



PROVENUE® TRAINING DOCUMENTATION

*MyProVenue™
Configuration*

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Table of Contents

Overview	1
Create an XML file of the Interactive Seat Map	2
Pull the XML	2
Verify the XML	3
Agency Setup	4
User Management.....	5
Payment Methods.....	5
Delivery Methods.....	5
Service Charges	6
Context Rules	6
Service Charge Groups.....	7
Service Charge Descriptions & Display	8
Buyer Types	8
Default Buyer Type	9
Event Access.....	10
Transaction Types and Dates	10
General	11
Best Seat.....	13
Hold Codes.....	14
Package Sales	15
Application Feature Permissions	17
Sales Permissions	17
Patron Permissions.....	19
Map Images	20
Alternate Public Images	20
Static Image.....	20
Pre-Rendered .SVG Navigation Map	21
Event Administration Setup for Alternate Public Images.....	22
Venue Administration Setup for Alternate Public Images.....	23
Map Orientation & Stage Description – Map Sales	25
Descriptions & Public Synopsis.....	26
Short Public Description and Public Description	26
Public Synopsis	26
Public Code & Section Public Code	28
Miscellaneous.....	29

Organization Administration – Open Item Liability Type	29
Promotion Administration – Bundles.....	29
Event Administration – No Date Displayed	29
Direct Purchase Links and Supported Redirects	30
Direct MyProVenue Links – Event.....	30
Coupons	31
Marketing Codes	31
Direct MyProVenue Links – Packages.....	31
Direct MyProVenue Links – Schedule	32
Filter and Sort Options.....	33
Coupons	36
Marketing Codes	36
Supported Redirect Paths to MyProVenue	37
Redirect for Event Link	37
Redirect for Event List Link.....	37
Validation Checklist.....	38

Overview

The MyProVenue™ web application is a new front-end framework for providing sales and "self-service" features to internet ticketing patrons.

MyProVenue is an advancement of functionality previously available in ProVenueOnline® (or via a third-party mobile interface), entirely devoted to delivering an optimum end-user experience.

MyProVenue supports the following features:

- **MyTickets™** - MyProVenue supports a subset of the 'full site' MyTickets features. Currently supported features include patron account editing and self-service ticket inventory management (ticket viewing, forwarding, and reselling).
- **Buy Tickets** - An easy-to-use interface for single ticket purchases.
- **Replay Ticket Exchange®** - An integrated secondary market resale feature.

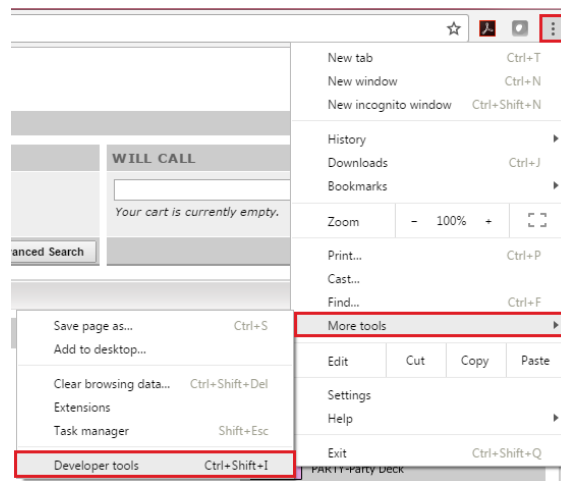
This document provides instructions on configuring a ProVenue® environment for integration with MyProVenue.

Create an XML file of the Interactive Seat Map

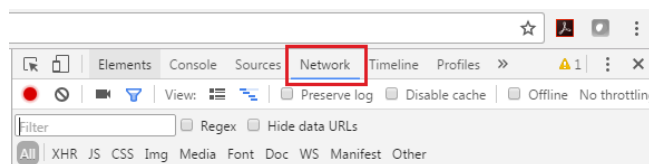
If a client is currently using Interactive Seat Map (ISM) in ProVenue, then product designers will utilize an XML file from the ISM to create a rendered map for use in MyProVenue. In order to assist with venue design, you will need to provide the XML from ProVenue following the steps below.

Pull the XML

- Load the ProVenue production instance using Chrome browser. Turn on Chrome developer tools by using the keyboard shortcut of **Ctrl + Shift + I** or by navigating to *More tools > Developer tools* using the hamburger menu.

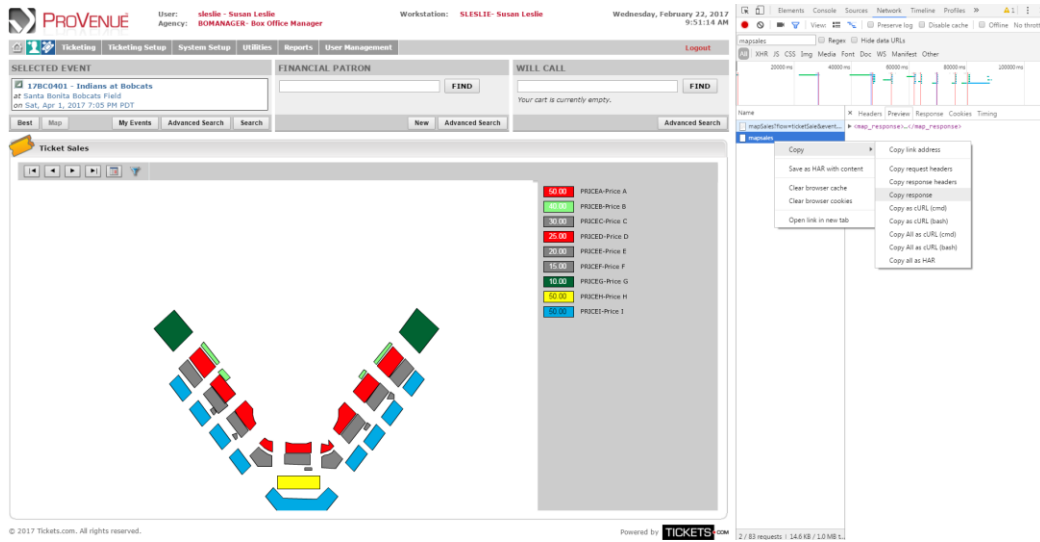


- Make sure the “Network” tab is in context in the tool



- In ProVenue, load Ticket Sales and select an event in the target venue. If in the best available screen, select the Map view.

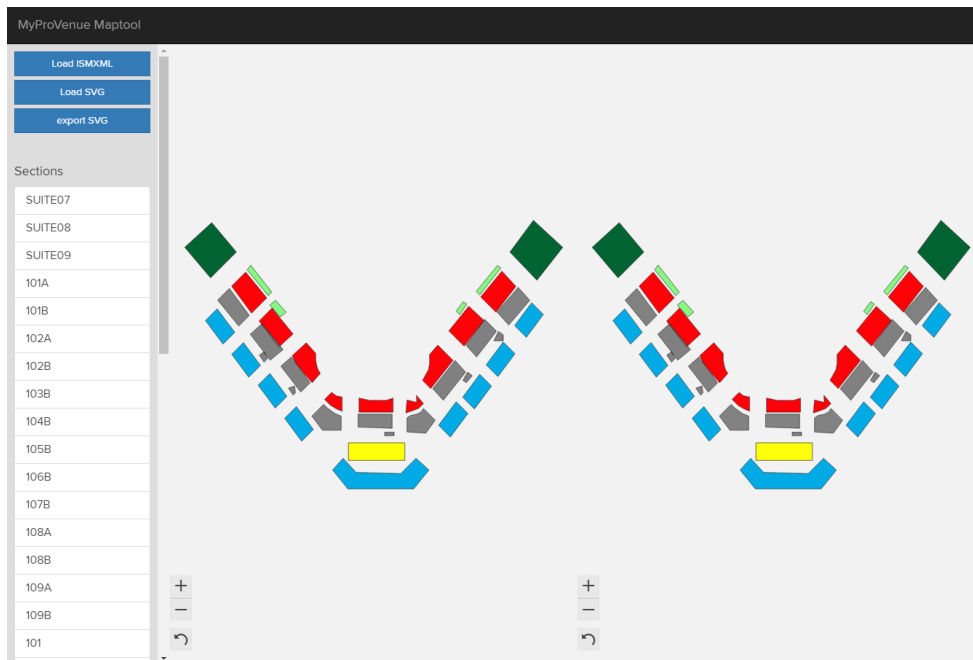
- Using developer tools, type “mapsales” in the filter box. Right-click on the “mapsales” entry and select Copy > Copy Response.



- Open Notepad and paste the response from the developer tools. Save the file as .XML format.

Verify the XML

- Load the MyProVenue Maptool, <https://mpv.tickets.com/maptool.html>. Click **Load ISM XML**, and then select the .XML file you just created.
- If two polygon maps load, then the file is correct and ready to send to the design team. If no map image is seen, then the XML file will need to be re-pulled from ProVenue.



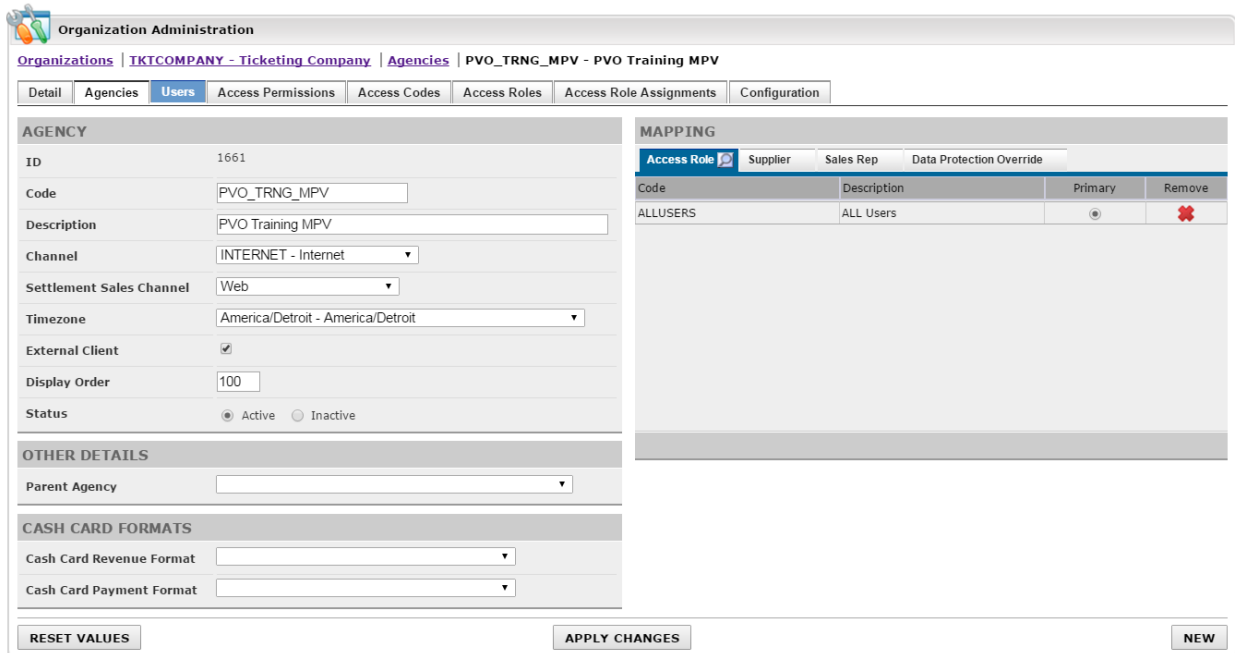
Agency Setup

- Navigate to *System Setup > Organization Administration*. Select the “Agencies” tab and click **New** to create a new Agency.
- Enter a code and description for the Agency. Use a naming convention of “_MPV.” See the examples below.

