

HANDYTIX EVENT TICKETING SYSTEM

QUICK START GUIDE

V.2.02

Quick Start Guide

The Quick Start Guide is intended to get you up and running in the shortest possible time. It explains the basic steps you need to take to set up your system and start selling tickets both via your network (and online) or through your box office. It will normally only ask you to enter info. in required fields. Where a field is not mentioned in this Quick Start Guide it means that an initial entry is not required.

Logging in

Locate the folder on your computer where you have stored the program files. Click on the **Tickets.exe** file. Enter your **User name** and **Password**. Select the **Venue** name you have been given from the drop down list.

Organization Setup

[Go to Maintenance > Venue > Modify](#)

Enter your organization details (name, address, phone number, tax ID/ABN, email address). Fields shaded in green are the only required fields.

Under the **Defaults** tab, set the printer you will use for tickets, receipts etc. (A4/4 means printing on A4 or Letter sheet of paper – single format means thermal printer)

Under the **System Parameters** tab, enter the Tax class (if applicable) to your ticket transactions. If GST or sales tax is to be recorded in the ticket transaction, go to [Maintenance > Tax Values](#) and ensure that the Tax(%) is the required rate for the Tax Class you have set here.

The **Save** button should now be visible if you have entered all the required fields. Click on the **Save** button to save your data.

Auditorium/Venue Setup

[Go to Maintenance > Auditoriums](#)

If you have asked for venue map to be created for Reserved Seating events, it will already appear in the list of Venues. Highlight the venue name and click **Modify**. You may only need to enter the venue address details, since this will appear on tickets (Fields shaded in green are required fields) and the following default settings from the **Main** tab by checking boxes as applicable:

- **General Admission** (if your venue is selling general admission tickets) ,
- **Allow network ticket print** (if you have resellers on your network printing tickets)
- **PDF Print** (if you are allowing "Print at home" tickets by online customers)
- **HTML, Flash and Flash/Section** (check all these boxes)

Setting up General Admission Events without a Seating Chart

If you are selling tickets for General Admission events without any seating map, you will need to set up your new venue and enter the venue details by clicking on the **New** tab.

Enter the name of your **Venue** and address details. Then click on the **Save** button when finished.

You now need to set up "**Sections**".

A section is an area in your auditorium which you wish to define by name, e.g. Main Auditorium, Stalls, A Reserve, Circle etc. It is set up completely separately from any pricing considerations. Any section can have its own unique pricing assigned to it.

The **Section Name** is what will appear when ticket prices are listed online alongside the base price, so when entering a name for the section, you should make sure the name you choose clearly identifies the section of the venue in which your customers will be sitting.

DO NOT set up additional sections if you have [Seating chart](#) installed without first consulting HandyTix customer service as there are certain implications that need to be understood.

To set up a new **Section**, firstly click on the **New** button.

In the **Section name** field, type in the name of your new **Section**.

In the **Max section capacity** field, enter the maximum seat capacity of this section.

Click on the **Accept** button when finished.

Program Setup

[Go to Maintenance > Programs](#)

Click on the **New** button
Enter the name of your new **Program**,
Select the **Auditorium** from the drop down list
Select a **Program category** from the drop down list

Select a **Pricing map** from the drop down list. If no Pricing map is showing, you will need to create a new pricing map by clicking on the button at the right of the drop down arrow.

Click on the **New** button
Give your new **Pricing map** a name (typically the name of the venue or program)
Click on the **Save** button
Click on the **Modify** button again, check the **Available** box and click **Save**

Click on the **Price Levels** button
(Price levels/categories are where you assign a specific set of prices to a specific seating area e.g. Front stalls, Rear stalls, Balcony, A Reserve, B Reserve etc.)
Click on the **New** button
Type a name for your **Price category** (e.g. Main auditorium)
Click on the light globe icon at the right of the **Category colour** field and a colour chart will appear.
Choose a colour which you will use to colour in all the seats on your Pricing map to easily identify this particular price category.
Click on the **Save/New** button if you wish to enter additional **Category names** or the **Save** button if this is the only **Category name** you will be entering for this auditorium
If setting up Price Categories in General Admission events, the Price Category name you choose is also used by default as the **Price** name when setting up the Prices.
Click the **Accept** button when finished.

