



PROVENUE®
TRAINING DOCUMENTATION

*Ticketing Setup –
Ticket Designer*

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Overview

A print format holds all the information regarding different designs. A print format can have multiple designs for:

- BOCA Tickets depending on Price Scale and / or Buyer Type
- Tickets@Home
- Printing tickets to File

Information on a ticket can be edited or changed based on XML Conditional statements. This gives users the ability to say one thing in the ticketing system and another to the customer. For example a buyer type might be comp, but on the ticket it prints out Guest.

Once the print format contains the appropriate designs, it can then be added to an event for a single, group, or package sale.

When a user chooses to print tickets to an event, ProVenue will look at the stock type, printer, event and any design mappings to identify which ticket should be printed.

Prerequisites

To create and design ticket formats within ProVenue, a user must have the following Portal Role assigned within *User Management*:

- TicketDesign – Ticket Designer

This role allows a user access to *Ticket Designer*.

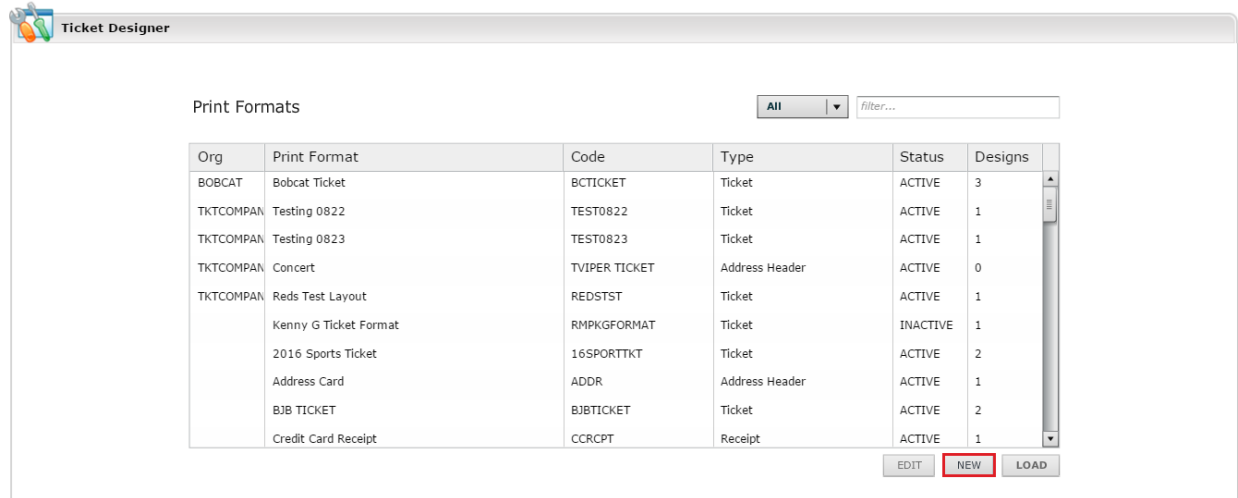
The following items need to be set up in *System Setup > System Administration > “Devices” > Print Attributes* before you can create a new ticket design:

- Stock Size
- Stock Type

Print Formats

Print formats are assigned to events in *Event Administration* and in *Package Event List Administration*. When a ticket needs to be printed for an event or package, the print format and stock type set for a user's printer tell the system which ticket design or designs to consider for printing.


- To create a new print format, navigate to *Ticketing Setup > Ticket Designer* and click **NEW**.



The screenshot shows the 'Ticket Designer' application window. At the top, there is a 'Print Formats' section with a dropdown menu set to 'All' and a search filter box. Below this is a table listing various print formats. At the bottom right of the table, there are three buttons: 'EDIT', 'NEW' (highlighted with a red box), and 'LOAD'.

Org	Print Format	Code	Type	Status	Designs
BOBCAT	Bobcat Ticket	BCTICKET	Ticket	ACTIVE	3
TKTCOMPAN	Testing 0822	TEST0822	Ticket	ACTIVE	1
TKTCOMPAN	Testing 0823	TEST0823	Ticket	ACTIVE	1
TKTCOMPAN	Concert	TVIPER TICKET	Address Header	ACTIVE	0
TKTCOMPAN	Reds Test Layout	REDSTST	Ticket	ACTIVE	1
	Kenny G Ticket Format	RMPKGFORMAT	Ticket	INACTIVE	1
	2016 Sports Ticket	16SPORTTKT	Ticket	ACTIVE	2
	Address Card	ADDR	Address Header	ACTIVE	1
	BJB TICKET	BJBTICKET	Ticket	ACTIVE	2
	Credit Card Receipt	CCRCPT	Receipt	ACTIVE	1