Sample	Old	New
Agency	WEB (Internet)	WEB_MPV (Internet MPV Primary Sales)
Operator	web_sng (Web Single)	web_mpv (Web MPV Primary Sales)
Operator	web_ada (ADA Web Single)	wb_ada_mpv (ADA Web MPV Primary Sales)

Note: The same Agency is used for both single and package sales within MyProVenue.


- Select “INTERNET” from the ‘Channel dropdown list. Select “Web” from the ‘Settlement Sales Channel dropdown list. Select the Timezone for the venue. Check the box for ‘External Client.’
- Select the appropriate Access Role(s), designate a Primary Access Role, and then click **APPLY CHANGES** to create the new Agency.
- Once the Agency has been created, click the “Supplier” tab to map the Agency to the Supplier(s). Once the Supplier mapping is complete, click **APPLY CHANGES**.



The screenshot shows the 'Organization Administration' interface. The breadcrumb trail is: Organizations | TKTCOMPANY - Ticketing Company | Agencies | PVO_TRNG_MPV - PVO Training MPV. The 'Agencies' tab is selected. The 'AGENCY' section contains the following fields:

- ID: 1661
- Code: PVO_TRNG_MPV
- Description: PVO Training MPV
- Channel: INTERNET - Internet
- Settlement Sales Channel: Web
- Timezone: America/Detroit - America/Detroit
- External Client:
- Display Order: 100
- Status: Active Inactive

The 'OTHER DETAILS' section includes a 'Parent Agency' dropdown menu. The 'CASH CARD FORMATS' section includes 'Cash Card Revenue Format' and 'Cash Card Payment Format' dropdown menus. At the bottom, there are buttons for 'RESET VALUES', 'APPLY CHANGES', and 'NEW'.

The 'MAPPING' section is visible on the right, showing a table with columns: Code, Description, Primary, and Remove. The table contains one entry: ALLUSERS | ALL Users | | 

User Management

- Navigate to *User Management > User Management*.
- Click **New** to create a new User.
- Following the naming convention outlined above, enter a User Login for the MyProVenue User. Enter additional User information, and then click **APPLY CHANGES**.
- Select the “Agency Access” tab. Search for and select the MyProVenue Agency.

User Login	First Name	Last Name	Primary Agency	Other Agencies	Status
pvo_tmq_mpv	PVO	Training MPV	PVO Training MPV		Active
pvo_tmq_mpv_ada	PVO	Training MPV ADA	PVO Training MPV ADA		Active

Payment Methods

- Navigate to *System Setup > Payment Methods*.
- Review the Supplier Context for active payment methods, and update as needed, to ensure the MyProVenue Agency has access to the appropriate methods of payment.
- Ensure the MyProVenue Agency has access to credit card payment methods (i.e., MasterCard, Visa, American Express, and Discover).
- Ensure the MyProVenue Agency is excluded from gift card payment methods (e.g., Blackhawk, Givex), Voucher payment methods, and other non-credit card payment methods.

Delivery Methods

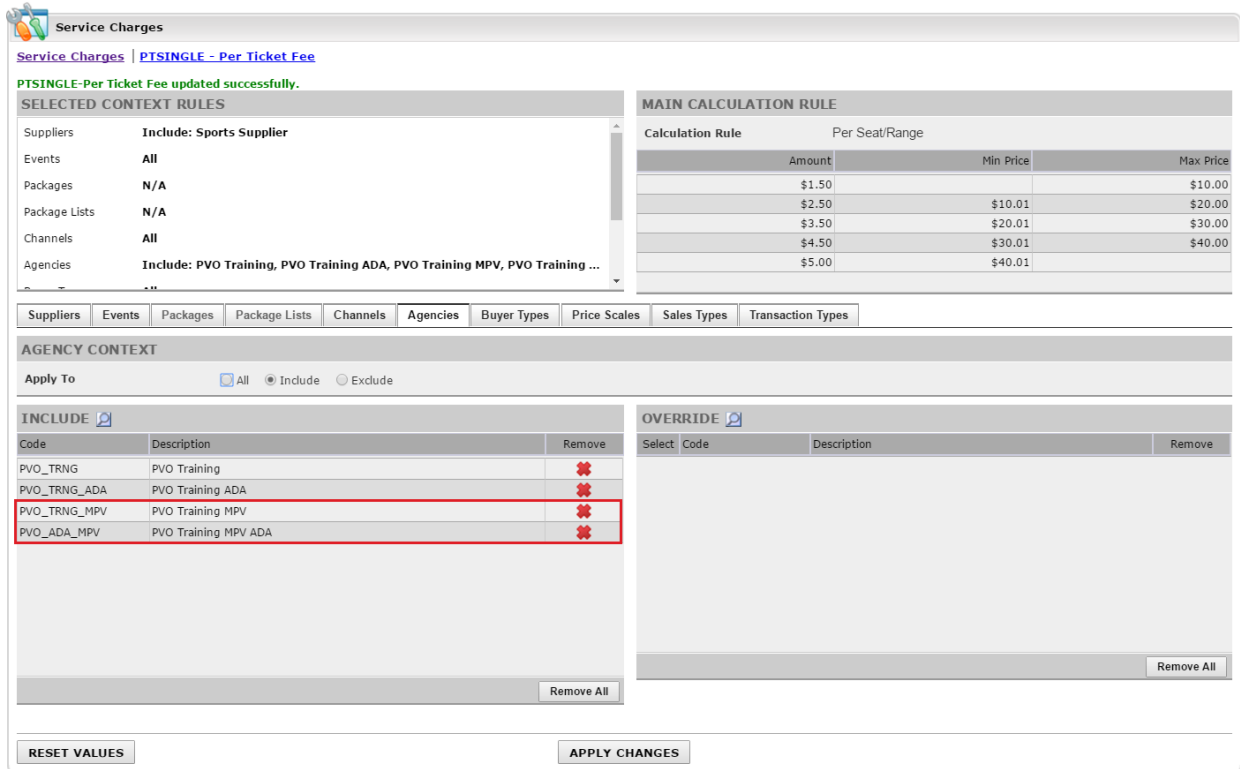
- Navigate to *System Setup > Delivery Methods*.
- Review the Supplier Context for active delivery methods, and update as needed, to ensure the MyProVenue Agency has access to the appropriate methods of delivery.

Service Charges

- Navigate to *System Setup > Service Charges*.

Context Rules

- Review the Supplier Context for active service charges, and update as needed, to ensure the correct service charges are applied to the MyProVenue Agency.



The screenshot displays the 'Service Charges' configuration page. At the top, it shows the breadcrumb 'Service Charges > PTSINGLE - Per Ticket Fee' and a green notification: 'PTSINGLE-Per Ticket Fee updated successfully.' Below this, the 'SELECTED CONTEXT RULES' section lists various categories with their respective settings:

- Suppliers: Include: Sports Supplier
- Events: All
- Packages: N/A
- Package Lists: N/A
- Channels: All
- Agencies: Include: PVO Training, PVO Training ADA, PVO Training MPV, PVO Training ...

To the right, the 'MAIN CALCULATION RULE' section shows a table for 'Per Seat/Range' with columns for Amount, Min Price, and Max Price. The table contains five rows of pricing data.

Below these sections are tabs for 'Suppliers', 'Events', 'Packages', 'Package Lists', 'Channels', 'Agencies', 'Buyer Types', 'Price Scales', 'Sales Types', and 'Transaction Types'. The 'AGENCY CONTEXT' section is active, showing 'Apply To' options (All, Include, Exclude) with 'All' selected. It features two tables: 'INCLUDE' and 'OVERRIDE'. The 'INCLUDE' table lists four codes with descriptions and 'Remove' buttons:

Code	Description	Remove
PVO_TRNG	PVO Training	
PVO_TRNG_ADA	PVO Training ADA	
PVO_TRNG_MPV	PVO Training MPV	
PVO_ADA_MPV	PVO Training MPV ADA	

The 'OVERRIDE' table is currently empty. At the bottom of the interface are 'RESET VALUES' and 'APPLY CHANGES' buttons.

Note: If using the inclusive method at the Agency level, make sure to add the MyProVenue Agencies to all relevant service charges.

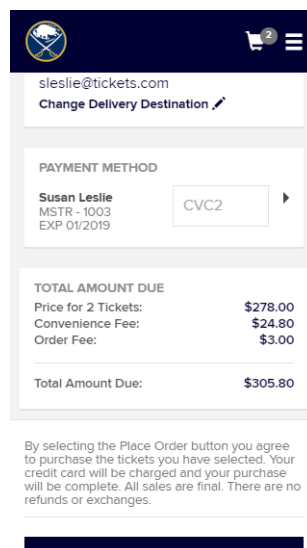
Service Charge Groups

- Review, and update as needed, the User Interface Group for service charges.

DETAILS	
ID	1722
Code	PTSINGLE
Description	Per Ticket Fee
Public Description	Per Ticket Convenience Fee
Short Public Description	Convenience Fee
Public Synopsis	
Service Charge Type	Ticket / Non-Inclusive Never Include In Printed Price
Service Charge Class	
Valid Dates	From: <input type="text"/> To: <input type="text"/>
Options	<input type="checkbox"/> Apply to comps <input type="checkbox"/> Apply Manually <input type="checkbox"/> Editable <input type="checkbox"/> Is tax <input type="checkbox"/> Can be exempted
User Interface Group	PERTIX - Per Ticket Fee
Report Group	
Print Group	

When more than one individual service charge included in a transaction belongs to the same 'User Interface Group' service charge group, the system totals the amount of the individual service charges and displays the total on one line for the group.

In the image below, all service charges that belong to the "PTGRP1" User Interface Group are totaled and displayed in the "Convenience Fee" amount listed.



sleslie@tickets.com
Change Delivery Destination

PAYMENT METHOD
Susan Leslie
MSTR - 1003
EXP 01/2019 CVC2

TOTAL AMOUNT DUE	
Price for 2 Tickets:	\$278.00
Convenience Fee:	\$24.80
Order Fee:	\$3.00
Total Amount Due:	\$305.80

By selecting the Place Order button you agree to purchase the tickets you have selected. Your credit card will be charged and your purchase will be complete. All sales are final. There are no refunds or exchanges.


Service Charge Descriptions & Display

- Review, and update as needed, the 'Short Public Description' and 'Public Description' fields for service charges and service charge groups.

The per ticket, per transaction, and per event service charge descriptions displayed in MyProVenue will come directly from ProVenue, not ProVenueOnline.

Note: Delivery charges currently display based on the configuration in ProVenueOnline.

