



# PROVENUE<sup>®</sup> TRAINING DOCUMENTATION

*Ticketing –  
Ticket Sales*

## Revision History

Document Version	Application Version	Date	Author	Changes
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## Overview

This document provides basic instructions for selling tickets to individual events using the ProVenue® ticketing system.

## Prerequisites

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

- BOClerk – Box Office Clerk;
- BOAsstMgr – Box Office Assistant Manager/Customer Service;
- BOMgmt – Box Office Management; or
- AnonymousSalesOnly - Tickets Sales Restricted to Anonymous Sales Only
  - Note: This role will prevent a user from selecting a patron.

These roles allow a user to access to *Ticket Sales*.

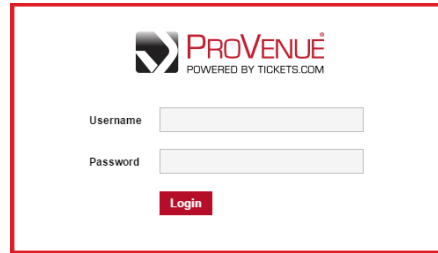
Additionally, the user must have the following access:

- Event Access for the event, including Buyer Types and Hold Codes.

To sell tickets via the map, the event must also be configured for map sales.

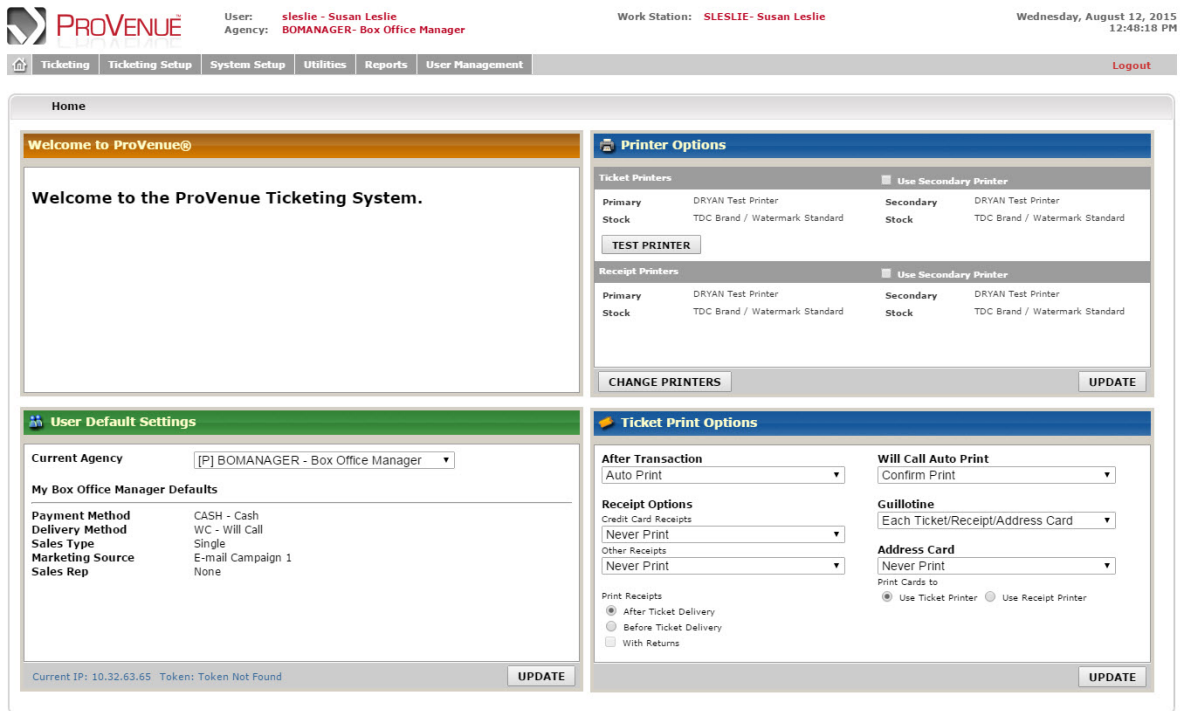
## Log into ProVenue®

- To log into ProVenue®, enter your Username and Password, and then click **Login**.



## Home Screen

This is the ProVenue® *Home* screen.



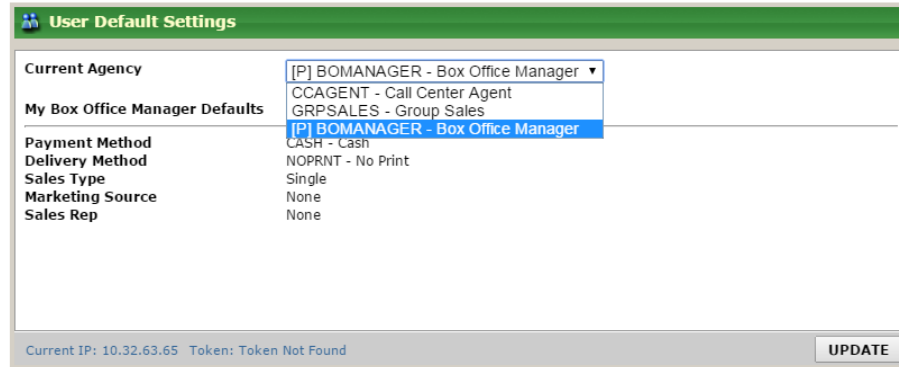
The *Home* screen...

- displays your user name and default agency affiliation in the upper left.
- identifies your *Ticket Sales* defaults for this session in the "User Default Settings" frame (for example, a default payment method of "Cash").
- (authorized users) identifies default printing behavior for this session in the "Ticket Print Options" frame (whether to print receipts, for example).
- displays the IP address and Token of your workstation in the lower left, and the ProVenue® application version in the browser's title bar.

## Change Agencies

Users may have access to multiple agencies. The current agency will be displayed in the User Default Settings frame as well as on the top of the screen under the User information.

- If you need to change your current agency, select the new agency from the dropdown in User Default Settings.

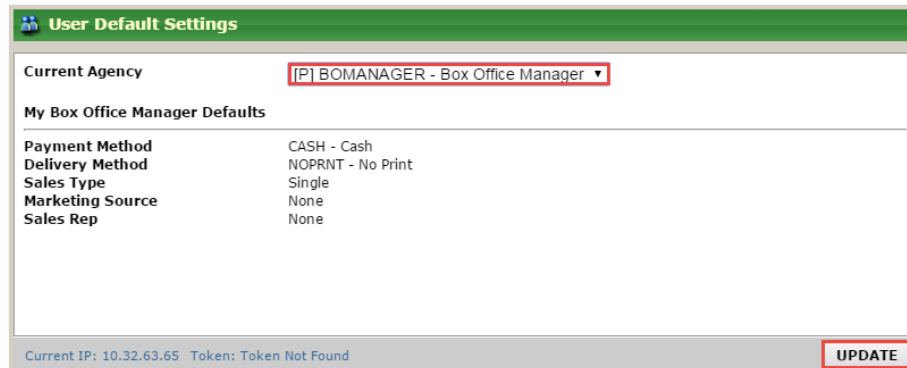


The screenshot shows the 'User Default Settings' form. The 'Current Agency' dropdown menu is open, displaying a list of agencies: '[P] BOMANAGER - Box Office Manager', 'CCAGENT - Call Center Agent', 'GRPSALES - Group Sales', and '[P] BOMANAGER - Box Office Manager'. The first and last items are marked with '[P]'. The 'UPDATE' button is visible at the bottom right of the form.

Setting	Value
Current Agency	[P] BOMANAGER - Box Office Manager
My Box Office Manager Defaults	
Payment Method	CASH - Cash
Delivery Method	NOPRINT - No Print
Sales Type	Single
Marketing Source	None
Sales Rep	None

Note: The user's primary agency is designated by a "[P]," and will appear at the bottom of the list of available agencies.

- If a change was made, click **UPDATE**.

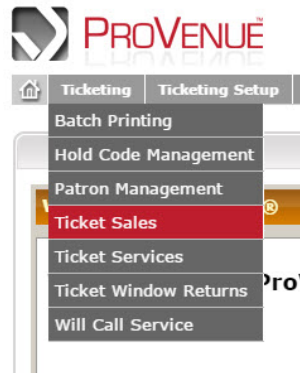


The screenshot shows the 'User Default Settings' form with the 'Current Agency' dropdown menu closed. The selected agency is '[P] BOMANAGER - Box Office Manager'. The 'UPDATE' button is highlighted with a red box at the bottom right of the form.

Setting	Value
Current Agency	[P] BOMANAGER - Box Office Manager
My Box Office Manager Defaults	
Payment Method	CASH - Cash
Delivery Method	NOPRINT - No Print
Sales Type	Single
Marketing Source	None
Sales Rep	None

## Ticket Sales

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

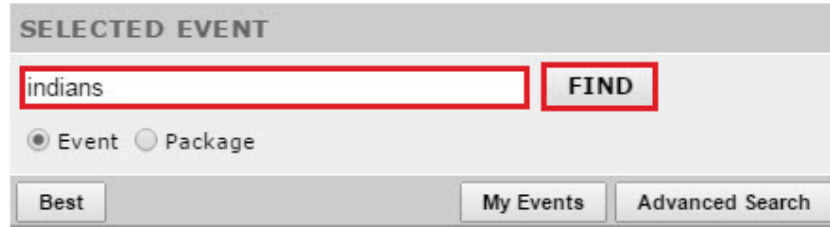


This will bring up the *Ticket Sales* screen.

A screenshot of the Ticket Sales screen. At the top, there are three search panels: 'SELECTED EVENT' with a search box and 'FIND' button, 'FINANCIAL PATRON' with a search box and 'FIND' button, and 'WILL CALL' with a search box and 'FIND' button. Below these are buttons for 'Best', 'My Events', 'Advanced Search', 'New', and 'Advanced Search'. The main content area is titled 'Ticket Sales' and contains the text 'PLEASE SELECT AN EVENT TO SELL.' followed by a large empty grey box.

## Select an Event

- To search for a single event, enter search criteria in the SELECTED EVENT box and click **FIND**.



You can use any the following criteria to search for an event using the SELECTED EVENT search box:

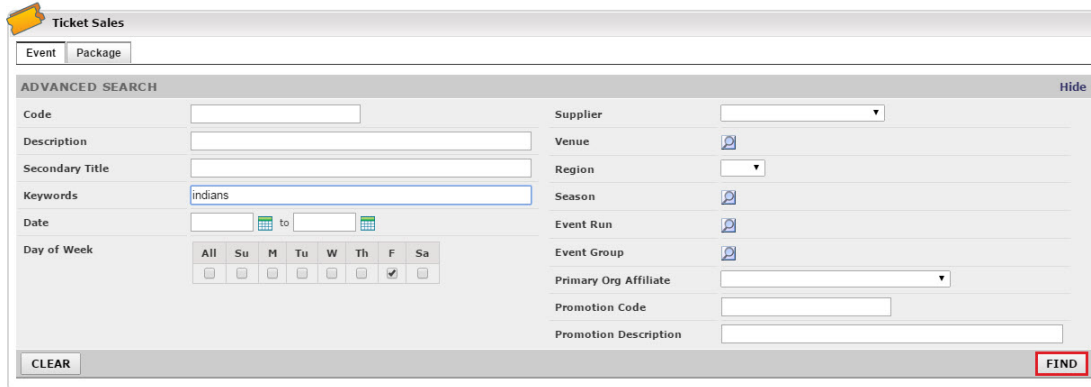
- Event Code
- Event Keyword
- Event Description
- Secondary Title
- Event Run Description
- Event Run Keyword

The search methods are not case-sensitive. You can enter partial values. You can also use a wildcard, “\*”, to search for events that start or end with different characters.

- To perform a more detailed search, click **Advanced Search**.



- This will bring up the ADVANCED SEARCH frame. To perform an advanced search, enter the desired criteria and click **FIND**.



If only one event matches your search criteria, then the event is selected for the transaction, and you are advanced to the seat selection screen. The event details will display in the SELECTED EVENT frame in the upper left of the application window.

**SELECTED EVENT**

**15G0904 - Indians at Bobcats**  
 at Bobcats Baseball Field  
 on Fri, Sep 4, 2015 8:00 PM PDT

Best
Map
My Events
Advanced Search
Search

If more than one event matches your search, then a list of events matching your criteria will be displayed. Only events for which you have sales calendar access will be displayed. Events that are available on the sales calendar but not yet on sale will show the future on sale date. Events that are available on the sales calendar but are off sale, on hold, or sold out will have an 'Event Status' of "Not Currently Available." Canceled events that are available on the sales calendar will have an 'Event Status' of "Canceled."