Print Format Details

Print Format Details	
Code	Enter a unique code up to 16 characters with no spaces.
Description	Enter a description for the print format with no special characters. The description can contain up to 50 characters and spaces. This should be written in mixed case.
Owning Organization	<p>Click the  icon to search for and select the Organization that is associated with this print format. Once an owning organization is selected, the field cannot be changed.</p> <p>Note: For users with the TicketDesign Portal Role (but not also assigned the ConfigMgmt and/or the SecurityMgr role), the system will automatically assign the Organization of the user's 'logged in as' Agency.</p> <p>An owning organization is required for mapping the ticket designs under a given print format to specified buyer types and/or price scales.</p>
Display Order	This determines the position of the print format when displayed in lists throughout ProVenue®. If more than one format has the same display order number, these will be sorted in alphanumeric order based on description.
Status	Select the radio button to determine if the print format is 'Active' or 'Inactive.'

Additional Details

Additional Details	
Format Type	<p>Select the appropriate format type for the print format that you are creating.</p> <p>The format type will determine whether or not the print format will be available for selection in certain areas of ProVenue. The format type will also determine which dbtext (text pulled from a database field) design attributes (fields) will be available when a ticket design is created under the print format.</p> <ul style="list-style-type: none"> • Address Header – Designs under this format type usually have patron information such as name and address and serve as a separator between transactions. • Receipt – Is an item that is printed with details about a transaction and payment information. • Ticket – Is the actual ticket for the event. • Additional Items card – Used to inform a user that the tickets printed when a batch print job is resumed (such as after reloading ticket stock in the printer) are additional items that go with the tickets that were printed before the stock ran out. • Cash Drawer Sales Activity – For the Cash Drawer (on a ticket) report. This portion prints the sales revenue information for the user running the report. • Cash Drawer Payment Activity – For the Cash Drawer (on a ticket) report. This portion prints the information for the payments received by the user running the report. • Void – Used as a separator between orders in sheet printing. • Extra Print Ticket – Used for extra-print items that are printed once per ticket. • Extra Print Delivery – Used for extra-print items that are printed once per delivery.
Consolidated Receipts	<p>(Only available when 'Format Type' is set to "Receipt.")</p> <p>If a user is configured to print two receipts (merchant copy and customer copy) for credit card transactions, the receipts will normally be printed on two separate pieces of ticket stock. However, if the Consolidated Receipt box is checked for the receipt print format, the merchant and customer copies of the receipt can be printed on one piece of ticket stock (the ticket design will need to be set up to accommodate this).</p>

Design attributes are bundled in groups, and the following attribute groups are available to each format type:

	Cash Drawer	Miscellaneous	Patron	Payment Method	Seat	Ticket Delivery	Transaction
Address Header		X	X			X	X
Receipt		X	X	X		X	X
Ticket		X	X		X	X	X
Additional Items Card		X	X			X	
Cash Drawer Sales Activity	X	X					
Cash Drawer Payment Activity	X	X					
Void		X					


Plain text attributes are available to all of the above format types.

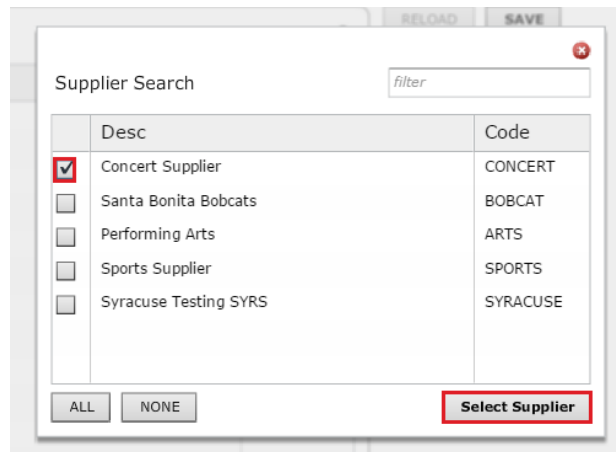
Supplier Mappings

The "Supplier Mappings" function allows the user to associate a print format with one or more Suppliers. For example, a print format might have an associated ticket design that is only to be printed for events belonging to Supplier A. Mapping the print format to Supplier A prevents the ticket design from being printed for events owned by Supplier B.