If a service charge is part of a User Interface Group type of service charge group, then the description from the service charge group will be displayed. If an individual service charge is not part of a service charge group, the description from the individual service charge will be displayed.

SERVICE CHARGE GROUP	
Service Charge Group Type	UI Report Service Group
Code	<input type="text" value="PERTIX"/>
Description	<input type="text" value="Per Ticket Fee"/>
Public Description	<input type="text" value="Per Ticket Convenience Fee"/>
Short Public Description	<input type="text" value="Convenience Fee"/>
Public Synopsis	<div style="border: 1px solid #ccc; height: 40px;"></div>
Expandable	<input checked="" type="checkbox"/>
Display Order	<input type="text" value="100"/>
Owning Organization	

Service charges will be displayed in MyProVenue based on the Display Order of the service charge or service charge group. If the display orders are equal, then the service charges will be displayed in alphabetical based on the Short Public Description, or, if the Short Public Description is null, the Public Description.

Buyer Types

- Navigate to *Ticketing Setup > Supplier Administration > "Configuration" > Buyer Types*.
- Edit the Access Override settings to make available Buyer Types selectable for the MyProVenue Agency.
- Ensure any Buyer Types that should not be available to the MyProVenue users have the global User and System Selectable access unchecked or are overridden at the agency level to make them unselectable.

Supplier

Suppliers | SPORTS - Sports Supplier | Buyer Types | ADULT - Adult

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

Select Configuration: Buyer Types

ADULT-Adult updated successfully.

CHANNELS				AGENCIES			
Description	Selectable	System Selectable	Remove	Description	Selectable	System Selectable	Remove
BOXOFF - Box Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	WEBSALES - Web Sales	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_TRNG - PVO Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_TRNG_RS - PVO Training Responsive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_TRNG_ADA - PVO Training ADA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_TRNG_PRE - PVO Training Presale	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_SOCCER - PVO Soccer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_CONCERT - PVO Concerts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_TRNG_MPV - PVO Training MPV	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				PVO_ADA_MPV - PVO Training MPV ADA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Remove All

USERS					
User Login	Name	Agency	Selectable	System Selectable	Remove

Remove All

RESET VALUES APPLY CHANGES

Default Buyer Type

- For best available in the primary or upsell events to work, a valid Buyer Type available to the MyProVenue users must be marked as Default in the corresponding price structure.

Supplier

Supplier | Price Structures | 17BC0410 - 2017 Bobcat Single Events 0410

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

BUYER TYPES										
Code	Description	Default	Ref BT	Mkt Ref BT	Promo Code	Display Order	Override Dates	Full Price	Voucher Redemption	Remove
ADULT	Adult	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMP	Complimentary	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		2		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REF	Reference	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CHILD	Child	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		4		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SENIOR	Senior	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		5		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5OFF	Five Dollars Off	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	5OFF	6		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ADVCH	Adult Voucher	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		7		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PKVCH	Package Voucher	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		8		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SPECOF	Special Offer	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>		9		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Clear Mkt Ref BT Clear Floor price

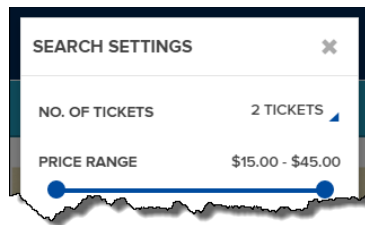
RESET VALUES APPLY CHANGES

Event Access

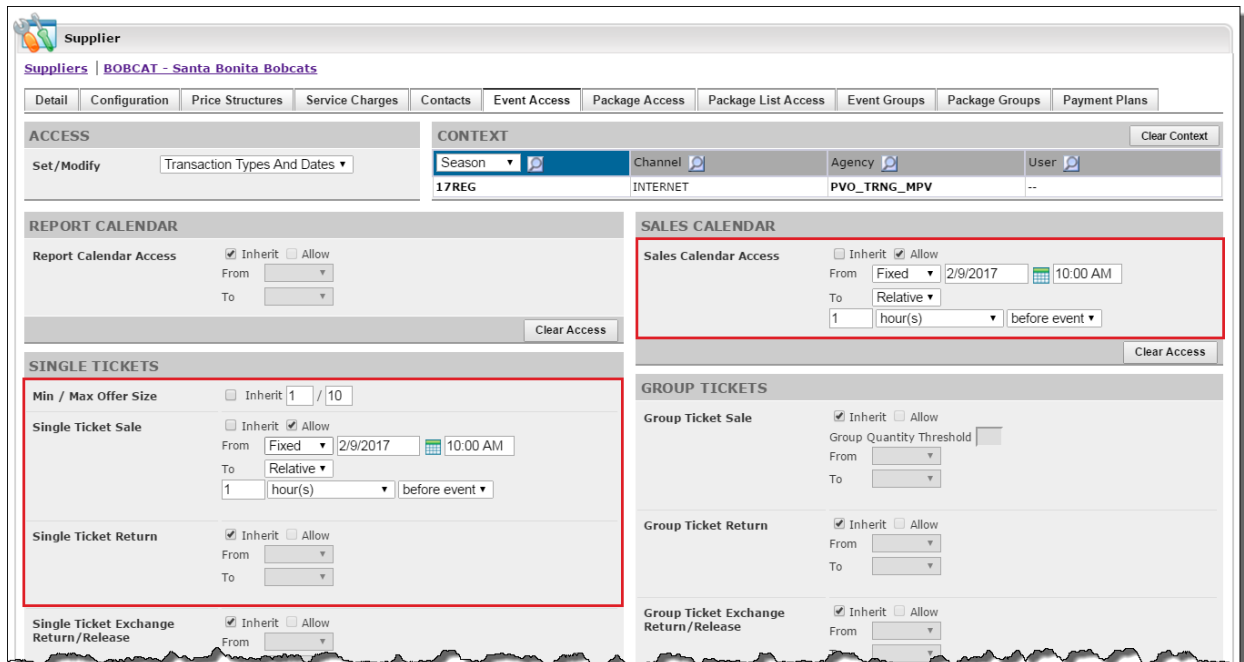
Event Access must be set for the MyProVenue Agency. Access can be set at the Supplier, Season, or Event Run level in *Supplier Administration*, or at the individual event level in *Event Administration*. To change any inherited settings in Event Access, uncheck the 'Inherit' checkbox.

Transaction Types and Dates

- Select "Transaction Types and Dates" from the 'Set/Modify' dropdown list.
- Enable calendar access for the event by checking the 'Allow' box and setting fixed or relative dates for 'Sales Calendar Access.'
- The 'Min/Max Offer Size' fields control the 'NO. OF TICKETS' dropdown in the MyProVenue *Event Filter*. Note: Individual Buyer Type limits will override this default range.



- Enable sales access for the event by checking the 'Allow' box and setting fixed or relative dates for 'Single Ticket Sale.'



General

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

If allowing seat selection from the seat map, the ‘Map Sales’ checkbox must be enabled. It is recommended that this is set at the Supplier level for the Internet Channel. Map sales should, however, be disabled for any General Admission events.

- The ‘Multiple Offers’ permission should not be allowed. It is recommended to set this at the Supplier level for the Agency.
- ‘Automatic Multiple Offers’ should be set to “None.” It is recommended to set this at the Supplier level for the Agency.
- It is recommended that you set the ‘External Sell by Type’ to “Price Scale & Section” to allow patrons to select the individual sections in MyProVenue. To sell by price scale only in MyProVenue, select “Price Scale” from the ‘External Sell by Type’ dropdown. Note: If selling by price scale and using an interactive map, price scale polygons will need to be created in *Venue Administration*.
- If Best Available will be used, then the ‘External Best Across Venue’ must be set to “Allowed.” It is recommended that this is set at the Supplier (Supplier/Season/Event Run) level for the Agency. To turn Best Available off, and require patrons to select an individual section (or price scale), this should be set to “Not Allowed.”
- For information on setting the Alternate Public Images in Event Administration, see [Event Administration Setup for Alternate Public Images](#).

Supplier
Suppliers | **BOBCAT - Santa Bonita Bobcats**

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

ACCESS

Set/Modify: General

CONTEXT Clear Context

Season: 17REG Channel: INTERNET Agency: PVO_TRNG_MPV User: --

TICKET SALES OPTIONS

Anonymous Sales Inherit Allow

Map Sales Inherit Allow

View Seat Information Inherit Allow

Filter Available Seats Inherit

Disable Navigation Map Actions on Fully Unavailable Sections/Seat Maps

Alternate NavMap Background Image Name Choose File No file chosen Upload

Alternate NavMap Background Image Height

Alternate NavMap Background Image Width

Alternate NavMap Foreground Image Name Choose File No file chosen Upload

Alternate NavMap Foreground Image Height

Alternate NavMap Foreground Image Width

Use Any / All Seat Selection Inherit Allow

Hold Code Mode Inherit Allow

Hold Code Availability Display Area Inherit Allow

Multiple Offers Inherit Allow

Automatic Multiple Offers Inherit None

Override Automatic Offers Inherit Allow

Event Status Access Inherit Allow Sold Out Access Allow Cancelled Access

Break Exchange Context Rules Inherit Allow

Break Exchange Quantity Rule Inherit Allow

Override Exchange Group Inherit Allow

Override Event Ticket Quotas Inherit Allow

Override Quotas For Seat Upgrade Inherit Allow

Clear Access

UTILITIES OPTIONS

Hold Code Assignment Inherit Allow

Event Return / Reverse Inherit Allow

Clear Access

VIEW MODES

Hold Code View Inherit Allow
Default Group:

Reservation Code View Inherit Allow
Default Group:

Buyer Type View Inherit Allow
Default Group:

Sale Type View Inherit Allow

Clear Access

EXTERNAL SETTINGS

Alternate Public Images Inherit Public Static Images

Portrait: Min: 768px X 170px Hi-Density: 1535px X 340px

Landscape: Min: 650px X 600px Hi-Density: 1300px X 1200px

Choose File No file chosen Upload

Inherit Public Pre-rendered Venue

Choose File No file chosen Upload

External Sell By Type Inherit Price Scale & Section

External Best Across Venue Inherit Allowed

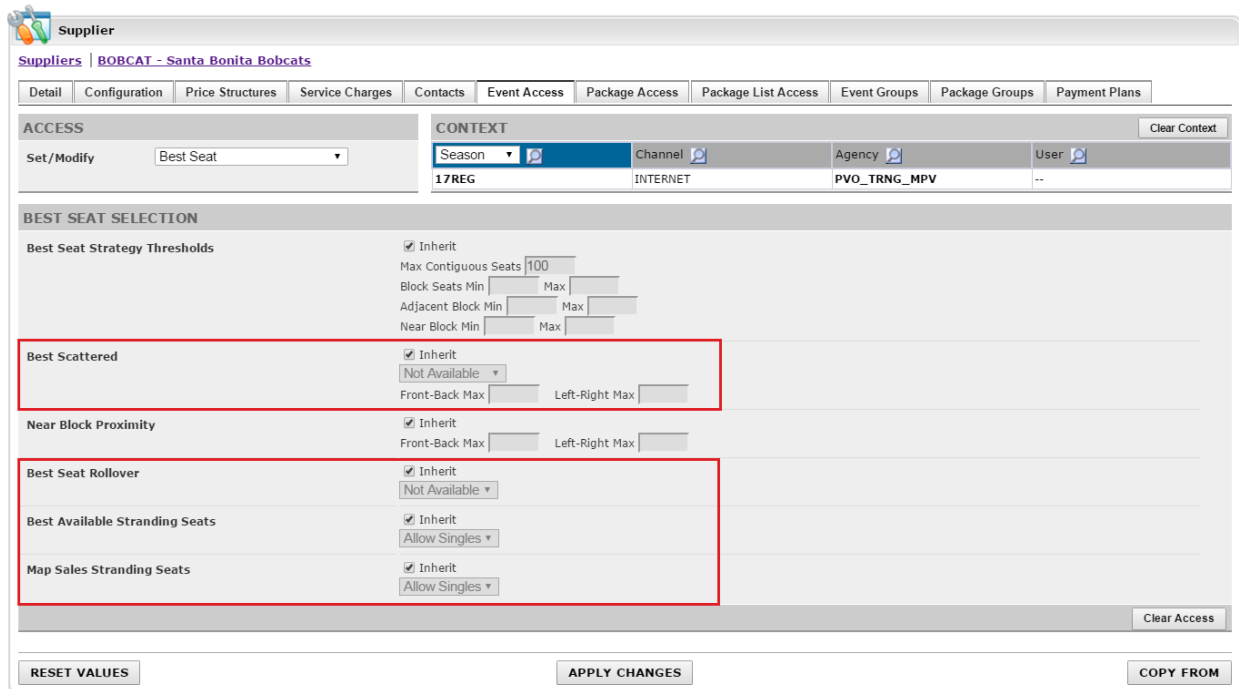
External View Numeric Availability Inherit Allow

Clear Access

RESET VALUES
APPLY CHANGES
COPY FROM

Best Seat

- Select “Best Seat” from the ‘Set/Modify’ dropdown list.
- ‘Best Scattered’ must be set to “Not Available” for the Agency.
- ‘Best Seat Rollover’ must be set to “Not Available” for the Agency.
- ‘Best Available Stranding Seats’ and ‘Map Sales Stranding Seats,’ if map sales are enabled, should be set in line with client preferences. These are generally set at the Supplier or Channel level, which would inherit to the MyProVenue Agencies.



Supplier
Suppliers | BOBCAT - Santa Bonita Bobcats

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

ACCESS
Set/Modify: Best Seat

CONTEXT
Season: 17REG | Channel: INTERNET | Agency: PVO_TRNG_MPV | User: --

BEST SEAT SELECTION

Best Seat Strategy Thresholds
 Inherit
 Max Contiguous Seats: 100
 Block Seats Min: [] Max: []
 Adjacent Block Min: [] Max: []
 Near Block Min: [] Max: []

Best Scattered
 Inherit
 Not Available
 Front-Back Max: [] Left-Right Max: []

Near Block Proximity
 Inherit
 Front-Back Max: [] Left-Right Max: []

Best Seat Rollover
 Inherit
 Not Available

Best Available Stranding Seats
 Inherit
 Allow Singles

Map Sales Stranding Seats
 Inherit
 Allow Singles

RESET VALUES | APPLY CHANGES | COPY FROM

Hold Codes

- Select “Hold Codes” from the ‘Set/Modify’ dropdown list.
- Select each MyProVenue agency and ensure that the correct default hold code is set. Generally, “Open” is the default hold code for the Internet channel, which inherits down to the new MyProVenue agencies and users. If no default hold code is set at the Supplier or Channel level, then you will need to set a default hold code for the new MyProVenue agencies.
- Before changing the inherited default hold code for a MyProVenue agency or user, e.g., the MyProVenue ADA agency, first determine the context for which the hold code access should be set. For example, if game events sell out of the “Wheelchair” hold but parking events sell out of “Open,” then it is recommended to set hold code access at an Event Run level for the games.
- To change the inherited settings for a MyProVenue agency or user, after selecting the appropriate level, uncheck the ‘Inherit’ checkbox. Search for and select the appropriate hold code. Enable access to View and Select. Click the checkmark in the Default column to set a default Hold Code.

Supplier
Suppliers | [BOBCAT - Santa Bonita Bobcats](#)

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

ACCESS | **CONTEXT** | Clear Context

Set/Modify: Hold Codes

CONTEXT: Season: 17REG | Channel: INTERNET | Agency: PVO_ADA_MPV | User: --

HOLD CODES | Search Hold Codes: | Clear

Code	Description	Override	View	Select	Set	Default	Return / Release
OPEN	OPEN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ADA	ADA Holds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ADA	ADA hold	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> ABOWL	Accessible Bowl Holds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/> COM	Companion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> WCS	Wheelchair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/> KILL	Kill Hold Code Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> MANAGE	Manager Holds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> PARTY	Party Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> SUITES	Suite Holds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESET VALUES | APPLY CHANGES | COPY FROM

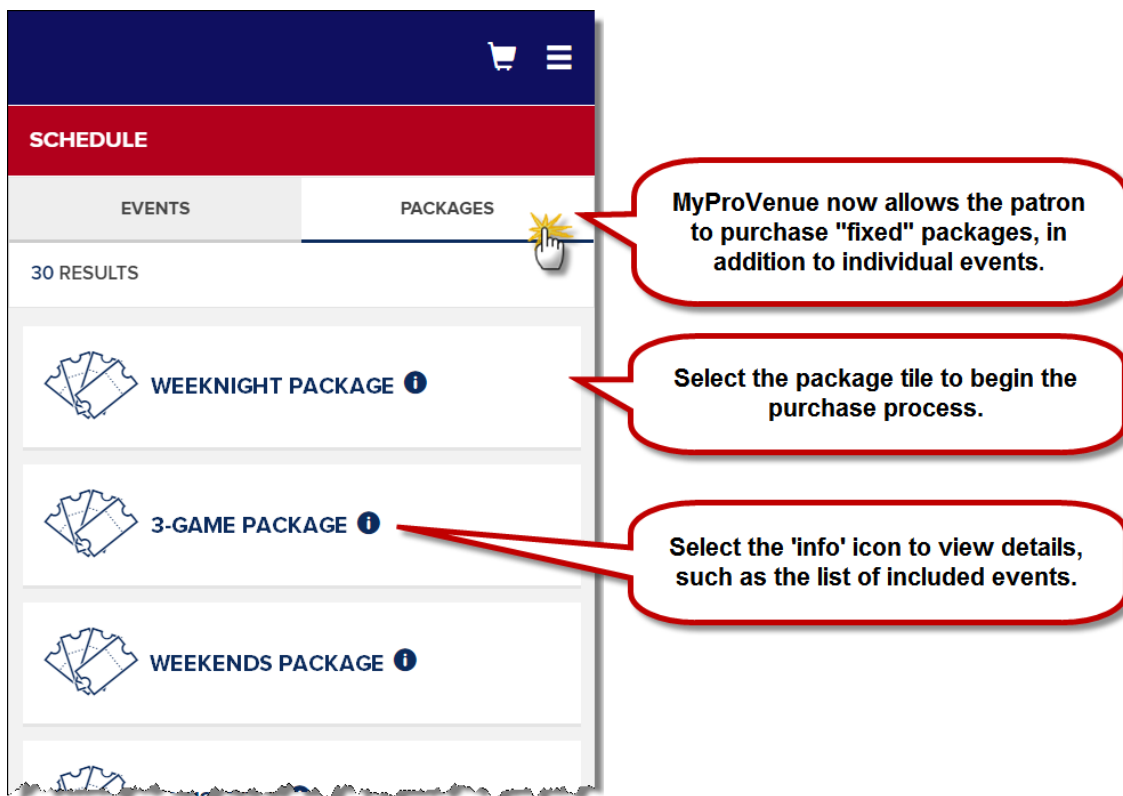
Package Sales

The initial phase of MyProVenue package support...

- allows the sale of packages with a single package event list. (Support for packages with more than one package event list is expected in a future release.)
- allows the patron to purchase the same seat(s) to all events in the package.

When packages are available for purchase, on mobile devices the patron can view a list of either events or packages by selecting the appropriate tab (as depicted below).

For the desktop interface (not shown), MyProVenue lists both events and packages for sale on the same screen.



While viewing packages for sale, the patron can select the package tile to begin the purchase process, or select the **i** icon to learn more about the package.

The package details screen, depicted below, provides a description of the package and a list of included events and their dates.

3-GAME PACKAGE ✕

3-Game Package includes tickets for the next three regular season games.

VENUE
AYB Arena, Springfield, GA

INCLUDED EVENTS

WEEK 24 - GAME 1
06/12/2018 7:00 PM

WEEK 24 - GAME 2
06/13/2018 7:00 PM


WEEK 24 - GAME 3
06/14/2018 7:00 PM

VENUE WEBSITE
<https://www.example.com>

BUY TICKETS

Package and Package Event List Access must be set for the MyProVenue Agency. Package sales use the same Agency as individual event sales in MyProVenue. Access can be in *Supplier Administration* or at the individual Package/Package Event List level in *Package Administration* or *Package Event List Administration*.

Application Feature Permissions

- Navigate to *System Setup > Application Feature Permissions*.
- Click the  icon to look up and select the MyProVenue Agency.



PERMISSIONS		CONTEXT	
Set/Modify	Sales Permissions	Channel	Agency
		INTERNET	PVO_TRNG_MPV
			User
			--

Sales Permissions

- Select “Sales Permissions” from the ‘Set/Modify’ dropdown list.
- To disable Shopping Cart, the ‘Prevent Multiple Offers in External Carts’ permission should be checked. Note: This permission must be unchecked if upsells are offered.
- Set the ‘Default Sales Flow Type’ based on client preference. If allowing seat selection from the seat map, it is recommended that the ‘Default Sales Flow Type’ be set to “Map Sales.”
- The ‘Allow Partial Payment for External Sales’ must be unchecked. Note that this permission will only appear if the ProVenue property is set to enable payment plans with external sales.
- The ‘Require Marketing Source’ permission should be set to “None.” Setting the ‘Require Marketing Source’ permission to “None” allows selection of a marketing source code but does not require it as a condition for the sale.
- The ‘Enable Voucher Redemption Buyer Types in External Requests’ must be unchecked.