**Ticket Sales**

RESULTS: 9 FOUND

Filter By:  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,985</a>
	<input checked="" type="checkbox"/>	15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,585</a>
	<input checked="" type="checkbox"/>	15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>
<input checked="" type="checkbox"/>		16G0405	Indians at Bobcats		Bobcats Baseball Field	4/5/2016 7:05 PM PDT	Tue	Not Currently Available	
<input checked="" type="checkbox"/>		16G0406	Indians at Bobcats		Bobcats Baseball Field	4/6/2016 7:05 PM PDT	Wed	Available On 11/27/2015 1...	
<input checked="" type="checkbox"/>		16G0407	Indians at Bobcats		Bobcats Baseball Field	4/7/2016 7:05 PM PDT	Thu	Available On 11/27/2015 1...	
<input checked="" type="checkbox"/>		16G0721	Indians at Bobcats		Bobcats Baseball Field	7/21/2016 7:05 PM PDT	Thu	Available On 11/27/2015 1...	
<input checked="" type="checkbox"/>		16G0722	Indians at Bobcats		Bobcats Baseball Field	7/22/2016 7:05 PM PDT	Fri	Available On 11/27/2015 1...	
<input checked="" type="checkbox"/>		16G0723	Indians at Bobcats		Bobcats Baseball Field	7/23/2016 7:05 PM PDT	Sat	Available On 11/27/2015 1...	

[Calendar View](#)

- You can refine the results by using the 'Filter By' dropdown to show a particular subset of the matching events. For example, to show only Friday events that matched your criteria, select "Day" from the 'Filter By' dropdown, type "Fri", and then press 'Enter.'

**Ticket Sales**

RESULTS: 3 FOUND

Day  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>

- To remove the filter and return to your original list of results, click **Clear Filter**.

**Ticket Sales**

RESULTS: 3 FOUND

Day  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>


- To sort the results by any of the displayed columns, click the column heading. For example, to sort by availability, click the Available column header.

**Ticket Sales**

RESULTS: 3 FOUND

Filter By:  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	A 15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>
	<input checked="" type="checkbox"/>	A 15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>
	<input checked="" type="checkbox"/>	A 15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,595</a>

- To see information about the event, click the  icon in the Info column.

**Ticket Sales**

RESULTS: 3 FOUND

Filter By:  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	A 15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>
	<input checked="" type="checkbox"/>	A 15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,595</a>
	<input checked="" type="checkbox"/>	A 15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>

- This will bring up a pop-up window showing information about the event, including any promotions for the event. To return to the results list, click **Close**.

**15G0904 - INDIANS AT BOBCATS**

Details Internal Synopsis

<b>Public Description</b>	Indians at Bobcats
<b>Event Date</b>	Fri, Sep 4, 2015 8:00 PM PDT
<b>Running Time (Minutes)</b>	
<b>Keywords</b>	0904, 4sep, 904, Bobcats, cleveland, cleveland indians, indians
<b>Event URL</b>	
<b>Supplier</b>	Sports Supplier
<b>Venue</b>	Bobcats Baseball Field
<b>Location Details</b>	101 Bobcat Avenue Santa Bonita, CA 92646

PROMOTIONS		
Code	Description	Status
15PROGRAM	2015 Program Bundle	Available
BUND1	Bundle Test 1	Available
BUND2	Bundle Test 2	Available
DONATION	Donation Bundle	Unavailable
VEGGIEBUNDLE	Veggie Bundle	Available

Close

- To see detailed availability from this screen, click the hyperlink in the Available column.

**Ticket Sales**

RESULTS: 3 FOUND

Filter By:  Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	A 15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>
	<input checked="" type="checkbox"/>	A 15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,595</a>
	<input checked="" type="checkbox"/>	A 15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>

- This will bring up a pop-up window showing availability by section or price scale for an individual hold code. From the pop-up window you can select the event or return to the results list. Note, in order to view the availability from this screen, the user must have permission via *System Setup > Application Feature Permissions > Sales Permissions > 'Can View Event Availability on Search.'*

**15G0906 - INDIANS AT BOBCATS**

Hold Code:

**Price Scales** Sections

Code	Description	Price	Available	Contiguous
PRICEA	Price A	\$75.00	1,186	30
PRICEB	Price B	\$70.00	100	30
PRICEC	Price C	\$65.00	596	30
PRICED	Price D	\$60.00	328	30
PRICEE	Price E	\$55.00	1,046	30
PRICEF	Price F	\$50.00	436	30
PRICEG	Price G	\$30.00	300	11

- To see the results in a calendar view, click **Calendar View** on the bottom right of the screen.

**Ticket Sales**

RESULTS: 3 FOUND

Filter By: 
Clear Filter

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	A	15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>
	A	15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,595</a>
	A	15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>

[Calendar View](#)

NOTES

A = Promotion

- This will bring up a calendar display, where you can view the results by day, week, or month. To return to the results list, click **List View**.

**Ticket Sales**

< SEPTEMBER 2015 >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4 15G0904 - Indians ...	5 15G0905 - Indians ...
6 15G0906 - Indians ...	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

Day | Week | Month | List View




NOTES

A = Promotion

- To select an event and advance to the seat selection screen, click the  icon in the Sell column.

**Ticket Sales**

RESULTS: 3 FOUND

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	A 15G0904	Indians at Bobcats		Bobcats Baseball Field	9/4/2015 8:00 PM PDT	Fri	On Sale	<a href="#">3,992</a>
	<input checked="" type="checkbox"/>	A 15G0905	Indians at Bobcats		Bobcats Baseball Field	9/5/2015 7:00 PM PDT	Sat	On Sale	<a href="#">3,595</a>
	<input checked="" type="checkbox"/>	A 15G0906	Indians at Bobcats		Bobcats Baseball Field	9/6/2015 2:00 PM PDT	Sun	On Sale	<a href="#">3,992</a>

[Calendar View](#)

**NOTES**

**A** = Promotion

## Select Seats

In ProVenue®, seats can be selected via two different sales flows: Best Available or Map Sales.

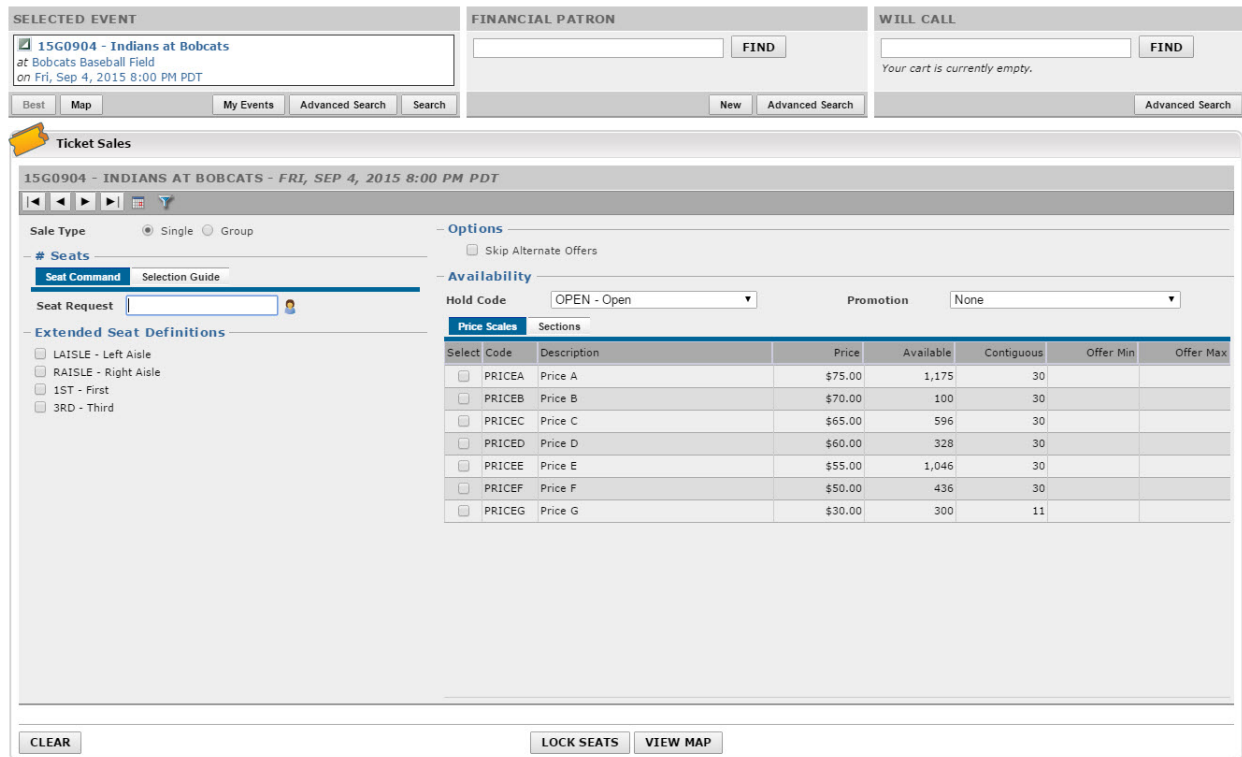
In the Best Available flow, the system selects the best available seats matching the criteria entered based on the 'Best Seat Map' used for the event and the 'Best Seat Selection' settings in Event Access.

In the Map Sales flow, the user selects seats using the graphical seat map. To be allowed to sell tickets via Map Sales, the user must have the permission set in Event Access.

The default sales flow for users is set via *System Setup > Application Feature Permissions > Sales Permissions > 'Default Sales Flow Type.'*

## Select Seats via Best Available

From the Seat Selection screen, you can select the Sale Type, quantity of seats, Buyer Type, Price Scale or section, and Hold Code from which to sell. You can also navigate to other events. Note, what options are available will depend on user permissions and access settings.



The screenshot displays the 'Ticket Sales' interface for event 15G0904 - Indians at Bobcats. The top navigation bar includes 'SELECTED EVENT', 'FINANCIAL PATRON', and 'WILL CALL' sections. The main content area is titled '15G0904 - INDIANS AT BOBCATS - FRI, SEP 4, 2015 8:00 PM PDT'. It features a 'Sale Type' section with 'Single' selected, a '# Seats' section with a 'Seat Request' input field, and an 'Extended Seat Definitions' section with checkboxes for 'LAISLE - Left Aisle', 'RAISLE - Right Aisle', '1ST - First', and '3RD - Third'. The 'Options' section includes 'Skip Alternate Offers'. The 'Availability' section shows 'Hold Code' set to 'OPEN - Open' and 'Promotion' set to 'None'. A table of 'Price Scales' is displayed with columns for 'Select Code', 'Description', 'Price', 'Available', 'Contiguous', 'Offer Min', and 'Offer Max'.

Select Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/> PRICEA	Price A	\$75.00	1,175	30		
<input type="checkbox"/> PRICEB	Price B	\$70.00	100	30		
<input type="checkbox"/> PRICEC	Price C	\$65.00	596	30		
<input type="checkbox"/> PRICED	Price D	\$60.00	328	30		
<input type="checkbox"/> PRICEE	Price E	\$55.00	1,046	30		
<input type="checkbox"/> PRICEF	Price F	\$50.00	436	30		
<input type="checkbox"/> PRICEG	Price G	\$30.00	300	11		

At the bottom of the interface, there are buttons for 'CLEAR', 'LOCK SEATS', and 'VIEW MAP'.



### Select Sale Type

For single events, depending on permissions, a user may have the option to select a 'Sale Type' of "Single" or "Group."

Single sales use the Single Ticket Price Structure for the event and the sales permissions are governed by the Single Ticket Sales settings in Event Access.

Group sales use the Group Ticket Price Structure for the event and the sales permissions are governed by the Group Ticket Sales settings in Event Access. Group ticket sales also have a group ticket threshold.

The default sales type for users is set via *System Setup > Application Feature Permissions > Sales Permissions > 'Default Sales Type.'*

- Set the 'Sale Type' field to Single or Group as applicable. The availability and Buyer Types will be adjusted accordingly.

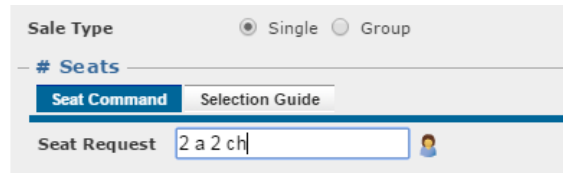


The image shows a user interface element for selecting a sale type. It consists of a light gray rectangular box. On the left side of the box, the text "Sale Type" is displayed in a bold, dark gray font. To the right of this text, there are two radio button options. The first option is "Single", which has a dark gray filled radio button next to it, indicating it is the selected option. The second option is "Group", which has an empty, light gray radio button next to it.