Click on the **Pricing Map** button
From the drop down box in top right corner, select one of the Price Levels/categories you have just created. Using your mouse, draw a rectangle around the seats you wish to associate with this price level. If its general admission venue with no seating chart, you just draw around the small square(s) designating the different section(s)
Repeat this process for all your other price levels (if any).
Click on the **OK** button.
Click on the **Select** button when finished to select this **Pricing Map** for your **Program**.

Select a **Pricing** name from the drop down list. If no Pricing name is showing, you will need to create a new pricing name by clicking on the button at the right of the drop down arrow.

Click on the **New** button
Give your new **Pricing name** a name (e.g. evening, matinee, preview etc)
Click on the **Save** button

In Pricing Maintenance window, click on the **Prices** button.

Click on the **New** Button
Select a **Price level** name from the drop down list and enter a price which will be your base ticket price – typically the full adult ticket price.
Click on the **Save/New** button if you wish to set additional **Prices** for other Price levels or the **Save** button if this is the only **Price** you will be entering.
Click on the **Select** button.

Back in the Pricing maintenance window, highlight the Pricing name you have created then click on the **Modify** button.

Check the “**Available**” check box then click on the **Save** button
Click on the **Select** button.

Back in the Main Program maintenance window, under the **Defaults** tab, select the default **Ticket formats** and **Printer type** you will use, select the **Tax class** applying to your ticket sales, and check the **PDF Print** box if you are allowing Print at home ticket printing for online customers.

Note that you must select a ticket format (the green shaded fields) otherwise the **Save** button will not be become active and will not be able to save your data.

Click on the **Save** button when finished entering your data

Event setup

[Go to Maintenance > Events](#)

Click on the **New** button

Select your **Program** from the drop down list

The **Auditorium/venue** associated with the Program will be automatically selected

Select the **Pricing Map** from the drop down list

Select the **Pricing** from the drop down list

Set the **Date** of your event

Select the **Season** applying to your event from the drop down list (created under [Maintenance > Seasons](#))

Check the **General Admission** checkbox if applicable

If selling tickets online, from the **Network** tab, select the appropriate entries from the **Visible** and **Available** section.

Under the **Formats** tab, select the default **Single format**, **Web ticket format** and **A4/4 format** (for Sheet printing), and the **Printing type** (thermal or laser/inkjet printer) you will use. Note you must select a ticket format (the green shaded fields) otherwise you will not be able to save your data

Check the **PDF Print Enabled** checkbox if you are allowing Print at home ticket printing and **Allow Network ticket print** checkbox if you allowing ticket printing by any network ticket distributors.

If you are selling Reserved seating from a Seating Map or General Admission seating where you also have a seating map in place, you now need to **Generate** the tickets. You do **NOT** need to generate tickets if you are selling General Admission tickets where you DO NOT have a seating map set up.

Click on the **Generate tickets** button.

A Pop-up box will asking you to confirm that the tickets to be printed are in the correct category and showing the correct base price. If so, click on the **OK** button.

Another Pop-up box will appear asking "Do you want to create tickets for the selected events". Select **Yes**, wait a few moments for the tickets to be generated, and you should receive a message saying "Tickets were generated successfully".

Click on the **OK** button to return to the main [Event maintenance](#) window.

In the column "Available" the number of tickets available for sale should now be displayed.

Click on the **Close** button.

Set up Special Prices and Discounts

[Go to Maintenance > Rates > Rate](#)

Note that rates can NOT be modified or deleted (only hidden from view) once created, so its advisable to read the more detailed instructions in the main manual before setting up Rates.

To set up additional prices (such as Child, Concession, Senior) other than the base price and provide for discounts such as Postage, credit card charges to be added to transactions, click on the New button.