Application Feature Permissions

Clear Context

PERMISSIONS	CONTEXT
Set/Modify Sales Permissions ▾	Channel Agency User
	INTERNET PVO_TRNG_MPV --

SALES PERMISSIONS

<table style="width: 100%; border-collapse: collapse;"> <tr><td>Default Sales Type</td><td><input checked="" type="checkbox"/> Inherit Single ▾</td></tr> <tr><td>Default Payment Method</td><td><input checked="" type="checkbox"/> Inherit ▾</td></tr> <tr><td>Default Delivery Method</td><td><input checked="" type="checkbox"/> Inherit ▾</td></tr> <tr><td>Default Card Transaction Source</td><td><input checked="" type="checkbox"/> Inherit Mail Order/Telephone Order ▾</td></tr> <tr><td>Swiped Security Code Level</td><td><input checked="" type="checkbox"/> Inherit Not Required ▾</td></tr> <tr><td>Not Swiped Security Code Level</td><td><input checked="" type="checkbox"/> Inherit Not Required ▾</td></tr> <tr><td>Card Not Present Security Code Level</td><td><input checked="" type="checkbox"/> Inherit Not Required ▾</td></tr> <tr><td>Change Card Present (if not swiped)</td><td><input checked="" type="checkbox"/> Inherit <input type="checkbox"/></td></tr> <tr><td>Card Entry Type</td><td><input 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Clear Access


RESET VALUES

APPLY CHANGES

DELETE PERMISSIONS

Patron Permissions

- Select “Patron Permissions” from the ‘Set/Modify’ dropdown list.
- Ensure the ‘Match Name/Email When External Patron ID Provided’ permission is unchecked. It is recommended that this is set at the Channel level for the Internet.

 Application Feature Permissions

PERMISSIONS	CONTEXT						
Set/Modify: Patron Permissions	<div style="text-align: right; margin-bottom: 5px;">Clear Context</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Channel</td> <td style="width: 33%;">Agency</td> <td style="width: 33%;">User</td> </tr> <tr> <td>INTERNET</td> <td>PVO_TRNG_MPV</td> <td>--</td> </tr> </table>	Channel	Agency	User	INTERNET	PVO_TRNG_MPV	--
Channel	Agency	User					
INTERNET	PVO_TRNG_MPV	--					

PATRON PERMISSIONS	
Default Patron Account Type	<input checked="" type="checkbox"/> Inherit Individual
Default Patron Contact Type	<input checked="" type="checkbox"/> Inherit Contact
Default Address Type	<input checked="" type="checkbox"/> Inherit
Default (External Billing)	Home
External Shipping	
Default Primary Phone Type	<input checked="" type="checkbox"/> Inherit Personal
Default Secondary Phone Type	<input checked="" type="checkbox"/> Inherit Business
Default Mobile Phone Type	<input checked="" type="checkbox"/> Inherit Mobile
Default Email Type	<input checked="" type="checkbox"/> Inherit Personal
Default Country	<input checked="" type="checkbox"/> Inherit United States
Default Area Code	<input checked="" type="checkbox"/> Inherit
Patron Contact Address	<input checked="" type="checkbox"/> Inherit Postal Code Required
Require Contact Email	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Require Contact Birthdate	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Match Name/Email When External Patron ID Provided	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Real-Time Duplicate Patron Check	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/>
Match Primary Contact Only	<input type="checkbox"/>
Patron Account Match Resolution	Most Recently Updated
Allow Match On Email Only	<input type="checkbox"/>
Authenticated Error Handling	Error If Match On Email Only
Edit Account Subscriber Activity Since	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can View Patron Password	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can View Patron Data Protection Units	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/>
Can Access Patron Market Permissions	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can External User Access Patron Market Permissions	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/>
External Patron Account Access Type	<input checked="" type="checkbox"/> Inherit Authentication Optional
Allow External Patron Search Multiple Matches	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can View Digital Access Card Barcode	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can View Patron Friends	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Require Friend Confirmation	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>
Can Update 'Merge As Target Only' Status	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/>

[Clear Access](#)

[RESET VALUES](#)
[APPLY CHANGES](#)
[DELETE PERMISSIONS](#)

Map Images

MyProVenue supports three different types of map images:

- **Navigation Maps** – The venue maps, along with foreground and background images, created via *Venue Designer* that are used in ProVenue and the online Interactive Seat Map (“ISM”).
- **Static Images** – A non-interactive image that is created outside of ProVenue.
- **Pre-Rendered .SVG Navigation Map** – An interactive map created outside of ProVenue in a scalable vector graphic (“SVG”) file format.

Alternate Public Images

Static Image

For use in cases in which a visually pleasing (patron-facing) image is required but map-based seat selection is not needed. Static images are specifically for use with the MyProVenue web application or ProVenue DirectConnect APIs.

For example, a static image is appropriate for a general admission event or non-inventoried event.

To display static images for MyProVenue patrons, you must specify both a portrait and a landscape image file. Both files are needed to accommodate different screen widths and screen rotation on tablets and mobile phones.

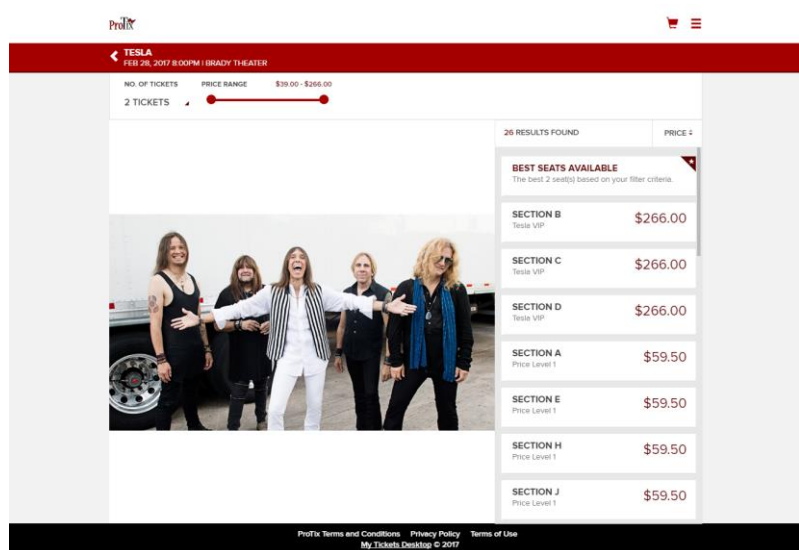
Static images (portrait and landscape) can be associated with a Venue, single Event, or Package Event List.

The system provides the venue-level image to MyProVenue unless overridden at the event or Package Event List level.

File Formats: .JPG, .JPEG, .GIF, .PNG, .SVG



Portrait Static Image



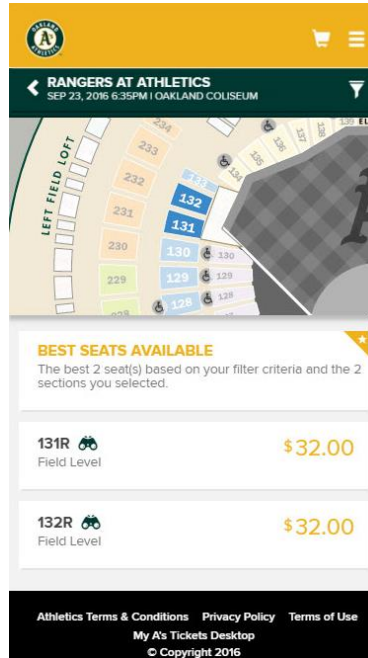
Landscape Static Image

Pre-Rendered .SVG Navigation Map

An .SVG map provides an alternative interactive map, in place of the interactive map created in ProVenue. A "pre-rendered" map is specifically for use with the MyProVenue web application or ProVenue DirectConnect APIs.

An .SVG map can be associated with a Master Configuration, Venue Configuration, Price Scale Configuration, single Event, or Package Event List.

File Format: **Scalable Vector Graphics (.SVG)**

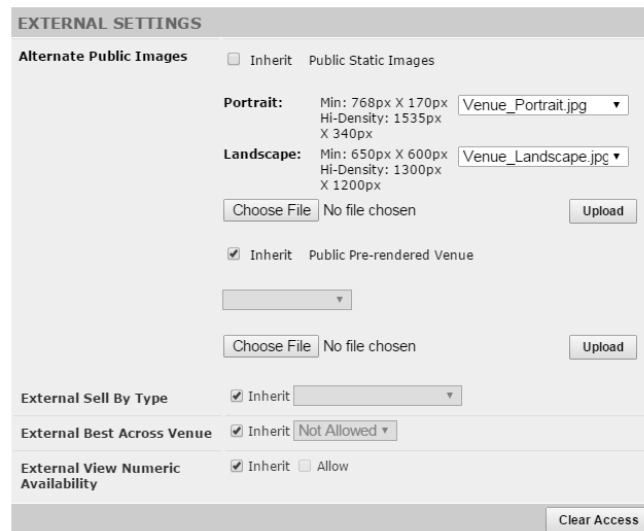


Note: If an Alternate Public Image is not used, then the venue map created in *Venue Designer*, along with any foreground and background images, will be displayed in MyProVenue. The polygons from the venue map will highlight and be selectable from within MyProVenue.

Event Administration Setup for Alternate Public Images

In support of the MyProVenue web application, ProVenue includes an "Alternate Public Images" set of options in the "Event Access" tab, under the "General" settings.

- To change an inherited image, uncheck the 'Inherit' box
- To upload a file, click **Choose File** to search for and select a file outside of ProVenue, and then click **Upload**.
- Once a file has been uploaded, select it from the dropdown.



The screenshot shows the "EXTERNAL SETTINGS" form with the following sections:

- Alternate Public Images**:
 - Inherit Public Static Images
 - Portrait:** Min: 768px X 170px, Hi-Density: 1535px X 340px. Dropdown: Venue_Portrait.jpg
 - Landscape:** Min: 650px X 600px, Hi-Density: 1300px X 1200px. Dropdown: Venue_Landscape.jpg
 - Buttons: Choose File, No file chosen, Upload
- Inherit Public Pre-rendered Venue
- Dropdown menu
- Buttons: Choose File, No file chosen, Upload

External Sell By Type: Inherit [Dropdown]

External Best Across Venue: Inherit [Not Allowed]