### Select Quantity and Buyer Type


You can select the quantity and Buyer Type(s) by using the “Seat Command” tab or by using the “Selection Guide” tab. Note: If no Buyer Type is specified, the search relies on the default Buyer Type established for the event's Price Structure

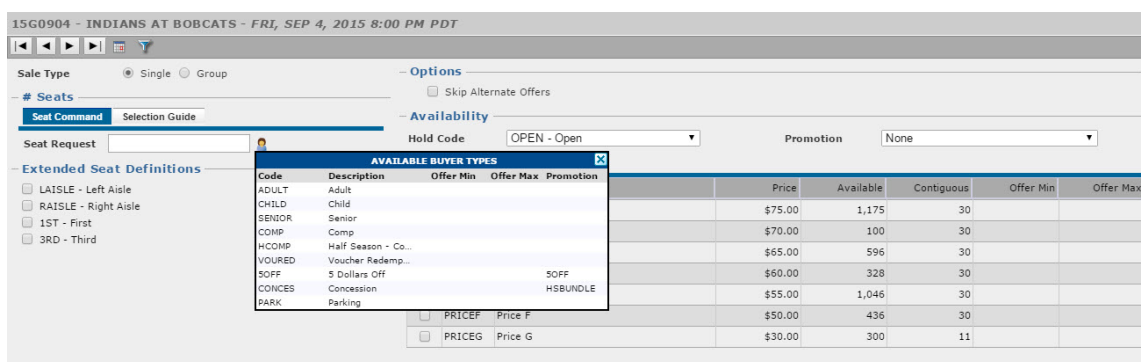
- To select seats using the “Seat Command” tab, type the seat quantity and Buyer Type search criteria as a single text command. For example, the command of “2 a 2 ch” would search for four contiguous seats, two at an “Adult” Buyer Type level and two at a “Child” Buyer Type level:



The screenshot shows the 'Seat Command' tab selected. The 'Seat Request' field contains the text '2 a 2 ch'. There are also radio buttons for 'Single' and 'Group' at the top.

Note: You must enter as much of the Buyer Type code as necessary to ensure that a single Buyer Type is associated with each seat quantity. For example, a "c" may not be sufficient to differentiate a "Child" Buyer Type from any other Buyer Type code that begins with the letter "c."

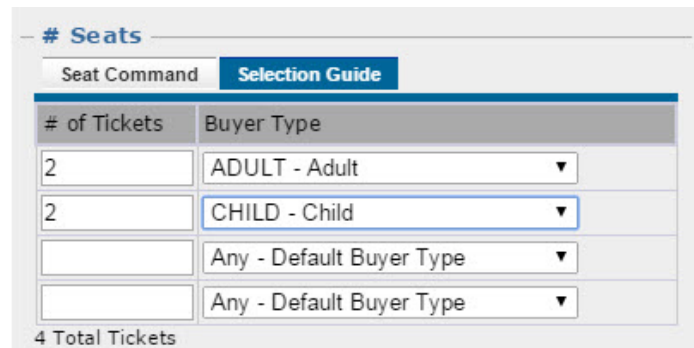
- To view a list of available Buyer Types, click the  icon to the right of the Seat Request field.



The screenshot shows the 'AVAILABLE BUYER TYPES' dropdown menu. It lists various codes and descriptions, along with their respective prices and availability. The table below summarizes the data shown in the dropdown:

Code	Description	Offer Min	Offer Max	Promotion	Price	Available	Contiguous	Offer Min	Offer Max
ADULT	Adult								
CHLD	Child				\$75.00	1,175	30		
SENIOR	Senior								
COMP	Comp				\$70.00	100	30		
HCOMP	Half Season - Co...				\$65.00	596	30		
VOURED	Voucher Redemp...				\$60.00	328	30		
SOFF	\$ Dollars Off			SOFF					
CONCES	Concession			HSBUNDLE	\$55.00	1,046	30		
PARK	Parking				\$50.00	436	30		
					\$30.00	300	11		

- To select seats using the “Selection Guide” tab, type the seat quantity in a '# of tickets' field, and then select the corresponding Buyer Type from the dropdown list. For example, enter the following criteria to search for four contiguous seats, two at an “Adult” Buyer Type level and two at a “Child” Buyer Type:



The screenshot shows the 'Selection Guide' tab. It features a table with two columns: '# of Tickets' and 'Buyer Type'. The table contains four rows, with the first two rows having values '2' and 'ADULT - Adult', and the last two rows having values '2' and 'CHILD - Child'. Below the table, it indicates '4 Total Tickets'.

### Select Extended Seat Definition (Optional)

If desired, and available for the event, you can narrow the best available search to seats with one or more special attributes, as listed under Extended Seat Definitions at the left of the screen. Examples of Extended Seat Definitions include left or right aisle, sunny or shady, or first or third base side of a baseball field.

- To select an Extended Seat Definition, check the box for the desired seat characteristic.



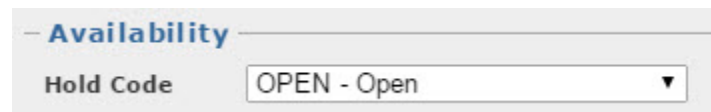
– **Extended Seat Definitions**

- LAISLE - Left Aisle
- RAISLE - Right Aisle
- 1ST - First
- 3RD - Third

Note: If you are requesting multiple seats and an aisle restriction, the best available search requires that only one of the seats to be assigned the aisle attribute.

### Select Hold Code

- To change the Hold Code from which you are selling, select a code from the 'Hold Code' dropdown menu. The availability screen will change to reflect the availability for the specific Hold Code selected. Event Access settings determine the Hold Codes available to users and which Hold Code is set as the default.

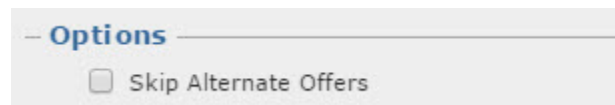


– **Availability**

Hold Code

### Alternate Offers

- If configured for the venue and event, and the user has permission through Event Access, a single request for seats can trigger the presentation of additional alternate seats based on configured parameters, e.g., a request for seats in a ballpark might present both 1<sup>st</sup> and 3<sup>rd</sup> base seats. If you do not want to be presented with Alternate Offers, check the 'Skip Alternate Offers' box.

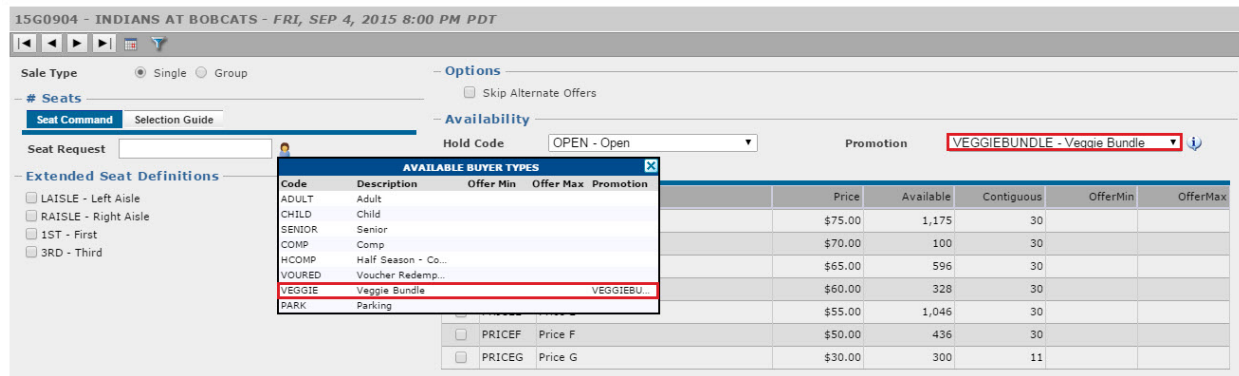


– **Options**

Skip Alternate Offers

### Select Promotion (Optional)

- If a promotion is available for an event and the promotional Buyer Type is not made “User Selectable” for the user trying to sell the promotion, then the user will need to first select the promotion from the dropdown list on the right. Once the promotion is selected, the corresponding Buyer Type will be available for selection. If the promotion requires a coupon code, you will need to validate the code from within the Patron Cart.

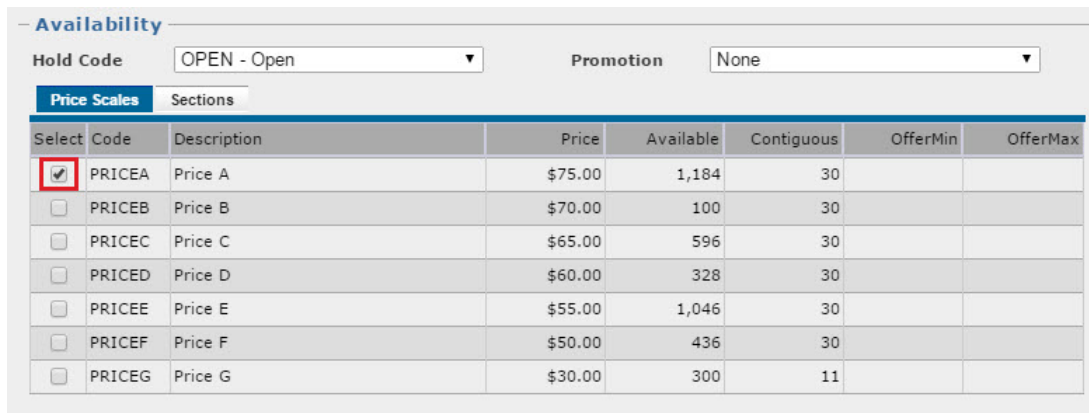


Code	Description	Offer Min	Offer Max	Promotion
ADULT	Adult			
CHILD	Child			
SENIOR	Senior			
COMP	Comp			
HCOMP	Half Season - Co...			
VOURED	Voucher Redemp...			
VEGGIE	Veggie Bundle			VEGGIEBU...
PARK	Parking			

### Select Price Scale or Section (Optional)

If you want the best available seats for all areas, then you do not need to specify a Price Scale or section.

- To select the Best Available by Price Scale, check the box to the left of the desired Price Scale. Only select a price scale that has the available and contiguous seats that match your quantity request.



Select	Code	Description	Price	Available	Contiguous	OfferMin	OfferMax
<input checked="" type="checkbox"/>	PRICEA	Price A	\$75.00	1,184	30		
<input type="checkbox"/>	PRICEB	Price B	\$70.00	100	30		
<input type="checkbox"/>	PRICEC	Price C	\$65.00	596	30		
<input type="checkbox"/>	PRICED	Price D	\$60.00	328	30		
<input type="checkbox"/>	PRICEE	Price E	\$55.00	1,046	30		
<input type="checkbox"/>	PRICEF	Price F	\$50.00	436	30		
<input type="checkbox"/>	PRICEG	Price G	\$30.00	300	11		

Note: Some Buyer Types may not be available in all Price Scales. If you specify a Buyer Type and a Price Scale that does not have the Buyer Type defined, then the system will find no matching seats and the following error message will be displayed.

**\* No price scales were valid (in common for) all buyer types in this request.**

- To select the Best Available by section, click on the “Sections” tab, and then check the box to the left of the desired section. Only select a section that has the available and contiguous seats that match your quantity request.

**- Availability**

Hold Code:  Promotion:

Price Scales | **Sections**

Select	Code	Description	Price	Available	Contiguous
<input type="checkbox"/>	102	102	\$75.00 - \$75.00	206	30
<input type="checkbox"/>	103	103	\$75.00 - \$75.00	210	30
<input type="checkbox"/>	104	104	\$75.00 - \$75.00	100	20
<input type="checkbox"/>	105	105	\$75.00 - \$75.00	150	30
<input type="checkbox"/>	106	106	\$75.00 - \$75.00	100	20
<input checked="" type="checkbox"/>	107	107	\$75.00 - \$75.00	210	30
<input type="checkbox"/>	108	108	\$75.00 - \$75.00	210	30
<input type="checkbox"/>	102A	102	\$70.00 - \$70.00	20	10
<input type="checkbox"/>	108A	108	\$70.00 - \$70.00	20	10
<input type="checkbox"/>	109A	109	\$70.00 - \$70.00	60	30
<input type="checkbox"/>	104B	104	\$65.00 - \$65.00	180	20
<input type="checkbox"/>	105B	105	\$65.00 - \$65.00	253	30
<input type="checkbox"/>	106B	106	\$65.00 - \$65.00	163	20
<input type="checkbox"/>	101	101	\$60.00 - \$60.00	197	30
<input type="checkbox"/>	109	109	\$60.00 - \$60.00	131	29

- Once you have entered your desired seat criteria, press ‘Enter’ or click **LOCK SEATS**.

**Ticket Sales**

15G0904 - INDIANS AT BOBCATS - FRI, SEP 4, 2015 8:00 PM PDT

Sale Type:  Single  Group

**- # Seats**

Seat Command: **Selection Guide**

# of Tickets	Buyer Type
2	ADULT - Adult
2	CHILD - Child
	Any - Default Buyer Type
	Any - Default Buyer Type

4 Total Tickets

**Extended Seat Definitions**

LAISLE - Left Aisle  
 RAISLE - Right Aisle  
 1ST - First  
 3RD - Third

**- Options**

Skip Alternate Offers

**- Availability**

Hold Code:  Promotion:

Price Scales | **Sections**

Select	Code	Description	Price	Available	Contiguous	OfferMin	OfferMax
<input checked="" type="checkbox"/>	PRICEA	Price A	\$75.00	1,175	30		
<input type="checkbox"/>	PRICEB	Price B	\$70.00	100	30		
<input type="checkbox"/>	PRICEC	Price C	\$65.00	596	30		
<input type="checkbox"/>	PRICED	Price D	\$60.00	328	30		
<input type="checkbox"/>	PRICEE	Price E	\$55.00	1,046	30		
<input type="checkbox"/>	PRICEF	Price F	\$50.00	436	30		
<input type="checkbox"/>	PRICEG	Price G	\$30.00	300	11		

**CLEAR** **LOCK SEATS** **VIEW MAP**

If the "best available" search finds no seats with the specified parameters, ProVenue® displays the following message:

\* The system was unable to lock seats matching your request.