In the **Name** field, type in the name of your new rate e.g. Concession, student etc

In the **Value** field, enter the value - either a \$ value or % to be added/subtracted from the base price

From the **Calculation method** drop down box, select one of the following three options:

- **\$ (+/-)** - the amount entered in the **Value** field will be added or deducted from the base price
- **\$ (Fix value)** - the amount entered in the **Value** field is a fixed \$ amount
- **%** - the value is established by reducing or increasing the base price by this percentage

In the **Group** drop-down box, select one of the following entries:

- **Ticket Rate** Rates are applied to normal ticket prices

- **Seasonticket rate** Rates are applied to season ticket prices
- **Discount card Rate** Rates are applied to discount card prices
- **Transaction Rate** Rates are applied to the entire transaction value

In the **Type** drop-down box select one of the entries shown

- **Reseller discount** a discount off Rates applying to ticket resellers
- **Discount** a discount (or increase) from the base Rate
- **Service charge** a charge applied at individual ticket level
- **Transaction charge** a charge applied at the total transaction level
- **Commission** a commission applying to resellers
- **Network system usage charge** a charge applying to sales made via the Network

With the **Service charge** or **Transaction charge** you can only select \$ (+/-) or % and not \$ (**Fix value**).

When you select **Discount**, an additional field box called **Print Rate Name** will appear since these **Rates** will be printed on receipts and tickets if you set up the required fields on your tickets in [Maintenance > Ticket and report formats](#).

NOTE: When setting up rates to apply to Ticket Transactions or Season Ticket Transactions, always use the Discount/Premium rate Type.

In the **Print Mode of Rate Name box**, select either:

- **Price not printed** prints the Rate NAME in a separate field on the ticket
prints the PRICE in a separate field
- **Printed in place of price** prints the discount Rate in place of the base Rate
- **Not printed** does not print either the base Rate or the discount Rate

Enter a description for your **Service ID** (Tax rate to be applied)
Select the tax rate to be applied from the drop down **Type** box

Check the box **Reduce Price** if the amounts set in **Value** and **Calculation method** to be deducted from the base price. If you want this to be added to the base price then leave this box unchecked.

Check **Calculate w/o tax** if you want the Rate to be calculated from the price excluding tax.
Check **Calc on base price** if you want the Rate to be calculated from the base prices.

Check the **Separate service** check box if the taxation rule that applies to the **Rate** is different from the one that applies to the actual Ticket transaction.

Click the **Save/New** button if you wish to enter additional **Rates** or the **Save** button if this is the only **Rate** you will be entering in this session.

Check the **Quick Sale** check box to make the modified rate available for the Quick Sale method of selling tickets under [Ticket transactions > Quick Sale](#).

Setting up your Ticket Formats

Formats to be used for your tickets and receipts are set up under [Maintenance > Report Formats](#). (refer to detailed instructions as this is relatively complex)

Set up the Printers to be used for Printing Tickets

Go to **Settings** on the main menu bar to set up to set the printers which you will use for single ticket or sheet printing and receipt printing.

Setting up your Web Page for Online Ticket Sales

HandyTix customer service will normally set up and configure the pages your customers will see when purchasing tickets online and setting up to receive credit card payments and/or payments via PayPal.

TRANSACTIONS

Selling single tickets for reserved seating events

Go to [Ticket Transactions > Sales / Vouchers](#)

Double click on the event for which you wish to make a sale or select the event in the Seating Chart Event Browser and click on **Seating Chart** or hit **Enter**.

Select the seat(s) in the chart and add them to the cart by clicking on the **OK** button.

To remove a seat from the Cart, select the seat and click on the **Cancel** button.

To remove all seats in the list, click on the **Cancel all** button.

To add additional seats to the Cart from an event where you have already added tickets, highlight the event in the upper frame, then click on the **Seating Chart** button to select additional seats.

To add additional seats to the Cart for a different event, click on the **Browser** button and the event list will be displayed where you can add tickets from any of the listed events.

To add discounts or fees to the tickets or to the transaction, click on the **Modify** button. Either select an individual ticket to Modify, or check the **All tickets** checkbox to modify the rate for all displayed tickets. From the drop down **Rate** box, select the Rate to apply.

To record the name and contact details of the customer who purchased the tickets, select the customer from the drop down **Customer** box. If the customer's name is not listed, click on the button to the right of this box to bring up the [Customer Maintenance](#) window.

To add a **Transaction fee**, select the appropriate fee from the **Transaction fee** the drop-down box.