External View Numeric Availability: Inherit Allow

Clear Access

Venue Administration Setup for Alternate Public Images

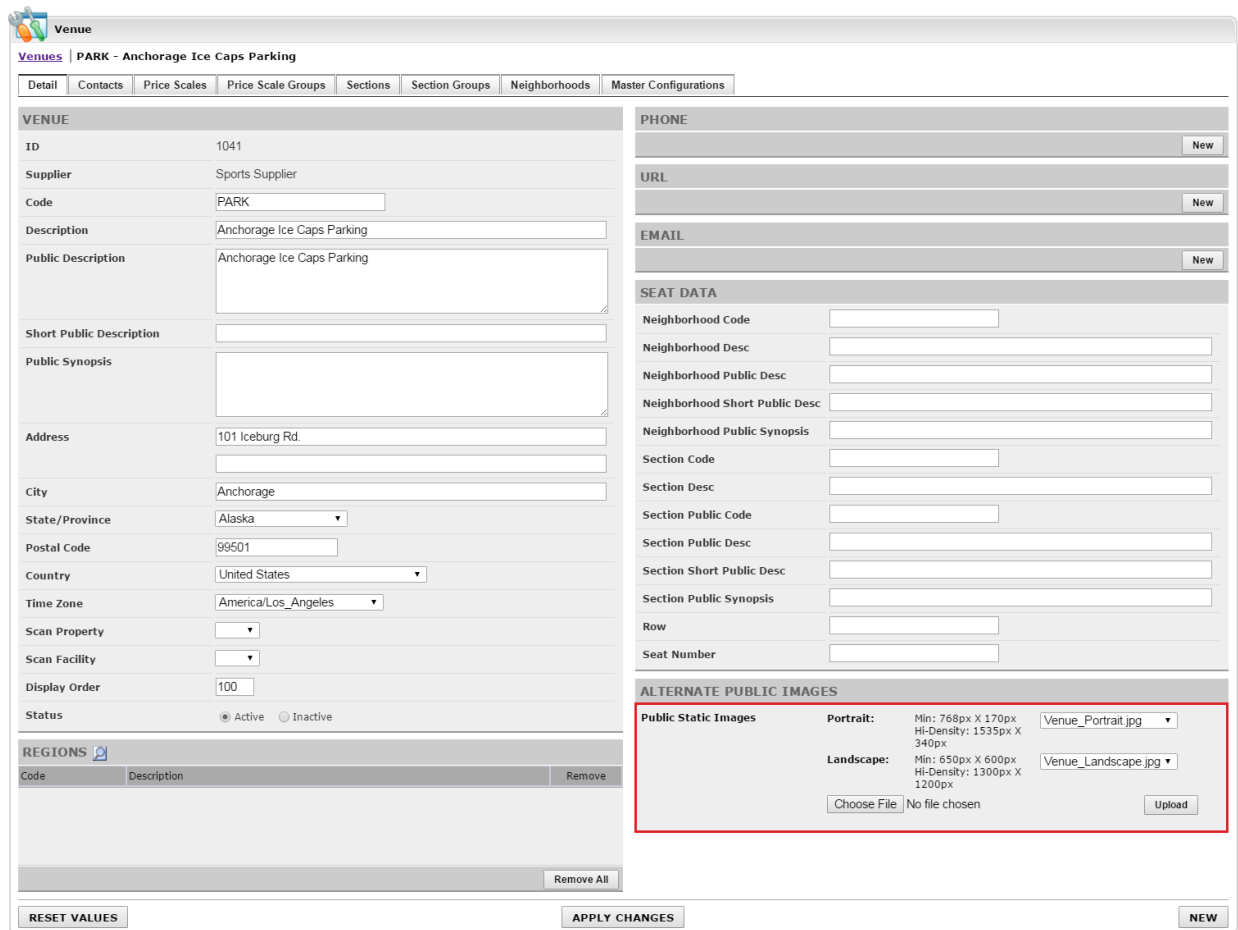
In support of patron-facing image capabilities for MyProVenue, ProVenue includes an image file upload mechanism at several locations within the *Venue Administration* menu option.

Static Images at the Venue Level

You can specify static images (portrait and landscape) at the *Venue Administration* menu option > "Detail" tab.

To display static images for MyProVenue patrons, you must specify both a portrait and a landscape image file. Both files are needed to accommodate different screen widths and screen rotation on tablets and mobile phones.

- To upload a file, click **Choose File** to search for and select a file outside of ProVenue, and then click **Upload**.
- Once a file has been uploaded, select it from the dropdown.



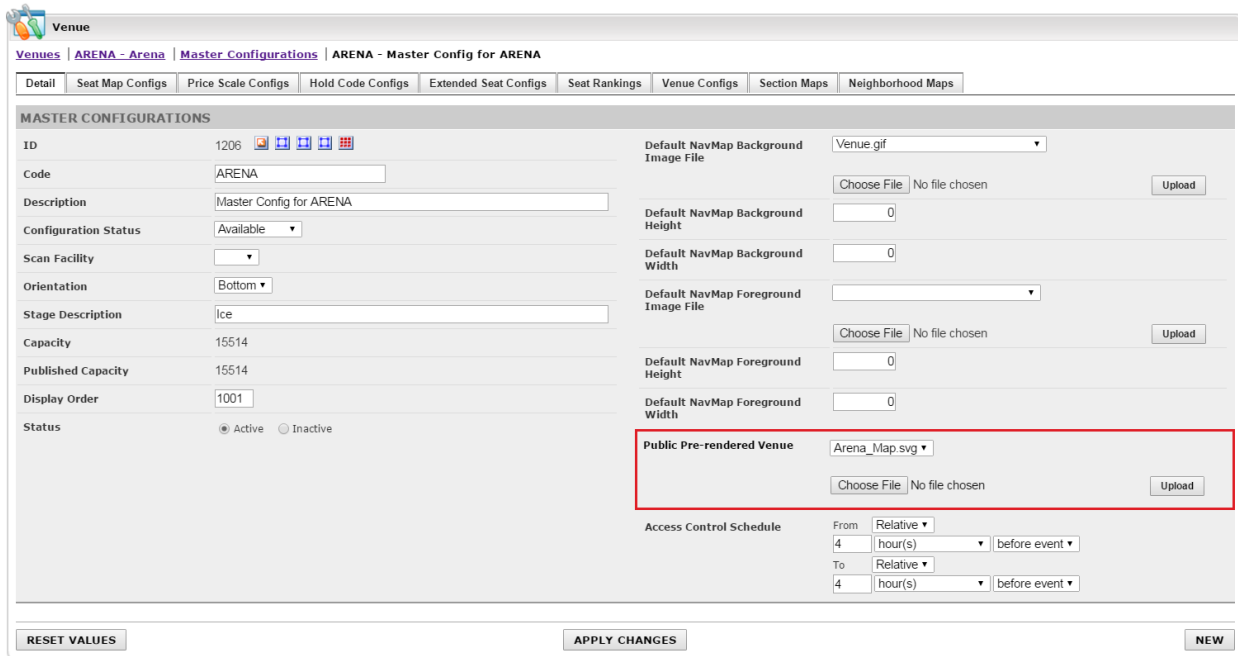
The screenshot displays the 'Venue Administration' interface for 'PARK - Anchorage Ice Caps Parking'. The 'Detail' tab is active, showing various venue information fields. The 'ALTERNATE PUBLIC IMAGES' section is highlighted with a red box, containing the following details:

- Public Static Images**
- Portrait:** Min: 768px X 170px, Hi-Density: 1535px X 340px. Selected file: Venue_Portrait.jpg
- Landscape:** Min: 650px X 600px, Hi-Density: 1300px X 1200px. Selected file: Venue_Landscape.jpg
- Buttons: Choose File, No file chosen, Upload

Pre-Rendered .SVG Navigation Maps for Master, Venue, & Price Scale Configurations

In support of patron-facing image capabilities for MyProVenue, ProVenue includes a 'Public Pre-rendered Venue' file upload mechanism at the following menu locations:

- "Master Configurations" tab > *MASTER CONFIGURATIONS* screen
- "Master Configurations" tab > "Venue Configs" tab > *VENUE CONFIGURATION* screen
- "Master Configurations" tab > "Price Scale Configs" tab > *PRICE SCALE CONFIGURATION* screen
- To upload a file, click **Choose File** to search for and select a file outside of ProVenue, and then click **Upload**.
- Once a file has been uploaded, select it from the dropdown.



Venue

Venues | ARENA - Arena | Master Configurations | ARENA - Master Config for ARENA

Detail | Seat Map Configs | Price Scale Configs | Hold Code Configs | Extended Seat Configs | Seat Rankings | Venue Configs | Section Maps | Neighborhood Maps

MASTER CONFIGURATIONS

ID: 1206

Code: ARENA

Description: Master Config for ARENA

Configuration Status: Available

Scan Facility: [Dropdown]

Orientation: Bottom

Stage Description: Ice

Capacity: 15514

Published Capacity: 15514

Display Order: 1001

Status: Active Inactive

Default NavMap Background Image File: Venue.gif

Default NavMap Background Height: 0

Default NavMap Background Width: 0

Default NavMap Foreground Image File: [Dropdown]

Default NavMap Foreground Height: 0

Default NavMap Foreground Width: 0

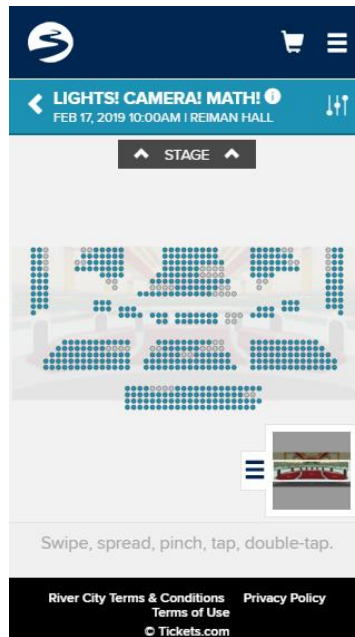
Public Pre-rendered Venue: Arena_Map.svg

Access Control Schedule: From: 4 hour(s) before event, To: 4 hour(s) before event

RESET VALUES | APPLY CHANGES | NEW

Map Orientation & Stage Description – Map Sales

At the seat map screen, MyProVenue displays text indicating whether or not the point of interest in the venue, such as the stage or playing field, is located at the top or bottom of the navigation map.



The description and orientation is configured in the “Detail” tab of a Master Configuration in *Venue Administration*.

MASTER CONFIGURATIONS	
ID	1301
Code	REIMAN
Description	Reiman Hall
Configuration Status	Available
Scan Facility	REIMAN - Reiman Hall
Orientation	Top
Stage Description	Stage
Capacity	556
Published Capacity	556
Display Order	100
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive

Descriptions & Public Synopsis

The 'Public Description,' 'Short Public Description,' and 'Public Synopsis' fields are plain text fields for providing patron-facing information about a variety of items defined in ProVenue.

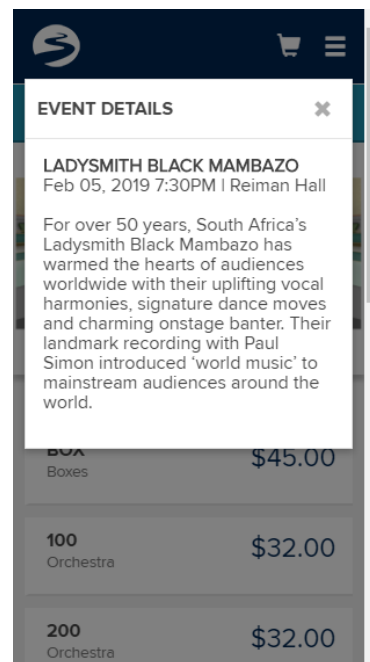
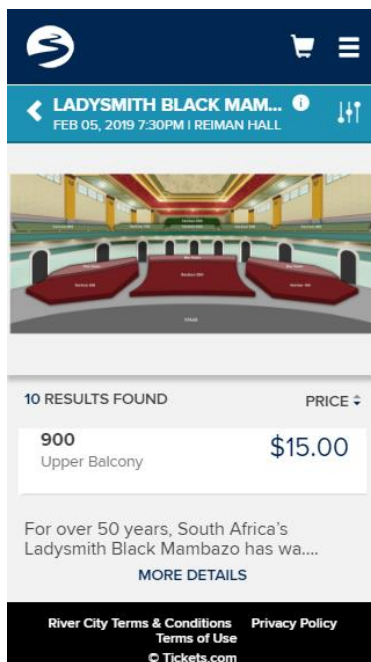
Short Public Description and Public Description

The labels displayed in MyProVenue for Venues, Events, Price Scales, Buyer Types, Service Charges, and Service Charge Groups will come from the 'Short Public Description' or 'Public Description' field. The Public Description, which is a required field, will already be defined for each of these items. If these descriptions need refinement for the MyProVenue flow, then the 'Short Public Description' field can be used to customize where needed. If the 'Short Public Description' field is null, then the text from the 'Public Description' field will be displayed.