In this case, you can repeat the best available request with fewer or different search restrictions. If Map Sales is enabled you may also choose to select seats via the map.

A successful best available search without alternate offers automatically advances you to the *Patron Cart* screen.

- If alternate offers are available and were not skipped, then a pop-up will be displayed with the primary and complementary offers. Click **Select** to choose between the desired offer and advance to the *Patron Cart* screen.

**MULTIPLE OFFERS: 15G0904 on FRI, SEP 4, 2015 8:00 PM PDT**

**Primary Offer**

Offer# 14198006 First	<input type="button" value="Select"/>
Section: 105; Row: E; Seats: 11-14	4 ADULT @ \$75.00
	<b>Totals</b> \$300.00

**Alternate Offer**

Offer# 14198007 Third	<input type="button" value="Select"/>
Section: 106; Row: E; Seats: 1-4	4 ADULT @ \$75.00
	<b>Totals</b> \$300.00

## Select Seats via Map Sales

- If Map Sales is enabled and not set as the default for a user, then the user can access the seat map by either clicking **Map** under the selected event at the top left of the screen or clicking **VIEW MAP** at the bottom of the screen.

**SELECTED EVENT**

15G0904 - Indians at Bobcats  
at Bobcats Baseball Field  
on Fri, Sep 4, 2015 8:00 PM PDT

**FINANCIAL PATRON**

**WILL CALL**

*Your cart is currently empty.*

Best **Map** My Events Advanced Search Search

New Advanced Search

Advanced Search

**Ticket Sales**

15G0904 - INDIANS AT BOBCATS - FRI, SEP 4, 2015 8:00 PM PDT

Navigation icons

Sale Type:  Single  Group

**# Seats**

Seat Command Selection Guide

Seat Request

**Extended Seat Definitions**

LAISLE - Left Aisle  
 RAISLE - Right Aisle  
 1ST - First  
 3RD - Third

**Options**

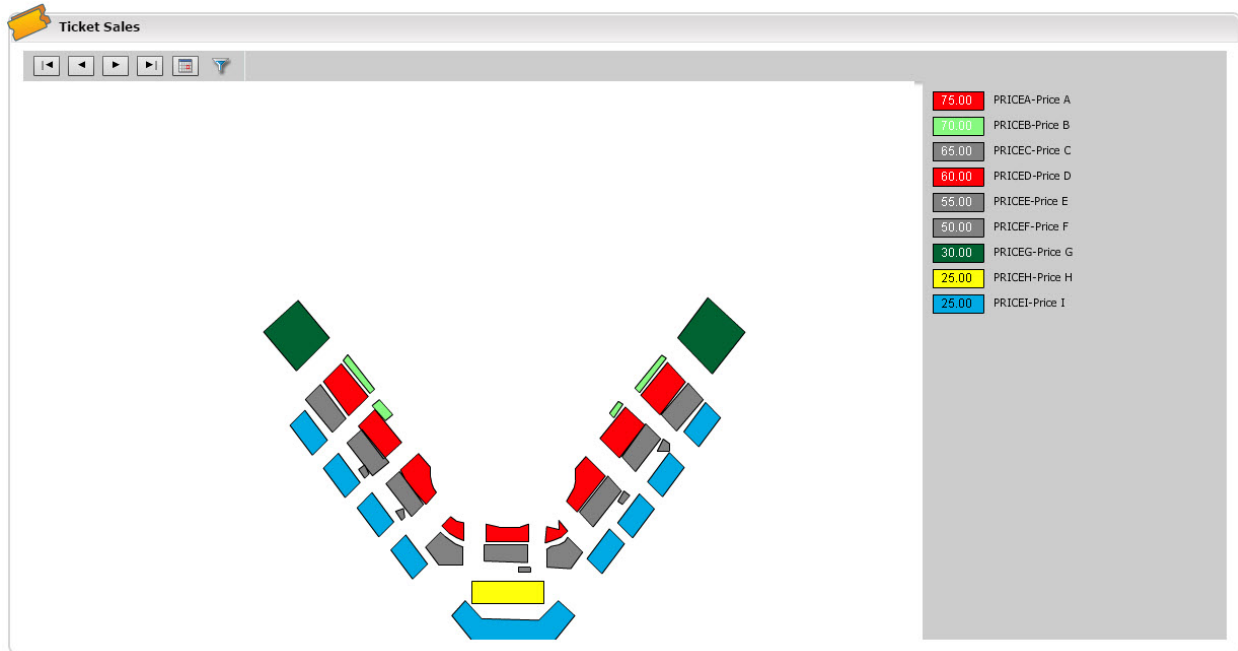
Skip Alternate Offers

**Availability**

Hold Code: OPEN - Open Promotion: None

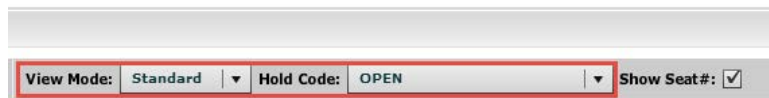
Price Scales		Sections				
Select Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/> PRICEA	Price A	\$75.00	1,175	30		
<input type="checkbox"/> PRICEB	Price B	\$70.00	100	30		
<input type="checkbox"/> PRICEC	Price C	\$65.00	596	30		
<input type="checkbox"/> PRICED	Price D	\$60.00	328	30		
<input type="checkbox"/> PRICEE	Price E	\$55.00	1,046	30		
<input type="checkbox"/> PRICEF	Price F	\$50.00	436	30		
<input type="checkbox"/> PRICEG	Price G	\$30.00	300	11		

- This will bring up the Venue Map. The price scale legend is displayed on the right. To see additional information about a particular section, including current seat availability, hover your mouse over a section. To select a section, click that section.

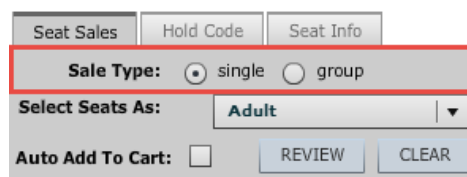


This will bring up the corresponding Seat Map.

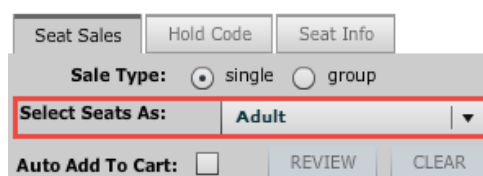
- To change from the default Hold Code from which you're selling, select a Hold Code from the dropdown list above the map.



- To change from the default Sale Type, select the Sale Type in the "Seat Sales" tab.



- To change the default Buyer Type, select a Buyer Type in the dropdown in the "Seat Sales" tab.



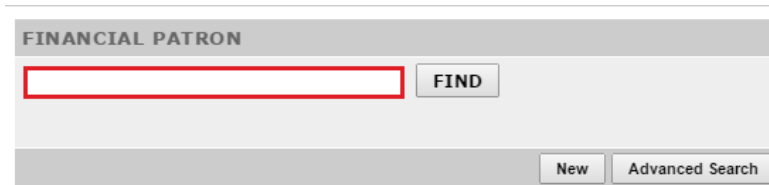




## Select a Patron

To attach the order to a patron account, you must first search for and select the patron. Selecting the patron can be done before or after tickets are selected. If you do not want to attach the order to a patron account, then the transaction may be completed as an anonymous sale. Note: it is possible to attach an anonymous sale to a patron account at a later date.

- To search for a patron, place your cursor in the FINANCIAL PATRON box at the top of the screen.



You can use any the following criteria to search for a patron:

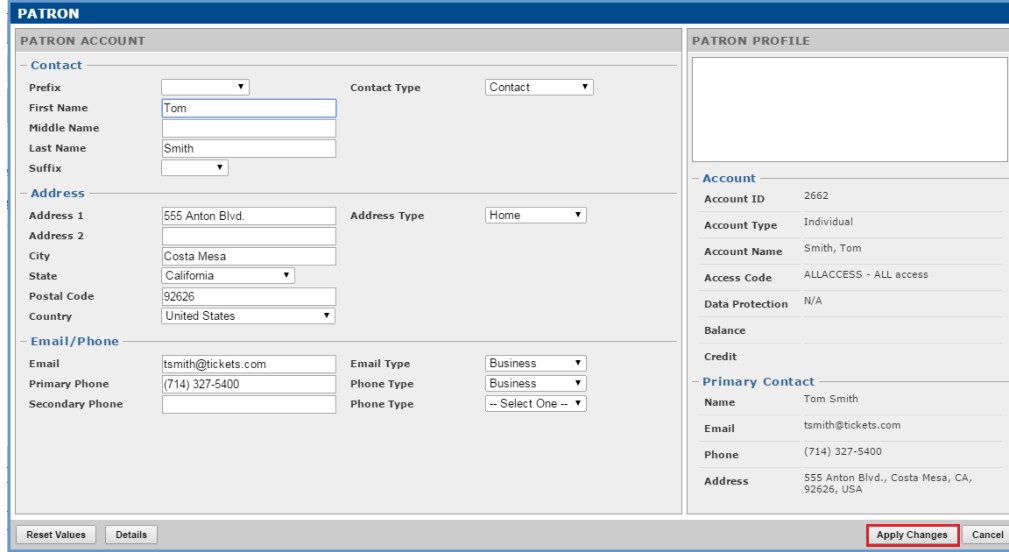
- Account Name
  - Contact Name
  - Contact Phone Number (include dashes to separate the values, e.g., 714-555-1212)
  - Account Number
  - Alternate Account Identifier (must add # qualifier)
  - E-mail Address
  - Credit Card Number
- To search for a person by name, enter as much of the last name as desired, then a comma, space, and as much of the first name as desired to find the account, and then click **FIND**.



## Select an Existing Patron

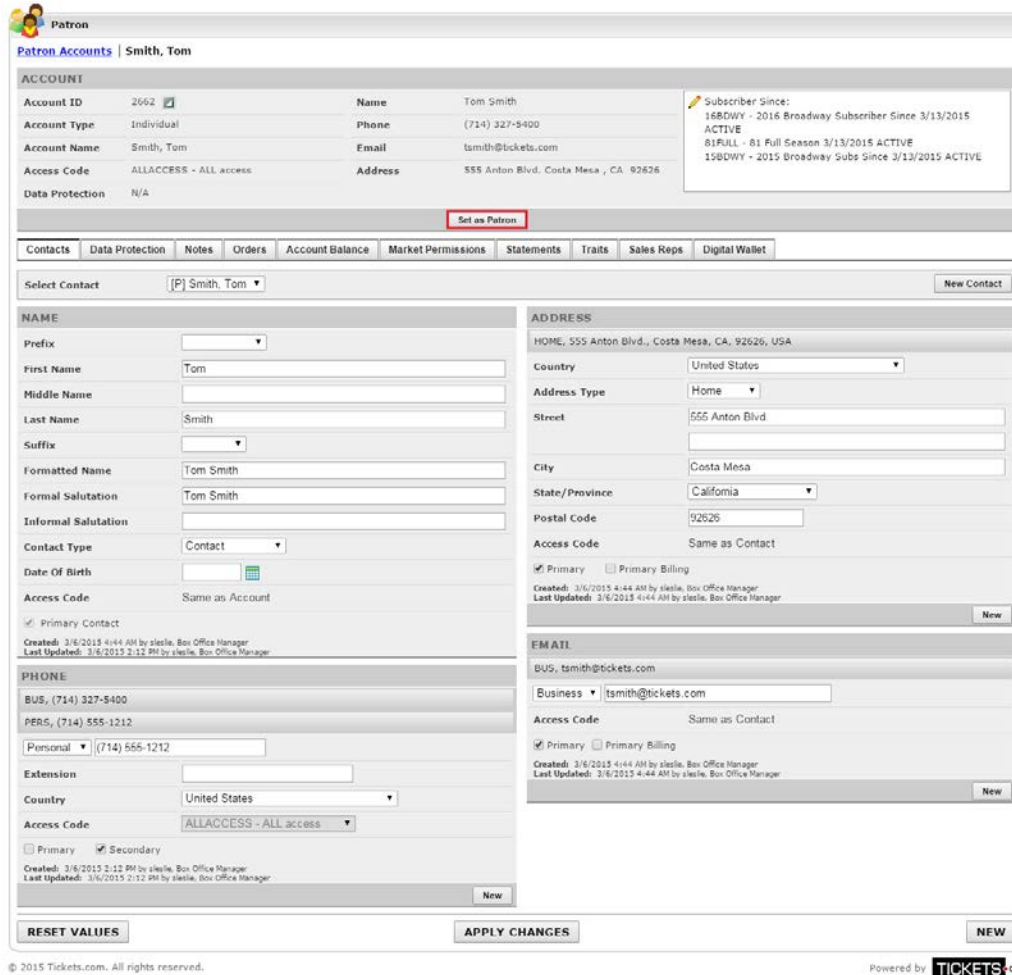
If only one patron matches your search criteria the patron account will be displayed.

