 Printed: 0 Scanned: 0 </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Buyer</th> <th>Sec</th> <th>Row</th> <th>Seat</th> <th>Scale</th> <th>Price</th> <th>Status</th> <th>Delivery</th> <th></th> <th></th> <th>Offer Type</th> <th>Seat Info</th> </tr> </thead> <tbody> <tr> <td>ADULT</td> <td>ORCHCTR</td> <td>A</td> <td>103</td> <td>PRICEA</td> <td>\$90.00</td> <td>Inactive</td> <td></td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> <tr> <td>ADULT</td> <td>ORCHCTR</td> <td>A</td> <td>104</td> <td>PRICEA</td> <td>\$90.00</td> <td>Inactive</td> <td></td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> </tbody> </table>														Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery			Offer Type	Seat Info	ADULT	ORCHCTR	A	103	PRICEA	\$90.00	Inactive		(1)	-	N/A	None defined	ADULT	ORCHCTR	A	104	PRICEA	\$90.00	Inactive		(1)	-	N/A	None defined
Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery			Offer Type	Seat Info																																						
ADULT	ORCHCTR	A	103	PRICEA	\$90.00	Inactive		(1)	-	N/A	None defined																																						
ADULT	ORCHCTR	A	104	PRICEA	\$90.00	Inactive		(1)	-	N/A	None defined																																						
<div style="display: flex; justify-content: space-between; font-size: small;"> S SA Offer# 12288006 15BM1115U - Blue M... Theatre V Sun, Nov 15, 2015 7:30 PM EST # Tix: 2 Tix Value: \$160.00 Printed: 0 Scanned: 0 </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Buyer</th> <th>Sec</th> <th>Row</th> <th>Seat</th> <th>Scale</th> <th>Price</th> <th>Status</th> <th>Delivery</th> <th></th> <th></th> <th>Offer Type</th> <th>Seat Info</th> </tr> </thead> <tbody> <tr> <td>CHILD</td> <td>ORCHCTR</td> <td>A</td> <td>103</td> <td>PRICEA</td> <td>\$80.00</td> <td>Current</td> <td>367704 WC</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> <tr> <td>CHILD</td> <td>ORCHCTR</td> <td>A</td> <td>104</td> <td>PRICEA</td> <td>\$80.00</td> <td>Current</td> <td>367704 WC</td> <td>(1)</td> <td>-</td> <td>N/A</td> <td>None defined</td> </tr> </tbody> </table>														Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery			Offer Type	Seat Info	CHILD	ORCHCTR	A	103	PRICEA	\$80.00	Current	367704 WC	(1)	-	N/A	None defined	CHILD	ORCHCTR	A	104	PRICEA	\$80.00	Current	367704 WC	(1)	-	N/A	None defined
Buyer	Sec	Row	Seat	Scale	Price	Status	Delivery			Offer Type	Seat Info																																						
CHILD	ORCHCTR	A	103	PRICEA	\$80.00	Current	367704 WC	(1)	-	N/A	None defined																																						
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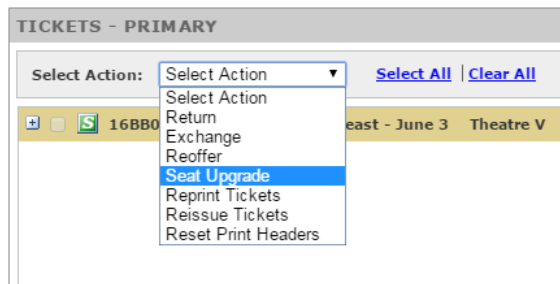
Seat Upgrade

A "seat upgrade" is a form of an exchange in which the system ensures that the targeted (exchanged into) event is the same as the original (exchanged from) event, eliminating the need to search for and select a target event in the exchange flow. The new seats do not need to be priced higher than the original seats for an upgrade.

A seat upgrade can be used in place of single, group, or partial package exchanges. Seat upgrade is also available for certain bundles. Bundle secondary tickets are only eligible for Seat Upgrade activity if there is a 1:1 relationship between the primary and non-primary events. All seats related to the purchase of bundle value tickets must be selected for the upgrade process.

To process a seat upgrade, a user must have the appropriate access for Seat Upgrade in Package Access (Partial Package) and Event Access (Single Tickets and Group Tickets).

- From the *ORDER* screen, select "Seat Upgrade" from the 'Select Action' dropdown menu.



- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to be upgraded by checking the box corresponding to the seats. Click **APPLY ACTION**.

The screenshot shows a table of tickets with the following columns: Buyer, Sec, Row, Seat, Scale, Trans Id, Price, Status, Delivery, Offer Type, and Seat Info. The 'Buyer' column has checkboxes for each row, and the 'APPLY ACTION' button is highlighted in red at the bottom right.

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	109	PRICEA	407341	\$100.00	Active	367702 WC	N/A	None defined
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	110	PRICEA	407341	\$100.00	Active	367702 WC	N/A	None defined
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	111	PRICEA	407341	\$100.00	Active	367702 WC	N/A	None defined
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	112	PRICEA	407341	\$100.00	Active	367702 WC	N/A	None defined
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	113	PRICEA	407341	\$100.00	Active	367702 WC	N/A	None defined

- Select seats using Best Available or the Seat Map.

Select Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/> PRICEA	PRICE A	\$100.00	135	20		
<input type="checkbox"/> PRICEB	PRICE B	\$90.00	424	30		
<input type="checkbox"/> PRICEC	PRICE C	\$75.00	421	20		
<input type="checkbox"/> PRICED	PRICE D	\$50.00	116	30		

Note: Event navigation in Best Available and map sales is disabled for seat upgrades.

- Once you have selected seats, advance to the Patron Cart. If required, enter a Note, select Delivery, and select and accept Payment for any balance due or owed. To complete the upgrade, click **CHECKOUT**.

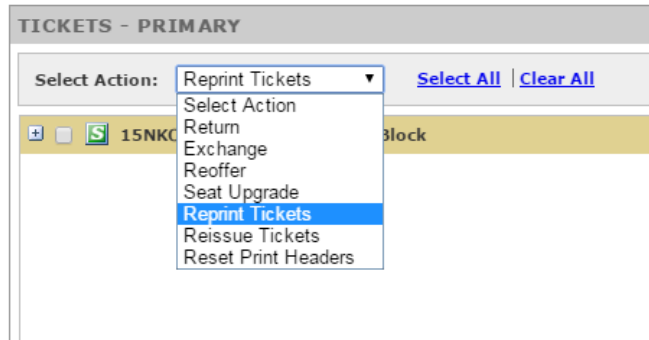
Note: During a seat upgrade, the existing delivery is retained if the delivery is available for new tickets. Otherwise, a new delivery will need to be selected.

Reprint a Ticket

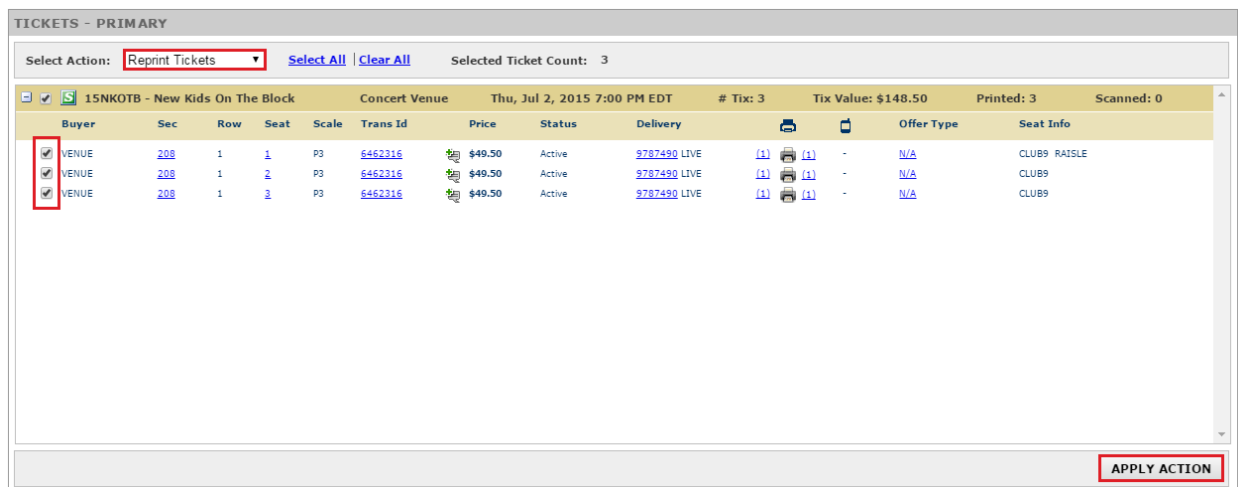
Reprinting a ticket will generate a new barcode and invalidate the previous barcode.

To reprint a ticket, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Reprint Tickets From History.'*

- A ticket may be reprinted from the *ORDER* screen or from the *DELIVERY* screen. In either case, the steps are the same. From the *ORDER* screen, select "Reprint Tickets" from the 'Select Action' dropdown menu.



- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to be reprinted by checking the box corresponding to the seats. Click **APPLY ACTION**.



Note: If you are unable to select seats, and you have permission to reprint tickets, then the tickets may not yet be printed.

- Confirm the print settings, if required, and click **Print**.

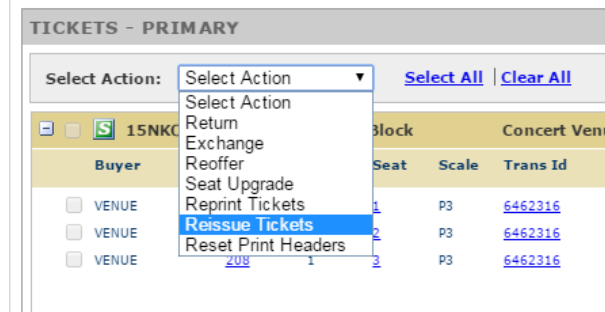
PRINT TICKETS			
Ticket Printers		<input type="checkbox"/> Use Secondary Printer	
Primary	TIXX - Craig Thurmer	Secondary	
Stock	TDC Brand / Watermark Standard		
Receipt Printers		<input type="checkbox"/> Use Secondary Printer	
Primary	TIXX - Craig Thurmer	Secondary	
Stock	TDC Brand / Watermark Standard		
Change Printers			
PRINT OPTIONS			
Payment Status	Fully Paid Deliveries Only	Guillotine	Never
Receipt Options	<input checked="" type="checkbox"/> Print Credit Card Receipt <input checked="" type="checkbox"/> Print Other Receipt	Address Cards	Before Tickets
Print Receipts	<input checked="" type="radio"/> After Tickets <input type="radio"/> Before Tickets	Print Cards To	<input checked="" type="radio"/> Ticket Printer <input type="radio"/> Receipt Printer
Print Cancel			


Reissue a Ticket

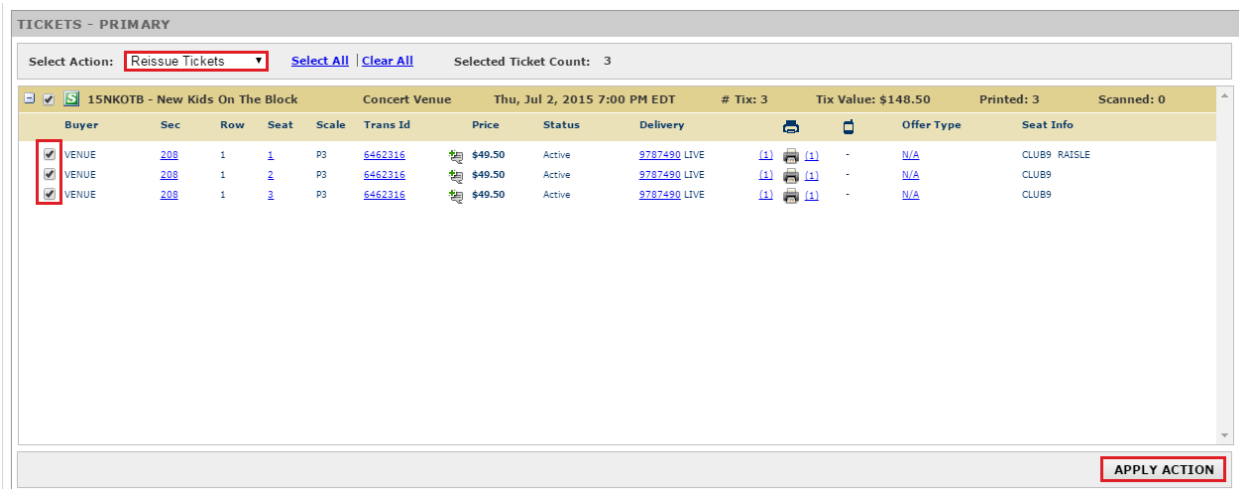
Re-issuing a ticket generates a new ticket with the same barcode as the original ticket.

To reissue a ticket, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Reissue Tickets From History.'*

- A ticket may be reissued from the *ORDER* screen or from the *DELIVERY* screen. In either case, the steps are the same. From the *ORDER* screen, select "Reissue Tickets" from the 'Select Action' dropdown menu.



- Click the  icon to expand the event information line to display the seat level details if necessary. Select the seats to be reprinted by checking the box corresponding to the seats. Click **APPLY ACTION**.



Note: If you are unable to select seats, and you have permission to reprint tickets, then the tickets may not yet be printed.

- Confirm the print settings, if required, and click **Print**.

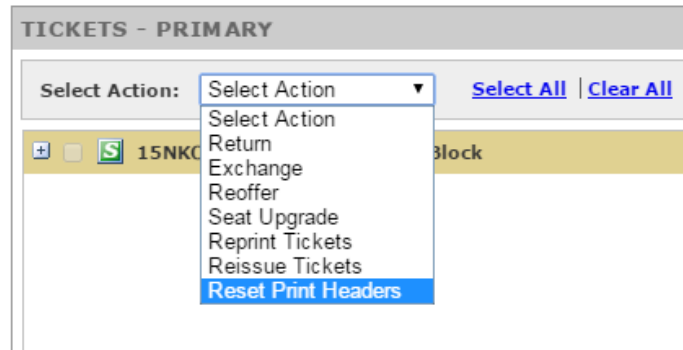
PRINT TICKETS			
Ticket Printers		<input type="checkbox"/> Use Secondary Printer	
Primary	TIXX - Craig Thurmer	Secondary	
Stock	TDC Brand / Watermark Standard		
Receipt Printers		<input type="checkbox"/> Use Secondary Printer	
Primary	TIXX - Craig Thurmer	Secondary	
Stock	TDC Brand / Watermark Standard		
Change Printers			
PRINT OPTIONS			
Payment Status	Fully Paid Deliveries Only	Guillotine	Never
Receipt Options	<input checked="" type="checkbox"/> Print Credit Card Receipt <input checked="" type="checkbox"/> Print Other Receipt	Address Cards	Before Tickets
Print Receipts	<input checked="" type="radio"/> After Tickets <input type="radio"/> Before Tickets	Print Cards To	<input checked="" type="radio"/> Ticket Printer <input type="radio"/> Receipt Printer
Print Cancel			

Reset a Print Header

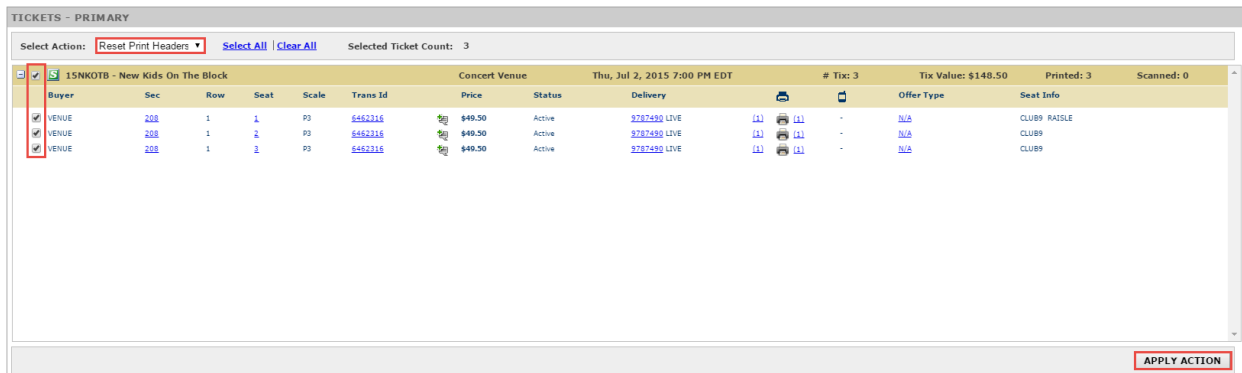
Resetting a Print Header will change the print status of a ticket with a non-digital delivery to unprinted and invalidate the previous barcode. This is not available for tickets with a digital delivery.

To reset a print header, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Reset Tickets From History.'*

- The print headers may be reset for a ticket from the *ORDER* screen or from the *DELIVERY* screen. In either case, the steps are the same. From the *ORDER* screen, select "Reset Print Headers" from the 'Select Action' dropdown menu.



- Click the '+' icon to expand the event information line to display the seat level details if necessary. Select the seats to be reset by checking the box corresponding to the seats. Click **APPLY ACTION**.



The number of times printed will now display as zero.



Reprint/Resend a Tickets@Home[®] Ticket

If a patron has been emailed Tickets@Home[®] tickets and the email was not received, the email was deleted, or the tickets otherwise need to be reprinted, then the following options may be available.

Print/Reprint the ticket on ticket stock

Tickets that have the Tickets@Home[®] delivery can be printed or reprinted on ticket stock from ProVenue[®].

If the tickets show as not printed in ProVenue[®] (no barcode issued), then from the *DELIVERY* screen, select “Print Selected Tickets” from the ‘Select Action’ dropdown menu, select the tickets to be printed, and then click **APPLY ACTION**.

If the tickets show as printed in ProVenue (barcode issued), then from the *ORDER* screen, select “Reprint Tickets” from the ‘Select Action’ dropdown menu, select the tickets to be reprinted, and then click **APPLY ACTION**.

Reoffer the Ticket with BO Tickets@Home[®] delivery method

To send the patron new Tickets@Home[®] tickets (a new email with new barcodes), the tickets can be reoffered if BO Tickets@Home[®] is an available delivery method.

From the *ORDER* screen, select “Reoffer” from the ‘Select Action’ dropdown menu, select the tickets to be reoffered, and then click **APPLY ACTION**.

In the Patron Cart, go to the “DELIVERY” tab, remove the delivery, select BO Tickets@Home[®], and click **Apply**. Once complete, click **CHECKOUT**.

Resend the original email

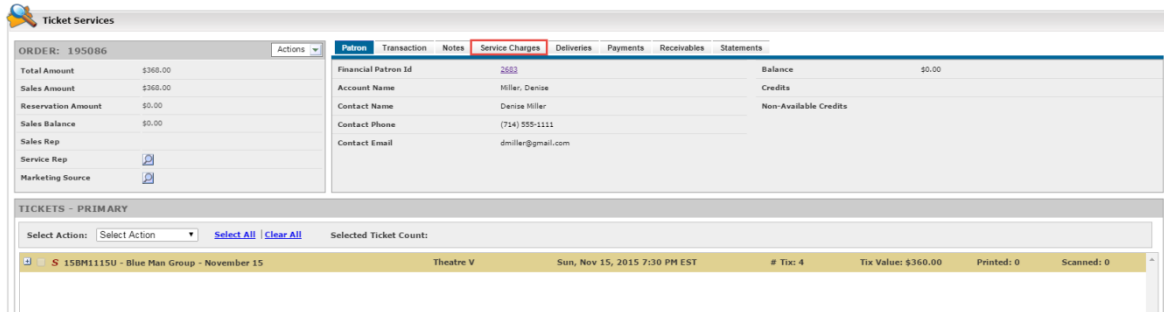
Outside of ProVenue[®], you may also search for the original confirmation email and send to the patron.

For users with access to ProVenueOnline[®] maintenance, the confirmation email can be resent from ProVenueOnline[®].

Refund a Service Charge without Refunding Tickets

To refund a service charge, the user must have permission via *System Setup > Application Feature Permissions > Sales Permissions > 'Edit Service Charge.'* The service charge must also be configured as editable.

- To refund a service charge after a transaction is complete, click the “Service Charges” tab in the *ORDER* screen.



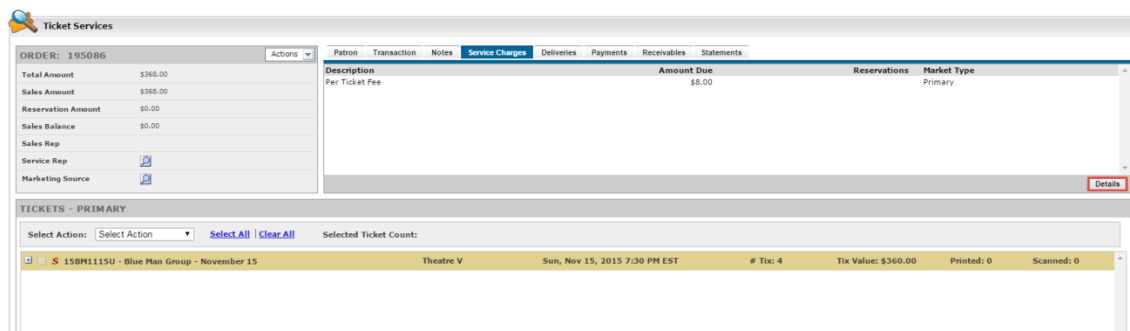
The screenshot shows the 'Ticket Services' interface for order 195086. The 'Service Charges' tab is highlighted in the top navigation bar. The main content area displays a table with the following data:

Financial Patron Id	2683	Balance	\$0.00
Account Name	Miller, Denise	Credits	
Contact Name	Denise Miller	Non-Available Credits	
Contact Phone	(714) 535-1111		
Contact Email	dmiller@gmail.com		

Below the table, there is a 'TICKETS - PRIMARY' section with a table showing one ticket:

Select Action:	Select Action	Select All	Clear All	Selected Ticket Count:
<input type="checkbox"/>	S 15BM1115U - Blue Man Group - November 15			

- Click **Details**.



The screenshot shows the 'Ticket Services' interface for order 195086. The 'Service Charges' tab is selected. The main content area displays a table with the following data:

Description	Amount Due	Reservations	Market Type
Per Ticket Fee	\$8.00		Primary

A red box highlights the 'Details' button in the bottom right corner of the table.

- Click the  icon to expand the Service Charge Group to display the individual service charges.




The screenshot shows the 'SERVICE CHARGES' dialog box. It contains a table with the following data:

Service Charge Group	Amount Reserved	Amount Due
<input type="checkbox"/> Per Ticket Fee	N/A	\$8.00

At the bottom right of the dialog box, there are 'Edit' and 'Close' buttons.


- Select the service charges to be refunded by checking the box corresponding to the service charge, and then click **Edit**.

Service Charge Group		Amount Reserved			Amount Due	
Per Ticket Fee		N/A			\$8.00	
Charge	Type	Orig Due	Curr Due	Orig Resv	Curr Resv	Reason
<input checked="" type="checkbox"/> Per Ticket Fee	Ticket	\$8.00	\$8.00			

- Click the  icon to expand the Service Charge Group to display the individual service charges.

Patron Account: Miller, Denise

ADJUST SERVICE CHARGES		Amount Reserved			Amount Due
Per Ticket Fee		N/A			\$0.00

- Click the  icon to edit the service charge.

Patron Account: Miller, Denise

ADJUST SERVICE CHARGES		Amount Reserved			Amount Due		
Per Ticket Fee		N/A			\$0.00		
Charge	Type	Orig Due	Curr Due	Orig Resv	Curr Resv	Adj.	Reason
<input checked="" type="checkbox"/> Per Ticket Fee	Ticket	(\$8.00)	(\$8.00)				
<input checked="" type="checkbox"/> Per Ticket Fee	Ticket	\$8.00	\$8.00				

Selected Charge to Edit:

New Amount: Reason Code:

Reason Text:

CART BALANCE: \$0.00

- Enter the updated amount of the service charge, e.g., \$0.00, in the 'New Amount' field. Select a 'Reason Code,' enter text as needed in the 'Reason Text' box, and then click **Update**.