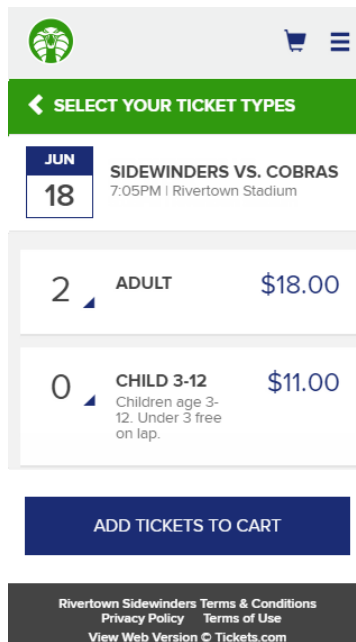
Public Synopsis

The 'Public Synopsis' field, which is available for Events and Buyer types, can be used to provide detailed description or special messaging. For example, a Buyer Type 'Public Synopsis' might be used to indicate the age range for a child ticket or details about added value included in the ticket. An Event 'Public Synopsis' might be used to provide an event summary, opening act information, or terms and conditions for an event, such as "No one under 18 admitted."

When defined for an event, the 'Public Synopsis' triggers the info bubble in the event header and the text below the section tiles.



When defined for a Buyer Type, the 'Public Synopsis' is displayed, in addition to the description, on the *Select Buyer Type* page during the best available purchase flow.



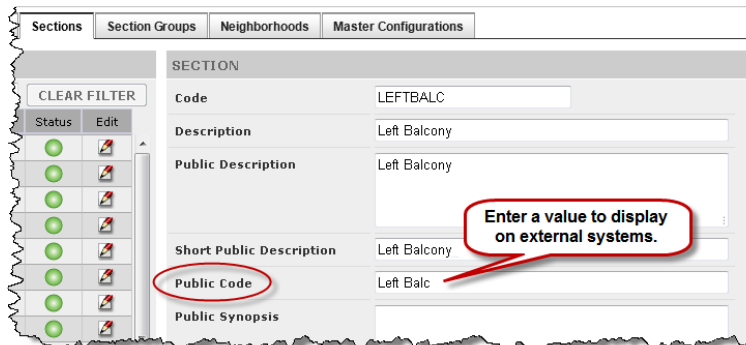
The screenshot shows a mobile application interface for selecting tickets. At the top, there is a header with a green circular logo on the left, a shopping cart icon, and a menu icon. Below the header is a green bar with a white left-pointing arrow and the text "SELECT YOUR TICKET TYPES". Underneath is a date selector showing "JUN 18" in a white box with a blue border. To the right of the date is the event title "SIDEWINDERS VS. COBRAS" and the time and location "7:05PM | Rivertown Stadium". The main content area contains two ticket options, each in a white box with a light gray border. The first option shows "2" in a large font, followed by "ADULT" and "\$18.00". The second option shows "0" in a large font, followed by "CHILD 3-12" and "\$11.00". Below the second option, there is a note: "Children age 3-12. Under 3 free on lap." At the bottom of the ticket selection area is a dark blue button with the text "ADD TICKETS TO CART". Below the button is a dark gray footer bar containing the text: "Rivertown Sidewinders Terms & Conditions", "Privacy Policy Terms of Use", and "View Web Version © Tickets.com".

Public Code & Section Public Code

The 'Public Code' field (for inventoried events/lists) and the 'Section Public Code' field (for non-inventoried events/lists) display alternate section information in MyProVenue.

'Public Code' for Inventoried Events/Package Event Lists

For inventoried events and Package Event Lists, section details are configured at the *Ticketing Setup > Venue Administration* menu option > "Section" tab.



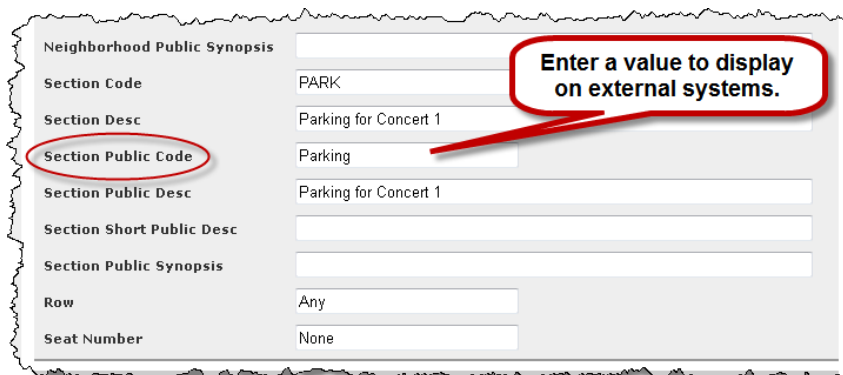
Unlike the required 'Code' field, the 'Section Public Code' field allows mixed-case characters and spaces.

If no value is defined for the 'Public Code' field, MyProVenue will display the value entered into the 'Code' field.

Non-Inventoried Events/Package Event Lists

For non-inventoried events and Package Event Lists, section details are configured at the following screens:

- *Ticketing Setup > Event Administration > "Details" tab*
- *Ticketing Setup > Package Event List Administration > "Details" tab*
- *Ticketing Setup > Venue Administration > "Details" tab.*



The value set for the 'Section Public Code' field must not exceed 20 characters.

If no value is defined for the 'Section Public Code' field, MyProVenue will display the value entered into the 'Section Code' field.

Miscellaneous

Organization Administration – Open Item Liability Type

- Ensure that the MyProVenue Agency does not have Create, Read, or Consume permissions for any Open Item Liabilities set in *System Setup > Organization Administration > “Access Permissions.”*

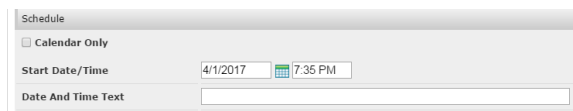
Promotion Administration – Bundles

- Ensure that the MyProVenue Agency does not have access to any Bundle type promotions.

Event Administration – No Date Displayed

If there are upsells or other events for which you don't want a date displayed in MyProVenue (or ProVenueOnline), you can check the 'Calendar Only' setting in the "Detail" tab in Event Administration.

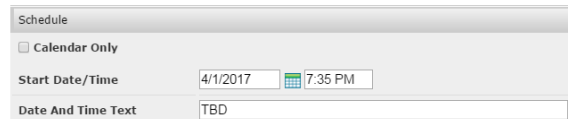
- To display the start date and time, make sure 'Calendar Only' is unchecked and leave the 'Date and Time Text' field blank.



The screenshot shows a 'Schedule' form with the following fields:

- Calendar Only
- Start Date/Time: 4/1/2017 7:35 PM
- Date And Time Text: (empty)

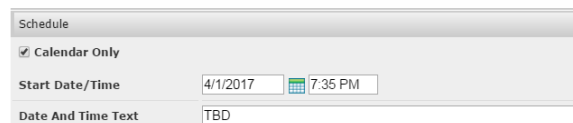
- To display the start date and "TBD" for the time, make sure 'Calendar Only' is unchecked and enter "TBD" in the 'Date and Time Text' field. Note: This option requires additional configuration by Tickets.com



The screenshot shows a 'Schedule' form with the following fields:

- Calendar Only
- Start Date/Time: 4/1/2017 7:35 PM
- Date And Time Text: TBD

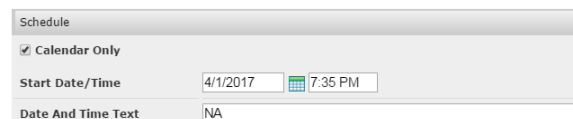
- To display "TBD" for both the date and time, check the 'Calendar Only' box and enter "TBD" in the 'Date and Time Text' field.



The screenshot shows a 'Schedule' form with the following fields:

- Calendar Only
- Start Date/Time: 4/1/2017 7:35 PM
- Date And Time Text: TBD

- To display "NA" for the date and time, for non-dated events, check the 'Calendar Only' box and enter "NA" in the 'Date and Time Text' field.



The screenshot shows a 'Schedule' form with the following fields:

- Calendar Only
- Start Date/Time: 4/1/2017 7:35 PM
- Date And Time Text: NA

Direct Purchase Links and Supported Redirects

Events that have been accepted for online sales and are on sale to the public can be accessed using direct MyProVenue links or through redirects from ProVenueOnline. Purchase links can be configured to display a list of events, a calendar view, or go directly to an event.

Direct MyProVenue Links – Event

Creating a direct event link always starts with the base MyProVenue purchase URL:

<https://mpv.tickets.com/>

To ensure that the patron is directed to the correct location for purchasing tickets to an event, you must add the following information to the base purchase URL:

- The ProVenueOnline Organization ID;
- The SubAgency ID; and
- The ProVenue Event ID or the ProVenueOnline Performance ID (“pid”).

The following URL is an example showing all necessary components, utilizing the ProVenue Event ID:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&eventId=2665#/event

The following URL is an example showing all necessary components, utilizing the ProVenueOnline Performance ID:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&pid=2345678#/event

Note: The use of the “eventId” is preferred over “pid” since the event ID can be found in ProVenue as soon as the event has been created. You can locate an event’s ID by searching for the event at the *Ticketing Setup > Event Administration* menu option.



Event Administration			
EVENT SEARCH			
19g			FIND
<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All			
RESULTS: 158 FOUND			
ID	Code	Description	Secondary Title
1774	19BP0616	Batting Practice	
1550	19P0616	Sidewinders Parking 061...	
1510	19G0616	Sidewinders vs. Rattlers	Opening Day
1775	19BP0617	Batting Practice	

Coupons

A coupon code can also be embedded in a direct link, so that the coupon is applied when the event loads. To embed the coupon code, include “coupon=” followed by the coupon code, to the left of the “#” in the link. The coupon code will be automatically applied to the event referenced in the link and any other valid event selected during a session.

The following URL is an example of a direct event link with an embedded coupon code:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&eventId=2665&coupon=10OFF#/event

Events with coupons can also include a directive to only offer the coupon buyer type in the best available flow by adding “exclusiveCoupon=true” in addition to the coupon code. The Sell by Section sales flow will only offer the coupon-unlocked buyer type unless the coupon is cleared. The exclusive behavior will apply for any event with a successfully entered coupon and will persist for the session.

The following URL is an example of a direct event link with the exclusive coupon option:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&eventId=2665&coupon=10OFF&exclusiveCoupon=true#/event

Note: Exclusive behavior is only enforced in the Sell by Section flow. If you want to require, rather than encourage, exclusive behavior, then it is recommended that Map Sales are turned off for the event(s) using the coupon.