- If Full Patron Management is not enabled for the user, then the PATRON box will be displayed. Confirm the selected patron is correct and click **Apply Changes**.



Note: If the account in the PATRON box is not the same patron for which you were searching, e.g., a different patron with the same name, click **Cancel**. You will need to create a new patron account. Do not change the information for the existing account if it is not the same patron.

- If Full Patron Management is enabled for the user, then the user will be taken to the ACCOUNT screen in *Patron Management*. Confirm the selected patron is correct and click **Set as Patron**.



**Patron**  
Patron Accounts | **Smith, Tom**

**ACCOUNT**

Account ID	2662	Name	Tom Smith	Subscriber Since: 16BDWY - 2016 Broadway Subscriber Since 3/13/2015 ACTIVE 81FULL - 81 Full Season 3/13/2015 ACTIVE 15BDWY - 2015 Broadway Subs Since 3/13/2015 ACTIVE
Account Type	Individual	Phone	(714) 327-9400	
Account Name	Smith, Tom	Email	tsmith@tickets.com	
Access Code	ALLACCESS - ALL access	Address	555 Anton Blvd, Costa Mesa, CA 92626	
Data Protection	N/A			

**Set as Patron**

Contacts | Data Protection | Notes | Orders | Account Balance | Market Permissions | Statements | Traits | Sales Reps | Digital Wallet

Select Contact: [F] Smith, Tom New Contact

**NAME**

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Formatted Name:

Formal Salutation:

Informal Salutation:

Contact Type:

Date Of Birth:

Access Code:

Primary Contact

Created: 3/6/2015 4:44 AM by slesie, Box Office Manager  
Last Updated: 3/6/2015 2:12 PM by slesie, Box Office Manager

**PHONE**

BUS, (714) 327-5400

PERS, (714) 555-1212

Personal

Extension:

Country:

Access Code:

Primary  Secondary

Created: 3/6/2015 2:12 PM by slesie, Box Office Manager  
Last Updated: 3/6/2015 2:12 PM by slesie, Box Office Manager

**ADDRESS**

HOME, 555 Anton Blvd., Costa Mesa, CA, 92626, USA

Country:

Address Type:

Street:

City:

State/Province:

Postal Code:

Access Code:

Primary  Primary Billing

Created: 3/6/2015 4:44 AM by slesie, Box Office Manager  
Last Updated: 3/6/2015 4:44 AM by slesie, Box Office Manager

**EMAIL**

BUS, tsmith@tickets.com

Business

Access Code:


Primary  Primary Billing




Created: 3/6/2015 4:44 AM by slesie, Box Office Manager  
Last Updated: 3/6/2015 4:44 AM by slesie, Box Office Manager

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

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Note: If the account is not the same patron for which you were searching, click **NEW** to create a new patron account. Do not change the information for the existing account if it is not the same patron.

- If more than one patron matches your search criteria, then a list of patrons will be displayed. Confirm the patron the address, phone, and email details. If they are correct, then click the corresponding  icon to select the patron.

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	<a href="#">1303</a>	Smith	Smith, James	399 Belleview Ave.	Cumberland	MD	21501	(301) 426-5441	James@email.org
	<a href="#">2069</a>	Smith, James	Smith, James	555 Anton	Costa Mesa	CA	92626	(714) 327-5451	james@aol.com
	<a href="#">1841</a>	Doeey, John	Smith, Jane	123 Fake Street	Antioch	CA	94509	(925) 111-1234	
	<a href="#">1861</a>	Griffin, Stewart	Smith, Jane	123 Build St	Antioch	CA	94509	(925) 670-0000	
	<a href="#">1259</a>	Smith	Smith, Janice	532 West Lake Road	Wichita	KS	67202	(316) 715-4885	Janice@email.com
	<a href="#">1290</a>	Smith	Smith, Janice	534 Elizabeth Street	Baltimore	MD	21284	(410) 327-5510	Janice@email.org
	<a href="#">2002</a>	Smith, Jasmin	Smith, Jasmin	123 Sunshine Drive	Scottsdale	AZ	85258		
	<a href="#">2628</a>	Smith, John	Smith, John	111	Pigeon Forge	TN	37863		
	<a href="#">2662</a>	Smith, Tom	Smith, Tom	555 Anton Blvd.	Costa Mesa	CA	92626	(714) 327-5400	tsmith@tickets.com

Once you have selected a patron, the Financial Patron frame at the top of the screen identifies the account name and the primary contact name:

**FINANCIAL PATRON**

**Smith, Tom**  
Primary Contact Tom Smith

## Update an Existing Patron

- To select an account from a results list, click on the hyperlink (the Account ID if Full Patron Management is not enabled or the Account Name if Full Patron Management is enabled).

**PATRON SEARCH**

smith

Filter By:

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	<a href="#">1303</a>	Smith	Smith, James	399 Belleview Ave.	Cumberland	MD	21501	(301) 426-5441	James@email.org
	<a href="#">2069</a>	Smith, James	Smith, James	555 Anton	Costa Mesa	CA	92626	(714) 327-5451	james@aol.com
	<a href="#">1841</a>	Dooley, John	Smith, Jane	123 Fake Street	Antioch	CA	94509	(925) 111-1234	
	<a href="#">1861</a>	Griffin, Stewart	Smith, Jane	123 Build St	Antioch	CA	94509	(925) 670-0000	
	<a href="#">1259</a>	Smith	Smith, Janice	532 West Lake Road	Wichita	KS	67202	(316) 715-4885	Janice@email.com
	<a href="#">1290</a>	Smith	Smith, Janice	534 Elizabeth Street	Baltimore	MD	21284	(410) 327-5510	Janice@email.org
	<a href="#">2002</a>	Smith, Jasmin	Smith, Jasmin	123 Sunshine Drive	Scottsdale	AZ	85258		
	<a href="#">2628</a>	Smith, John	Smith, John	111	Pigeon Forge	TN	37863		
	<a href="#">2662</a>	Smith, Tom	Smith, Tom	555 Anton Blvd.	Costa Mesa	CA	92626	(714) 327-5400	tsmith@tickets.com

**Patron**

PATRON SEARCH Simple Search | Advanced Search | Hide

smith

RESULTS: 30 FOUND

Filter By:

Select	Account #	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	1264	Smith	<a href="#">Smith, Gregory</a>	18 Mango Lane	Humboldt	KS	66748	(620) 327-5526	Gregory@email.org
	1292	Smith	<a href="#">Smith, Gregory</a>	3997 Mitchell Ave.	Rockville	MD	20850	(301) 327-5411	Gregory@email.org
	1299	Smith	<a href="#">Smith, Gregory</a>	3645 West Seminary Rd.	Pasadena	MD	21122	(410) 299-2847	Gregory@email.org
	1301	Smith	<a href="#">Smith, Hansel</a>	297 Argy Ave.	Cumberland	MD	21501	(301) 426-5443	Hansel@fake.net
	1742	Smith, Jaclyn	<a href="#">Smith, Jaclyn</a>	300 Hollywood Blvd	Beverly Hills	CA	90213	(919) 545-8745	jsmith@fake.com
	1303	Smith	<a href="#">Smith, James</a>	399 Belleview Ave.	Cumberland	MD	21501	(301) 426-5441	James@email.org
	2069	Smith, James	<a href="#">Smith, James</a>	555 Anton	Costa Mesa	CA	92626	(714) 327-5451	james@aol.com
	1841	Dooley, John	<a href="#">Smith, Jane</a>	123 Fake Street	Antioch	CA	94509	(925) 111-1234	
	1861	Griffin, Stewart	<a href="#">Smith, Jane</a>	123 Build St	Antioch	CA	94509	(925) 670-0000	
	1259	Smith	<a href="#">Smith, Janice</a>	532 West Lake Road	Wichita	KS	67202	(316) 715-4885	Janice@email.com
	1290	Smith	<a href="#">Smith, Janice</a>	534 Elizabeth Street	Baltimore	MD	21284	(410) 327-5510	Janice@email.org
	2002	Smith, Jasmin	<a href="#">Smith, Jasmin</a>	123 Sunshine Drive	Scottsdale	AZ	85258		
	2628	Smith, John	<a href="#">Smith, John</a>	111	Pigeon Forge	TN	37863		
	2602	Smith, Thomas	<a href="#">Smith, Thomas</a>	111 Anton Blvd.	Costa Mesa	CA	92626	(714) 555-1212	tsmith@gmail.com
	2662	Smith, Tom	<a href="#">Smith, Tom</a>	555 Anton Blvd.	Costa Mesa	CA	92626	(714) 327-5400	tsmith@tickets.com
	2722	Smith, Tom	<a href="#">Smith, Tom</a>	123 Calle St.	Costa Mesa	CA	92626	(714) 555-1212	tsmith@domain.net

- This will bring up the PATRON box. From here, make any necessary updates and click **Apply Changes**.

APPLY CHANGES

- If Full Patron Management is enabled, then you will need to click **VIEW CART** to return to the Patron Cart.

CART SUMMARY		
# Seats: 3	Tix Amt:	\$225.00
# Returned: 0	Svc Chrg:	\$3.50
	<b>Cart Balance:</b>	<b>\$228.50</b>
		<input type="button" value="View Cart"/>

## Create a New Patron

- To create a new patron, click New in the FINANCIAL PATRON frame on the top of the screen...



FINANCIAL PATRON

...or from the PATRON SEARCH box.



PATRON SEARCH

Filter By:

Set	Account ID	Account Name	Name	Address	City	State	Postal Code	Phone	Email
	<a href="#">1303</a>	Smith	Smith, James	399 Belleview Ave.	Cumberland	MD	21501	(301) 426-5441	James@email.org
	<a href="#">2069</a>	Smith, James	Smith, James	555 Anton	Costa Mesa	CA	92626	(714) 327-5451	james@aol.com

- This will bring up the Patron box if Full Patron Management is not enabled or the patron account in *Patron Management* if Full Patron Management is enabled. Enter the information as needed and click **Apply Changes**.

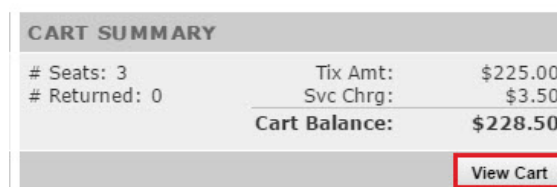
The new patron will now appear in the FINANCIAL PATRON frame.



FINANCIAL PATRON

**Smith, Thomas**  
Primary Contact Thomas Smith

- If Full Patron Management is enabled, then you will need to click **VIEW CART** to return to the Patron Cart.



CART SUMMARY

# Seats: 3	Tix Amt:	\$225.00
# Returned: 0	Svc Chrg:	\$3.50
<b>Cart Balance:</b>		<b>\$228.50</b>

## Patron Cart

From within the Patron Cart, there are a number of actions that can be taken before completing the transaction. These actions, which depend on permissions, include modifying an offer, adding an offer, editing service charges, adding notes, adding a sales rep, selecting methods of delivery, and applying payments.

**SELECTED EVENT**

15G0904 - Indians at Bobcats  
at Bobcats Baseball Field  
on Fri, Sep 4, 2015 8:00 PM PDT

Best Map My Events Advanced Search Search

**FINANCIAL PATRON**

**FIND**

New Advanced Search

**CART SUMMARY**

Number of seats sold or reserved: 4  
Number of seats returned or released: 0

View Cart

**Ticket Sales**

**Patron Cart** Coupons

**New Order - Offer# 14198016** Single Sale

**15G0904 - Indians at Bobcats**

**Fri, Sep 4, 2015 8:00 PM PDT**

4 seats at Bobcats Baseball Field  
Section: 105; Row: E; Seats: 4-7 Totals

4 ADULT @ \$75.00 **\$300.00**

**TOTAL DUE**

Ticket Total: \$300.00 Add Offer

Per Order Charge: \$3.50

Per Ticket Fee: \$0.00

Service Charge Subtotal: \$3.50

**Grand Total: \$303.50** **CART BALANCE: \$303.50**

NOTES **DELIVERY** PAYMENT CONFIRM

Method: Will Call - \$0.00 New

Attending Contact

ID Type:

Card Name:

ID #:

First Name:

Last Name:

Ticket Text:

Offers Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input checked="" type="checkbox"/> Offer# 14198016 - 15G0904	9/4/2015 8:00 PM PDT	4	4	

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

Seats W/O Delivery: 4 Delivery Totals: \$0.00

CANCEL CHECKOUT


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## Modify an Offer


From the Patron Cart, you can modify an offer by changing the Buyer Type or removing seats.