ADJUST SERVICE CHARGES

Service Charge Group	Amount Reserved			Amount Due			
Per Ticket Fee	N/A			\$0.00			
Charge	Type	Orig Due	Curr Due	Orig Resv	Curr Resv	Adj.	Reason
Per Ticket Fee	Ticket [R]	(\$4.00)	(\$4.00)				
Per Ticket Fee	Ticket	\$4.00	\$4.00				

Selected Charge to Edit: Per Ticket Fee

New Amount: SCE - Service Charge Edited

Reason Text:

Update

- Select the payment method and enter or confirm the dollar amount to be refunded. Click **Accept Payment**.

Patron Account: Miller, Denise

NOTES RECEIVABLES **PAYMENT**

Method: Amount:

Cash Tended:

Accept Payment

Payments Credits

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Credit Totals: \$0.00 Payment Totals: \$0.00

CART BALANCE: (\$8.00)

CANCEL CHECKOUT

- Click **CHECKOUT** and then click **DONE**.

Change Delivery

To change the delivery, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Change Delivery.'*

- To change a delivery method after a transaction is complete, and before tickets are printed, go to the *DELIVERY* screen. From the *ORDER* screen, you can access the *DELIVERY* screen by clicking on the delivery hyperlink in the *TICKETS* grid or by clicking the hyperlink in the "Deliveries" tab.

Note: When looking up an order using the Order Search feature, you can go directly to the *DELIVERY* screen by choosing the "Delivery" radio button.

- Select "Change Delivery" from the 'Select Action' dropdown menu.

- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to for which you want to change the delivery by checking the box corresponding to the seats. Click **APPLY ACTION**.

- Select the delivery method for and click **Apply**.

- If payment is required, select a payment method, enter or confirm the dollar amount of the payment, and then click **Accept Payment**. If no payment is required, click **CHECKOUT**.

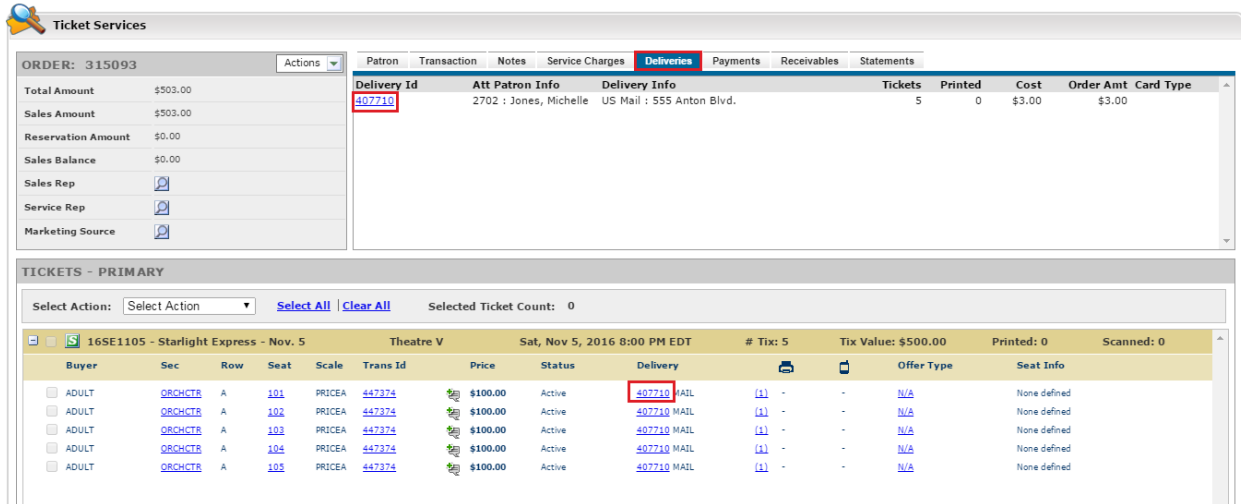
- Once the delivery change is confirmed, click **DONE** to return to *Ticket Sales*. To go to the *ORDER, TRANSACTION, or ACCOUNT* screen in *Ticket Services*, click on the corresponding hyperlink.

Edit a Delivery

Editing a delivery allows you to change the fulfillment details of a delivery, e.g., address or will call name, without changing the delivery method or creating a new delivery record.

To edit a delivery, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Edit Ticket Fulfillment Details.'*

- To edit a delivery after a transaction is complete, and before tickets are printed, go to the *DELIVERY* screen. From the *ORDER* screen, you can access the *DELIVERY* screen by clicking on the delivery hyperlink in the *TICKETS* grid or by clicking on the hyperlink in the "Deliveries" tab.



Ticket Services

ORDER: 315093

Patron Transaction Notes Service Charges **Deliveries** Payments Receivables Statements

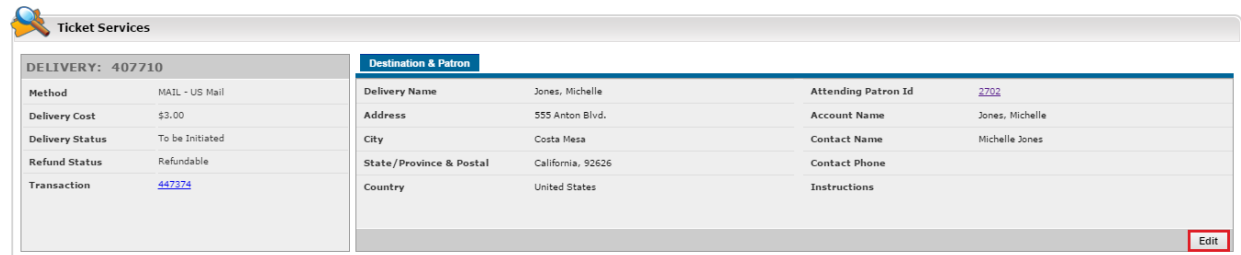
Delivery Id	Att Patron Info	Delivery Info	Tickets	Printed	Cost	Order Amt	Card Type
407710	2702 : Jones, Michelle	US Mail : 555 Anton Blvd.	5	0	\$3.00	\$3.00	

TICKETS - PRIMARY

Select Action: [Select All](#) | [Clear All](#) Selected Ticket Count: 0

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
<input type="checkbox"/> ADULT	ORCHCTR	A	101	PRICEA	447374	\$100.00	Active	407710 MAIL	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	A	102	PRICEA	447374	\$100.00	Active	407710 MAIL	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	A	103	PRICEA	447374	\$100.00	Active	407710 MAIL	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	A	104	PRICEA	447374	\$100.00	Active	407710 MAIL	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	A	105	PRICEA	447374	\$100.00	Active	407710 MAIL	N/A	None defined

- From the *DELIVERY* screen, click **Edit**.



Ticket Services

DELIVERY: 407710

Destination & Patron	
Method	MAIL - US Mail
Delivery Cost	\$3.00
Delivery Status	To be Initiated
Refund Status	Refundable
Transaction	447374
Delivery Name	Jones, Michelle
Address	555 Anton Blvd.
City	Costa Mesa
State/Province & Postal	California, 92626
Country	United States
Attending Patron Id	2702
Account Name	Jones, Michelle
Contact Name	Michelle Jones
Contact Phone	
Instructions	

[Edit](#)

- Edit the fulfillment details as needed, and click **Apply**.

EDIT DELIVERY DESTINATION

Contact: Michelle Jones		On File: <input type="text"/>
First Name: <input type="text" value="Michelle"/>	City: <input type="text" value="Costa Mesa"/>	
Last Name: <input type="text" value="Jones"/>	Country: <input type="text" value="United States"/>	
Address: <input type="text" value="123 Main St."/>	State/Province: <input type="text" value="California"/>	
Instructions: <input type="text"/>	Postal Code: <input type="text" value="92626"/>	
Ticket Text: <input type="text"/>	Instr. Cont.: <input type="text"/>	

[Apply](#) [Close](#)

The updated details now appear on the *DELIVERY* screen.

 Ticket Services

DELIVERY: 407710		Destination & Patron	
Method	MAIL - US Mail	Delivery Name	Jones, Michelle
Delivery Cost	\$3.00	Address	123 Main St.
Delivery Status	To be Initiated	City	Costa Mesa
Refund Status	Refundable	State/Province & Postal	California, 92626
Transaction	447374	Country	United States
		Attending Patron Id	2702
		Account Name	Jones, Michelle
		Contact Name	Michelle Jones
		Contact Phone	
		Instructions	

[Edit](#)

Forward a Ticket

Ticket Forwarding provides the ability to send tickets purchased by a patron (the "Financial Patron") to another patron (the "Attending Patron").

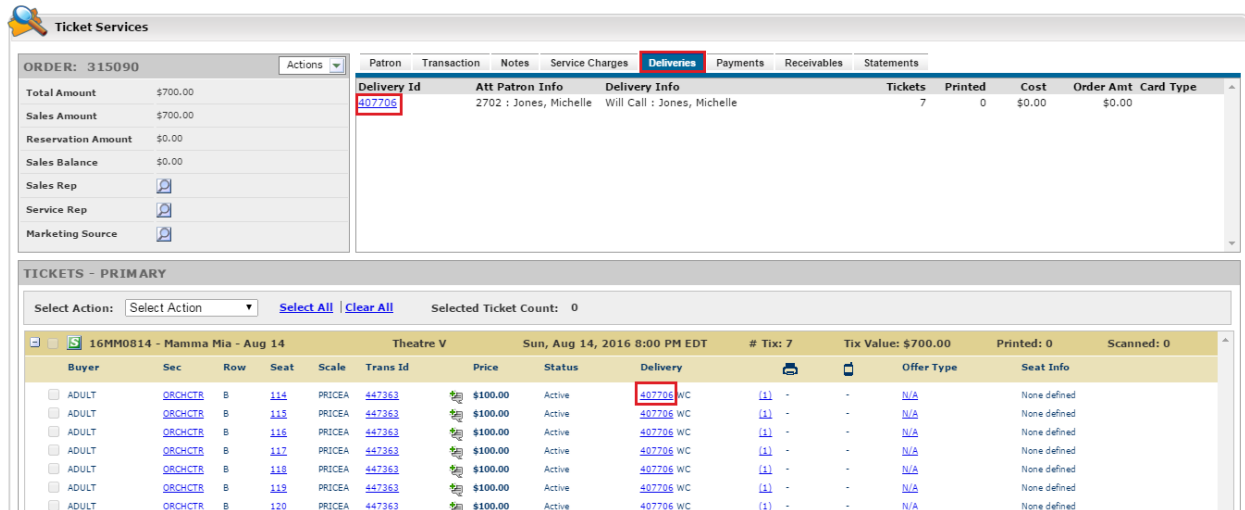
Recipients of forwarded tickets can forward one or more of the tickets to another patron in turn, if desired. The new recipient then becomes the Attending Patron associated with the delivery.

The Ticket Forward action...

- is a primary market transaction, resulting in the tickets being placed on a new delivery.
- immediately executes and completes a redelivery of tickets, resulting in a ProVenue® transaction. In other words, the tickets are auto-accepted by the recipient with no need to take action, unless the recipient does not want the tickets.

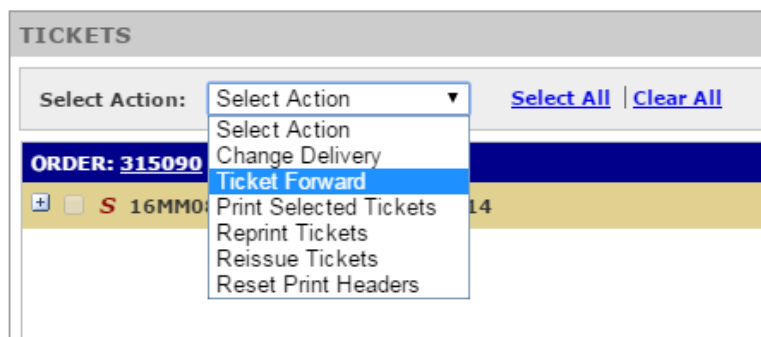
To forward a ticket from Ticket Services, the user must have the appropriate access via the Ticket Permissions and Market Permissions Application Feature Permissions. The user must also have the appropriate permissions in Event Access.

- To forward a ticket, go to the *DELIVERY* screen. From the *ORDER* screen, you can access the *DELIVERY* screen by clicking on the delivery hyperlink in the ticket detail list or by clicking the hyperlink in the "Deliveries" tab.



The screenshot shows the 'Ticket Services' interface. At the top, there are tabs for Patron, Transaction, Notes, Service Charges, Deliveries (highlighted), Payments, Receivables, and Statements. Below the tabs, there's a summary for 'ORDER: 315090' with fields for Total Amount (\$700.00), Sales Amount (\$700.00), Reservation Amount (\$0.00), Sales Balance (\$0.00), Sales Rep, Service Rep, and Marketing Source. A table below shows delivery details with columns: Delivery Id (407706), Att Patron Info (2702 : Jones, Michelle), Delivery Info (Will Call : Jones, Michelle), Tickets (7), Printed (0), Cost (\$0.00), Order Amt (\$0.00), and Card Type. Below this is the 'TICKETS - PRIMARY' section with a 'Select Action' dropdown and 'Select All'/'Clear All' buttons. A table lists tickets for '16MM0814 - Mamma Mia - Aug 14' with columns: Buyer, Sec, Row, Seat, Scale, Trans Id, Price, Status, Delivery, Offer Type, and Seat Info. The 'Delivery' column for all tickets is highlighted with a red box, showing '407706 WC'.

- Select "Ticket Forward" from the 'Select Action' dropdown menu.



This is a close-up of the 'TICKETS' section. It shows the 'Select Action' dropdown menu open, with options: Select Action, Change Delivery, Ticket Forward (highlighted in blue), Print Selected Tickets, Reprint Tickets, Reissue Tickets, and Reset Print Headers. The background shows the 'ORDER: 315090' and a ticket entry for 'S 16MM0814'.

- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to be forwarded by checking the box corresponding to the seats. Click **APPLY ACTION**.

TICKETS

Select Action: **Ticket Forward** | [Select All](#) | [Clear All](#) | Active Tickets Only Inactive Tickets Only | Selected Ticket Count: 2

ORDER: 315090 - Primary

S 16MM0814 - Mamma Mia - Aug 14 Theatre V Sun, Aug 14, 2016 8:00 PM EDT # Tix: 7 Printed: 0 Scanned: 0

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	114	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input checked="" type="checkbox"/> ADULT	ORCHCTR	B	115	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	116	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	117	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	118	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	119	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	120	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined

PRINT DELIVERY **APPLY ACTION**

This will advance you to the Patron Cart.

Ticket Sales

Patron Cart | Coupons

Order# 315090 - Offer# 12348029 Ticket Forward

16MM0814 - Mamma Mia - Aug 14
Sun, Aug 14, 2016 8:00 PM EDT

2 seats at Theatre V **Totals**
Section: [ORCHCTR](#); Row: B; Seats: 114-115 2 ADULT @ \$100.00 \$200.00

TOTAL DUE

Ticket Total: \$0.00
Service Charge Subtotal: \$0.00
Grand Total: \$0.00 **CART BALANCE: \$0.00**

NOTES | **DELIVERY** | RECEIVABLES | PAYMENT | CONFIRM

Method: -- Select One -- New


Offers | Deliveries

Offer#	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348029 - 16MM0814	8/14/2016 8:00 PM EDT	2	2	

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

Seats W/O Delivery: 2 Delivery Totals: \$0.00

CANCEL **CHECKOUT**

- Select the delivery method for the forwarded tickets. To change the Attending Contact, click the  icon.

NOTES DELIVERY RECEIVABLES PAYMENT CONFIRM

Method: Will Call - \$0.00 New

Attending Contact: Michelle Jones Account ID: 2702

ID Type: First Name:

Card Name: Last Name:

ID #: Ticket Text:

Offers | Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348029 - 16MM0814	8/14/2016 8:00 PM EDT	2	2	

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

Seats W/O Delivery: 2 **Delivery Totals: \$0.00**

- Enter Attending Patron search criteria and click **FIND**. If the only patron found matches the criteria, and it is the correct patron, then click **Apply Changes** or the 'Enter' key.

PATRON

PATRON ACCOUNT

Contact

Prefix: Contact Type:

First Name:

Middle Name:

Last Name:

Suffix:

Address

Address 1: Address Type:

Address 2:

City:

State:

Postal Code:

Country:

Email/Phone

Email: Email Type:

Primary Phone: Phone Type:

Secondary Phone: Phone Type:

[Reset Values](#)

PATRON PROFILE

Account

Account ID: 2662

Account Type: Individual

Account Name: Smith, Tom

Access Code: ALLACCESS - ALL access

Data Protection: N/A

Balance: \$1,720.00

Credit: \$450.00

Primary Contact

Name: Tom Smith

Email: tsmith@tickets.com


Phone: (714) 327-5400

Address: 555 Anton Blvd., Costa Mesa, CA, 92626, USA


Apply Changes Cancel

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- If more than one patron matches the criteria, select the patron by clicking the  icon.

The screenshot shows the 'ATTENDING PATRON SEARCH' window. A search box contains 'smith, t' and a 'FIND' button is highlighted with a red box. Below the search box is a table with columns: Set, Account ID, Account Name, Name, Address, City, State, Postal Code, Phone, and Email. Two results are shown:

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	2682	Smith, Thomas	Smith, Thomas	111 Anton Blvd.	Costa Mesa	CA	92626	(714) 555-1212	tsmith@gmail.com
	2652	Smith, Tom	Smith, Tom	555 Anton Blvd.	Costa Mesa	CA	92626	(714) 327-5400	tsmith@tickets.com

A 'New' button is located in the top right corner, and a 'Close' button is in the bottom right corner.

- To create a new account, click **New**.

The screenshot shows the 'ATTENDING PATRON SEARCH' window with an empty search box and a 'FIND' button. The 'New' button in the top right corner is highlighted with a red box. The table below the search box is empty.

- Enter the details for the Attending Contact, and then click **Apply Changes**.

The screenshot shows the 'NEW ACCOUNT' form for a 'PATRON ACCOUNT'. The form is divided into several sections:

- Account:** Account Type (Individual), Account Name (empty).
- Contact:** Contact Type (Contact), Prefix (empty), First Name (Tom), Middle Name (empty), Last Name (Smith), Suffix (empty).
- Address:** Address Type (Home), Address 1 (123 Calle St.), Address 2 (empty), City (Costa Mesa), State (California), Postal Code (92626), Country (United States).
- Email/Phone:** Email (tsmith@domain.net), Email Type (Personal), Primary Phone (714-555-1212), Phone Type (Personal), Secondary Phone (empty), Phone Type (-- Select One --).
- Other:** Access Code (ALL access).

The 'Apply Changes' button at the bottom right is highlighted with a red box.

- Once the Attending Contact has been selected, update other fulfillment details as needed, and then click **Apply**.

NOTES
DELIVERY
RECEIVABLES
PAYMENT
CONFIRM

Method New
Will Call - \$0.00

Attending Contact Tom Smith ID Type ▼ Card Name ▼ ID # 	Account ID 2662 First Name Tom Last Name Smith Ticket Text
--	--


Offers
Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348029 - 16MM0814	8/14/2016 8:00 PM EDT	2	2	

Select All | Clear All
Apply

Seats W/O Delivery: 2	Delivery Totals: \$0.00
------------------------------	--------------------------------

- To complete the ticket forwarding, click **CHECKOUT**.

NOTES	DELIVERY (1)	RECEIVABLES	PAYMENT	CONFIRM 
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CONFIRM CHECKOUT

VALIDATIONS

The cart is ready for checkout.

CANCEL CHECKOUT

- Once the ticket forward is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES	DELIVERY (1)	RECEIVABLES	PAYMENT	CONFIRM 
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TRANSACTION #: [447363](#) | **ORDER(S): 315090**

Your transaction has completed successfully.

PATRON

Account #	2702
Account Name	Jones, Michelle

CANCEL DONE

The TICKETS grid in the ORDER screen displays a icon in the Delivery column indicating that a ticket's Financial Patron is different than the Attending Patron. Mouse-over text for the icon displays the Attending Patron ID and account name.

Buyer	Sec	Row	Seat	Scale	Trans Id	Price	Status	Delivery	Offer Type	Seat Info
<input type="checkbox"/> ADULT	ORCHCTR	B	114	PRICEA	447363	\$100.00	Active	407707 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	115	PRICEA	447363	\$100.00	Active	407707 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	116	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	117	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	118	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	119	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined
<input type="checkbox"/> ADULT	ORCHCTR	B	120	PRICEA	447363	\$100.00	Active	407706 WC	N/A	None defined

The Attending Patron information for each delivery is located on the "Deliveries" tab of the ORDER screen. An icon also displays if the Financial Patron account is different than the Attending Patron account. Mouse-over text for the icon displays the Financial Patron ID and account name.

Delivery Id	Att Patron Info	Delivery Info	Tickets	Printed	Cost	Order Amt	Card Type
407708	2662 : Smith, Tom	Will Call : Smith, Tom	2	0	\$0.00	\$0.00	
407707	2662 : Smith, Tom	Will Call : Smith, Tom	2	0	\$0.00	\$0.00	
407706	2702 : Jones, Michelle	Will Call : Jones, Michelle	3	0	\$0.00	\$0.00	

Patron information (including Attending Patron Account ID and Account Name) is located on the "Destination & Patron" tab.

DELIVERY: 407707		Destination & Patron	
Method	WC - Will Call	Name	Smith, Tom
Delivery Cost	\$0.00	Attending Patron Id	2662
Delivery Status	To be Initiated	Account Name	Smith, Tom
Refund Status	Not Refundable	Contact Name	Tom Smith
Transaction	447364	Contact Phone	(714) 327-5400

Note: The forwarded ticket is always associated to the Financial Patron. When searching for an order, the Financial Patron will be listed in the order search results. The Attending Patron will be listed in the delivery search results and both the Financial Patron and Transaction Patron will be listed in the transaction search results.

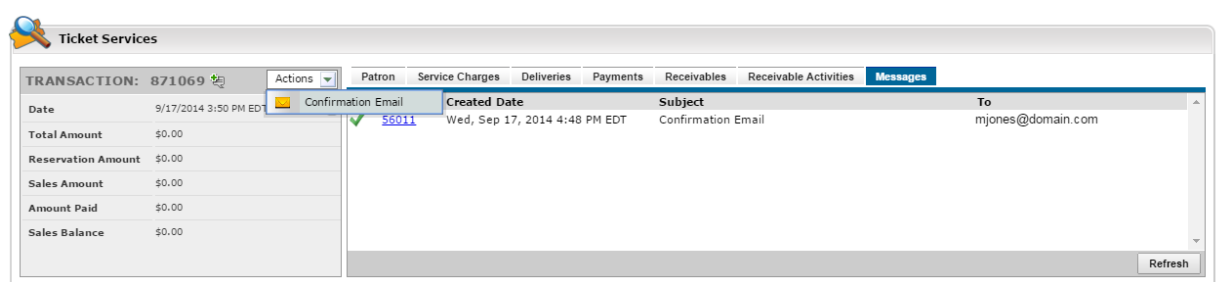
Send Confirmation Email

Sending confirmation emails from ProVenue® is a premium product offering. Implementing this feature requires client integration with a third-party email provider.