Select the payment method from the drop down **Payment method** box.

NOTE: If selecting Credit card as the Payment method, make sure you have selected the customer's name from the drop down list first (or entered details for new customer) BEFORE selecting the Payment method, since then when you select Credit card payment you will see that the customer's name and address details have been automatically filled in the appropriate fields.

Check the **Will call print** checkbox if you don't want to print the ticket(s) at the time of the sale, but will be issuing the ticket(s) to the purchaser at the venue.

Check the **Print Group Ticket** checkbox if you wish to print only a single Ticket for all the seats selected. Leaving this box unchecked will print individual tickets each seat purchased.

Check the **Print Receipt** checkbox to print a receipt at the same time the tickets are printed

Check the **Issue Receipt** checkbox if you want to print an official receipt on Letter/A4 sized paper

Check the **Print label** checkbox if you wish to also print an address label.

Check the **Mail out** checkbox if you wish to print the tickets that have been sold at a later time.

Click on the **Accept** button to complete your sales transaction and print the tickets.

Selling single tickets for reserved seating events by Best Seat Selection (Quick Ticket) method

If you want to quickly sell tickets without going to the seating chart, then use the Quick Tickets method go to [Ticket Transactions > Sales/Vouchers](#)

Choose the required event by clicking once on the event name

Click on the [Quick Ticket](#) button. The Best Seat Selection form will pop up.

Enter the number of tickets required in the **Pieces** field.

Select the **Section** in which the tickets are required from the drop down list

Select the ticket price from the **Price Level** drop down list

Click on the **Search** button to exit the Best Seat Selection window and got back to the Event Browser
OR

Click on the **Basket** button to add the selected seats to the Shopping Cart and continue adding more tickets. Click on the **Browser** button in the [Sales/Voucher](#) window

OR

Click on the **Complete** button to complete the transaction immediately and print the tickets.

OR

Click on the **Close** button to quit the form.

Note that you must use the Quick Ticket feature to sell tickets in Capacity charts (General Admission) sections

Refunding tickets

Go to [Ticket Transactions > Refund](#)

Scan or type the barcode of the ticket in the **Barcode** field, then hit **Enter** on the keyboard. Repeat for each ticket to be refunded.

The ticket will be added to the upper window

To remove an item, select the ticket in the upper window and click on the **Cancel** button.
Clicking on the **Cancel all** button will remove all items from the list.

Select the method by which you will pay the refund from in the drop down **Payment method** list.

Select the reason for the refund from the **Reason** drop down list.

You can add a fee to the transaction if you wish from the **Transaction fee** drop down box.

Click on the **Accept** button to complete the transaction.

The seat(s) will be released back to the system and available for sale again

Reserve tickets (Reservation)

You can block (reserve) seats for a customer which must be paid for by a specific date otherwise the seats will be automatically released back to the system for sale. The default release time is set by venue ([Maintenance > Organization maintenance](#)) but the default setting may be changed for each seat.

From the main menu bar, select [Ticket transactions > Reservation](#)

Select the event in the Browser.

Go to the seating chart and select the seat(s) or use the **Quick ticket** button

Click on the **OK** button to add the selected seats to the Cart

Click on the **Modify** button to add discounts to the tickets and/or change the default release date.

If you want to modify or change the release date of a specific ticket, select the required ticket in the Cart before clicking on the **Modify** button. Then uncheck the **All tickets** checkbox.

To set a new release date, select the date from the dropdown calendar

Click on the **Save** button

To modify the rate, select a **Rate** from the drop down **Rate** box.

If you wish to apply the same rate to all tickets displayed, check the **All tickets** check box.

When finished click on the **Save** button

Select a customer from the **Customer** drop down list.

Use the **Anonym customer** feature if you want to only temporarily register the customers name and address for the purposes of making a reservation. The customer's name will be removed from the customer list automatically after the reservation is released.

Click on the **Accept** button to complete the transaction.

To print or to release reservations, go to [Ticket transactions > Sell/Release Reserved Tickets](#)

Extend reservation

You can change the date/time that reserved tickets will be automatically released back into the system for resale if full payment is not received by the release date.