### Change Buyer Types

- To change the Buyer Type, click the  **Modify** icon.

**New Order - Offer# 14078002**
**Single Sale**

 **Modify**



 **Reserve**


**15G0904 - Indians at Bobcats**  
**Fri, Sep 4, 2015 8:00 PM PDT**

4 seats at Bobcats Baseball Field  
 Section: [105](#); Row: E; Seats: 4-7

**Totals**  
 4 ADULT @ \$75.00    **\$300.00**

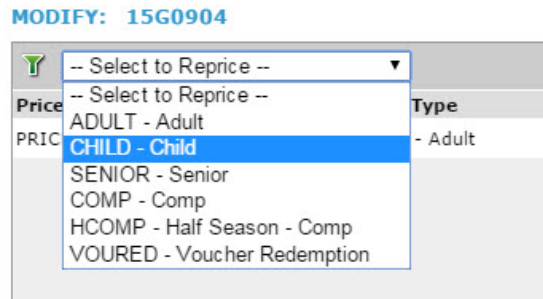
This will bring up the MODIFY box.

**MODIFY: 15G0904** [View Seats](#)  

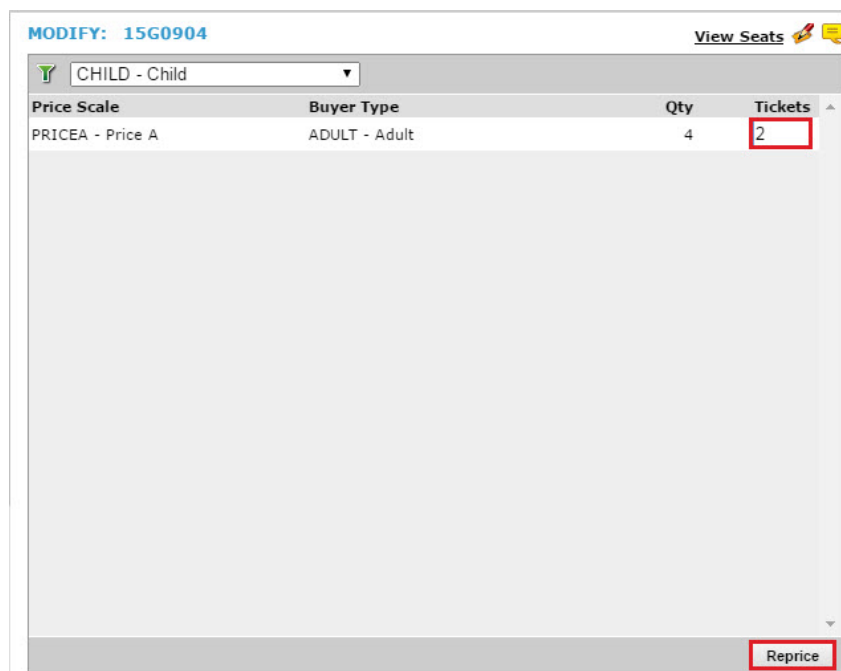
 -- Select to Reprice --

Price Scale	Buyer Type	Qty	Tickets
PRICEA - Price A	ADULT - Adult	4	<input type="text"/>

- Select the new Buyer Type from the dropdown list.



- Enter the number of tickets to be repriced from the current Buyer Type in the Patron cart and click **Reprice**.



### Buyer Type Note

- If a Buyer Type requires a note, it will be indicated by the icon. To add a Buyer Type Note, click the **Modify** icon.

**New Order - Offer# 14078002** Single Sale

**15G0904 - Indians at Bobcats**  
**Fri, Sep 4, 2015 8:00 PM PDT**

4 seats at Bobcats Baseball Field  
 Section: [105](#); Row: E; Seats: 4-7

	<b>Totals</b>
2 ADULT @ \$75.00	\$150.00
2 CHILD @ \$65.00	\$130.00

Buyer Type Requires Note

- Next, click the icon in the MODIFY box to bring up a pop-up window where you can enter the note.

**MODIFY: 15G0904** View Seats

-- Select to Reprice --

Price Scale	Buyer Type	Qty	Tickets
PRICEA - Price A	ADULT - Adult	2	<input type="text"/>
PRICEA - Price A	CHILD - Child	2	<input type="text"/>

- Select the Buyer Type for which you want to add a note. Select a reason code from the dropdown list and enter reason text as needed, and then click **OK**.

**BUYER TYPE NOTES**

15G0904 - INDIANS AT BOBCATS

Buyer Type	Ticket Qty	Reason
<input type="checkbox"/> ADULT - Adult	2	
<input checked="" type="checkbox"/> CHILD - Child	2	

Reason Code: BTSRN - Buyer Type Sales Reason

Reason Text: Children under 12

OK Cancel

- Once all needed notes have been entered, click **Cancel** to return to the Patron Cart.

**BUYER TYPE NOTES**

15G0904 - INDIANS AT BOBCATS

Buyer Type	Ticket Qty	Reason
<input type="checkbox"/> ADULT - Adult	2	
<input type="checkbox"/> CHILD - Child	2	Buyer Type Sales Reason

Reason Code: -- Select Reason Code --

Reason Text:

OK Cancel

## Remove Seats

- To remove seats in the Patron Cart, click the **Modify** icon.

**New Order - Offer# 14078002** **Single Sale**

**Modify** **15G0904 - Indians at Bobcats**

**Reserve** **Fri, Sep 4, 2015 8:00 PM PDT**

4 seats at Bobcats Baseball Field

Section: [105](#); Row: E; Seats: 4-7

	<b>Totals</b>
2 ADULT @ \$75.00	\$150.00
2 CHILD @ \$65.00	\$130.00

- Click the **View Seats** icon.

**MODIFY: 15G0904** **View Seats**

-- Select to Reprice --

Price Scale	Buyer Type	Qty	Tickets
PRICEA - Price A	ADULT - Adult	2	[ ]
PRICEA - Price A	CHILD - Child	2	[ ]

- Select the seats to be removed by clicking the icon corresponding to the seats that you want to remove.

**MODIFY: 15G0904 | Seats**

-- Select to Reprice --

Select	Price Scale	Section	Row	Seat	Buyer Type	Price	Remove
<input type="checkbox"/>	PRICEA	105	E	4	CHILD	\$65.00	
<input type="checkbox"/>	PRICEA	105	E	5	CHILD	\$65.00	
<input type="checkbox"/>	PRICEA	105	E	6	ADULT	\$75.00	
<input type="checkbox"/>	PRICEA	105	E	7	ADULT	\$75.00	

- A pop-up message will be displayed, asking you to confirm removing the seat. If you want to remove the selected seat, then click **OK**.


The page at <https://pvngtrain.provenueapp.com:18443> says: x


Remove seat 7 in Section: 105, Row: E?

OK
Cancel

## Edit Service Charges


To refund or change 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.

- If Service Charges need to be edited (removed or reduced), and the user has the appropriate access and the service charges are configured to be editable, click the  icon to the right of the Service Charge Subtotal to bring up the Service Charge box.

		TOTAL DUE	Add Offer
Ticket Total:		\$300.00	
Per Order Charge:		\$3.50	
Per Ticket Fee:		\$0.00	
Service Charge Subtotal:		\$3.50	
<b>Grand Total:</b>		<b>\$303.50</b>	<b>CART BALANCE: \$303.50</b>

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

SERVICE CHARGES		
Service Charge Group	Amount Reserved	Amount Due
 Per Order Charge	N/A	\$3.50
 Per Ticket Fee	N/A	\$0.00

- Click the  icon to edit the service charge.

SERVICE CHARGES		
Service Charge Group	Amount Reserved	Amount Due
 Per Order Charge	N/A	\$3.50
 Charge	Type	Orig Due
Per Order Charge	Transaction	\$3.50
		Curr Due
		\$3.50
	Orig Resv	Curr Resv
		Adjustment Reason
 Per Ticket Fee	N/A	\$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 **OK**.

**SERVICE CHARGES**

**EDITED REASON**

Charge	Per Order Charge
Amount	\$3.50
New Amount	<input style="border: 1px solid red;" type="text" value="0.00"/>
Reason Code	<span style="border: 1px solid red;">SCE - Service Charge Edited ▾</span>
Reason Text	<div style="border: 1px solid red; padding: 2px;">Waiving per order service charge</div>

OK Cancel

- When you have completed editing the service charges, click **Close** to return to the Patron Cart.

**SERVICE CHARGES**

Service Charge Group	Amount Reserved	Amount Due
<input type="checkbox"/> Per Order Charge	N/A	\$0.00
<input type="checkbox"/> Per Ticket Fee	N/A	\$0.00

Close

The updated amount will now be reflected in the cart.

<b>TOTAL DUE</b>		<span style="border: 1px solid gray; padding: 2px 5px;">Add Offer</span>
Ticket Total:	\$300.00	
<span style="border: 1px solid red; padding: 2px;">Per Order Charge:</span>	\$0.00	
Per Ticket Fee:	\$0.00	
Service Charge Subtotal:	\$0.00	
<b>Grand Total:</b>	<b>\$300.00</b>	<b>CART BALANCE: \$300.00</b>

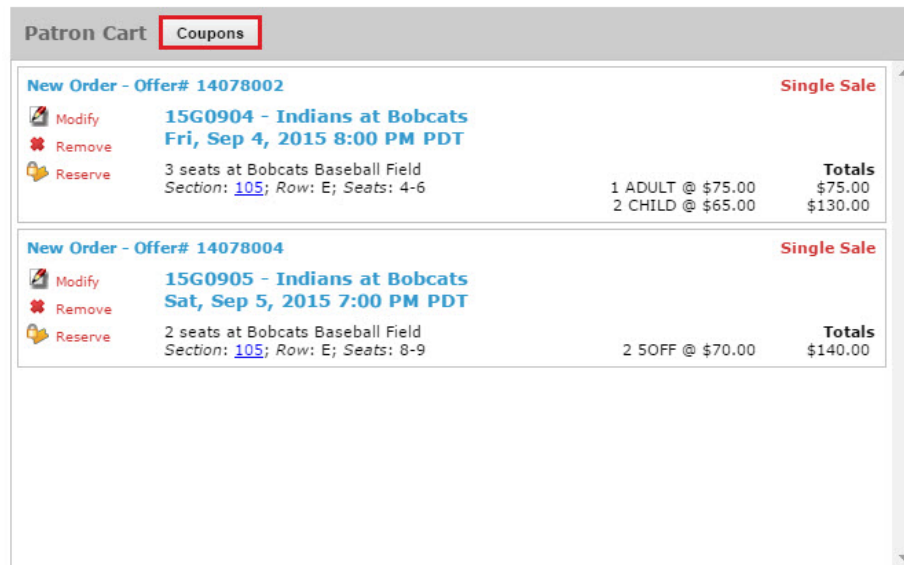
## Add Seats for the Same or Different Event

- To add seats to the Patron Cart for the same event, click **Add Offer** to go to the *Ticket Sales* screen. You can also click **Best** or **Map** in the SELECTED EVENT box to go to the corresponding sales flow for the selected event.

- To add seats to the Patron Cart for a different event, click the **Search** button in the SELECTED EVENT box.

## Validate a Promotion Code

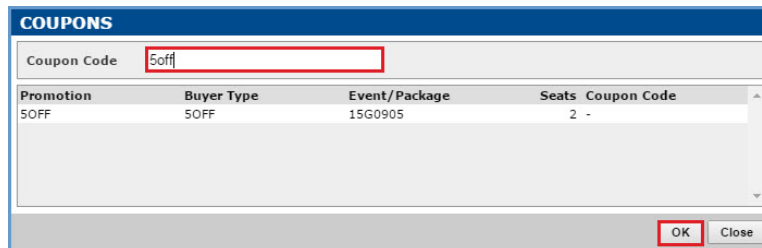
If you selected seats that were part of a promotion requiring a coupon code, then you must validate the coupon prior to checkout. To validate the coupon, click **Coupons**.



The screenshot shows the 'Patron Cart' with a 'Coupons' tab selected. It displays two orders:

- Order 1:** Offer# 14078002, Single Sale. Event: 15G0904 - Indians at Bobcats, Fri, Sep 4, 2015 8:00 PM PDT. 3 seats at Bobcats Baseball Field (Section: 105, Row: E, Seats: 4-6). Totals: 1 ADULT @ \$75.00, 2 CHILD @ \$65.00, Total \$130.00.
- Order 2:** Offer# 14078004, Single Sale. Event: 15G0905 - Indians at Bobcats, Sat, Sep 5, 2015 7:00 PM PDT. 2 seats at Bobcats Baseball Field (Section: 105, Row: E, Seats: 8-9). Totals: 2 SOFF @ \$70.00, Total \$140.00.