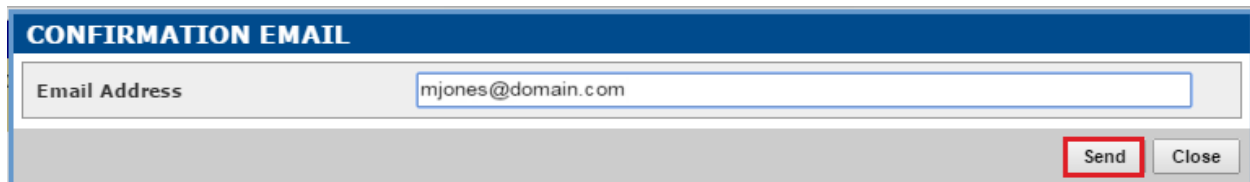
If enabled, a transaction containing financial activity related to a ticket is eligible for email confirmation from ProVenue®. Eligible transactions include single, group, and package sale types, reservation and sale transaction types, payments, and edits to service charges or deliveries.

To send a confirmation email from within ProVenue®, the user must have permission via the Application Feature Permission. The user must also belong to an agency or organization that has been associated with an Email Configuration Profile.

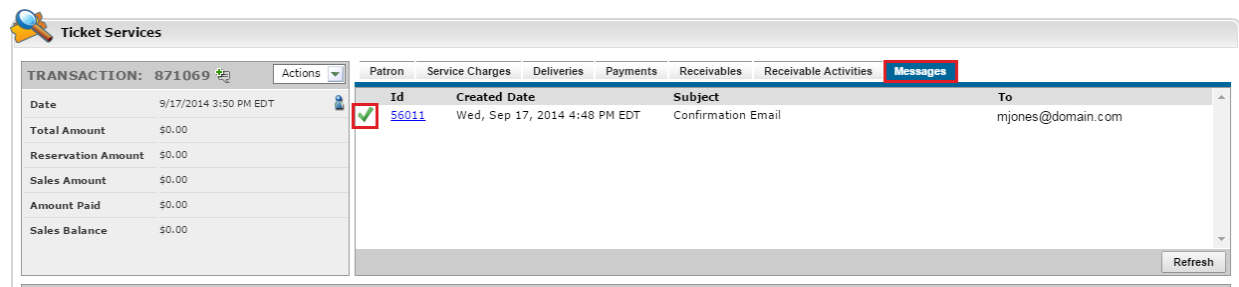
- To send a confirmation from *Ticket Services*, navigate to an eligible transaction. Select “Confirmation Email” from the ‘Actions’ dropdown menu in the *TRANSACTION* screen.



- Edit the email address, if needed, and then click **Send**.



To view confirmation emails sent from ProVenue® (as opposed to emails sent from ProVenueOnline®) for a transaction, click on the “Messages” tab. The green checkmark indicates the message was sent successfully.



- To view a copy of the email that was sent, click on the hyperlink in the Id column.

Ticket Services

TRANSACTION: 871069

Date	9/17/2014 3:50 PM EDT
Total Amount	\$0.00
Reservation Amount	\$0.00
Sales Amount	\$0.00
Amount Paid	\$0.00
Sales Balance	\$0.00

Id	Created Date	Subject	To
56011	Wed, Sep 17, 2014 4:48 PM EDT	Confirmation Email	mjones@domain.com

The Email Message Details will display in a pop-up window.

EMAIL MESSAGE DETAILS

TRANSACTION EMAIL

From: Fan@MISSING_DOMAIN Sent: Wed, Sep 17, 2014 4:48 PM EDT
 To: mjones@domain.com
 Subject: Confirmation Email

Account ID: 20001112
 Account Name: Jones, Michelle
 Transaction ID: 871069
 Transaction Date: Sep 17, 2014 3:50 PM EDT

Order ID: 706005

Deliver via Digital Delivery:		0.00	
Michelle Jones			
2015 Test Event For Demonstration Purposes	Adult	0.00 x	1
Progressive Field	Section 108 Row A Seats 14		
Wed, Apr 1, 2015 8:00 PM			
Subtotal:		0.00	
Total:		0.00	

Payment Method	Amount
Cash	0.00
	0.00

Records of email confirmations can also be found in the "Messages" tab in the ACCOUNT screen.

Patron

Patron Accounts | Jones, Michelle

ACCOUNT

Account ID	2702	Name	Michelle Jones
Account Type	Individual	Phone	
Account Name	Jones, Michelle	Email	mjones@domain.com
Access Code	ALLACCESS - ALL access	Address	555 Anton Blvd. Costa Mesa, CA 92626
Data Protection	N/A		

Contacts | Notes | Orders | Account Balance | Market Permissions | Statements | Traits | Sales Reps | Digital Wallet | **Messages**

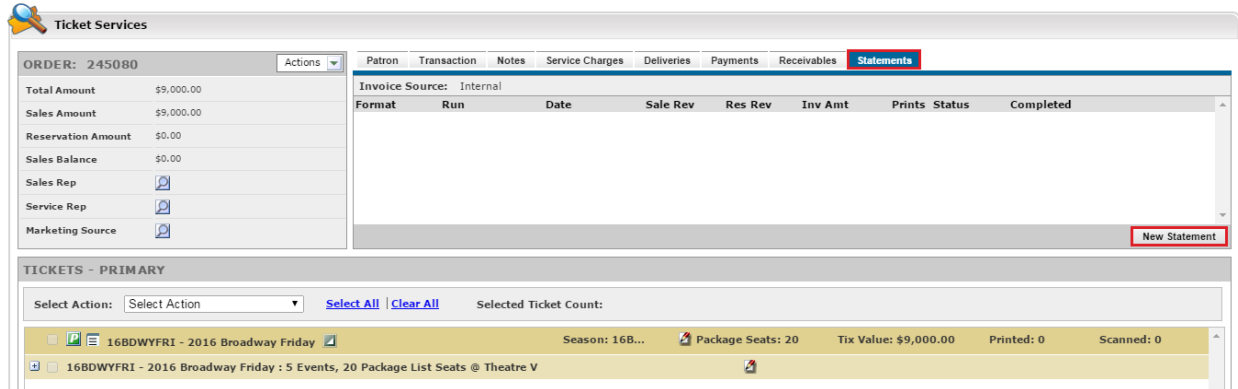
RESULTS: 4 FOUND

Message Id	Source	Created Date	Subject	Email Address
Message - 98001	Transaction - 1481013	Sun, Nov 16, 2014 3:06 PM EST	Confirmation Email	mjones@domain.com
Message - 61002	Transaction - 941009	Wed, Sep 24, 2014 10:47 AM EDT	Confirmation Email	mjones@domain.com
Message - 60006	Transaction - 891011	Tue, Sep 23, 2014 10:39 AM EDT	Confirmation Email	mjones@domain.com
Message - 56011	Transaction - 871069	Wed, Sep 17, 2014 4:48 PM EDT	Confirmation Email	mjones@domain.com

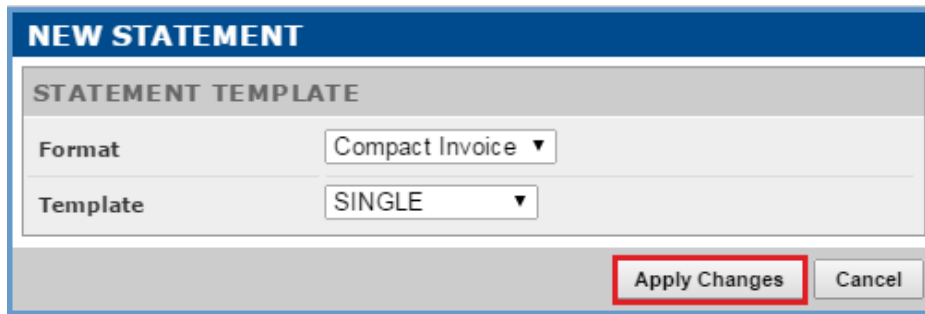
Create New Statement

To create a new statement, the user must have permission via *System Setup > Application Feature Permissions > Common System Permissions > 'Can Generate Statements From Patron, Ticket Services and Externally.'*

- To create a new statement from the *ORDER* screen, click on the “Statements” tab, and then click **New Statement**.



- Select or confirm the 'Format' and 'Template' for the statement you will be running, and then click **Apply Changes**.



A PDF of the invoice will be generated.

TOM SMITH
555 ANTON BLVD.
COSTA MESA CA 92626
USA

Account Number: 2662
Invoice Date: 15-Apr-2015
Due Date:
Amount Due: \$0.00
Invoice Number: 1584

Sold Item (Order 245080)	Buyer	Location	Section	Row	Seats	Qty	Total
2016 Broadway Friday							
2016 Broadway Friday	ADULT	PRICE B	BALC	C	126-130	5	\$2,250.00
2016 Broadway Friday	ADULT	PRICE B	BALC	D	126-130	5	\$2,250.00
2016 Broadway Friday	ADULT	PRICE B	BALC	E	126-130	5	\$2,250.00
2016 Broadway Friday	ADULT	PRICE B	BALC	F	126-130	5	\$2,250.00
PAYMENT							\$9,000.00

Balance: **PAID IN FULL**
Due Now: \$0.00

* You have \$450.00 in account credit, \$0.00 of which may be applied to this invoice. *

Due Date: **Amount Due: \$0.00** **Amount Due with Credit: \$0.00**

ACCOUNT: 2662
INVOICE: 1584

TOM SMITH
555 ANTON BLVD.
COSTA MESA CA 92626
USA

Signature: _____ **Date:** _____

Payment: _____ **Payment Amount:** _____

Check or Money Order ()

E-Mail Address: TSMITH@TICKETS.COM

- From the "Statements" tab, the invoice will show as Completed. To view information about the invoice, click the hyperlink in the Format column.

Ticket Services

ORDER: 245080

Total Amount: \$9,000.00
Sales Amount: \$9,000.00
Reservation Amount: \$0.00
Sales Balance: \$0.00

Invoice Source: Internal

Format	Run	Date	Sale Rev	Res Rev	Inv Amt	Prints	Status	Completed
Compact Inv...	Single statemen...	4/15/2015	\$9,000.00	\$0.00	\$0.00	1	Completed	4/15/2015 4:57 AM by sleslie, Box ...

TICKETS - PRIMARY

Select Action: Select Action | [Select All](#) | [Clear All](#) | Selected Ticket Count:

16BDWYFRI - 2016 Broadway Friday | Season: 16B... | Package Seats: 20 | Tix Value: \$9,000.00 | Printed: 0 | Scanned: 0

16BDWYFRI - 2016 Broadway Friday : 5 Events, 20 Package List Seats @ Theatre V

A pop-up will appear with information about the invoice that was generated.

REPORT NAME - COMPACT INVOICE

Status	Completed	Statement Date	4/15/2015
Completed On	4/15/2015 4:57 AM	Sales Revenue	\$9,000.00
Completed User	sleslie	Res Revenue	\$0.00
Completed Agency	Box Office Manager	Amnt Invoiced	\$0.00

Close

- To view a copy of the invoice, click on the hyperlink in the Prints column.

Ticket Services

ORDER: 245080

Total Amount: \$9,000.00
Sales Amount: \$9,000.00
Reservation Amount: \$0.00
Sales Balance: \$0.00

Invoice Source: Internal

Format	Run	Date	Sale Rev	Res Rev	Inv Amt	Prints	Status	Completed
Compact Inv...	Single statemen...	4/15/2015	\$9,000.00	\$0.00	\$0.00	1	Completed	4/15/2015 4:57 AM by sleslie, Box ...

TICKETS - PRIMARY

Select Action: Select Action | [Select All](#) | [Clear All](#) | Selected Ticket Count:

16BDWYFRI - 2016 Broadway Friday | Season: 16B... | Package Seats: 20 | Tix Value: \$9,000.00 | Printed: 0 | Scanned: 0

16BDWYFRI - 2016 Broadway Friday : 5 Events, 20 Package List Seats @ Theatre V

- From the pop-up window, click on the icon.

PRINT HISTORY

Date	Template	Agency	Operator	File
4/15/2015	SINGLE	Box Office Manager	Susan Leslie	

Close

Reverse Payment

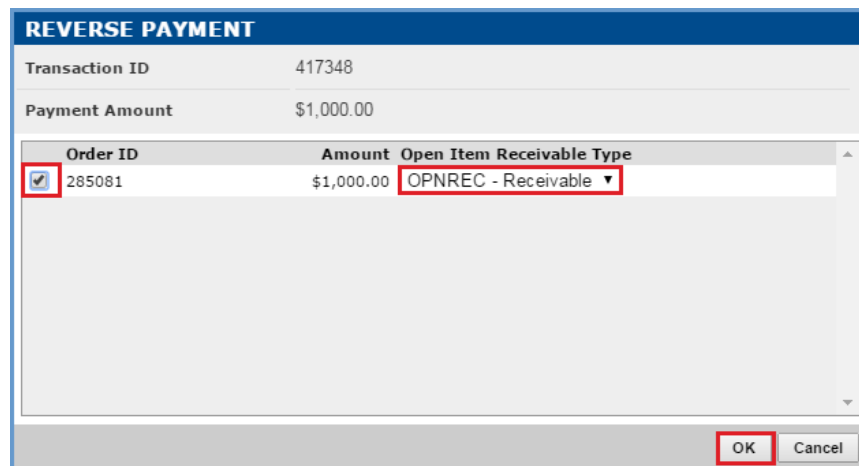
The Reverse Payment process provides the ability to reverse a payment without returning tickets. This may be needed when a check bounced, a chargeback was issued, or the wrong payment method was initially used. As part of this process, a receivable is created for the amount of the payment that is reversed.

To reverse a payment, a user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Reverse Payment.'* The user must also have permission to create a receivable via *System Setup > Organization Administration > "Access Permissions."*

- To reverse a payment, go to the "Payments" tab for the transaction and select "Reverse Payment" from the 'Actions' dropdown menu.



- Select the 'Order ID,' the 'Open Item Receivable Type' to be created, and then click **OK**.



- Select the payment method and click **Accept Payment**.

Financial Transaction
Patron Account: Smith, Tom

NOTES RECEIVABLES (1) PAYMENT

REVERSE PAYMENT			
Transaction ID	417348	Payment Amount	\$1,000.00
Order Id		Amount	
285081		\$1,000.00	

Method Cash Amount: -1,000.00

Cash Tendered:

Accept Payment

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Payment Totals: \$0.00

CART BALANCE: (\$1,000.00)
RECEIVABLES BALANCE: \$1,000.00

CANCEL CHECKOUT

- Once the payment reversal is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES RECEIVABLES (1) PAYMENT (1)

TRANSACTION #: [447378](#) | ORDER(S): [285081](#)

Your transaction has completed successfully.

PATRON	
Account #	2662
Account Name	Smith, Tom

New Statement

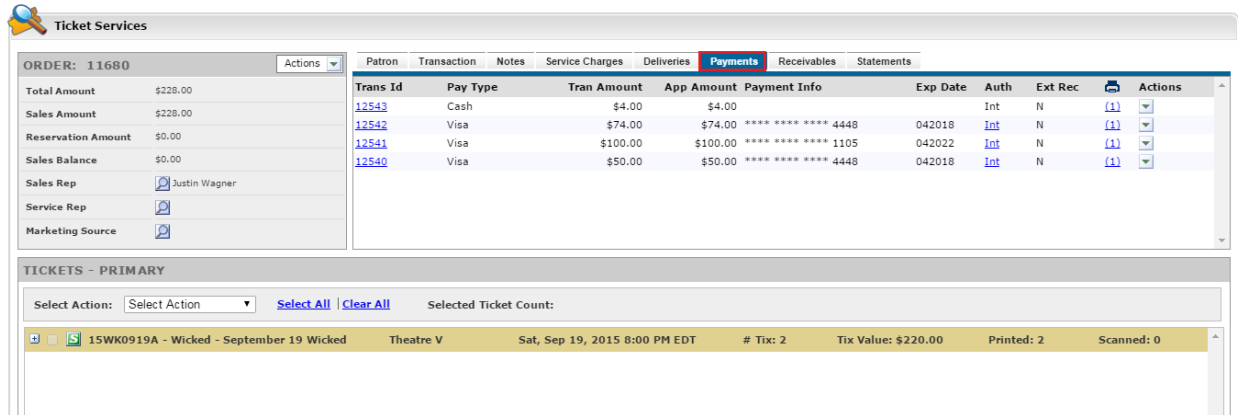
CANCEL
DONE

Reprint Receipt

A receipt is an item that is printed with details about a transaction and payment information on it. For transactions paid by credit card, two receipts may be printed for a face-to-face transaction, one with a signature line for the consumer to sign and give back to the seller, the other without a signature line to be kept by the consumer for their records.

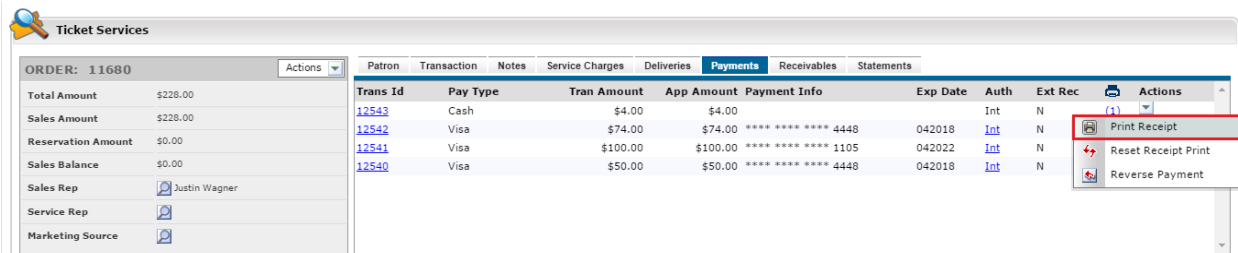
You can print a receipt from the “Payments” tab of the *ORDER* screen or from the *TRANSACTION* screen.

- To print a receipt from the *ORDER* screen, go to the “Payments” tab.



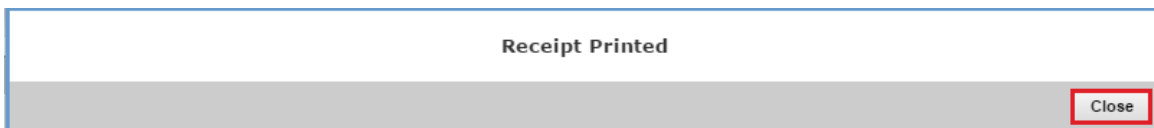
Trans Id	Pay Type	Tran Amount	App Amount	Payment Info	Exp Date	Auth	Ext Rec	Actions
12543	Cash	\$4.00	\$4.00			Int	N	(1)
12542	Visa	\$74.00	\$74.00	**** * 4448	042018	Int	N	(1)
12541	Visa	\$100.00	\$100.00	**** * 1105	042022	Int	N	(1)
12540	Visa	\$50.00	\$50.00	**** * 4448	042018	Int	N	(1)

- In the Actions column, click on the ‘Actions’ dropdown menu corresponding to the transaction for which you want to print a receipt, and then select “Print Receipt.”



Trans Id	Pay Type	Tran Amount	App Amount	Payment Info	Exp Date	Auth	Ext Rec	Actions
12543	Cash	\$4.00	\$4.00			Int	N	(1)
12542	Visa	\$74.00	\$74.00	**** * 4448	042018	Int	N	Print Receipt Reset Receipt Print Reverse Payment
12541	Visa	\$100.00	\$100.00	**** * 1105	042022	Int	N	(1)
12540	Visa	\$50.00	\$50.00	**** * 4448	042018	Int	N	(1)

- Once the receipt is printed, a pop-up window will appear. Click **Close**.



- To print a receipt from the *TRANSACTION* screen, navigate to the *TRANSACTION* screen by clicking on a Transaction ID hyperlink. You can also navigate to the *TRANSACTION* screen through Order Search.

Ticket Services

ORDER: 11680

Trans Id	Pay Type	Tran Amount	App Amount	Payment Info	Exp Date	Auth	Ext Rec	Actions
12543	Cash	\$4.00	\$4.00			Int	N	(1)
12542	Visa	\$74.00	\$74.00	***** 4448	042018	Int	N	(1)
12541	Visa	\$100.00	\$100.00	***** 1105	042022	Int	N	(1)
12540	Visa	\$50.00	\$50.00	***** 4448	042018	Int	N	(1)

- In the TICKETS grid of the *TRANSACTION* screen, click **PRINT RECEIPT**.

TICKETS

ORDER: 11680 - Primary

Offer	Offer#	Offer Name	Category	Date/Time	# Tix	Tix Value	Printed	Scanned
S RT	2808002	15WK0919A - Wicked...	Theatre V	Sat, Sep 19, 2015 8:00 PM EDT	2	\$220.00	0	0
S SA	2808002	15WK0919A - Wicked...	Theatre V	Sat, Sep 19, 2015 8:00 PM EDT	2	\$220.00	2	0

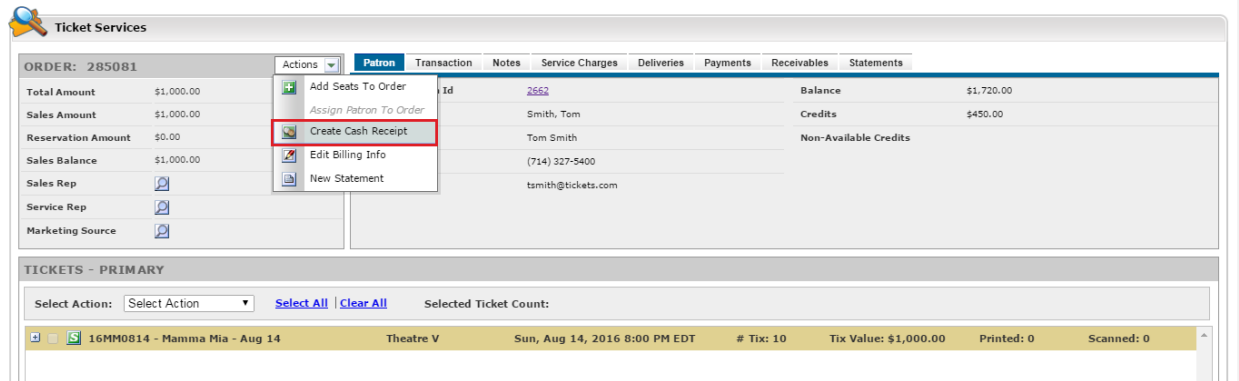
PRINT RECEIPT

Pay Receivables

A receivable is the monetary amount that a patron owes for tickets. A receivable is created during a transaction when payment from the patron is deferred. Receivables are always linked to a financial patron account and are always linked to a specific order.

To make a payment on a receivable, you must create a cash receipt. This can be done through the *ORDER* screen or from the "Account Balance" tab in the *ACCOUNT* screen.

- To make a payment on a receivable from the *ORDER* screen, select "Create Cash Receipt" from the 'Actions' dropdown menu.



The screenshot shows the 'Ticket Services' interface for order 285081. The 'Actions' dropdown menu is open, and 'Create Cash Receipt' is highlighted. The interface includes a summary of financial data and a list of tickets.