From the main menu bar, select [Ticket transactions > Extend reservation](#)

Select the customer's name from the **Customer** pull down list.

Highlight the ticket(s) to be extended in the Select Window, or click on **Select all** to select every item.

Click on the **Extend** button to add the selected ticket(s) to the Cart.

Click on the **Modify** button to open the Modify Window.

Click on the **Save** button

Click on the **Accept** button to complete the transaction.

Sell / Release Reserved Tickets

Finalize the sale of tickets where a customer has made a prior reservation or release the tickets back in to the system for resale if they have not paid the remaining amount due by the pre-set release date.

From the main menu bar, select [Ticket transactions > Sell / Release Reserved Ticket](#)

You can either :

Search by customer:

Select the customer from the **Customer** pull down list. (The list only returns those who currently have reservations for any event.) The reservations of the selected customer will appear in the Select Window.

Search by Event:

Click on the **Browser** button and you will be taken to the main Search window

Select the event by highlighting the event name, then click on the **Select/Close** button.

The selected event will now show in light grey text in the **Event** field and the **Filtered by event** checkbox will become checked. The drop down list of customers will now return only those who currently have reservations to the selected event

Search by Reservation number:

From the **Reservation number** drop down list, select the reservation number. The reserved tickets corresponding to the selected reservation number will now appear in the Select Window. The customer's name will also show in the **Customer** field automatically.

By default you will see the events listed rather than the individual tickets

In this case, clicking on the **Sell** button will add all the tickets for specific event to the Cart.

Clicking on the **Release Tickets** button will bring up the seating chart where you can select which reserved seats you wish to release back in to the system

To see the list of tickets instead of the events, select the event by clicking on it, then click on the **Tickets** tab above the Select Window.

Click on the **Select all** button to select all the events/tickets in the Select Window.

To select only one item in the Select Window, click on the specific event/ticket.

To select more items, press **Ctrl** on the keyboard and click on the events/tickets, or press **Shift** and use the arrow keys..

To complete the **Sale** of the selected tickets, click on the **Sell** button.

The tickets selected for **Sale** will appear in **red**.

OR

To **Release** the tickets back in to the system for resale, click on the **Release** button

The tickets selected for **Release** will appear in **green**.

You can both sell and release reserved tickets within one transaction.

To Modify any of the ticket prices (apply Child, Concession etc. discounts), click on the **Modify** button.

To add a transaction fee, select the required fee from the **Transaction fee** drop down box

If you wish to print a **Group ticket**, **Print receipt** or **Print Label address**, check the corresponding checkboxes.

To make a sale without printing a ticket at the time of sale, check the **Will call print** checkbox.

Transfer (Pass) Reservations

You can transfer reserved tickets to another customer

From the main menu bar, select [Ticket transactions > Pass reservation](#)

From the **Deliverer client** drop-down box, choose the Customer's name from whom the tickets are to be transferred.

From the **Receiver client** drop-down box choose the Customer's name to whom the tickets are to be transferred.

Highlight the event or tickets which you wish to transfer and either transfer the tickets or events individually with the upward pointing arrow which says **Move** or **Move all**, or if you wish to transfer all of the tickets or events, then click on the **Select all** button.

Click on the **Accept** button when finished.

Quick Transactions

Quick Transactions is **ONLY** used for selling tickets to General Admission events.

From the main menu bar, select [Ticket Transactions > Quick Transactions](#)

The upper window will display the available General Admission events only

Note that you cannot sell tickets to different events in the same transaction.

Select the event in the upper window. The different price levels of the events appear as separate rows in the inventory.

Enter the number of tickets you wish to sell. The ticket will be added to the Cart Window on the right.

Click on the **Add** button to add the tickets to the cart.

To add additional tickets to the cart, click on item price level in the upper window. If the **Face value** displayed in the lower window is not correct, click on the **Remove** button, then click on the item in the upper window and click on **Add**.

Click on the **Remove** button to remove any items from the Cart.

To add discounts or fees to the tickets, select the Discount/Rate from the **Rate** drop down list.

To assign the purchaser's name to the transaction, select the customer's name from the **Client** drop down list.

Select the **Payment method** from the drop down list.