Marketing Codes

If marketing source codes are configured for use in ProVenue, then they can be included in the URL for MyProVenue events and will write back to ProVenue as they do when included in the URL for ProVenueOnline. The marketing code will persist throughout the session. To add the marketing code, include “mkt_code=” followed by the marketing source code, to the left of the “#” in the link.

The following URL is an example of a direct event link with a marketing code:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&eventId=2665&mkt_code=RD P#/event

Direct MyProVenue Links – Packages

To create a direct package link, in addition to the MyProVenue base purchase URL, the ProVenueOnline Organization ID, and the SubAgency, you will also need the following:

- The ProVenue Package ID; and
- The ProVenue Package Event List ID.

For a package with multiple Package Event Lists, the direct link should always reference the first Package Event List.

The following URL is an example of a direct package link showing all necessary components:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&packageID=10880&packageListId=1087

The rules described above for including coupon and marketing codes above also work for package links.

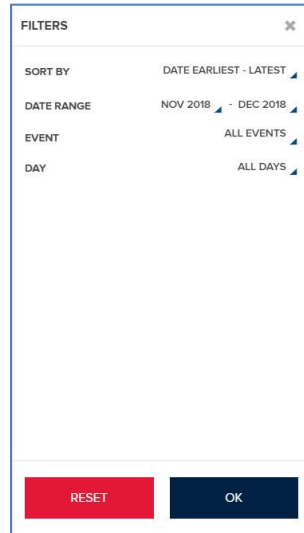
Direct MyProVenue Links – Schedule

To create a direct MyProVenue link for an event list or calendar, you will need the base MyProVenue purchase URL, the ProVenueOnline Organization ID, and the SubAgency.

The following URL is an example for a schedule, showing all necessary components:

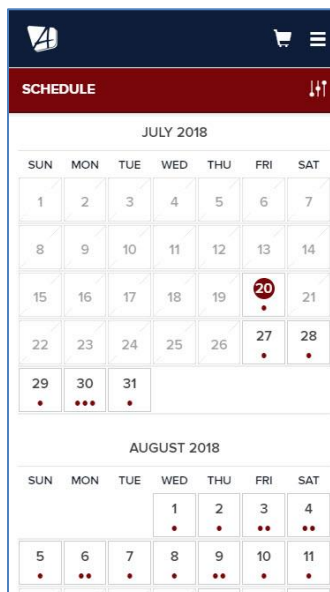
https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/schedule

MyProVenue can be configured to automatically display the search filter on mobile devices when using a basic URL without additional filters.

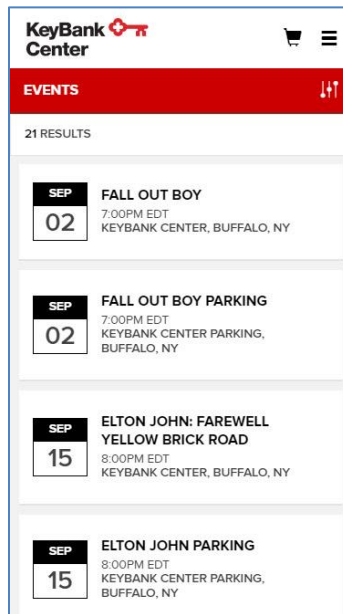


If the filter is turned off, then the schedule will display all events currently on sale for the Organization and SubAgency.

If the calendar view is enabled and set as the default schedule style, then the schedule will be displayed in the calendar view.



If the calendar view is not enabled or list is set as the default schedule style, then the schedule will be displayed in the list view.



Note: The “schedule” syntax replaces the previous “list” option. The new syntax allows the option to default to calendar, if set, instead of list. If the URL ends in ‘list’ explicitly then the list format will be returned regardless of the default value.

Filter and Sort Options

A link for a schedule can also be configured to display a subset of available events by using filters, such as venue, event, date range, day of the week, and sort options. A link for an event list can use one or any combination of these filters.

For example, you can use the following URL to generate a list of all events occurring after a specific date, and on a specific day of the week:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/schedule?startDate=1520143200000&days=1

Note: If the URL provides a parameter value that is not valid (for example “days=17”), then the system ignores the erroneous value and filters the event list by the remaining parameters.

Venue

The syntax for venue is “&venue=” followed by all or part of the venue description, with spaces represented as “%20.” For example, if the venue description is “River City Stadium, River City, IA,” then the venue string in the URL could be “venue=River%20City%20Stadium.”

The most exact way to get the string of the full venue description is to navigate to the MyProVenue UI and select the desired venue.

EVENT LIST			
SORT BY	DATE RANGE	VENUE	DAY
DATE EARLIEST - LATEST	APR 2019 - SEP 2019	RIVER CITY STADIUM, RIVER CITY, IA	ALL DAYS

With the venue selected, you can copy the string from the URL.

```
?sort=date&startDate=1554091200000&endDate=1569816000000&team=all&venue=River%20City%20Stadium,%20River%20City,%20IA&days=all
```

The default value of “all” is used when the ‘venue’ string is not included in the URL.

The following URL is an example for a venue with a description of “River City Stadium, River City, IA”:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/schedule?venue=River%20City%20Stadium

Event

The 'event' parameter uses the same logic as described above for the 'venue' parameter, supporting all or part of the event description, with spaces represented as “%20.”

For example, an organization has the following two events:

"Sparkle Motion – Dancing for Clapping"

"Springtime for Nixon by SPARKLE MOTION"

To create a URL that generates an event list that shows all Sparkle Motion events, embed "event=Sparkle%20Motion" in the URL:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/schedule?event=Sparkle%20Motion

The default value of “all” is used when the ‘event’ string is not included in the URL.

Note: The 'event' parameter string is derived from the event's 'Public Description' in ProVenue.

Date Range

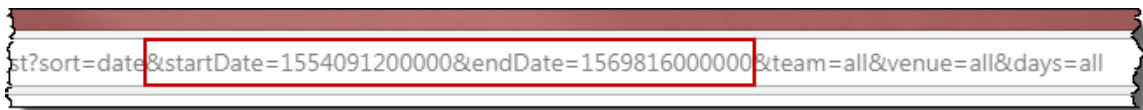
The syntax for date range is “&startDate=” followed by the start date in epoch time, then “&endDate=” followed by the end date in epoch time. To convert a date to epoch format, a conversion tool is available at <https://www.epochconverter.com/>.

Mon	Day	Yr	Hr	Min	Sec		
1	1	2018	0	00	00	GMT	Human date to Timestamp
Epoch timestamp: 1514764800							
Timestamp in milliseconds: 1514764800000							
Human time (GMT): Monday, January 1, 2018 12:00:00 AM							
Human time (your time zone): Sunday, December 31, 2017 7:00:00 PM GMT-05:00							

You can also find the date range in the converted format by navigating to the MyProVenue UI and selecting the date range.

EVENT LIST			
SORT BY	DATE RANGE	VENUE	DAY
DATE EARLIEST - LATEST	MAY 2019 - JUN 2019	ALL VENUES	ALL DAYS

With the months selected, you can copy the date string from the URL.



If the 'startDate' string is not included in the URL, then events will be displayed beginning with the first on calendar event date. If the 'endDate' string is not included in the URL, then events will be displayed through the last on calendar event date.

Note: MyProVenue uses the date string to a granularity date, and will include all events for the dates referenced. For example, if a date string is included in the URL with an end date of February 2nd at 1:00 p.m., the event list in MyProVenue will include all events through 11:59 p.m. on February 2nd.

The following URL is an example of an event list link with a date range from 1/1/18 through 12/31/18:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/schedule?startDate=151764800&endDate=1546300799

Note: You do not need to include filters for both a starting date and an ending date. For example, if you wanted to create an event list with events starting on a particular date, then you could use just the "startDate" filter:

https://mpv.tickets.com/?orgId=12345&GPL_AGENCY_MPV#/schedule?startDate=1514764800

Day of Week

The syntax to limit the result to a single day of the week is "&days=" followed by a number between 0, which represents Sunday, and 6, which represents Saturday. The default value of "all" is used when days is not included in the URL.

Event sort order

To sort events in ascending date order, the syntax is "&sort=date." This is the default. To sort events in descending date order, the syntax is "&sort=date_desc."

Coupons

Coupon codes and exclusive behavior can also be embedded into the Event List links. The coupon code will automatically apply to any event selected during a session, provided that the coupon is valid in ProVenue for the selected event.

The following URL is an example of an event list link with an embedded coupon code:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&coupon=10OFF#/schedule

This can be combined with the filter options listed above.

Marketing Codes

Marketing codes can also be embedded into an event list link. The marketing code will apply to any orders completed in a session.

The following URL is an example of an event list link with a marketing code:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&mkt_code=RDP#/schedule

Supported Redirect Paths to MyProVenue

All ProVenueOnline URLs for redirect to MyProVenue must explicitly include the ProVenueOnline SubAgency and the ProVenueOnline Organization ID.

Redirect for Event Link

Event links can use the ProVenue Event ID or the ProVenueOnline Performance ID (“pid”). The redirect will use the same parameter as the direct link.

For example, this ProVenueOnline URL...

https://purchase.tickets.com/buy/TicketPurchase?orgId=12345&agency=GPL_AGENCY&pid=8292291

...will redirect to the following URL for MyProVenue:

https://mpv.tickets.com/orgId=12345&agency=GPL_AGENCY_MPV&pid=8292291

Marketing codes, coupon codes, and exclusive coupon behavior embedded into ProVenueOnline URLs will persist in the MyProVenue URL when using an Event link.

For example, this ProVenueOnline URL containing a marketing code...

https://purchase.tickets.com/buy/TicketPurchase?orgId=12345&agency=GPL_AGENCY&pid=8292291&mkt_code=NYT

...will redirect to the following URL for MyProVenue:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV&pid=8292291&mkt_code=NYT

Redirect for Event List Link

A ProVenueOnline schedule link will redirect to the default event list in MyProVenue.

For example, this ProVenueOnline URL...

https://purchase.tickets.com/buy/TicketPurchase?orgId=12345&agency=GPL_AGENCY&schedule=list

...will redirect to the following URL for MyProVenue:

https://mpv.tickets.com/?orgId=12345&agency=GPL_AGENCY_MPV#/event/list

Note: Other parameters included in a ProVenueOnline schedule URL, such as event_val=, that limit the list in ProVenueOnline will not affect the redirected MyProVenue URL.

Validation Checklist

	MOBILE - iPhone	MOBILE - Android	TABLET	DESKTOP
Resource				
Select Seat Best Available				
Select seat from Map				
Purchase Tickets				
Confirm Confirmation Email				
Confirm Login Existing Account				
Confirm New Account Creation				
Confirm MLB Login (MLB only)				
Confirm using Coupon Code				
Confirm Tickets@Home Delivery				
Confirm ADA tickets				
Confirm adding Upsell				
Confirm adding ticket to Apple Passbook/iPhone				
Confirm Per Ticket, Order, etc. Fees				
Confirm Service Charge Groups				
MasterPass (MLB only) Confirm Sale goes through, and shows in PV				
MyTickets Login				
My Tickets Inventory				
My Tickets Account Information				
My Tickets New Account				
MyTickets Forwarding				
Map Navigation: Tap and Zooming Options				
Post to Replay (confirm not available, except as appropriate)				