ORDER: 285081	Actions	Patron	Transaction	Notes	Service Charges	Deliveries	Payments	Receivables	Statements
Total Amount	\$1,000.00								
Sales Amount	\$1,000.00								
Reservation Amount	\$0.00								
Sales Balance	\$1,000.00								
Sales Rep									
Service Rep									
Marketing Source									

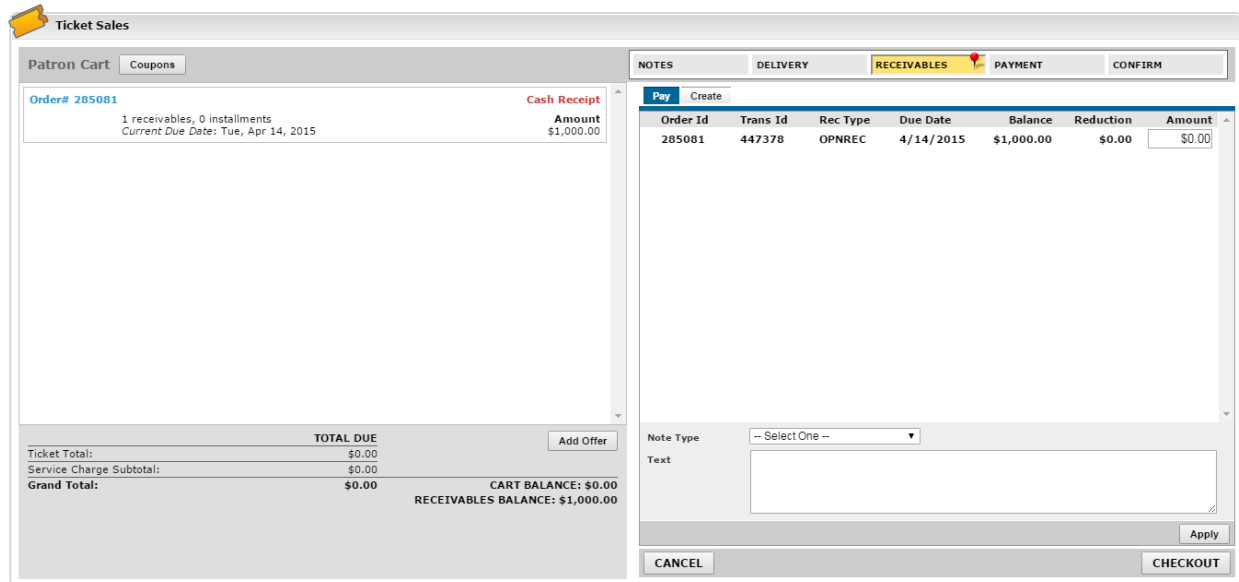
Id	Balance
2662	\$1,720.00
Smith, Tom	Credits \$450.00
Tom Smith	Non-Available Credits
(714) 327-5400	
tsmith@tickets.com	

TICKETS - PRIMARY

Select Action: Select Action | Select All | Clear All | Selected Ticket Count:

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
16MM0814 - Mamma Mia - Aug 14		OPNREC	4/14/2015	\$1,000.00	\$0.00	\$0.00

This will advance you to the Patron Cart.



The screenshot shows the 'Patron Cart' interface with the 'RECEIVABLES' tab selected. The interface displays order details, a summary of due amounts, and a table of receivables.

Order#	Amount
285081	\$1,000.00

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
285081	447378	OPNREC	4/14/2015	\$1,000.00	\$0.00	\$0.00

TOTAL DUE		CART BALANCE: \$0.00	
Ticket Total:	\$0.00		
Service Charge Subtotal:	\$0.00		
Grand Total:	\$0.00	RECEIVABLES BALANCE:	\$1,000.00

- Enter the amount to be paid toward the receivable. If a note is desired, then select a 'Note Type' and enter text as needed. Once complete, click **Apply**.

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
285081	447378	OPNREC	4/14/2015	\$1,000.00	\$0.00	500.00

Note Type: **RPAY - Receivable Paydown**

Text: **Paying half of balance due for order.**

Apply

CANCEL **CHECKOUT**

- Select the payment method and click **Accept Payment**.

**** CREDIT AVAILABLE ****

Method: **Cash** Amount: 500.00

Cash Tended:


Create Credit **Accept Payment**

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

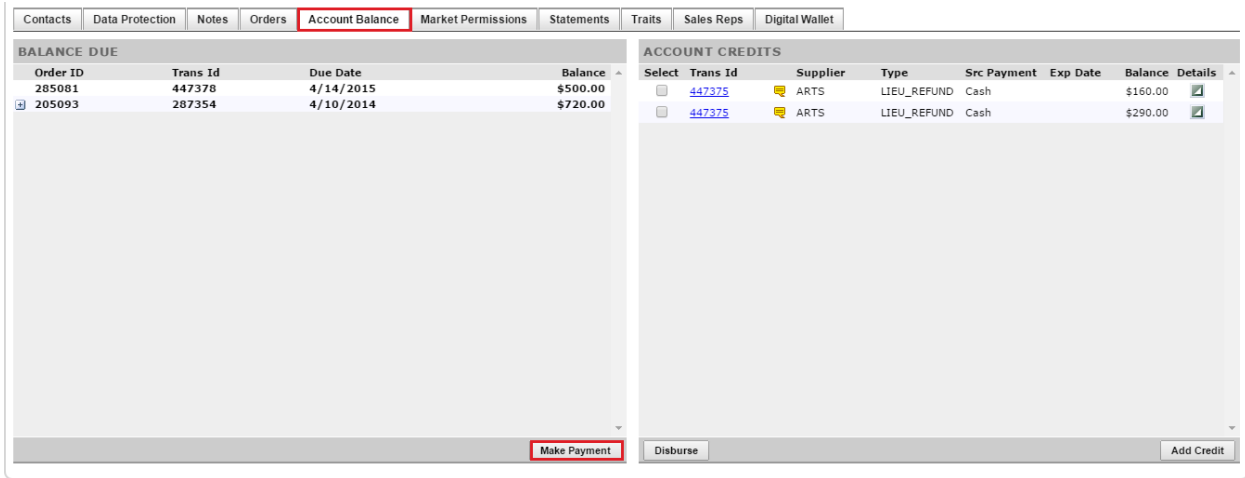
Credit Totals: \$0.00 Payment Totals: \$0.00

CANCEL **CHECKOUT**

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES	DELIVERY	RECEIVABLES (1)	PAYMENT (1)	CONFIRM 
TRANSACTION #: 457348 ORDER(S): 285081				
Your transaction has completed successfully.				
PATRON				
Account #	2662			
Account Name	Smith, Tom			
				New Statement
CANCEL		DONE		

- To pay a receivable from the “Account Balance” tab in the *ACCOUNT* screen, click **Make Payment**.



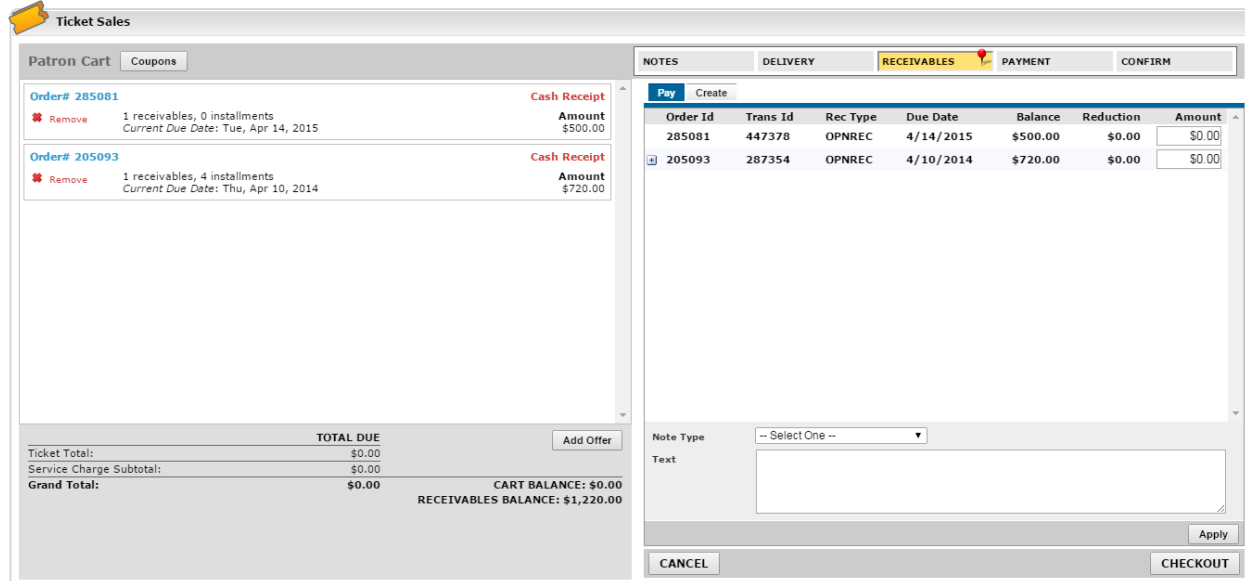
The screenshot shows the ACCOUNT screen with the 'Account Balance' tab selected. The interface is divided into two main sections: 'BALANCE DUE' on the left and 'ACCOUNT CREDITS' on the right. At the bottom, the 'Make Payment' button is highlighted with a red border.

BALANCE DUE			
Order ID	Trans Id	Due Date	Balance
285081	447378	4/14/2015	\$500.00
205093	287354	4/10/2014	\$720.00

ACCOUNT CREDITS						
Select	Trans Id	Supplier	Type	Src Payment	Exp Date	Balance
<input type="checkbox"/>	447375	ARTS	LIEU_REFUND	Cash		\$160.00
<input type="checkbox"/>	447375	ARTS	LIEU_REFUND	Cash		\$290.00

Note: This option allows you to pay receivables from multiple orders with the same Supplier. If there are receivables from different Suppliers, then they must be paid via the *ORDER* screen.

This advances you to the Patron Cart.



The screenshot shows the Patron Cart screen. The 'RECEIVABLES' tab is selected. The left side shows order details for Order# 285081 and Order# 205093. The right side shows a table of receivables with columns for Order Id, Trans Id, Rec Type, Due Date, Balance, Reduction, and Amount.

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
285081	447378	OPNREC	4/14/2015	\$500.00	\$0.00	\$0.00
205093	287354	OPNREC	4/10/2014	\$720.00	\$0.00	\$0.00

TOTAL DUE

Ticket Total:	\$0.00	CART BALANCE:	\$0.00
Service Charge Subtotal:	\$0.00	RECEIVABLES BALANCE:	\$1,220.00
Grand Total:	\$0.00		

- Enter the amount to be paid toward each receivable. If a note is desired, then select a 'Note Type' and enter text as needed. Once complete, click **Apply**.

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
285081	447378	OPNREC	4/14/2015	\$500.00	\$0.00	100.00
205093	287354	OPNREC	4/10/2014	\$720.00	\$0.00	720.00

Note Type: **RPAY - Receivable Paydown**

Text:

Apply

CANCEL **CHECKOUT**

- Select the payment method and click **Accept Payment**.

Method: **Cash** Amount: 820.00

Cash Tendered:


Accept Payment

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Credit Totals: \$0.00 Payment Totals: \$0.00

CANCEL **CHECKOUT**

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES	DELIVERY	RECEIVABLES (2)	PAYMENT (1)	CONFIRM 
TRANSACTION #: 457353 ORDER(S): 285081 : 205093				
Your transaction has completed successfully.				
PATRON				
Account #	2662			
Account Name	Smith, Tom			

CANCEL	DONE
--------	-------------

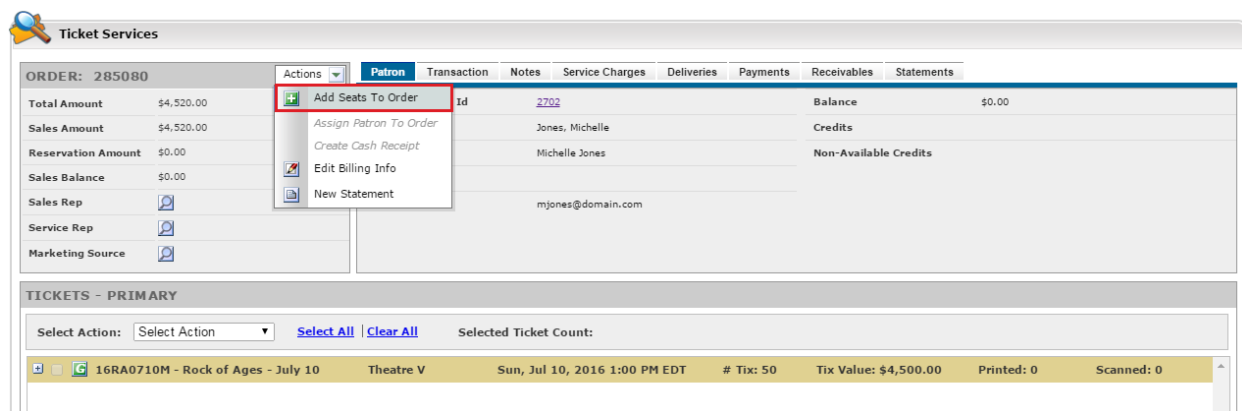
Add Seats to an Order

It is possible to add seats to an existing order within Ticket Services. This option is not available for anonymous patron orders.


To add seats to an order, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Add Seats to Order.'*

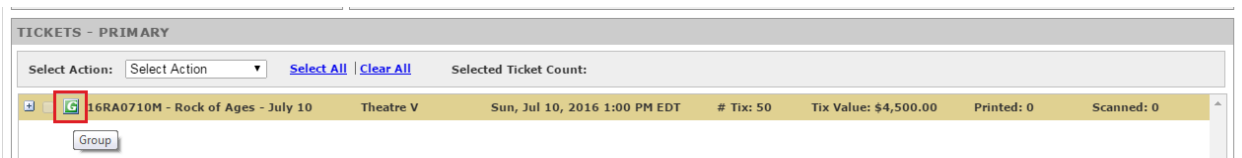
Additionally, the ability to add seats to an order can be restricted via Event Access to a relative number of days at or after the event. This restriction, however, can be overridden via an Application Feature Permission.

- To add seats to an order from the *ORDER* screen, you can select "Add Seats to Order" from the 'Actions' dropdown menu.




The screenshot shows the 'Ticket Services' interface for order 285080. The 'Actions' dropdown menu is open, highlighting the 'Add Seats To Order' option. Other options include 'Assign Patron To Order', 'Create Cash Receipt', 'Edit Billing Info', and 'New Statement'. The main table shows order details such as Total Amount (\$4,520.00), Sales Amount (\$4,520.00), and Reservation Amount (\$0.00). Below the order details, there is a 'TICKETS - PRIMARY' section with a table of tickets. The first ticket is highlighted: '16RA0710M - Rock of Ages - July 10 Theatre V Sun, Jul 10, 2016 1:00 PM EDT # Tix: 50 Tix Value: \$4,500.00 Printed: 0 Scanned: 0'. A green 'G' icon is visible next to the ticket ID.

- You can also add seats to an order by clicking on the green  sale type icon. The icon will either be an S for single sales, G for group sales or P for package sales.



This screenshot is similar to the previous one, showing the 'TICKETS - PRIMARY' section. The first ticket is highlighted, and a green 'G' icon is clearly visible next to the ticket ID '16RA0710M'. A 'Group' label is also visible below the ticket row.

Note: If you do not have the required Application Feature Permission, or if the event is no longer eligible for adding seats to orders, then the Add Seats To Order menu item will be grayed out and the regular  sale transaction type will be displayed.

- Select seats to be added to the order using Best Available or Map Sales. Note the Order number in context will be displayed under the Financial Patron information.

SELECTED EVENT

16RA0710M - Rock of Ages - July 10
at Theatre V
on Sun, Jul 10, 2016 1:00 PM EDT

Best Map My Events Advanced Search Search

FINANCIAL PATRON

Jones, Michelle
Primary Contact Michelle Jones
Order 285080

Orders Clear New Advanced Search Search

WILL CALL

FIND

Your cart is currently empty.

Advanced Search

Ticket Sales

16RA0710M - ROCK OF AGES - JULY 10 - SUN, JUL 10, 2016 1:00 PM EDT

Sale Type Single Group

Seats

Seat Command Selection Guide

Seat Request

Extended Seat Definitions

Availability

Hold Code Promotion

Price Scales Sections

Select Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/> PRICEA	PRICE A	\$100.00	160	20		
<input type="checkbox"/> PRICEB	PRICE B	\$90.00	400	30		
<input type="checkbox"/> PRICEC	PRICE C	\$75.00	440	20		
<input type="checkbox"/> PRICED	PRICE D	\$50.00	120	30		

CLEAR LOCK SEATS VIEW MAP

- Once you have selected seats, advance to the Patron Cart and continue with checkout as normal.

The *ORDER* screen shows the order with the additional tickets included in the same line item.

TICKETS - PRIMARY

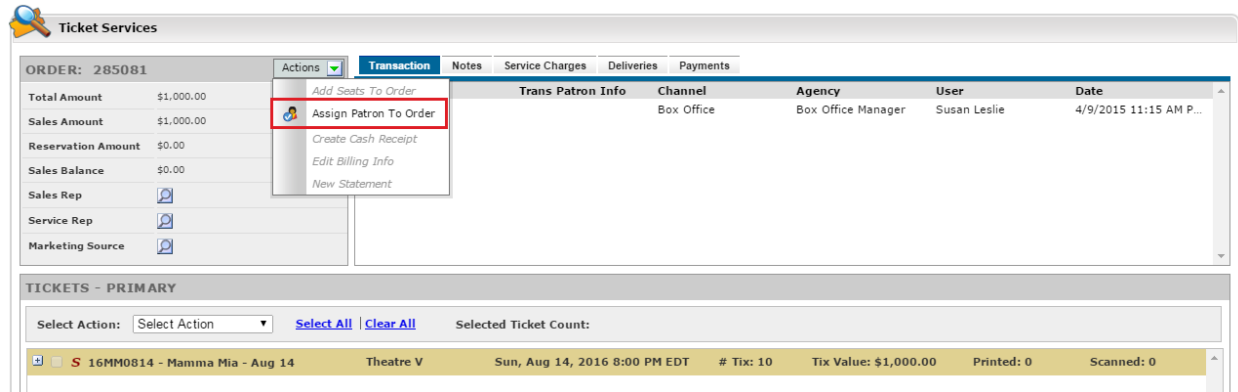
Select Action: [Select All](#) | [Clear All](#) Selected Ticket Count: 0


	16RA0710M - Rock of Ages - July 10	Theatre V	Sun, Jul 10, 2016 1:00 PM EDT	# Tix: 60	Tix Value: \$5,400.00	Printed: 0	Scanned: 0
--	------------------------------------	-----------	-------------------------------	------------------	-----------------------	------------	------------

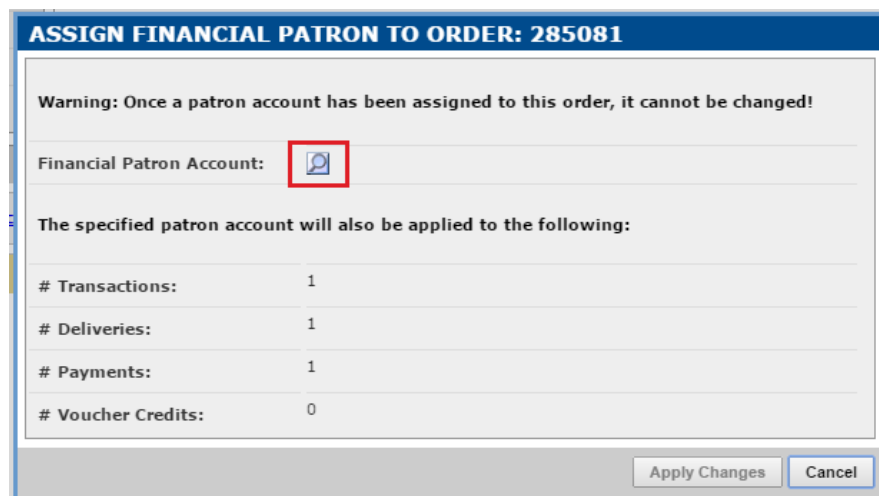
Assign a Patron to an Anonymous Sale


To assign a Patron to an anonymous sale, the user must have permission via *System Setup > Application Feature Permissions > Ticket Permissions > 'Assign Patron to Anonymous Order.'*

- From the *ORDER* screen, select "Assign Patron To Order" from the 'Actions' dropdown menu.



- To select a Financial Patron to assign to the order, click the  icon from the pop-up screen.



- Enter patron search criteria and click **FIND**. If more than one patron matches the criteria, select the patron by clicking the  icon.



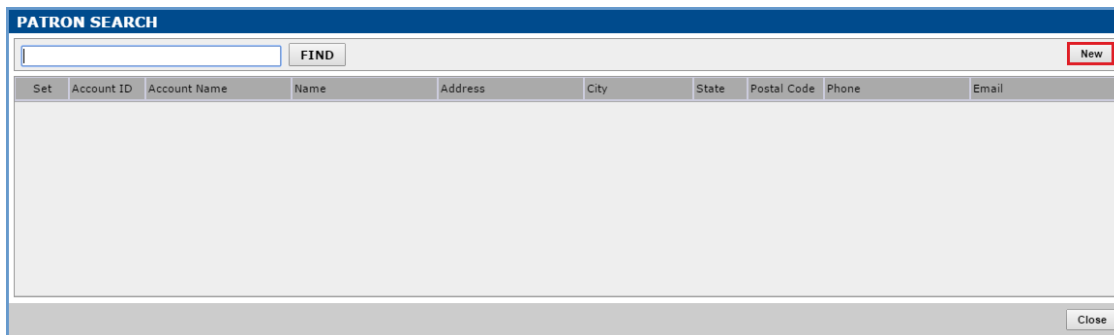
PATRON SEARCH

smith, t

Filter By:

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	2682	Smith, Thomas	Smith, Thomas	111 Anton Blvd.	Costa Mesa	CA	92626	(714) 555-1212	tsmith@gmail.com
	2682	Smith, Tom	Smith, Tom	555 Anton Blvd.	Costa Mesa	CA	92626	(714) 327-5400	tsmith@tickets.com

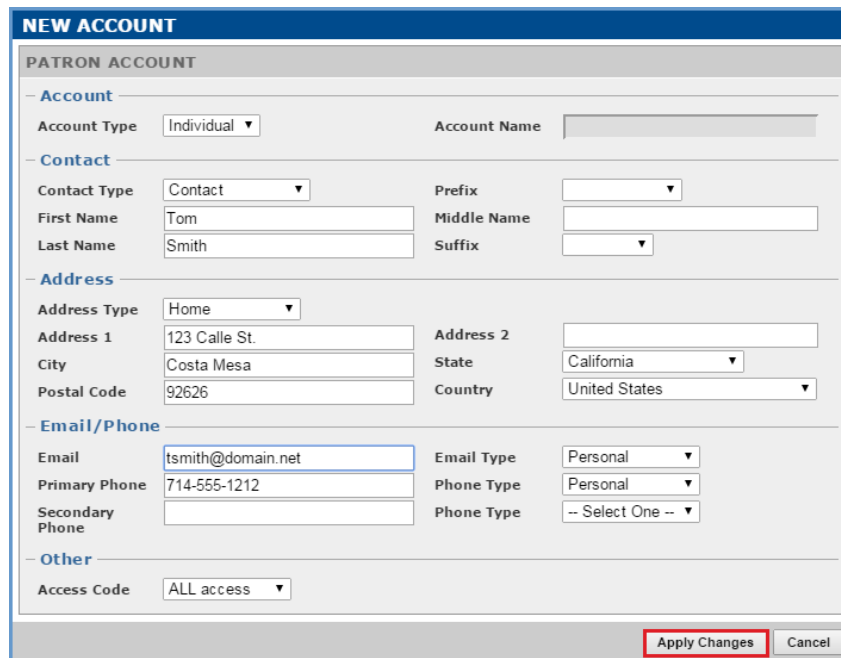
- To create a new patron account, click **New**.



PATRON SEARCH

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
-----	------------	--------------	------	---------	------	-------	-------------	-------	-------

- Enter the details for the Financial Patron, and then click **Apply Changes**.



NEW ACCOUNT

PATRON ACCOUNT

Account

Account Type: Individual Account Name:

Contact

Contact Type: Contact Prefix:

First Name: Tom Middle Name:

Last Name: Smith Suffix:

Address

Address Type: Home

Address 1: 123 Calle St. Address 2:

City: Costa Mesa State: California

Postal Code: 92626 Country: United States

Email/Phone

Email: tsmith@domain.net Email Type: Personal

Primary Phone: 714-555-1212 Phone Type: Personal

Secondary Phone: Phone Type: -- Select One --

Other

Access Code: ALL access

- Once the Patron has been selected, click **Apply Changes**.