Check the **Print receipt** and/or **Print address label** check boxes as required

Click on the **Accept** button to complete the transaction.

Quick Sales

Go to Ticket [Transactions > Quick Sales](#)

Quick Sales is designed for box-office sales as a quick and convenient method for selling tickets from a seating chart. It is assumed that all payments will be taken as either cash or if a credit card is used, a separate swipe card machine will be used to take the credit card payment.

Click on the **Settings** tab.

Using the drop-down calendar in the **From** date box, select the dates from which you wish to sell tickets

Click on an event to select it from the left-hand **Program** list and click on the **Add** button to add the program to the list of events to be sold.

When you have finished adding programs, click on the **Quick Sale** tab.

To sell tickets, click on the required program name and event date to display the full seating chart for the venue.

Click on the sector in which you wish to select tickets to display the seating chart of the selected sector.

Click on the seat you wish to sell, or to select multiple seats, draw a rectangle with your mouse to surround the seats. The selected seats together with the full ticket price will be displayed in the top right panel.

If you wish to modify the price of any ticket such as concession, child etc., click on the Rate for the relevant seat and a downward pointing arrow will appear at the right of the Rate box.

Click on the arrow to display the modified prices then click on the modified price to select. The modified price will now be displayed in the **Price** column.

Continue adding additional tickets in this method by selecting different programs and dates as required.

When finished selecting all tickets, click the **Sale** button and all tickets will be printed immediately.

Will Call Print

You can print tickets on demand where you have checked the **Will call print** checkbox

Go to [Ticket Transactions > Will Call Print](#)

Select the customer from the **Customer** drop down list.

Click on the **List Tickets** button and the ticket will be displayed in the upper panel

Check the **Print receipt** and/or **Print address label** checkbox as required.

Click on the **Accept** button and the tickets will be printed immediately

Reprint tickets

You can reprint any tickets which have previously been printed and to record a reason for the reprinting.

Go to [Ticket transactions > Reprint Tickets](#)

All the tickets that have previously been printed are listed in the upper window

Highlight the required transaction in the upper window by clicking on it.

Select the ticket to be reprinted in the lower window.

Select the **Reason** for the reprinting in the drop down list located at the bottom of the page. This is a required field.

If the selected tickets are General Admission tickets, you can print a Group ticket by checking the **Group ticket** checkbox

If all tickets belonging to the transaction are selected in the lower window, the **Receipt** and **Label** check boxes will turn active and you may print a Receipt and a Label ticket along with the tickets.

Click on the **Print** button to reprint the selected tickets.

Click **Yes** to continue.

Mail out tickets

Print tickets where you have checked the **Mail out** checkbox signifying you will be mailing the tickets to the customer and the tickets have not been printed immediately they have been sold.

Go to [Ticket Transactions > Mail Out Tickets](#)

Select the **Customer** whose tickets you wish to mail out from the drop down list

To display the list of tickets, click on the required transaction, then click on the **Tickets** tab above the Select Window.

You can filter by **transaction time** or by **event time**. Check the required option with the **By transaction time** or the **By event time** radio buttons and use the drop down calendars to set the date range.

To select all the transactions/tickets in the Select Window Click on **Select all**.

To select only one item in the Select Window, click on the ticket to select.

Click on the **Print** button to print the selected tickets.

You can **print an address label** and/or a **receipt** by checking the corresponding check boxes.

Click on the **Accept** button to print the tickets immediately.

Season ticket Transactions

Selling season tickets

Go to [Season ticket Transactions > Sales](#)

Select the **Season** from the drop down box.

Select the **Customer** from the drop down box.

Select the **Season ticket** in the Select Window.

Enter the name of the season subscription in the dialogue box which pops up after clicking on this button.

Click on the **Best seat** button OR click on the **Sell** button to select the seat(s) from the seating chart.

Click on the **OK** button when you have selected the seats

If you wish to apply discounts or fees to the season ticket(s), click on the **Modify** button.

In the Modify section, you can also allow the customer to make a down payment.

To accept a down payment, first check the **Instalment** checkbox.

Enter the amount in the **Down payment** field. (The amount must be at least 20% of the price of the season ticket that is selected in the *Cart*.)