- Type the coupon code within the text box and click **OK**.

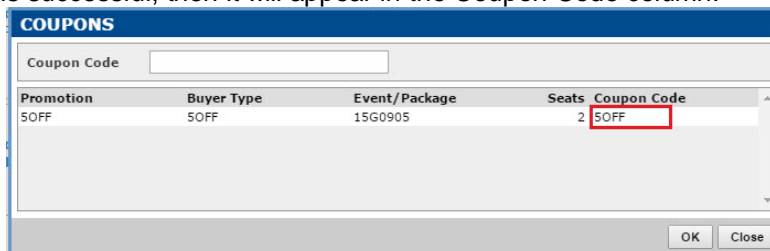


The 'COUPONS' dialog box is shown with the 'Coupon Code' text box containing '5off'. Below the text box is a table with the following data:

Promotion	Buyer Type	Event/Package	Seats	Coupon Code
5OFF	SOFF	15G0905	2	-

The 'OK' button is highlighted with a red box.

If the coupon code is successful, then it will appear in the Coupon Code column.

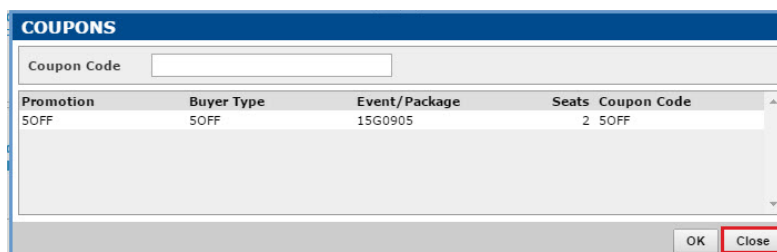


The 'COUPONS' dialog box is shown with the 'Coupon Code' text box empty. The table below now shows the coupon code '5OFF' in the 'Coupon Code' column:

Promotion	Buyer Type	Event/Package	Seats	Coupon Code
5OFF	SOFF	15G0905	2	5OFF

The 'Close' button is highlighted with a red box.

- After you have entered a successful coupon code, click **Close** to return to the cart to complete the order.



The 'COUPONS' dialog box is shown with the 'Coupon Code' text box empty. The table below shows the coupon code '5OFF' in the 'Coupon Code' column:

Promotion	Buyer Type	Event/Package	Seats	Coupon Code
5OFF	SOFF	15G0905	2	5OFF

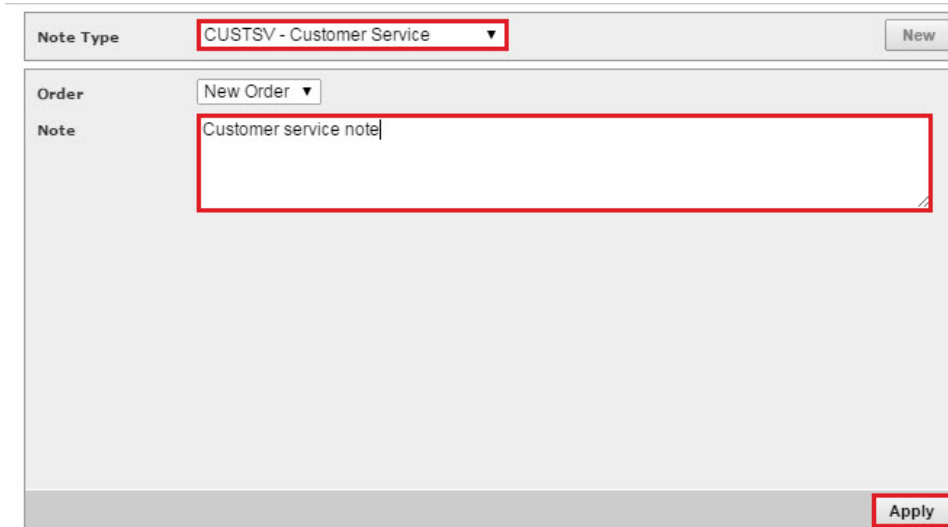
The 'Close' button is highlighted with a red box.

## Notes

- To add a note, click the “NOTES” tab.



- Select the Note Type from the dropdown list, enter text for the note as needed, and then click **Apply**.



A form for adding a note. At the top, there is a 'Note Type' dropdown menu with 'CUSTSV - Customer Service' selected, and a 'New' button. Below this is an 'Order' dropdown menu with 'New Order' selected. The main area is a text input field labeled 'Note' containing the text 'Customer service note'. At the bottom right, there is an 'Apply' button. Red boxes highlight the 'Note Type' dropdown, the 'Note' text field, and the 'Apply' button.

### Select a Delivery Method

- Ensure the pin appears on the “DELIVERY” tab in the Patron Cart. If it does not, then click the “DELIVERY” tab.



- Select the delivery method from the dropdown list. The dollar amount to the right of the delivery method is the service charge associated with the delivery method. Note: some methods of delivery require that a patron be selected, i.e., not available for anonymous sale.

<b>Method</b>	Will Call - \$0.00 ▼	<b>Account ID</b>	2662	<input type="button" value="New"/>
<b>Attending Contact</b>	-- Select One --	<b>First Name</b>	<input type="text" value="Tom"/>	
<b>ID Type</b>	Fed-Ex 3 Day - \$0.00	<b>Last Name</b>	<input type="text" value="Smith"/>	
<b>Card Name</b>	No Print - \$0.00	<b>Ticket Text</b>	<input type="text"/>	
<b>ID #</b>	Print Now - \$0.00			
	Tickets@Home - \$0.00			
	US Mail - \$3.00			
	<b>Will Call - \$0.00</b>			
	Fed-Ex Overnight - \$0.00			

- Enter the delivery details as needed. The information required will depend on the method of delivery. Ensure the offer is selected in the “Offers” tab and click **Apply**.

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# 14078002 - 15G0904	9/4/2015 8:00 PM PDT	3	3	
<input checked="" type="checkbox"/>	Offer# 14078004 - 15G0905	9/5/2015 7:00 PM PDT	2	2	

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

---

Seats W/O Delivery: 5
Delivery Totals: \$0.00

- To remove a method of delivery click the “Deliveries” tab, and then click the icon.

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

	Edit	Order	Delivery	# Tickets	Cost	Split	Remove
			Will Call: 2662   Smith, Tom: ...	5	\$0.00		

Apply


---

Seats W/O Delivery: 0
Delivery Totals: \$0.00

- To edit a method of delivery, click the “Deliveries” tab, and then click the  icon. Update the delivery information, and then click **Apply**.

Method Will Call - \$0.00 New

---

Attending Contact Tom Smith  Account ID 2662




ID Type  First Name Jane

Card Name  Last Name Smith

ID #  Ticket Text

---

Offers Deliveries

Edit	Order	Delivery	# Tickets	Cost	Split	Remove
		Will Call: 2662   Smith, Tom: ...	5	\$0.00		

Apply

### Split Delivery

- To split the order among delivery methods, click on the “DELIVERY” tab and select the additional delivery method from the dropdown list, enter the delivery details, and click the icon.

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

Method: **US Mail - \$3.00** New

Attending Contact: Tom Smith

Account ID: 2662

First Name: Tom  
Last Name: Smith  
Address: 555 Anton Blvd.  
Instructions:  
Ticket Text:

On File: HOME: 555 Anton Blvd.  
City: Costa Mesa  
Country: United States  
State/Province: California  
Postal Code: 92626  
Instr. Cont.:

**Offers** Deliveries

Offer	Date/Time	# Seats	# W/O	Split
<input type="checkbox"/> Offer# 14078002 - 15G0904	9/4/2015 8:00 PM PDT	3	0	
<input type="checkbox"/> Offer# 14078004 - 15G0905	9/5/2015 7:00 PM PDT	2	0	

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

Seats W/O Delivery: 0 Delivery Totals: \$0.00

- The tickets default to the first delivery method selected for the order. To change the delivery method for a seat, check the corresponding box, select the new delivery method, and then click **Apply**.

NOTES (1) **DELIVERY (2)** RECEIVABLES PAYMENT CONFIRM

**SPLIT OFFER DELIVERY: Offer# 14078002 - 15G0904**

Section	Row	Seat	Buyer Type	Delivery
<input checked="" type="checkbox"/>	105	E 6	ADULT	Will Call: 2662   Smith, Tom: Smith...
<input checked="" type="checkbox"/>	105	E 5	CHILD	Will Call: 2662   Smith, Tom: Smith...
<input checked="" type="checkbox"/>	105	E 4	CHILD	Will Call: 2662   Smith, Tom: Smith...

[Select All](#) | [Clear All](#) Return **US Mail: 2662 | Smith, Tom: 555 Anton Blvd.** Apply

Seats W/O Delivery: 0 Delivery Totals: \$0.00

The number of applied deliveries will appear in parentheses in the Delivery button label. Both deliveries will now be displayed in the "Deliveries" tab.

NOTES (1)
DELIVERY (2)
RECEIVABLES
PAYMENT
CONFIRM

Method Will Call - \$0.00 New

<b>Attending Contact</b> Tom Smith	<b>Account ID</b> 2662
<b>ID Type</b> <span style="border: 1px solid #ccc; padding: 2px;">▼</span>	<b>First Name</b> <span style="border: 1px solid #ccc; padding: 2px;">Tom</span>
<b>Card Name</b> <span style="border: 1px solid #ccc; padding: 2px;">▼</span>	<b>Last Name</b> <span style="border: 1px solid #ccc; padding: 2px;">Smith</span>
<b>ID #</b> <span style="border: 1px solid #ccc; padding: 2px;"></span>	<b>Ticket Text</b> <span style="border: 1px solid #ccc; padding: 2px;"></span>

Offers Deliveries

Edit	Order	Delivery	# Tickets	Cost	Split	Remove
		Will Call: 2662   Smith, Tom: ...	2	\$0.00		
		US Mail: 2662   Smith, Tom: ...	3	\$3.00		

Apply

Seats W/O Delivery: 0
Delivery Totals: \$3.00

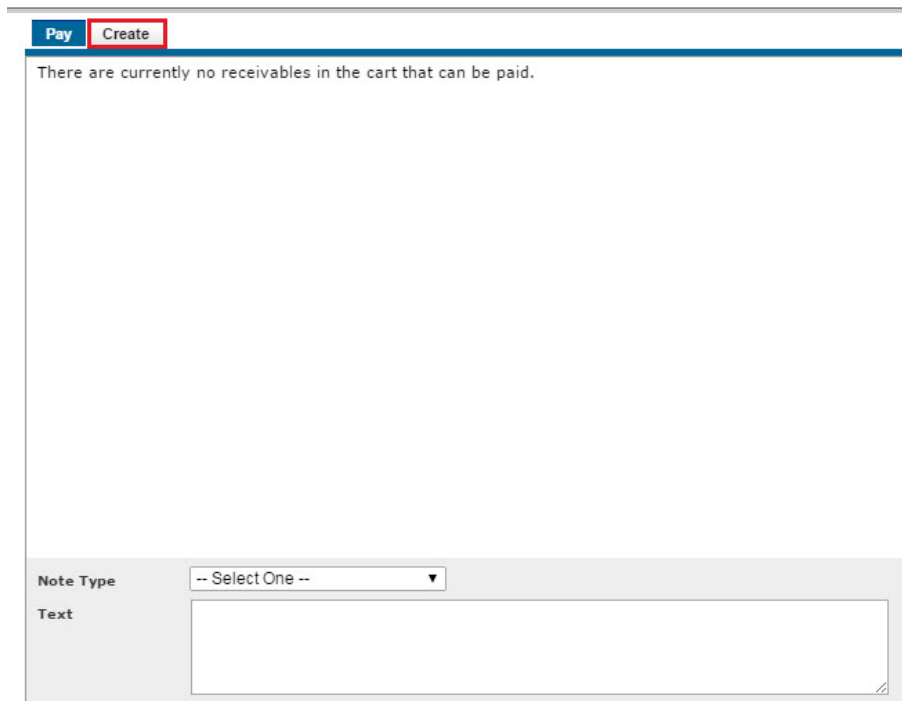
## Receivables

Depending on permissions, a user may have the option to create a receivable, deferring payment for part or the entire amount due on the order.

- Ensure the pin appears on the “RECEIVABLES” tab in the Patron Cart. If it does not, then click the “RECEIVABLES” tab.



- To create a receivable, click the “Create” tab



Pay Create

There are currently no receivables in the cart that can be paid.

Note Type -- Select One --

Text

- Confirm or update the amount of the receivable. Enter a due date for the receivable. Select a Receivable Type and Note Type, and enter text as desired. Once complete, click **Apply**.