ASSIGN FINANCIAL PATRON TO ORDER: 285081


Warning: Once a patron account has been assigned to this order, it cannot be changed!

Financial Patron Account:

The specified patron account will also be applied to the following:

# Transactions:	1
# Deliveries:	1
# Payments:	1
# Voucher Credits:	0

The patron will now be assigned to the order.

 **Ticket Services**

ORDER: 285081 Actions ▾

Total Amount	\$1,000.00
Sales Amount	\$1,000.00
Reservation Amount	\$0.00
Sales Balance	\$0.00
Sales Rep	
Service Rep	
Marketing Source	


Patron	Transaction	Notes	Service Charges	Deliveries	Payments	Receivables	Statements
Financial Patron Id	2662					Balance	\$720.00
Account Name	Smith, Tom					Credits	
Contact Name	Tom Smith					Non-Available Credits	
Contact Phone	(714) 327-5400						
Contact Email	tsmith@tickets.com						

TICKETS - PRIMARY

Select Action: Select Action ▾ [Select All](#) | [Clear All](#) Selected Ticket Count:

	16MM0814 - Mamma Mia - Aug 14	Theatre V	Sun, Aug 14, 2016 8:00 PM EDT	# Tix: 10	Tix Value: \$1,000.00	Printed: 0	Scanned: 0
--	-------------------------------	-----------	-------------------------------	-----------	-----------------------	------------	------------

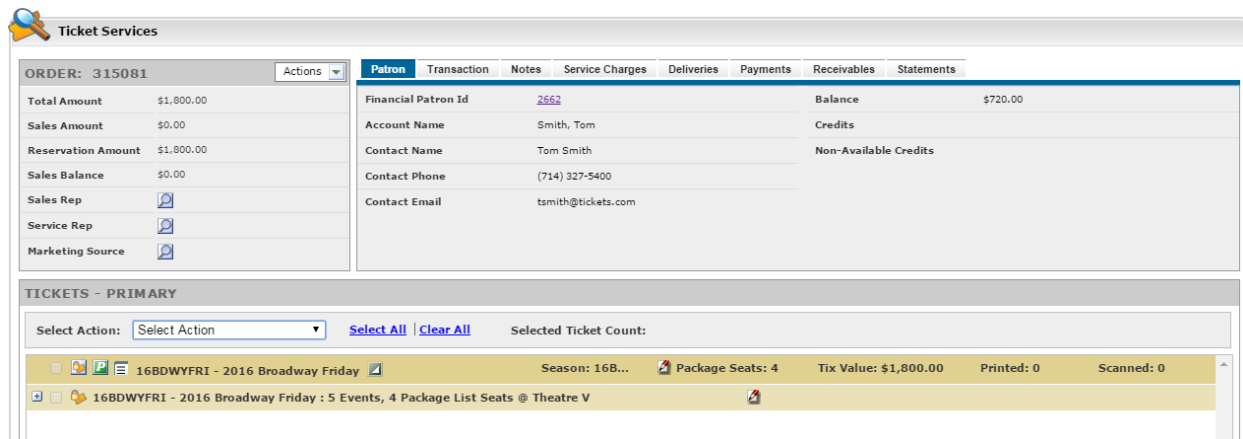
Claim a Reservation

A reservation is a type of transaction used to hold seats for a patron without accepting payment. Reservations can be claimed in order to sell the seats, or released to allow seats to be returned to inventory. Reserved tickets will be considered not sold for reporting purposes. The  icon indicates a reservation.

To claim a reservation, a user must have the appropriate access for Ticket Claim in Package Access (Full Package) and Event Access (Single Tickets and Group Tickets).

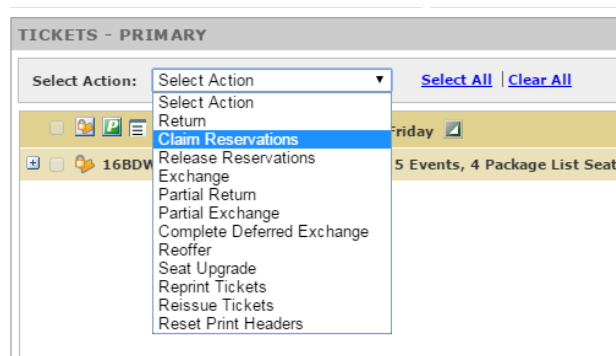
Claim a Full Package Reservation

- To claim a Reservation, go to the *ORDER* screen.



The screenshot shows the 'Ticket Services' interface. On the left, there is a summary for 'ORDER: 315081' with fields for Total Amount (\$1,800.00), Sales Amount (\$0.00), Reservation Amount (\$1,800.00), Sales Balance (\$0.00), and various representative and marketing source links. The main area is divided into tabs: Patron, Transaction, Notes, Service Charges, Deliveries, Payments, Receivables, and Statements. The 'Patron' tab is active, showing details for Financial Patron Id (2662), Account Name (Smith, Tom), Contact Name (Tom Smith), Contact Phone ((714) 327-5400), and Contact Email (tsmith@tickets.com). Below this, there are sections for 'TICKETS - PRIMARY' with a 'Select Action' dropdown menu and a list of tickets. The first ticket is '16BDWYFRI - 2016 Broadway Friday' with 4 package seats and a value of \$1,800.00.

- Select "Claim Reservations" from the 'Select Action' dropdown menu.



This close-up shows the 'TICKETS - PRIMARY' section with the 'Select Action' dropdown menu open. The menu options are: Select Action, Select Action, Return, Claim Reservations (highlighted in blue), Release Reservations, Exchange, Partial Return, Partial Exchange, Complete Deferred Exchange, Reoffer, Seat Upgrade, Reprint Tickets, Reissue Tickets, and Reset Print Headers. The background shows the same ticket list as the previous screenshot.

- To claim all seats in the package, check the box for the package, and then click **APPLY ACTION**.

TICKETS - PRIMARY

Select Action: Claim Reservations [Select All](#) | [Clear All](#) Selected Ticket Count: 0

16BDWYFRI - 2016 Broadway Friday Season: 16B... Package Seats: 4 Tix Value: \$1,800.00 Printed: 0 Scanned: 0

16BDWYFRI - 2016 Broadway Friday : 5 Events, 4 Package List Seats @ Theatre V

APPLY ACTION

This will advance you to the Patron Cart.

Ticket Sales

Patron Cart | Coupons | Reservations

Order# 315081 - Offer# 12348004 Package Claim

Settings **16BDWYFRI - 2016 Broadway Friday**

4 Package seats Totals
 From Fri, Jun 3, 2016 8:00 PM EDT to Fri, Nov 4, 2016 8:00 PM EDT \$1,800.00

Package Event List

TOTAL DUE Add Offer

Ticket Total: \$1,800.00
 Service Charge Subtotal: \$0.00
Grand Total: \$1,800.00 CART BALANCE: \$1,800.00

NOTES | **DELIVERY** | RECEIVABLES | PAYMENT | CONFIRM

Method: -- Select One -- New

Offers	Deliveries			
Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348004 - 16BDWYFRI	6/3/2016 8:00 PM EDT	20	20	

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

Seats W/O Delivery: 20 Delivery Totals: \$0.00

CANCEL CHECKOUT

- Select the delivery method and click **Apply**.

NOTES
DELIVERY
RECEIVABLES
PAYMENT
CONFIRM

Method
Will Call - \$0.00
New

Attending Contact Tom Smith

ID Type ▾

Card Name ▾

ID # ▾

Account ID 2662

First Name Tom

Last Name Smith

Ticket Text ▾

Offers
Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348004 - 16BDWYFRI	6/3/2016 8:00 PM EDT	20	20	

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

Apply

Seats W/O Delivery: 20
Delivery Totals: \$0.00

- Select the payment method and click **Accept Payment**.

NOTES
DELIVERY (1)
RECEIVABLES
PAYMENT
CONFIRM

Method
Cash
Amount 1,800.00

Cash Tended

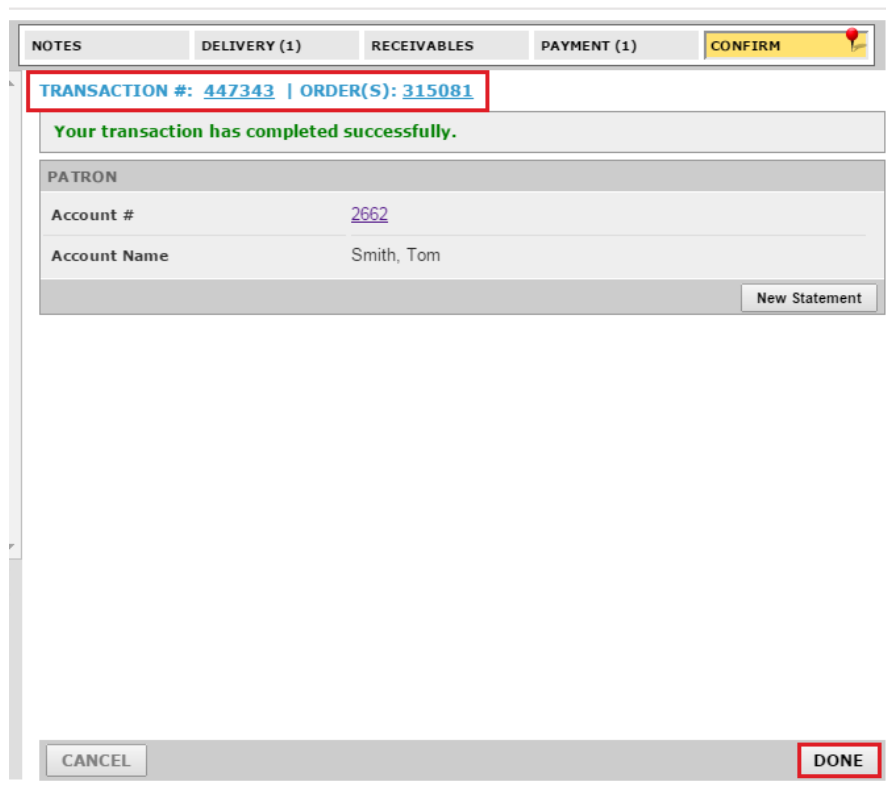
Create Credit
Accept Payment

Payments
Credits

Edit	Source	Type	Exp. Date	Dist. Date	Amount	Remove


Credit Totals: \$0.00
Payment Totals: \$0.00

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.



NOTES	DELIVERY (1)	RECEIVABLES	PAYMENT (1)	CONFIRM
TRANSACTION #: 447343 ORDER(S): 315081				
Your transaction has completed successfully.				
PATRON				
Account #	2662			
Account Name	Smith, Tom			
				New Statement
CANCEL				DONE

Claim Part of a Reservation

- To claim only some seats on a reservation, click the  icon for the package in the TICKETS grid in the ORDER screen.

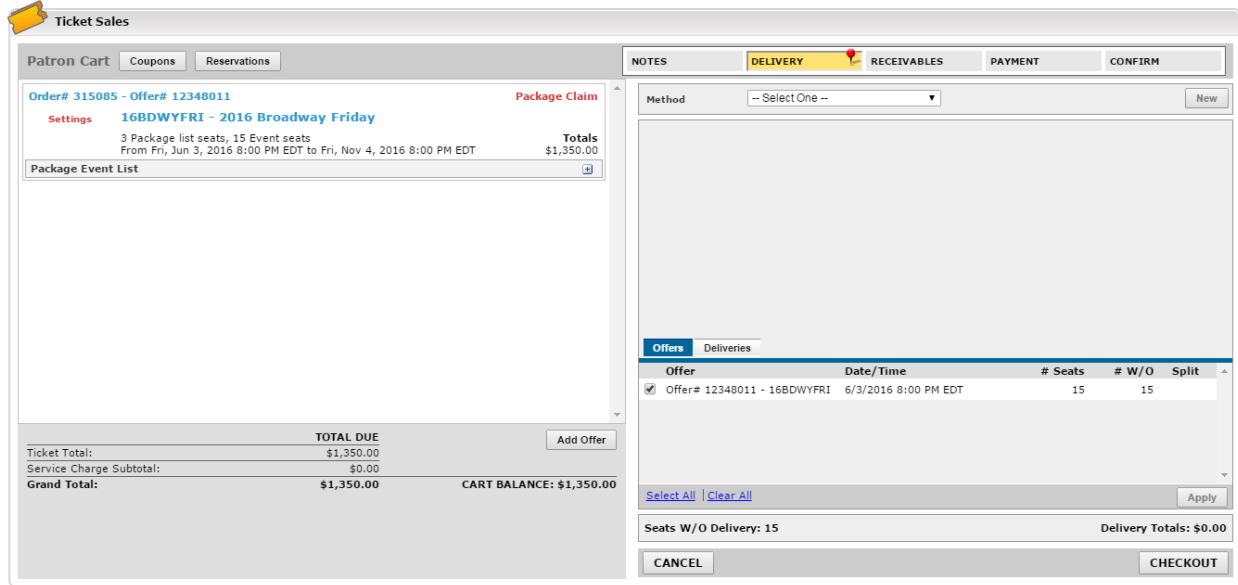
The screenshot shows the 'Ticket Services' interface for order 315085. The top section displays financial details: Total Amount (\$2,250.00), Sales Amount (\$0.00), Reservation Amount (\$2,250.00), and Sales Balance (\$0.00). Below this is a 'TICKETS - PRIMARY' section with a 'Select Action' dropdown and 'Select All' and 'Clear All' buttons. A table of tickets is visible, with one row highlighted in yellow: '16BDWYFRI - 2016 Broadway Friday'. This row shows 'Season: 16B...', 'Package Seats: 5', 'Tix Value: \$2,250.00', 'Printed: 0', and 'Scanned: 0'. A red box highlights the 'Package Seats: 5' field.

- A pop-up window will appear with the package list seats. Select "Claim" from the 'Select Action' dropdown menu, select the seats to claim, and then click **Apply Action**.

The screenshot shows the 'PACKAGE LIST SEATS' pop-up window for '16BDWYFRI - 2016 BROADWAY FRIDAY'. The 'Select Action' dropdown is set to 'Claim'. Below the dropdown is a table with columns: Buyer, Sec, Row, Seat, and Scale. The table contains five rows of data, with the first two rows having their checkboxes unchecked and the last three rows having their checkboxes checked. A red box highlights the 'Apply Action' button at the bottom right of the window.

Buyer	Sec	Row	Seat	Scale
<input type="checkbox"/> ADULT	ORCHRGT	C	6	PRICEB
<input type="checkbox"/> ADULT	ORCHRGT	C	8	PRICEB
<input checked="" type="checkbox"/> ADULT	ORCHRGT	C	10	PRICEB
<input checked="" type="checkbox"/> ADULT	ORCHRGT	C	12	PRICEB
<input checked="" type="checkbox"/> ADULT	ORCHRGT	C	14	PRICEB

This will advance you to the Patron Cart.



Ticket Sales

Patron Cart Coupons Reservations

Order# 315085 - Offer# 12348011 Package Claim

Settings 16BDWYFRI - 2016 Broadway Friday

3 Package list seats, 15 Event seats Totals
From Fri, Jun 3, 2016 8:00 PM EDT to Fri, Nov 4, 2016 8:00 PM EDT \$1,350.00

Package Event List

TOTAL DUE Add Offer

Ticket Total: \$1,350.00
Service Charge Subtotal: \$0.00
Grand Totals: \$1,350.00 CART BALANCE: \$1,350.00

NOTES DELIVERY RECEIVABLES PAYMENT CONFIRM

Method: -- Select One -- New

Offers Deliveries

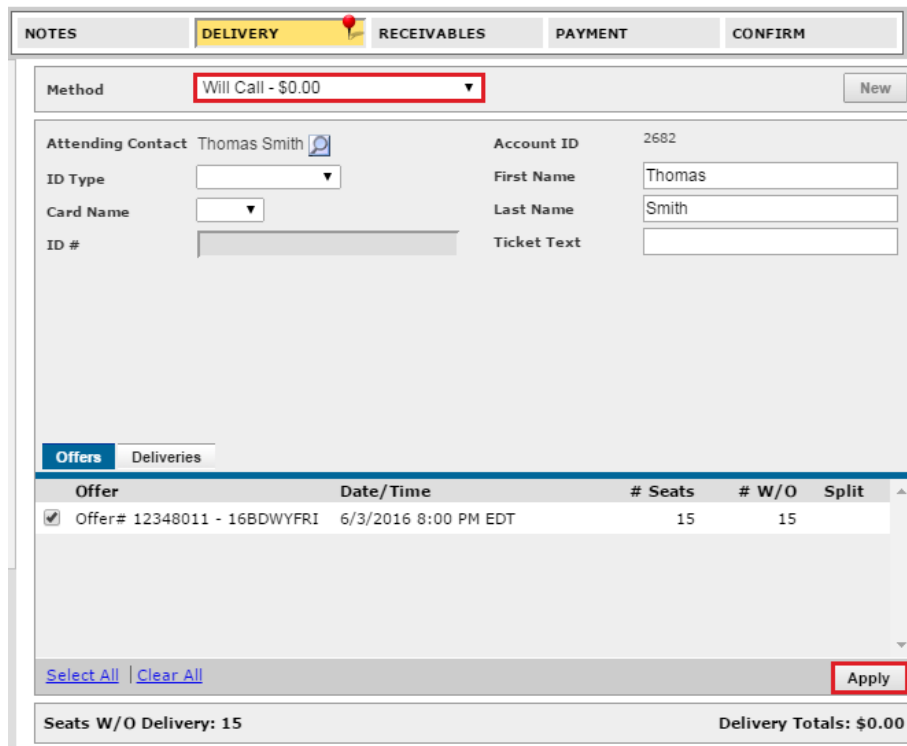
Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348011 - 16BDWYFRI	6/3/2016 8:00 PM EDT	15	15	

Select All Clear All Apply

Seats W/O Delivery: 15 Delivery Totals: \$0.00

CANCEL CHECKOUT

- Select the delivery method and click **Apply**.



NOTES DELIVERY RECEIVABLES PAYMENT CONFIRM

Method: Will Call - \$0.00 New

Attending Contact: Thomas Smith Account ID: 2682

ID Type: First Name: Thomas

Card Name: Last Name: Smith

ID #: Ticket Text:

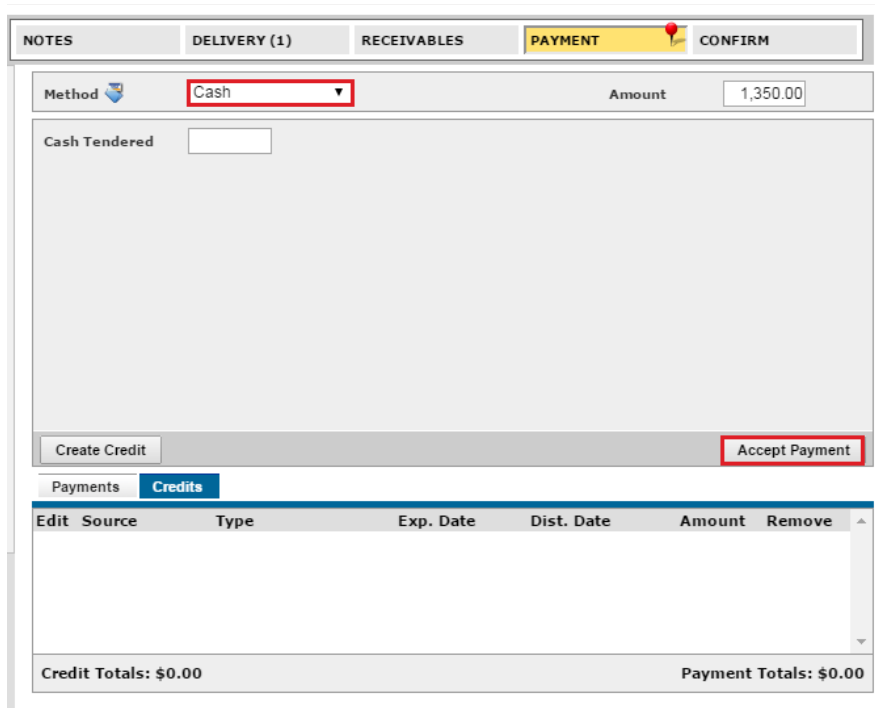
Offers Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348011 - 16BDWYFRI	6/3/2016 8:00 PM EDT	15	15	

Select All Clear All Apply

Seats W/O Delivery: 15 Delivery Totals: \$0.00

- Select the payment method and click **Accept Payment**.



NOTES DELIVERY (1) RECEIVABLES **PAYMENT** CONFIRM

Method Cash Amount 1,350.00

Cash Tendered

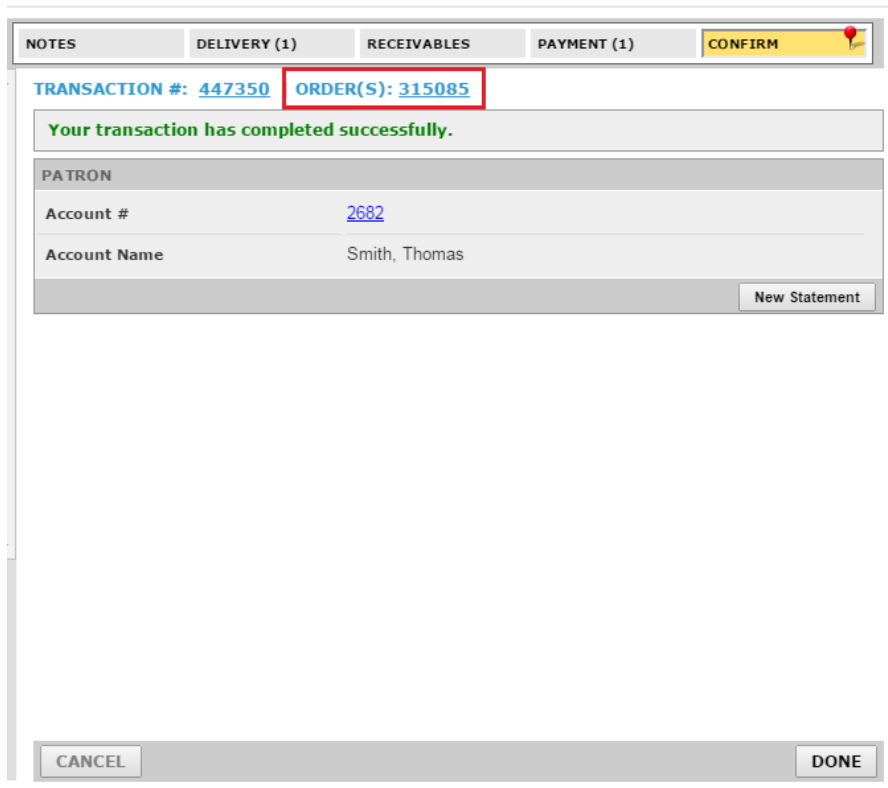
Create Credit Accept Payment

Payments Credits

Edit	Source	Type	Exp. Date	Dist. Date	Amount	Remove

Credit Totals: \$0.00 Payment Totals: \$0.00

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.



NOTES DELIVERY (1) RECEIVABLES PAYMENT (1) **CONFIRM**

[TRANSACTION #: 447350](#) [ORDER\(S\): 315085](#)

Your transaction has completed successfully.

PATRON

Account # [2682](#)

Account Name Smith, Thomas

New Statement

CANCEL DONE

The *ORDER* screen now shows sold and reserved seats for the order.