Check the **All seainticket** checkbox if you want the down payment amount to relate to every season ticket in the *Cart*.

The **Deadline** field shows the final payment deadline, which can be set in [Venue Maintenance](#) or [Season ticket maintenance](#) page but cannot be modified in this window.

Click on the **Save** button.

Select the **Payment method** from the drop down box.

To add a transaction charge, select the fee from the **Transaction fee** drop down list.

If you don't want to print the season ticket(s) at the time of the sale, check the **Will Call Print** checkbox.

To print a single season ticket rather than individual tickets for each event in the season, check the **Print single group ticket** check box.

To print a receipt together with the season tickets, check the **Payment confirmation** checkbox.

To print an address label with the customer's details, check the **Print Label** checkbox.

Click on the **Print** button.

If a down payment has been made, the system will print a Pre-payment Receipt instead of the season ticket(s). The actual season ticket(s) will be printed at the time of the final instalment unless it is set up to be printed on partial payment under Maintenance/Season Ticket Maintenance.

Season ticket Renewal

You can renew a season subscriptions from one season to the next (by pattern) and allow the Patron to keep the same seat numbers. You can also take a deposit to secure the reservation.

NOTE: In order to renew a season ticket by Pattern allowing the Patrons to retain the same seats, the season subscription **MUST** be set up as described in [Maintenance > Season Tickets > Season](#)

Subscription Renewals – Rolling over Subscriptions from the Current Season to the next.

From the main menu bar, select [Season ticket transactions](#) > [Season ticket Renewal](#)

The current **Season** will be shown by default in the Season drop down box.

Select the **Customer** name from the drop down list

You will see the season subscriptions purchased by the selected customer for the current season appear in the Select Window. Unavailable season tickets will appear red.

From the Season drop down box, select the next **Season**.

Tickets that can be reserved with the same seat numbers will be shown in the Select window

Select an individual season ticket to reserve tickets individually or click on the **Select all** button to select all tickets showing.

Click on the **Reserve** button to add the selected season ticket(s) to the upper window or the Reserve all button to move all tickets to the upper window.

Click on the **OK** button to complete the season renewal.

If you wish to apply discounts or fees to the season ticket(s), click on the **Modify** button.

In the Modify section, you can also allow the customer to make a down payment.

To accept a down payment, first check the **Instalment** checkbox.

Enter the amount in the **Down payment** field. (The amount must be at least 20% of the price of the season ticket that is selected in the *Cart*.)

Check the **All seainticket** checkbox if you want the down payment amount to relate to every season ticket in the *Cart*.

The **Deadline** field shows the final payment deadline, which can be set in [Venue Maintenance](#) or [Season ticket maintenance](#) page but cannot be modified in this window.

Click on the **Save** button.

Select the **Payment method** from the drop down box

To complete the transaction, see the steps in [Season ticket transactions](#) > [Sales](#)

Refunding Season tickets

From the main menu bar, select [Season ticket transactions > Refund](#)

Select the **Season** from the drop down box.

Enter the **Barcode** of the season ticket in **Season Ticket Barcode** field (scan or hand key and hit Enter).

OR

Select the **Customer** name from the drop down list.

Select the season ticket(s) to be refunded and click on the **Refund** button.

Select the **Payment method** you will use to pay the refund from the drop down box

Select the reason for the refund in the Reason drop down list.

To add a transaction fee, select the charge or fee from the **Transaction fee** drop down list.

Click on the **Accept** button to complete the transaction.

Accepting Instalment (Balance) payments

Go to [Season ticket transactions > Instalment](#)

You can accept an instalment payment from a customer when a season ticket has been purchased and a down payment made and the customer is now paying the second instalment (balance).

Enter the barcode of the season ticket in the **Season Ticket Barcode**.

OR

Select the **Customer** name from the drop down list.

All the season tickets for which the customer has made a down payment will appear in the Select Window.

Select a specific season ticket(s) from the list or click on the **Select all** button to select all season tickets displayed.

Click on the **Instalment** button and the selected season ticket(s) will be added to the upper window.

To apply any discounts to the Season tickets, click on the **Modify** button.

Select the **Payment method** from the drop down box.