Pay **Create**

Order	New Order	Amount	\$303.50	Due Date	8/28/2015
-------	-----------	--------	----------	----------	-----------

**Billing Info** | Payment Plan | Custom Plan

Use Billing Address on Account

Contact	Tom Smith	On File	HOME: 555 Anton Blvd. ▼
Billing Name	Tom Smith	Country	United States
Billing Address	555 Anton Blvd.	State/Province	CA
		Postal Code	92626
City	Costa Mesa		
Receivable Type	OPNREC - Receivable ▼		
Note Type	RECVNT - Receivable Note ▼		
Text			

Apply Receivable

Receivable	Amount	Remove
		▲

**Receivable Totals: \$0.00**

Once created, the amount of the receivable will be displayed.

Pay **Create**

Order Id	Trans Id	Rec Type	Due Date	Balance	Reduction	Amount
New	787340	OPNREC	8/28/2015	\$303.50	\$0.00	\$0.00

Note Type: -- Select One -- ▼

Text:

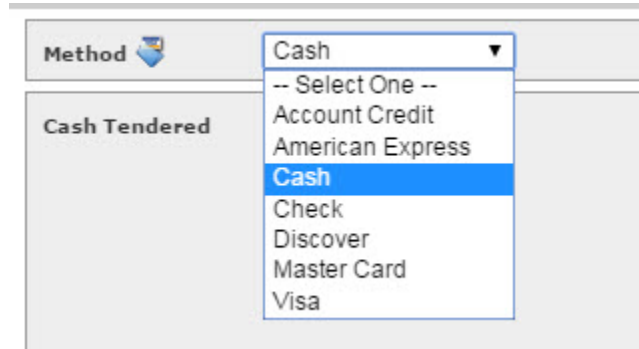
Apply

## Payment

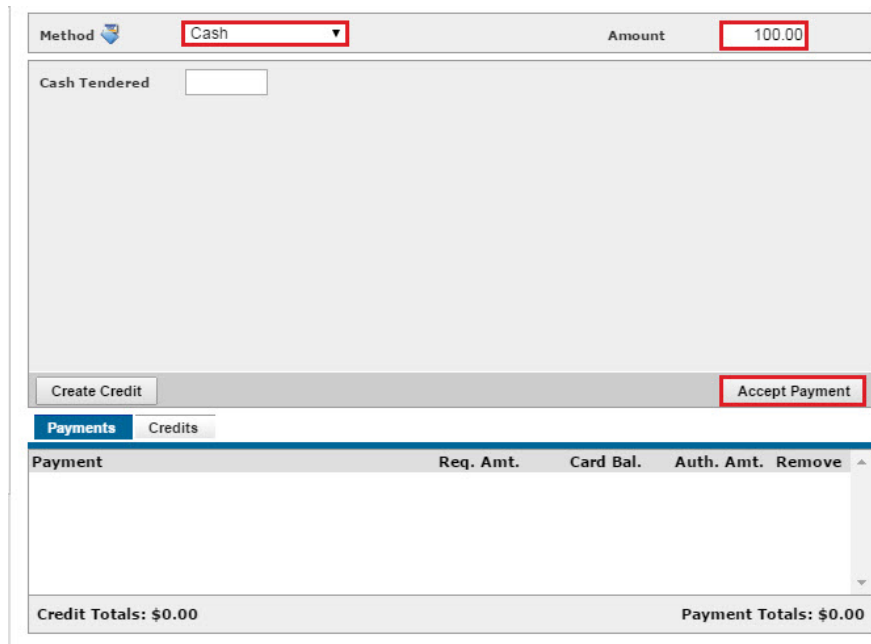
- Ensure the pin appears on the “PAYMENT” tab in the Patron Cart. If it does not, then click the “PAYMENT” tab.



- If paying with a credit card, swipe the credit card. If paying with a non-credit card payment, select the payment method from the dropdown list.



- Enter or confirm the amount of payment and click **Accept Payment**.



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

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

- To accept more than one method of payment, swipe a credit card or select the next Payment Method from the dropdown, enter or confirm the amount, and then click **Accept Payment**.

NOTES (1)
DELIVERY (2)
RECEIVABLES
PAYMENT (1)
CONFIRM

Method Master Card

Amount 251.50

Wallet Items

Card# \*\*\*\*\*2222

Exp. Date 01 2021

Security Code 123

Name on Card Tom Smith

Sync To Digital Wallet

Nickname Tom MC

Contact Tom Smith

Use Delivery Address

On File HOME: 555 Anton Blvd.

Billing Address 555 Anton Blvd.

City Costa Mesa

Country United States

State/Province California

Postal Code 92626

Create Credit

Accept Payment

Payments (1)
Credits

Payment	Req. Amt.	Card Bal.	Auth. Amt.	Remove
Cash	\$100.00		\$100.00	✖

Credit Totals: \$0.00
Payment Totals: \$100.00

Note: For credit card payments, checking the 'Sync To Digital Wallet' box will associate the credit card with the patron's account for future use. If a patron already has an eligible credit card in their digital wallet, then that credit card will be available for selection from the 'Wallet Items' dropdown list after the associated payment method is selected.

Method Master Card

Amount 303.50

Wallet Items 

Tom MC

Card#

Exp. Date -- ----

Contact Tom Smith

Use Delivery Address

On File HOME: 555 Anton Blvd.

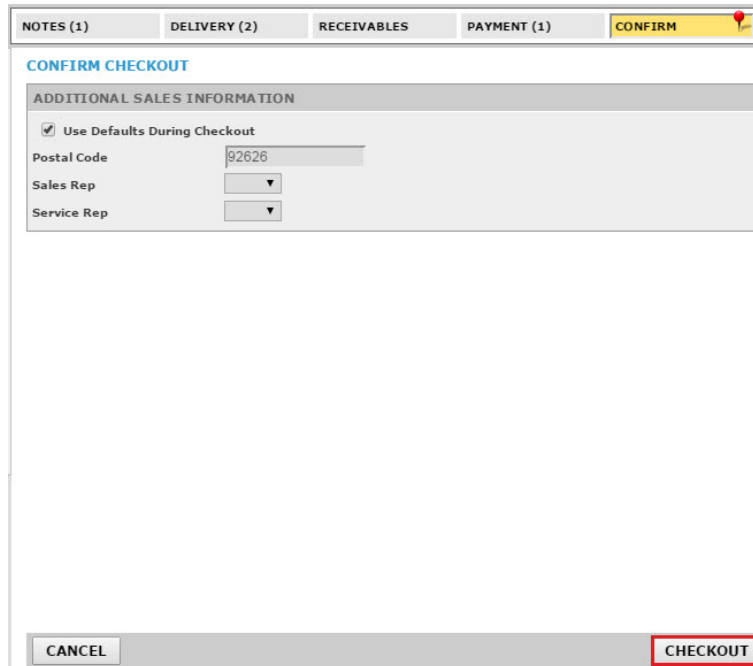
- Repeat this process until the order is paid in full.

## Checkout

- To confirm all required information has been entered, or to enter additional sales information, click the "CONFIRM" tab.

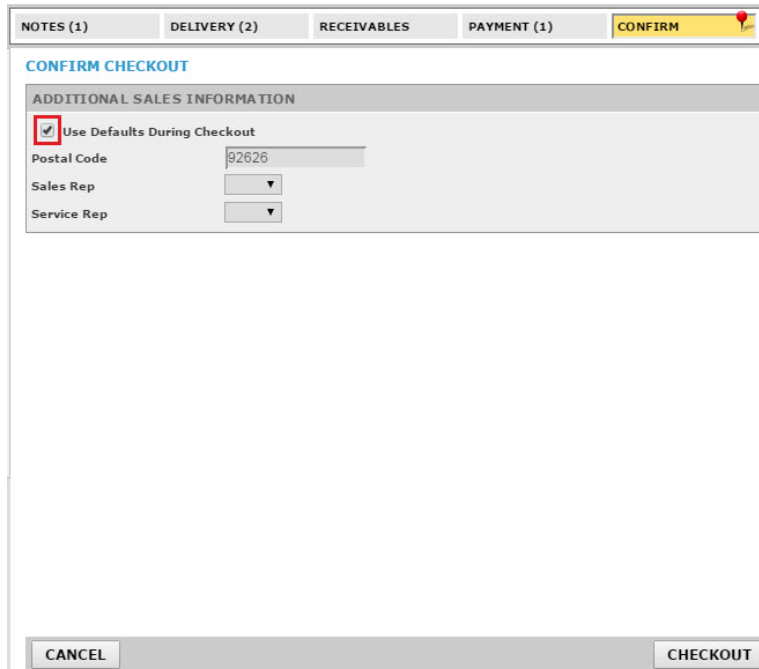


- If there are no error messages, and you do not want to change the default sales information, then click **CHECKOUT** to complete the transaction.



Note: If Auto CheckOut is enabled for a user via *System Setup > Application Feature Permissions > Sales Permissions > 'Use Auto Transactions Action'* then the transaction will automatically complete when all required information is entered.

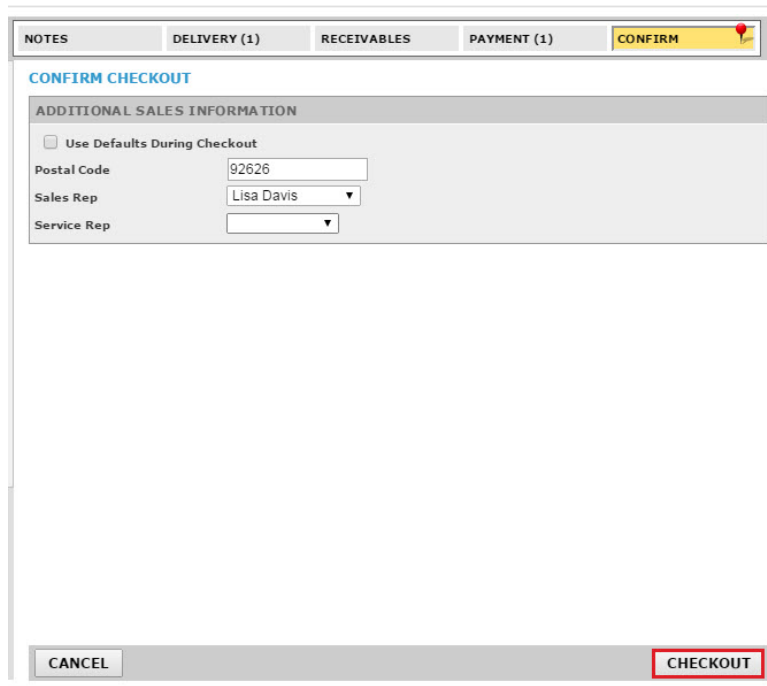
- To change the postal code, sales rep, or service rep uncheck the 'Use Defaults During Checkout' box.



The screenshot shows a software interface with a top navigation bar containing tabs: NOTES (1), DELIVERY (2), RECEIVABLES, PAYMENT (1), and CONFIRM. The CONFIRM tab is active and highlighted in yellow. Below the navigation bar is a section titled 'CONFIRM CHECKOUT'. Underneath this is a sub-section 'ADDITIONAL SALES INFORMATION'. A checkbox labeled 'Use Defaults During Checkout' is checked. Below the checkbox are three input fields: 'Postal Code' with the value '92626', 'Sales Rep' with a dropdown arrow, and 'Service Rep' with a dropdown arrow. At the bottom of the dialog are two buttons: 'CANCEL' and 'CHECKOUT'.

Note: If a patron has been selected for the order, then the system will automatically default to the contact's primary address postal code. If no patron was selected, then the postal code would default, if available, to the postal code from a credit card payment and then to the postal code from a delivery address.

- Update the information as needed, and then click **CHECKOUT**.




This screenshot is similar to the previous one, showing the 'CONFIRM CHECKOUT' dialog box. The 'CONFIRM' tab is still active. In the 'ADDITIONAL SALES INFORMATION' section, the 'Use Defaults During Checkout' checkbox is now unchecked. The 'Postal Code' field still contains '92626'. The 'Sales Rep' dropdown menu is now open, showing 'Lisa Davis' as the selected option. The 'Service Rep' dropdown menu is also open but empty. The 'CHECKOUT' button at the bottom right is highlighted with a red border.


If you have selected Print Now as the delivery method, then tickets will automatically print.


## Create a Reservation

Depending on permissions, a user may have the option to create a reservation instead of making a sale. No payments are required when making a reservation.

- To create a reservation, click the  **Reserve** icon.

**New Order - Offer# 14078009** **Single Sale**

 **Modify**      **15G0904 - Indians at Bobcats**  
**Fri, Sep 4, 2015 8:00 PM PDT**

 **Reserve**

4 seats at Bobcats Baseball Field      **Totals**  
Section: [105](#); Row: E; Seats: 11-14      4 ADULT @ \$75.00      \$300.00

- Confirm or update, if the user has appropriate access, the Reserve Until Date and Time, Reservation Code, and then click **Set to Reservation**.

**RESERVE: 15G0904 - Indians at Bobcats**

Reserve Until: 9/4/2015 8:00 PM **Set to Reservation**

**RESERVATION CODES**

15G0904 - Indians at Bobcats      **SINGLE - Single Ticket Reservation**

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

**CANCEL** **CHECKOUT**