Ticket Services

ORDER: 315085 Actions ▾

Total Amount	\$2,250.00
Sales Amount	\$1,350.00
Reservation Amount	\$900.00
Sales Balance	\$0.00
Sales Rep	
Service Rep	
Marketing Source	

Patron	Transaction	Notes	Service Charges	Deliveries	Payments	Receivables	Statements
Financial Patron Id	2652					Balance	\$0.00
Account Name	Smith, Thomas					Credits	
Contact Name	Thomas Smith					Non-Available Credits	
Contact Phone	(714) 555-1212						
Contact Email	tsmith@gmail.com						

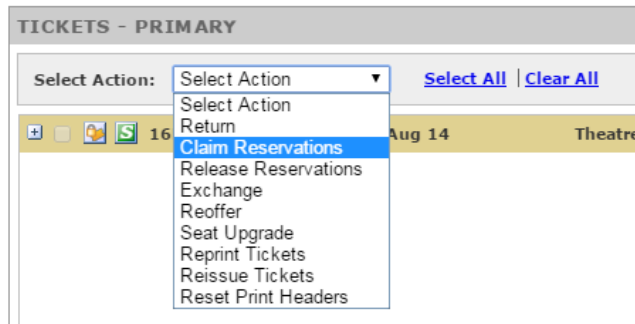
TICKETS - PRIMARY

Select Action: Select Action
[Select All](#) | [Clear All](#)
Selected Ticket Count:

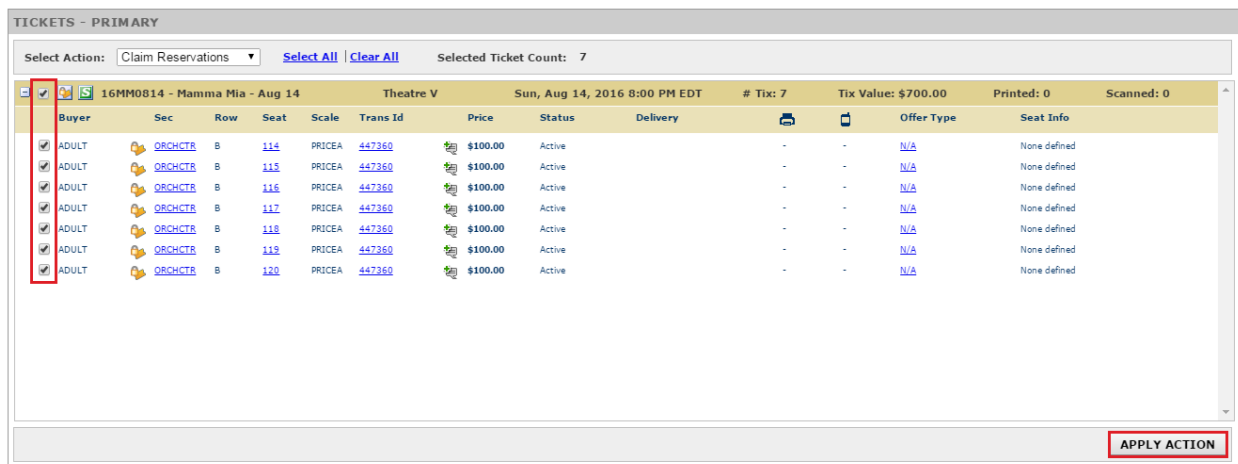
	16BDWYFRI - 2016 Broadway Friday	Season: 16B...	Package Seats: 3	Tix Value: \$1,350.00	Printed: 0	Scanned: 0
	16BDWYFRI - 2016 Broadway Friday : 5 Events, 3 Package List Seats @ Theatre V					
	16BDWYFRI - 2016 Broadway Friday	Season: 16B...	Package Seats: 2	Tix Value: \$900.00	Printed: 0	Scanned: 0
	16BDWYFRI - 2016 Broadway Friday : 5 Events, 2 Package List Seats @ Theatre V					

Claim a Group or Single Reservation

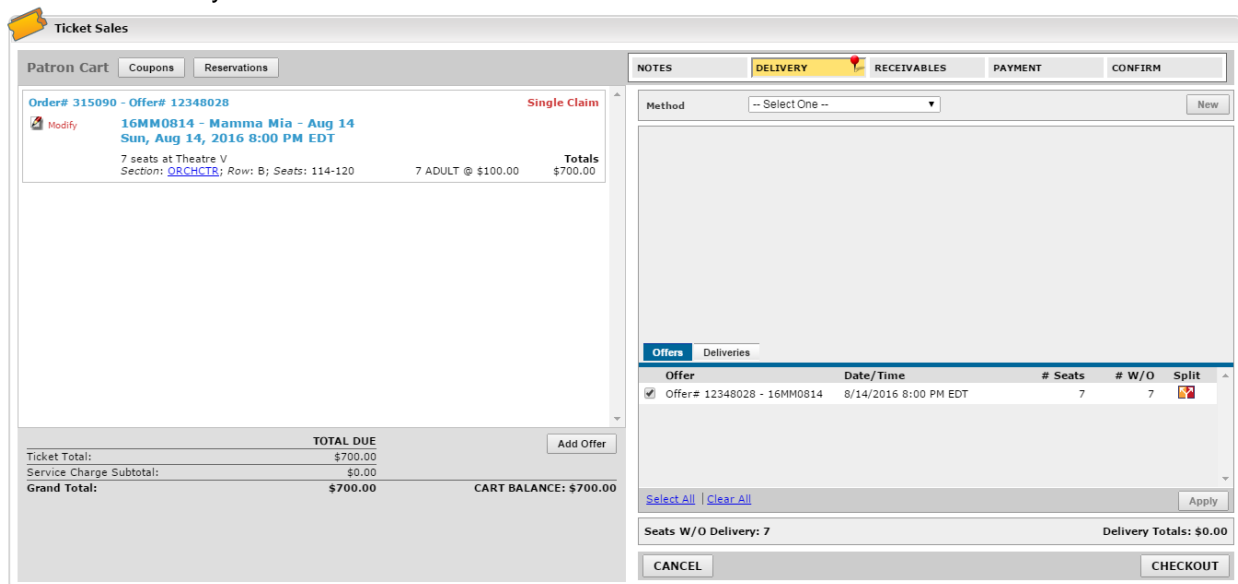
- To claim all or part of a group or single reservation, from the *ORDER* screen, select “Claim Reservations” from the ‘Select Action’ dropdown menu.



- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to be claimed by checking the box corresponding to the seats. Click **APPLY ACTION**.



This will advance you to the Patron Cart.



- Select delivery method and click **Apply**.

NOTES
DELIVERY
RECEIVABLES
PAYMENT
CONFIRM

Method Will Call - \$0.00 New

Attending Contact Michelle Jones

ID Type

Card Name

ID #

Account ID 2702

First Name Michelle

Last Name Jones

Ticket Text

Offers Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348028 - 16MM0814	8/14/2016 8:00 PM EDT	7	7	

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

Seats W/O Delivery: 7
Delivery Totals: \$0.00

- Select payment method and click **Accept Payment**.

NOTES
DELIVERY (1)
RECEIVABLES
PAYMENT
CONFIRM

Method Cash Amount 700.00

Cash Tended


Create Credit
Accept Payment

Payments Credits

Edit	Source	Type	Exp. Date	Dist. Date	Amount	Remove

Credit Totals: \$0.00
Payment Totals: \$0.00

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES	DELIVERY (1)	RECEIVABLES	PAYMENT (1)	CONFIRM 
TRANSACTION #: 447363 ORDER(S): 315090				
Your transaction has completed successfully.				
PATRON				
Account #	2702			
Account Name	Jones, Michelle			
				New Statement
CANCEL				DONE

Release a Reservation

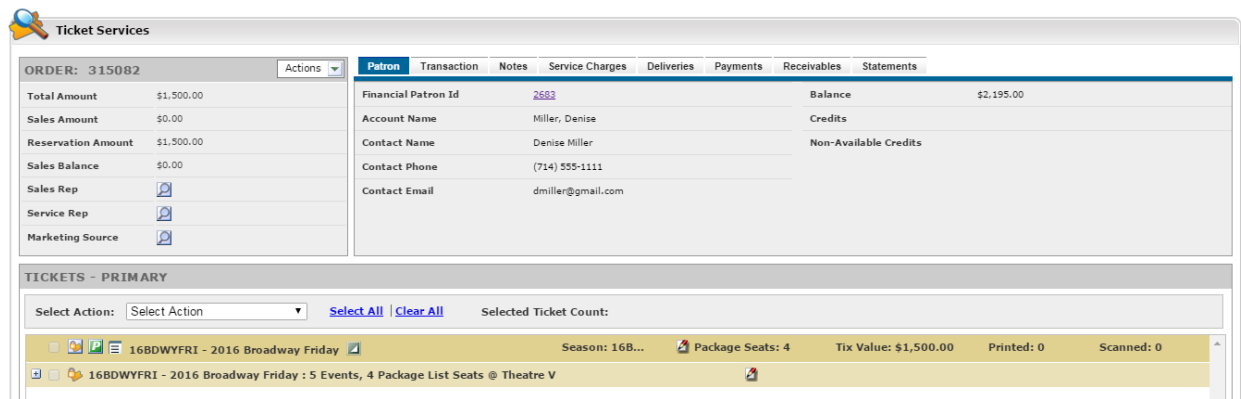
If seats that are on reservations are not going to be claimed and sold, then they should be released to be returned to inventory. Note, reservations are not automatically released at the reservation release date.

To release a reservation, a user must have the appropriate access for Ticket Release in Package Access (Full Package) or Event Access (Single Tickets and Group Tickets).

Note: Reservations may also be released in bulk using the Reservation Release Utility.

Release a Full Package Reservation

- To release a full package reservation, go to the *ORDER* screen.



Ticket Services

ORDER: 315082

Total Amount	\$1,500.00
Sales Amount	\$0.00
Reservation Amount	\$1,500.00
Sales Balance	\$0.00
Sales Rep	
Service Rep	
Marketing Source	

Patron	Transaction	Notes	Service Charges	Deliveries	Payments	Receivables	Statements
Financial Patron Id	2683					Balance	\$2,195.00
Account Name	Miller, Denise					Credits	
Contact Name	Denise Miller					Non-Available Credits	
Contact Phone	(714) 555-1111						
Contact Email	dmiller@gmail.com						

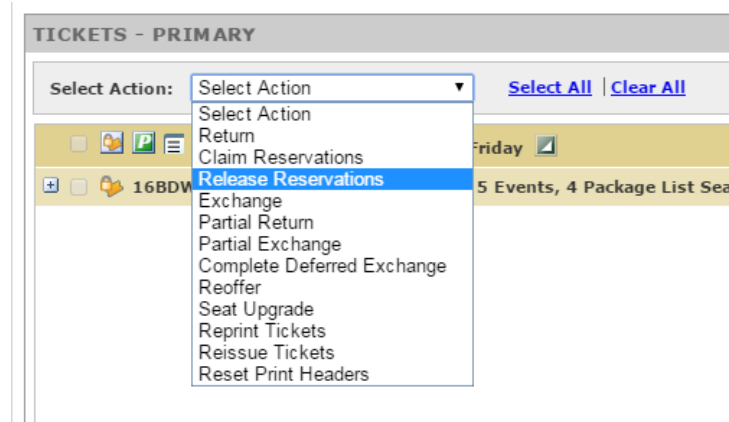
TICKETS - PRIMARY

Select Action: [Select All](#) [Clear All](#) Selected Ticket Count:

16BDWYFRI - 2016 Broadway Friday Season: 168... Package Seats: 4 Tix Value: \$1,500.00 Printed: 0 Scanned: 0

16BDWYFRI - 2016 Broadway Friday : 5 Events, 4 Package List Seats @ Theatre V

- Select "Release Reservation" from the 'Select Action' dropdown menu.



TICKETS - PRIMARY

Select Action: [Select All](#) [Clear All](#)

- Select Action
- Return
- Claim Reservations
- Release Reservations**
- Exchange
- Partial Return
- Partial Exchange
- Complete Deferred Exchange
- Reoffer
- Seat Upgrade
- Reprint Tickets
- Reissue Tickets
- Reset Print Headers

- To release all seats in the package, check the box for the package, and then click **APPLY ACTION**.

TICKETS - PRIMARY

Select Action: Release Reservations [Select All](#) [Clear All](#) Selected Ticket Count: 12*

Package	Season	Package Seats	Tix Value	Printed	Scanned
<input checked="" type="checkbox"/> 16BDWYFRI - 2016 Broadway Friday	Season: 16B...	4	\$1,500.00	0	0
<input checked="" type="checkbox"/> 16BDWYFRI - 2016 Broadway Friday : 5 Events, 4 Package List Seats @ Theatre V					
<input checked="" type="checkbox"/> 16880603 - Beauty and the ...	Theatre V	Fri, Jun 3, 2016 8:00 PM EDT	Tickets: 4	Tix Value: \$300.00	Printed: 0 Scanned: 0
<input checked="" type="checkbox"/> 16RA0708 - Rock of Ages - ...	Theatre V	Fri, Jul 8, 2016 8:00 PM EDT	Tickets: 4	Tix Value: \$300.00	Printed: 0 Scanned: 0
<input checked="" type="checkbox"/> 16MM0812 - Mamma Mia - Aug 12	Theatre V	Fri, Aug 12, 2016 8:00 PM EDT	Tickets: 4	Tix Value: \$300.00	Printed: 0 Scanned: 0
<input checked="" type="checkbox"/> 16PO0909 - Phantom of the ...	Theatre V	Fri, Sep 9, 2016 8:00 PM EDT	Tickets: 4	Tix Value: \$300.00	Printed: 0 Scanned: 0
<input checked="" type="checkbox"/> 16SE1104 - Starlight Expre...	Theatre V	Fri, Nov 4, 2016 8:00 PM EDT	Tickets: 4	Tix Value: \$300.00	Printed: 0 Scanned: 0

APPLY ACTION

This will advance you to the Patron Cart.

Ticket Sales

Patron Cart [Coupons](#) [Reservations](#)

Order# 315082 - Offer# 12348005 Package Release

Settings: **16BDWYFRI - 2016 Broadway Friday**

HoldCode: 4 Package seats From Fri, Jun 3, 2016 8:00 PM EDT to Fri, Nov 4, 2016 8:00 PM EDT Totals (\$1,500.00)

Package Event List

RESERVATIONS Add Offer

Ticket Total: (\$1,500.00)

Service Charge Subtotal: \$0.00

Grand Total: (\$1,500.00) CART BALANCE: \$0.00

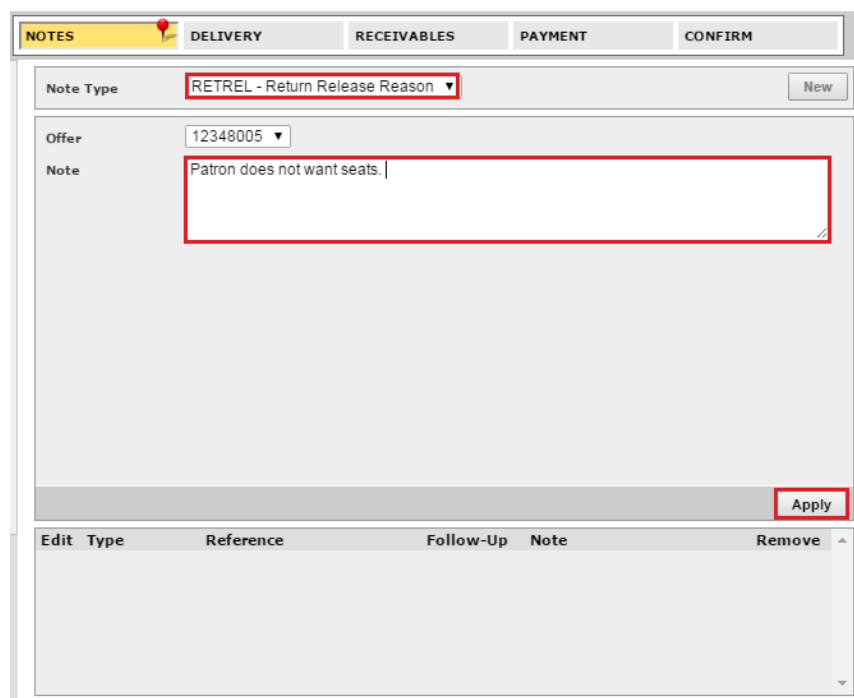
CONFIRM CHECKOUT

ERRORS

- Return or Release Note is required.

CANCEL
CHECKOUT

- If desired/required, select a 'Note Type' and enter text in the 'Note' box as needed. Once completed, click **Apply**.



NOTES (1) DELIVERY RECEIVABLES PAYMENT CONFIRM

Note Type: RETREL - Return Release Reason (New)

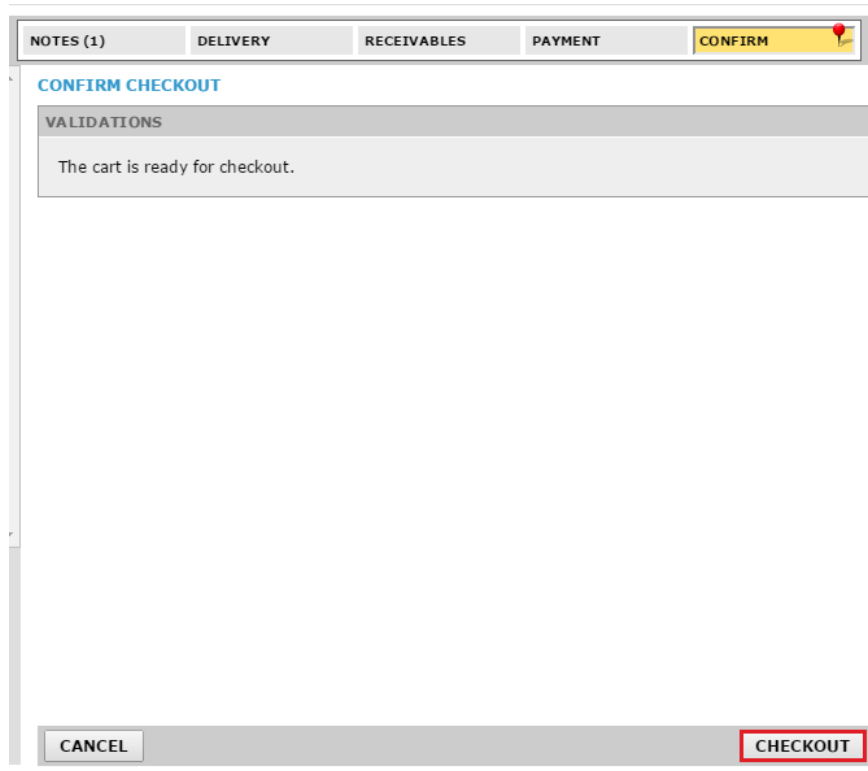
Offer: 12348005

Note: Patron does not want seats.

Apply

Edit	Type	Reference	Follow-Up	Note	Remove
------	------	-----------	-----------	------	--------

- To complete the release, click **CHECKOUT**.



NOTES (1) DELIVERY RECEIVABLES PAYMENT CONFIRM


CONFIRM CHECKOUT

VALIDATIONS


The cart is ready for checkout.

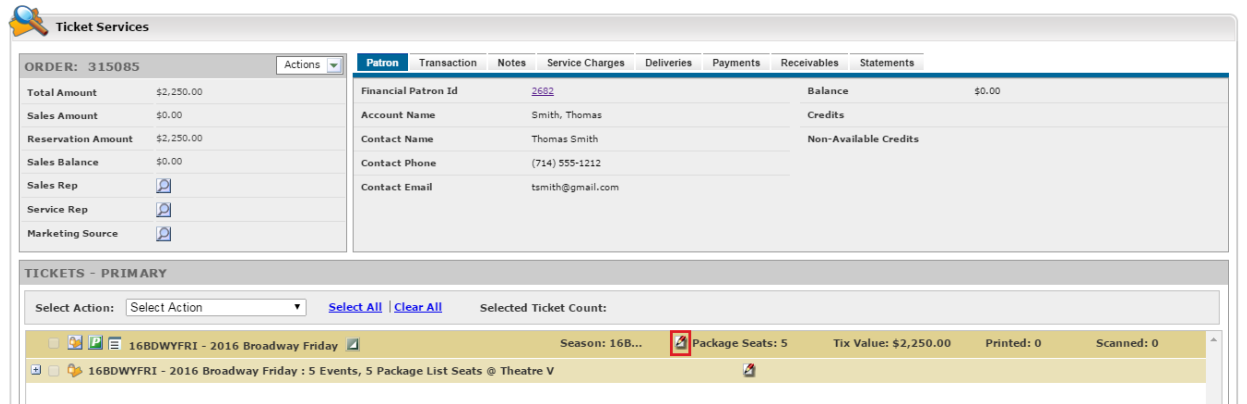
CANCEL CHECKOUT

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES	DELIVERY (1)	RECEIVABLES	PAYMENT (1)	CONFIRM 
TRANSACTION #: 457355 ORDER(S): 315082				
Your transaction has completed successfully.				
PATRON				
Account #	2683			
Account Name	Miller, Denise			
				New Statement
CANCEL				DONE

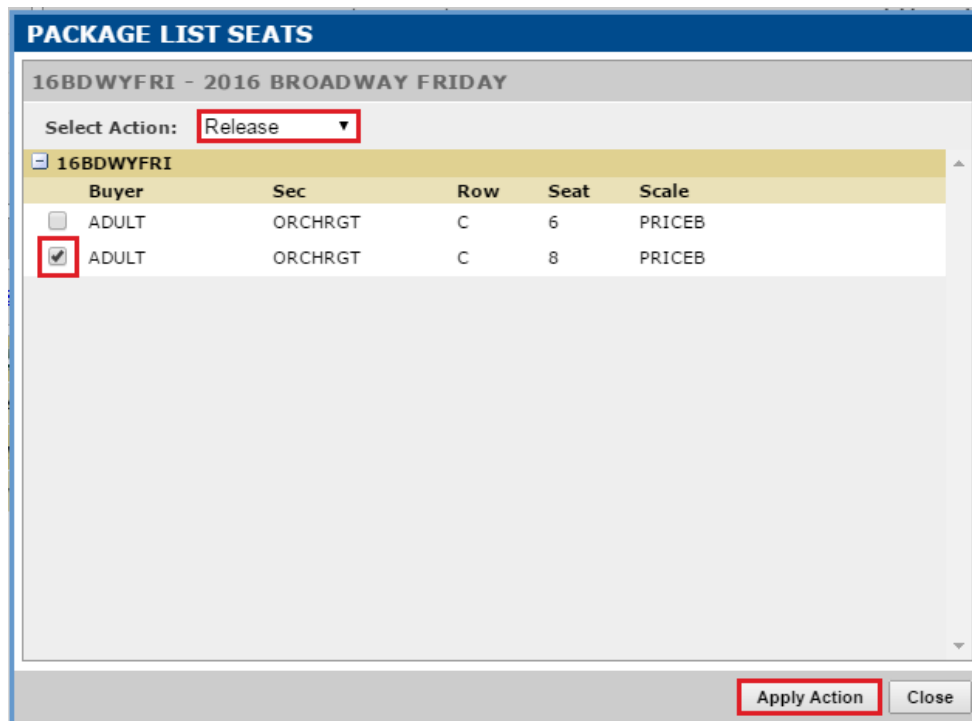
Release a Partial Package Reservation

- To release only some seats on a reservation, click the  icon for the package in the TICKETS grid in the ORDER screen.



The screenshot shows the 'Ticket Services' interface. On the left, there's an 'ORDER: 315085' summary with fields for Total Amount (\$2,250.00), Sales Amount (\$0.00), Reservation Amount (\$2,250.00), Sales Balance (\$0.00), and Sales/Service/Marketing Reps. On the right, there's a 'Patron' tab with details for Financial Patron Id (2682), Account Name (Smith, Thomas), Contact Name (Thomas Smith), Contact Phone ((714) 555-1212), and Contact Email (tsmith@gmail.com). Below this is a 'TICKETS - PRIMARY' section with a 'Select Action' dropdown and 'Selected Ticket Count' field. A table below shows ticket details for '16BDWYFRI - 2016 Broadway Friday', including 'Package Seats: 5', 'Tix Value: \$2,250.00', 'Printed: 0', and 'Scanned: 0'.

- A pop-up window will appear with the package list seats. Select "Release" from the 'Select Action' dropdown menu, select the seats to claim, and then click **Apply Action**.