Click on the **Accept** button.

The season ticket will be printed immediately unless it was printed when the initial payment was made.

Reserve Season Tickets

Go to [Season ticket transactions > Reservation](#)

A customer can reserve a season ticket(s) without paying any deposit or payment at the time the reservation is made.

Select the **Season** from the drop down box.

Select the **Customer** name from the drop down list.

Select the **Season ticket** in the Select Window then click on the **Best seat** button to allow the system to select the seat by the Best Available method.

OR

Click on the **Reserve** button. The seating chart will appear where you can select the seat(s) from the seating chart. When finished selecting the seat(s), click on the **OK** button.

Click on the **OK** button to record the reservation.

Season ticket Renewal (Reserve for One Season Ticket Holder)

Go to [Season ticket transactions > Renew Season ticket \(Reserve for one Season Ticket holder\)](#)

A patron can renew a season subscriptions from one season to the next (by pattern) and keep the same seat numbers. This renewal procedure records the reservation without requiring a deposit to be taken to secure the reservation.

NOTE: In order to renew a season ticket by Pattern allowing the Patrons to retain the same seats, the season subscription **MUST** be set up as described in Maintenance > Season Tickets > Season Subscription Renewals – Rolling over Subscriptions from the Current Season to the next.

The current **Season** will be shown by default in the Season drop down box.

Select the **Customer** name from the drop down list.

You will see the season subscriptions purchased by the selected customer for the current season appear in the Select Window. Unavailable season tickets will appear red.

From the Season drop down box, select the next **Season**.

Tickets that can be reserved with the same seat numbers will be shown in the Select window.

Click on the **Reserve** button to add the selected season ticket(s) to the upper window or the Reserve all button to move all tickets to the upper window.

Click on the **OK** button to complete the season renewal.

Sell/Release Reserved Season ticket

Season tickets which have previously been reserved but not paid for should be either sold to the Patron or released back into the system for resale.

Go to [Season-ticket transactions > Sell / Release reserved season ticket](#)

Select the **Customer**. The season ticket(s) reserved for the selected customer will appear in the Select Window.

Select the season ticket(s) from the Select Window.

Click on the **Sell** button to sell the selected season tickets or click on the **Release** button to release the tickets back into the system for resale.

The season tickets that are selected for sale will appear in red, whilst those that are selected to be released will appear in green.

To apply any discounts to the Season tickets, click on the **Modify** button

Select the **Payment method** from the drop down box.

To add a transaction fee, select the charge or fee from the **Transaction fee** drop down list.

Check the **Will Call Print** checkbox if you do not want to print the season ticket(s) at the time of the sale.

To print a single season ticket rather than individual tickets for each event in the season, check the **Print single group ticket** check box.

Click on the **Accept** button to complete the transaction.

Reprint Season tickets

To reprint season tickets, go to [Season Ticket Transactions > Reprint Season Tickets](#)

Enter the season ticket barcode in the **Season Ticket Barcode** field.

OR

Select the **Customer** name in the Customer drop down list

Select the season ticket(s) to be reprinted and click on the **Reprint** button.

Click on the **Accept** button to reprint the required tickets.

Season Ticket Will Call Print

You can print season tickets on demand where you have checked the **Will call print** checkbox.

Go to [Season Ticket Transactions > Season Ticket Will Call Print](#)

Select the **Customer** from the customer drop down list.

Click on the **Event date** if you wish to filter by event times and select the start and finish times of the selection from the drop down calendars

Click on the **Filter** button

Click on the **Accept** button to print the required season ticket(s).

Season ticket Exchange

A customer can change the seats allocated his/her season subscription for different seats (providing seats are available)

Go to [Season Ticket Transactions > Season Ticket Exchange](#)

Enter the barcode in the **Season ticket barcode** field.

Select the event required for exchange and click on the **Select for replacement** button.

Click on the Browser button to select the new event.

Select the new seat then click on the **OK** button. The new seat will be added to the Cart. The selected seat will be part of the season ticket, so its original price will be modified to be same as the price of the ticket being exchanged.

Click on the **Cancel** button removes the new ticket from the list.

Click on the **Accept** button to complete the transaction and print out the new ticket.