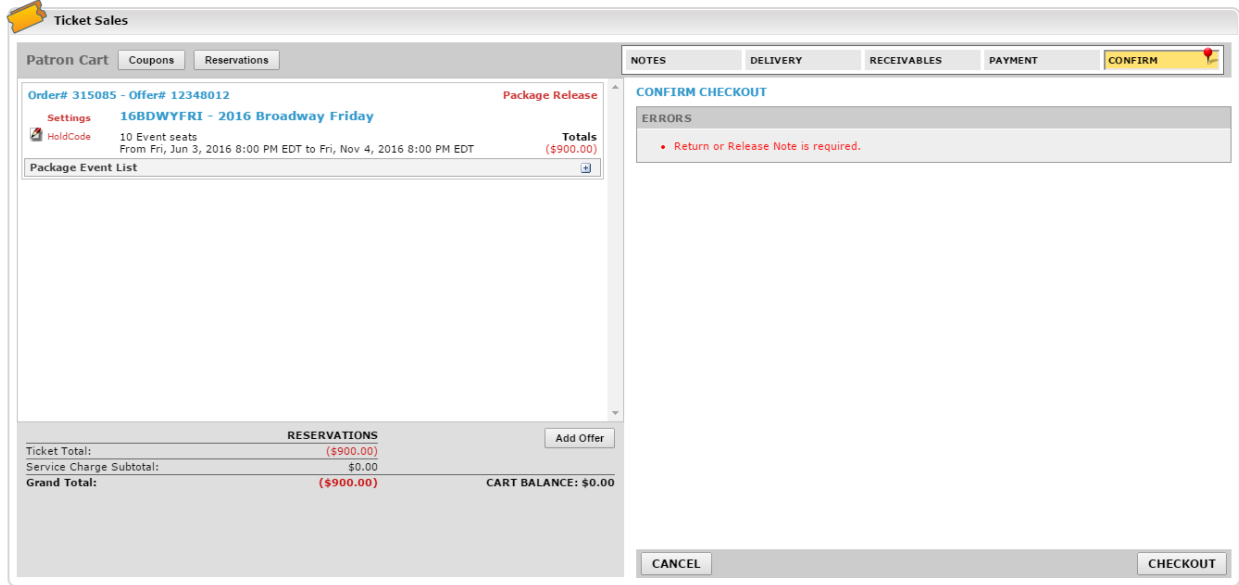


The screenshot shows a 'PACKAGE LIST SEATS' pop-up window for '16BDWYFRI - 2016 BROADWAY FRIDAY'. At the top, there's a 'Select Action:' dropdown menu with 'Release' selected. Below this is a table with columns: Buyer, Sec, Row, Seat, and Scale. The table contains two rows of data:

Buyer	Sec	Row	Seat	Scale
<input type="checkbox"/> ADULT	ORCHRGT	C	6	PRICEB
<input checked="" type="checkbox"/> ADULT	ORCHRGT	C	8	PRICEB

At the bottom of the window, there are two buttons: 'Apply Action' and 'Close'.

This will advance you to the Patron Cart.



Patron Cart | Coupons | Reservations

Order# 315085 - Offer# 12348012 Package Release

Settings **16BDWYFRI - 2016 Broadway Friday**

HoldCode 10 Event seats Totals (\$900.00)
 From Fri, Jun 3, 2016 8:00 PM EDT to Fri, Nov 4, 2016 8:00 PM EDT

Package Event List

RESERVATIONS Add Offer

Ticket Total:	(\$900.00)	
Service Charge Subtotal:	\$0.00	
Grand Total:	(\$900.00)	CART BALANCE: \$0.00

NOTES | DELIVERY | RECEIVABLES | PAYMENT | **CONFIRM**

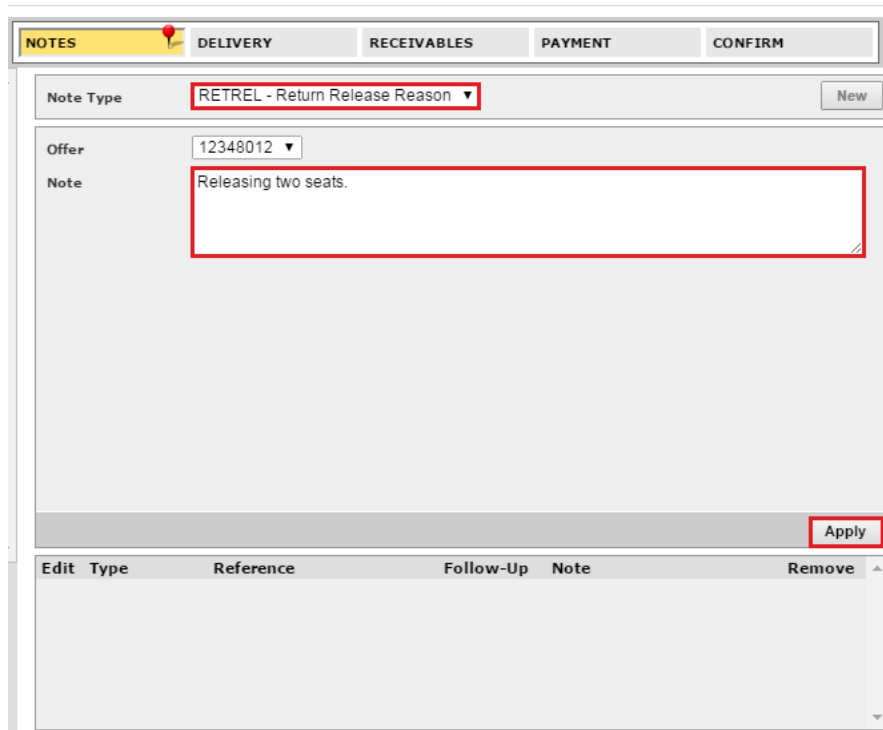
CONFIRM CHECKOUT

ERRORS

- Return or Release Note is required.

CANCEL CHECKOUT

- If desired/required, select a 'Note Type' and enter text in the 'Note' box as needed. Once completed, click **Apply**.



NOTES | DELIVERY | RECEIVABLES | PAYMENT | CONFIRM

Note Type: **RETREL - Return Release Reason** New

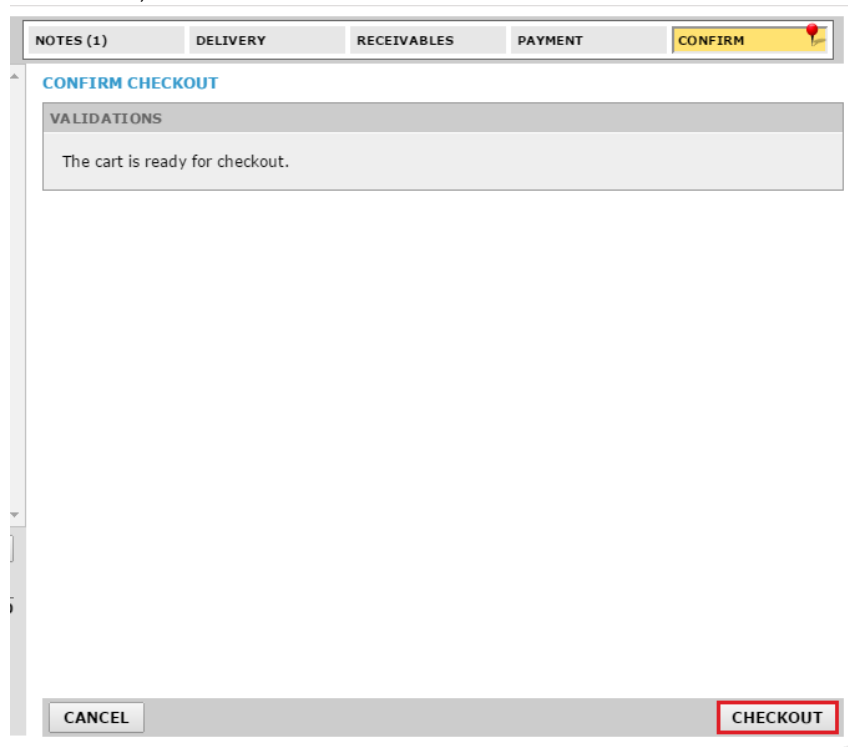
Offer: 12348012

Note: Releasing two seats.

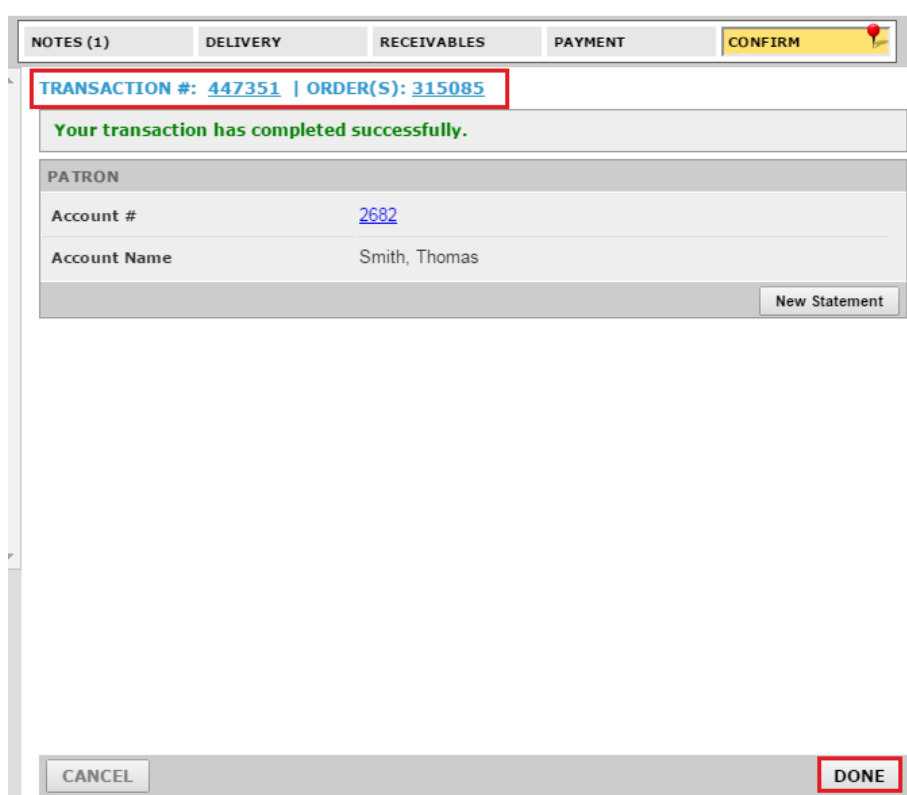
Apply

Edit	Type	Reference	Follow-Up	Note	Remove

- To complete the release, click **CHECKOUT**.

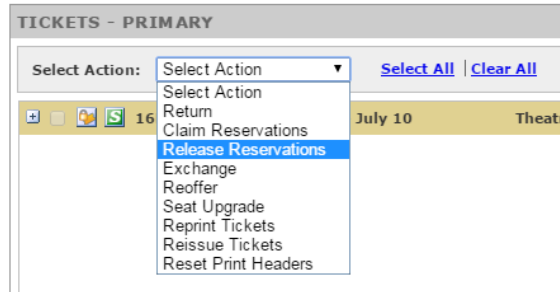


- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

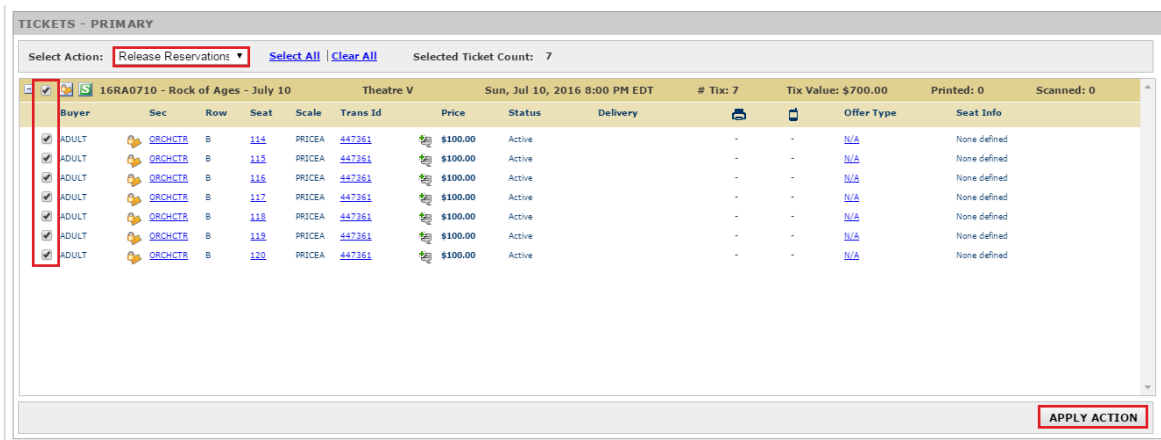


Release a Group or Single Reservation

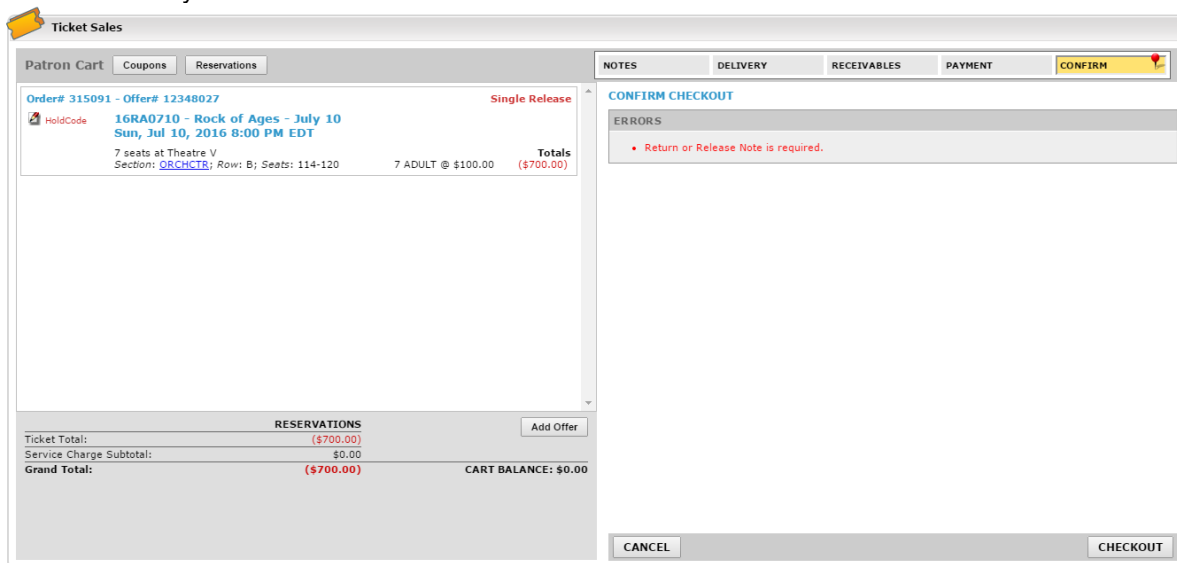
- To release all or part of a group or single reservation, from the *ORDER* screen, select “Claim Reservations” from the ‘Select Action’ dropdown menu.



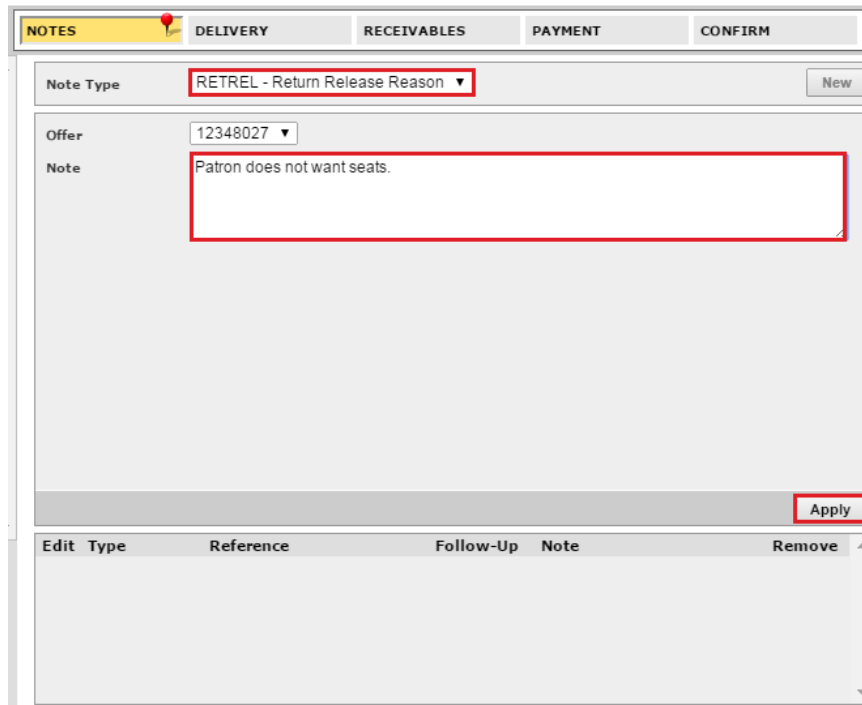
- Click the icon to expand the event information line to display the seat level details if necessary. Select the seats to be released by checking the box corresponding to the seats. Click **APPLY ACTION**.



This will advance you to the Patron Cart.



- If desired/required, select a 'Note Type' and enter text in the 'Note' box as needed. Once completed, click **Apply**.



NOTES DELIVERY RECEIVABLES PAYMENT CONFIRM

Note Type RETREL - Return Release Reason New

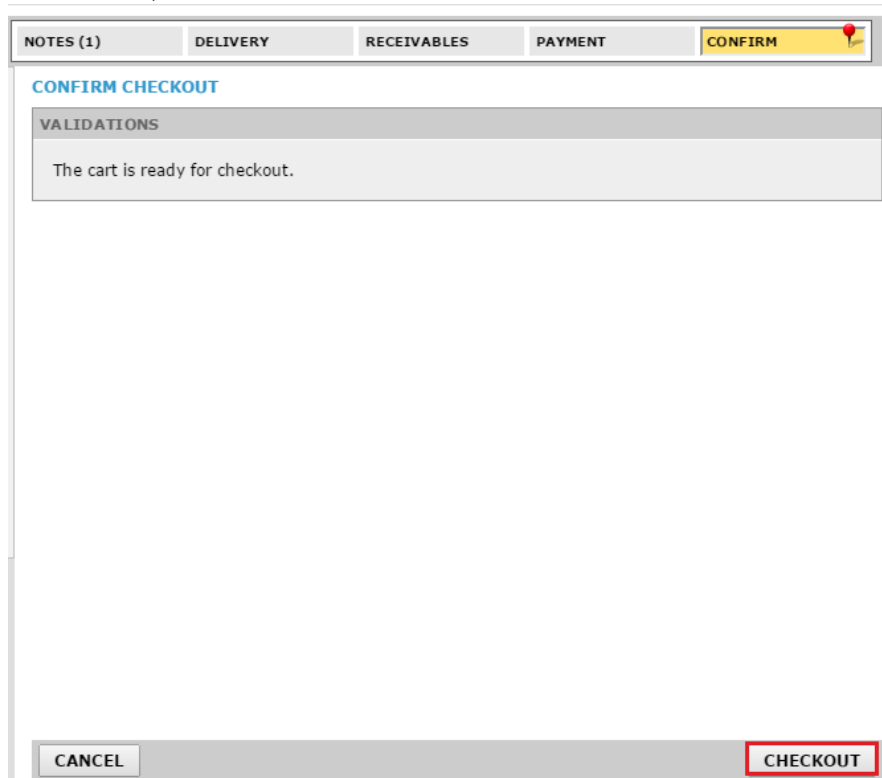
Offer 12348027

Note Patron does not want seats.

Apply

Edit	Type	Reference	Follow-Up	Note	Remove
------	------	-----------	-----------	------	--------

- To complete the release, click **CHECKOUT**.



NOTES (1) DELIVERY RECEIVABLES PAYMENT CONFIRM

CONFIRM CHECKOUT

VALIDATIONS

The cart is ready for checkout.

CANCEL CHECKOUT

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.

NOTES (1) DELIVERY RECEIVABLES PAYMENT CONFIRM

TRANSACTION #: [447362](#) | **ORDER(S):** [315091](#)

Your transaction has completed successfully.

PATRON

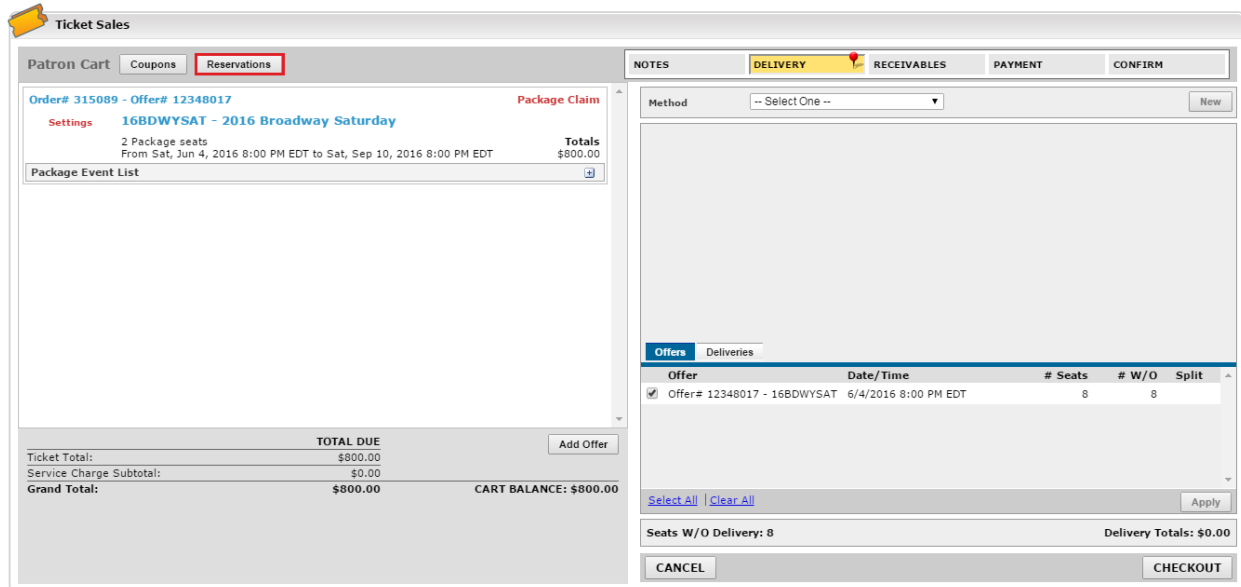
Account #	2702
Account Name	Jones, Michelle

New Statement

CANCEL **DONE**

Multiple Reservations

- Once a reservation is in the Patron Cart, additional reservations for the Patron can be claimed or released in the same transaction by clicking **Reservations**.



Ticket Sales

Patron Cart | Coupons | **Reservations** | NOTES | DELIVERY | RECEIVABLES | PAYMENT | CONFIRM

Order# 315089 - Offer# 12348017 Package Claim

Settings **16BDWYSAT - 2016 Broadway Saturday**

2 Package seats **Totals**
 From Sat, Jun 4, 2016 8:00 PM EDT to Sat, Sep 10, 2016 8:00 PM EDT \$800.00

Package Event List

TOTAL DUE Add Offer

Ticket Total: \$800.00
 Service Charge Subtotal: \$0.00
Grand Total: \$800.00 **CART BALANCE: \$800.00**

Method: -- Select One -- New

Offers | Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348017 - 16BDWYSAT	6/4/2016 8:00 PM EDT	8	8	

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

Seats W/O Delivery: 8 Delivery Totals: \$0.00

CANCEL **CHECKOUT**

- A pop-up window will appear displaying available reservations for the patron. Select the reservation to claim or release, and then click the corresponding button. In this example, we are releasing the second reservation.

PATRON RESERVATIONS								
Select	Order Id	Created Date	Type	Event/Package Info	Date/Time	Release Date	Quantity	Ticket Value
<input checked="" type="checkbox"/>	315088	4/14/2015	P	16BDWYFRI - 2016 B...	1/1/2016 12:00 AM	1/1/2016 12:00 AM	2	\$1,000.00

[Select All](#) | [Clear All](#) **Claim** | **Release** | Cancel

Both reservations will appear in the Patron Cart.

The screenshot shows the Patron Cart interface with two reservations listed:

- Order# 315089 - Offer# 12348023** (Package Claim): 2 Package seats, From Sat, Jun 4, 2016 8:00 PM EDT to Sat, Sep 10, 2016 8:00 PM EDT. Totals: \$800.00.
- Order# 315088 - Offer# 12348024** (Package Release): 2 Package seats, From Fri, Jun 3, 2016 8:00 PM EDT to Fri, Nov 4, 2016 8:00 PM EDT. Totals: (\$1,000.00).

At the bottom, a summary table shows:

	RESERVATIONS	TOTAL DUE	
Ticket Total:	(\$1,000.00)	\$800.00	
Service Charge Subtotal:	\$0.00	\$0.00	
Grand Total:	(\$1,000.00)	\$800.00	CART BALANCE: \$800.00

On the right, the DELIVERY method is selected. The delivery method dropdown is set to "Will Call - \$0.00". The attending contact is Michelle Jones (Account ID 2702). The delivery method table shows:

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348023 - 16BDWYSAT	6/4/2016 8:00 PM EDT	8	8	

Buttons for "Apply", "Cancel", and "Checkout" are visible at the bottom of the delivery panel.

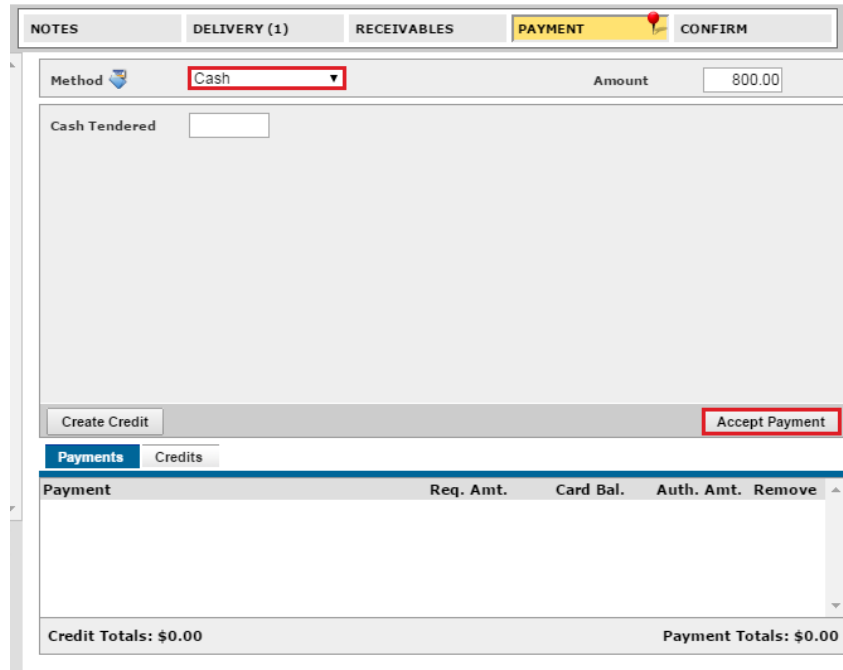
- Select the delivery method for the claimed tickets and click **Apply**.

This close-up shows the delivery method selection panel. The "Method" dropdown is set to "Will Call - \$0.00". The attending contact is Michelle Jones (Account ID 2702). The delivery method table shows:

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 12348023 - 16BDWYSAT	6/4/2016 8:00 PM EDT	8	8	

The "Apply" button is highlighted with a red box.

- Select the payment method for the claimed tickets and click **Accept Payment**.



NOTES DELIVERY (1) RECEIVABLES **PAYMENT** CONFIRM

Method **Cash** Amount 800.00

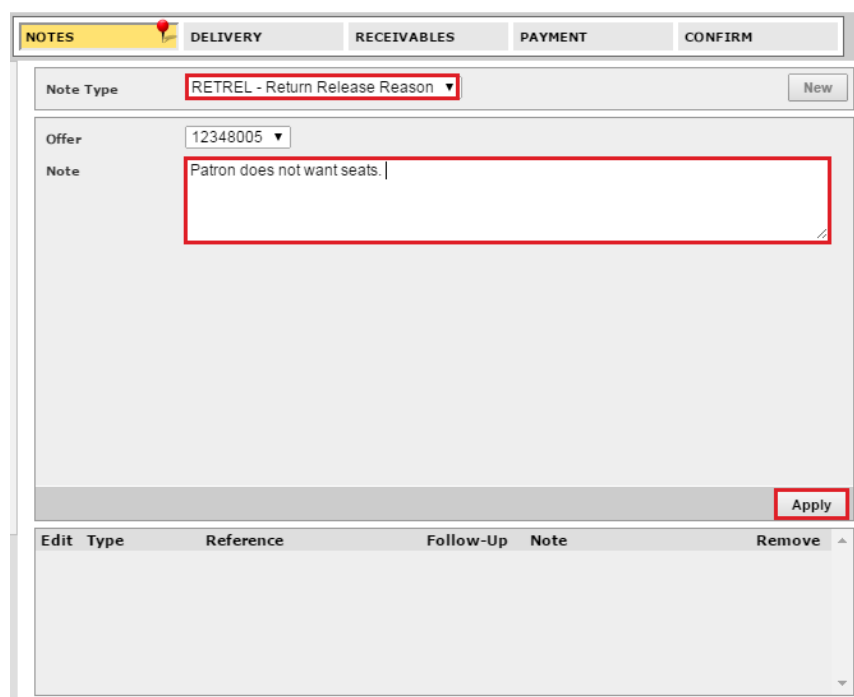
Cash Tendered

Create Credit **Accept Payment**

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove

Credit Totals: \$0.00 Payment Totals: \$0.00

- If desired/required, select a 'Note Type' for the released tickets and enter text in the 'Note' box as needed. Once completed, click **Apply**.



NOTES DELIVERY RECEIVABLES PAYMENT CONFIRM

Note Type **RETREL - Return Release Reason** New

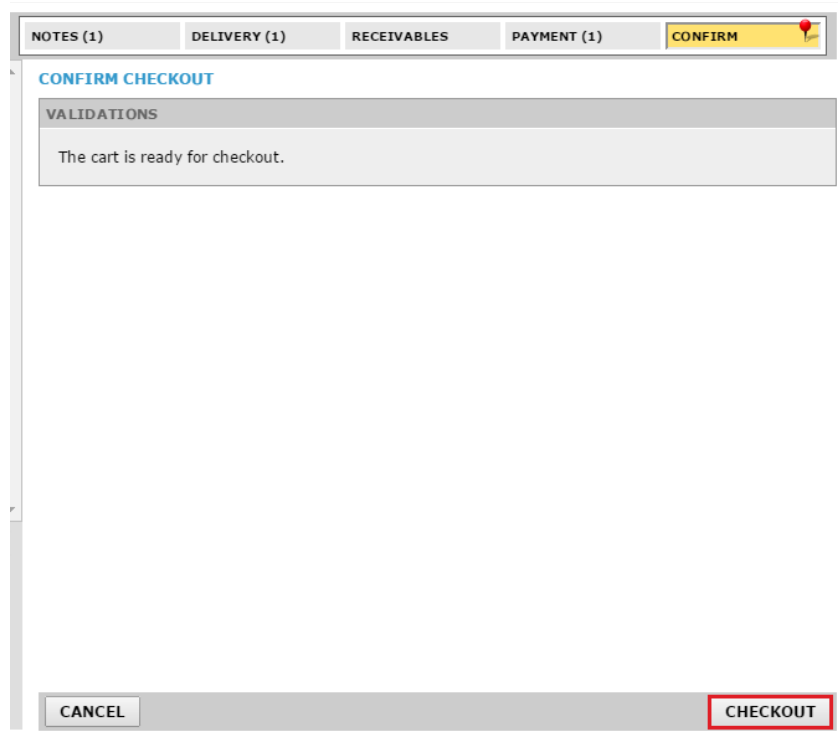
Offer 12348005

Note Patron does not want seats.

Apply

Edit	Type	Reference	Follow-Up	Note	Remove

- To complete the transaction, click **CHECKOUT**.



NOTES (1) DELIVERY (1) RECEIVABLES PAYMENT (1) CONFIRM

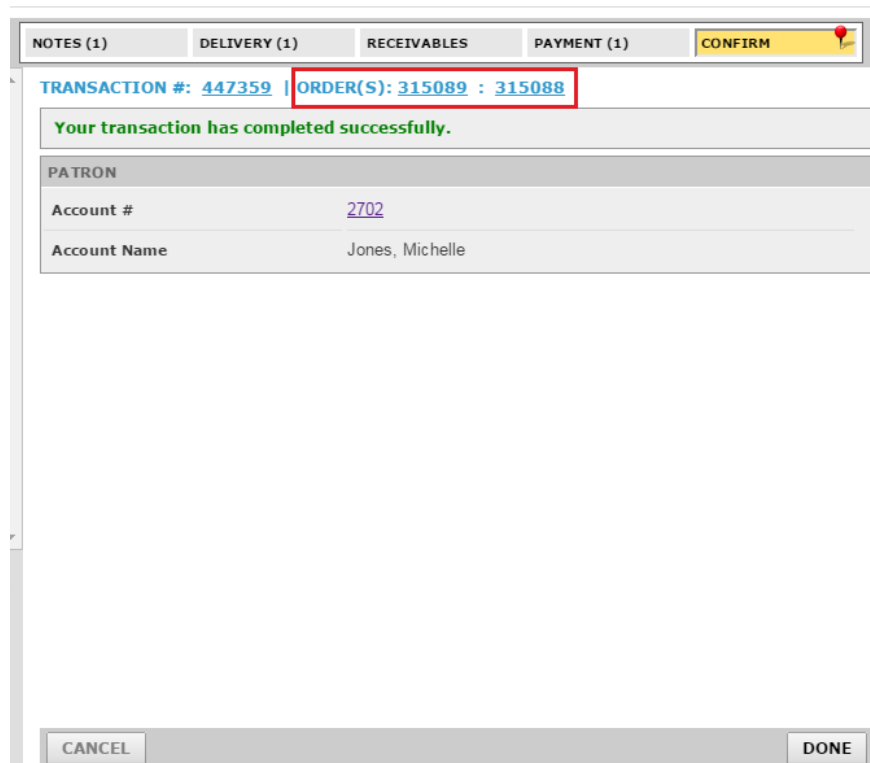
CONFIRM CHECKOUT

VALIDATIONS

The cart is ready for checkout.

CANCEL CHECKOUT

- Once the transaction is confirmed, click **DONE** to go to *Ticket Sales*. To go to the *ORDER*, *TRANSACTION*, or *ACCOUNT* in *Ticket Services*, click on the corresponding hyperlink.



NOTES (1) DELIVERY (1) RECEIVABLES PAYMENT (1) CONFIRM

TRANSACTION #: [447359](#) | **ORDER(S): [315089](#) : [315088](#)**

Your transaction has completed successfully.

PATRON

Account #	2702
Account Name	Jones, Michelle

CANCEL DONE

Sales Rep

Sales reps are a business entity that receives some sort of credit for a sale. Sales reps are defined at a global level and mapped to one or more agencies. The agency mapping determines which users are allowed to assign a sales rep to a particular order.

To set or change the Sales Rep for an order, the user must have permission via *System Setup > Application Feature Permissions > Sales Permissions > 'Assign Sales Rep.'*

- To set or change the Sales Rep for an order, click on the icon in the *ORDER* screen.

Ticket Services

ORDER: 255080

Total Amount	\$800.00	Financial Patron Id	2582	Balance	\$0.00
Sales Amount	\$800.00	Account Name	Smith, Thomas	Credits	
Reservation Amount	\$0.00	Contact Name	Thomas Smith	Non-Available Credits	
Sales Balance	\$0.00	Contact Phone	(714) 555-1212		
Sales Rep		Contact Email	tsmith@gmail.com		
Service Rep					
Marketing Source					

TICKETS - PRIMARY

Select Action: Select All Clear All Selected Ticket Count:

Select	Name	Date	Time	# Tix	Tix Value	Printed	Scanned
<input type="checkbox"/>	16BB0605M - Beauty and the Beast - June 5 Theatre V	Sun, Jun 5, 2016	1:00 PM EDT	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
<input type="checkbox"/>	16BB0605 - Beauty and the Beast - June 5 Theatre V	Sun, Jun 5, 2016	8:00 PM EDT	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
<input type="checkbox"/>	16SE1106M - Starlight Express - Nov. 6 Theatre V	Sun, Nov 6, 2016	1:00 PM EST	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
<input type="checkbox"/>	16SE1106 - Starlight Express - Nov. 6 Theatre V	Sun, Nov 6, 2016	8:00 PM EST	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0

- Enter Sales Rep search criteria, or an "*" to bring up all active Sales Reps, and click **FIND**. Select the Sales Rep for the order, and then click **OK**.

SALES REP SEARCH

FIND

Filter By: Clear Filter

Select	Name
<input type="radio"/>	Lisa Davis
<input checked="" type="radio"/>	Joe Thomas

OK **Cancel**

The Sales Rep will now be attached to the order.

Ticket Services

ORDER: 255080

Total Amount	\$800.00
Sales Amount	\$800.00
Reservation Amount	\$0.00
Sales Balance	\$0.00
Sales Rep	Joe Thomas
Service Rep	
Marketing Source	

Service Rep

- To set or change the Service Rep for an order, click on the icon in the *ORDER* screen.

Ticket Services

ORDER: 255080

Total Amount	\$800.00	Financial Patron Id	2682	Balance	\$0.00
Sales Amount	\$800.00	Account Name	Smith, Thomas	Credits	
Reservation Amount	\$0.00	Contact Name	Thomas Smith	Non-Available Credits	
Sales Balance	\$0.00	Contact Phone	(714) 555-1212		
Sales Rep		Contact Email	tsmith@gmail.com		
Service Rep	[Red Box]				
Marketing Source					

TICKETS - PRIMARY

Select Action	Select Action	Select All	Clear All	Selected Ticket Count:		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
16BB0605M - Beauty and the Beast - June 5	Theatre V	Sun, Jun 5, 2016 1:00 PM EDT	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
16BB0605 - Beauty and the Beast - June 5	Theatre V	Sun, Jun 5, 2016 8:00 PM EDT	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
16SE1106M - Starlight Express - Nov. 6	Theatre V	Sun, Nov 6, 2016 1:00 PM EST	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0
16SE1106 - Starlight Express - Nov. 6	Theatre V	Sun, Nov 6, 2016 8:00 PM EST	# Tix: 2	Tix Value: \$200.00	Printed: 0	Scanned: 0

- Enter Service Rep search criteria, if needed, and click **FIND**. Select the Service Rep for the order, and then click **OK**.

SERVICE REP SEARCH

FIND

Filter By:

Select	Username	Name	Primary Agency
<input type="radio"/>	dryan1	Dennis Ryan	Box Office Manager
<input checked="" type="radio"/> [Red Box]	jsmith	John Smith	Box Office Manager

The Service Rep will now be attached to the order.

Ticket Services

ORDER: 255080

Total Amount	\$800.00
Sales Amount	\$800.00
Reservation Amount	\$0.00
Sales Balance	\$0.00
Sales Rep	Joe Thomas
Service Rep	[Red Box] John Smith
Marketing Source	

Marketing Source

Marketing sources are attributes that can be attached to a transaction that can help determine the marketing source for the transaction. For example, a radio spot for an event might motivate a patron to call and order tickets. Identifying that radio spot as the marketing source of the transaction can help organizations determine the value of their marketing efforts.

To set or change the Marketing Source for an order, the user must have permission via *System Setup > Application Feature Permissions > Sales Permissions 'Change Marketing Source.'*

- To set or change the Marketing Source for an order, click on the icon in the *ORDER* screen.

The screenshot shows the 'Ticket Services' interface for order 255080. On the left, a summary table lists financial details: Total Amount (\$800.00), Sales Amount (\$800.00), Reservation Amount (\$0.00), and Sales Balance (\$0.00). Below this, 'Sales Rep' and 'Service Rep' are listed with user icons. The 'Marketing Source' field is highlighted with a red box and contains a magnifying glass icon. On the right, a 'Patron' tab is active, showing details for Financial Patron Id 2682, Account Name Smith, Thomas, Contact Name Thomas Smith, Contact Phone (714) 555-1212, and Contact Email tsmith@gmail.com. Below the order details is a 'TICKETS - PRIMARY' section with a table of tickets:

Select	Code	Description	Date/Time	# Tix	Tix Value	Printed	Scanned
<input type="checkbox"/>	168B0605M	Beauty and the Beast - June 5 Theatre V	Sun, Jun 5, 2016 1:00 PM EDT	2	\$200.00	0	0
<input type="checkbox"/>	168B0605	Beauty and the Beast - June 5 Theatre V	Sun, Jun 5, 2016 8:00 PM EDT	2	\$200.00	0	0
<input type="checkbox"/>	16SE1106M	Starlight Express - Nov. 6 Theatre V	Sun, Nov 6, 2016 1:00 PM EST	2	\$200.00	0	0
<input type="checkbox"/>	16SE1106	Starlight Express - Nov. 6 Theatre V	Sun, Nov 6, 2016 8:00 PM EST	2	\$200.00	0	0

- Enter Marketing Source search criteria, if needed, and click **FIND**. Select the Marketing Source for the order, and then click **OK**.

The 'MARKETING SOURCE SEARCH' dialog box is shown. It has a search input field and a 'FIND' button. Below the search field is a 'Filter By:' dropdown and a 'Clear Filter' button. A table lists marketing source options with radio buttons:

Select	Code	Description
<input type="radio"/>	SOCIAL	Social Media
<input type="radio"/>	EMAIL1	E-mail Campaign 1
<input type="radio"/>	NEWS	Newspaper
<input checked="" type="radio"/>	POST	Postcard
<input type="radio"/>	RADIO	Radio Campaign

At the bottom right, there are 'OK' and 'Cancel' buttons.

The Marketing Source will now be attached to the order.

The screenshot shows the 'Ticket Services' interface for order 255080. The 'Marketing Source' field is now populated with 'Postcard' and is highlighted with a red box. Other fields in the summary table remain the same as in the previous screenshot.

Icon Reference











The *Ticket Services* portal uses a variety of icons to convey important order/transaction information.










In some cases, you can click an icon to access additional details.










Notes:

The exact icons depend on the type of historical data you have accessed (an order vs. an individual transaction, for example).

Rest your cursor over transaction type icons in the *ORDER* or *TRANSACTION: TICKETS* grid to display a brief explanation in a pop-up window.

Icon	
	Indicates a single event transaction (as opposed to a package transaction) in order/transaction search results, and in the TICKETS grid at the <i>ORDER</i> and <i>TRANSACTION</i> screens.
	Indicates a single event transaction that is eligible to have seats added to the order by the current user.
	Indicates a "Sale" transaction, as opposed to a reservation. The "SA" indicator may accompany a fully paid transaction or one with an open item receivable.
	Indicates a group type transaction (group Buyer Type and meets group threshold).
	Indicates a group type transaction that is eligible to have seats added to the order by the current user.
	Indicates a package type transaction, as opposed to a single event transaction.
	Indicates a package type transaction that is eligible to have seats added to the order by the current user.
	Indicates a return.
	<p>If your order/transaction search has returned more than one record, this icon displays next to the patron account number associated with each order.</p> <p>Click this icon to display basic patron information in a pop-up window.</p> 

Icon	
	<p>Indicates a reservation at the <i>TRANSACTION</i> screen.</p> <p>RV may indicate either a current reservation or a record of reservation that has since been claimed or released.</p>
	<p>Indicates a "Release" item—a reservation that has been released.</p> <p>Releasing a reserved seat restores the seat to an available status.</p>
	<p>Indicates an "Exchange Return" item at the <i>TRANSACTION</i> screen. Every exchange includes both a return operation and a sale operation.</p> <p>ER identifies the seat or seats that were returned as part of the exchange.</p>
	<p>Indicates an "Exchange Sale" item at the <i>TRANSACTION</i> screen. Every exchange includes both a return operation and a sale operation.</p> <p>ES identifies the new seat or seats that were sold as part of the exchange.</p>
	<p>Indicates an "Exchange Release" item at the <i>TRANSACTION</i> screen.</p> <p>EL identifies the reserved seat or seats that were released as part of the exchange (returned to available inventory).</p>
	<p>Indicates an "Exchange Reservation" item at the <i>TRANSACTION</i> screen.</p> <p>EV identifies the new seat or seats that were reserved as part of the exchange.</p>
	<p>Indicates a "Claim Release" item at the <i>TRANSACTION</i> screen.</p> <p>When seats are claimed, ProVenue® records two order line items, one with a "Claim Release" transaction type, the other with a "Claim Sale" transaction type (see below).</p> <p>By contrast, when a reservation is released (and unclaimed), the "RL" icon is used (see above).</p>
	<p>Indicates a "Claim Sale" item at the <i>TRANSACTION</i> screen.</p> <p>When a reservation is claimed, the reservation seats are released (see "Claim Release" above) and the seats are then recorded as sold, using a "Claim Sale" transaction type.</p> <p>Indicates a reservation that has been claimed (fully paid or deferred with a receivable/invoice). When payment is processed for a reservation, tickets can be printed as part of the claim transaction or deferred for a later print job (a separate transaction).</p>
	<p>Depicts a generic printer. Indicates a ticket that has been printed/sent (a physical ticket printed at the box office or a Tickets@Home® ticket sent via e-mail, as examples).</p> <p>To view print history, if available, click the hyperlink in the printer column.</p> <p>This icon is available in the TICKETS grid at both the Order and <i>TRANSACTION</i> screens.</p>

	<p>Indicates an order for which tickets have <u>not</u> yet been printed/sent (a fully paid order with an as yet unfulfilled "Will Call" delivery method or a "reset" ticket, as examples).</p> <p>This icon is used at the <i>ORDER</i> screen and at the Patron screen: "Orders" tab.</p> <hr/> <p>Note: Reservations do not use this icon as they do not have deliveries assigned.</p>
	<p>Indicates that a ticket is locked in a batch and therefore no action can be taken on the ticket.</p>
	<p>Indicates...</p> <ul style="list-style-type: none"> • a reservation line item in the <i>ORDER</i> screen: TICKETS grid (currently unpaid). • an individual reserved seat (unpaid) in the <i>ORDER</i> screen: TICKETS grid. • an individual reserved seat (unpaid) in the <i>TRANSACTION</i> screen: TICKETS grid. • a reservation (order) at the <i>ACCOUNT</i> screen: "Orders" tab.
	<p>Depicts a generic hand-held barcode scanning device. Indicates a ticket (barcode) that has been scanned.</p> <p>To view scan history, if available, click the hyperlink in the scanner column.</p>
	<p>Click  at the <i>TRANSACTION</i> screen to display details about the ProVenue® user who created the transaction.</p> 
	<p>Indicates an order containing at least one ticket with secondary market activity.</p> <p>The icon displays when an event within the order has active (not returned) tickets in either an "Open" secondary market offer or in a "Complete" secondary market offer—tickets that are either currently offered for resale, transfer, or donation or that have been successfully resold, transferred, or donated through the MyTickets™ or StubHub online brokering service.</p> <p>This icon displays as part of the seller/sender's details only in the <i>ORDER</i> and <i>TRANSACTION</i> screens.</p>
	<p>Indicates an offer has different Financial and Attending Patron accounts.</p>