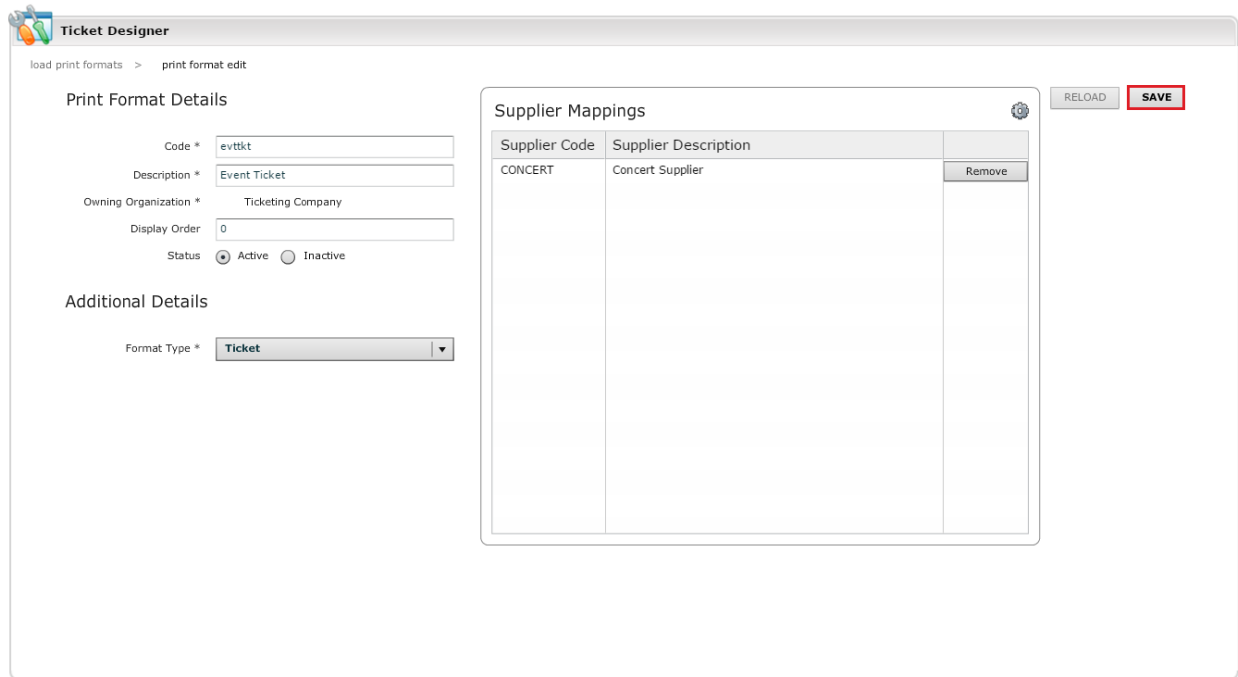
For users assigned the TicketDesign role (but not also assigned the ConfigMgmt and/or the SecurityMgr role), the *Print Format Details* screen only allows the user to map a print format to a Supplier that has been associated with the user's 'logged-in as' Agency.

The *Print Format Details* screen only allows a print format to be associated with a Supplier if the 'Format Type' drop-down field has been set to a relevant type, i.e., Ticket, Extra Print Ticket, or Extra Print Delivery.

- To associate a Supplier to the print format, click the  icon to search for and select a Supplier. Once one or more Supplier has been selected, click **Select Supplier**.

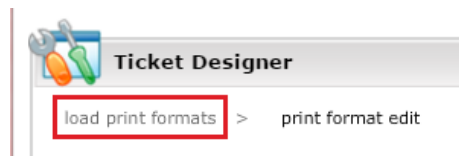


- To create the new print format, click **SAVE**.



The screenshot shows the 'Ticket Designer' interface. On the left, under 'Print Format Details', there are input fields for Code (*), Description (*), Owing Organization (*), Display Order, and Status (Active/Inactive). Below that is 'Additional Details' with a dropdown for Format Type (*). On the right, a 'Supplier Mappings' table is visible with columns for Supplier Code and Supplier Description, and a 'Remove' button. At the top right of the form area, there are 'RELOAD' and 'SAVE' buttons, with 'SAVE' highlighted in red.

- Once the format has been saved, you can return to the list of print formats by clicking the 'load print formats' link on the top of the page or by navigating to *Ticketing Setup > Ticket Designer*.

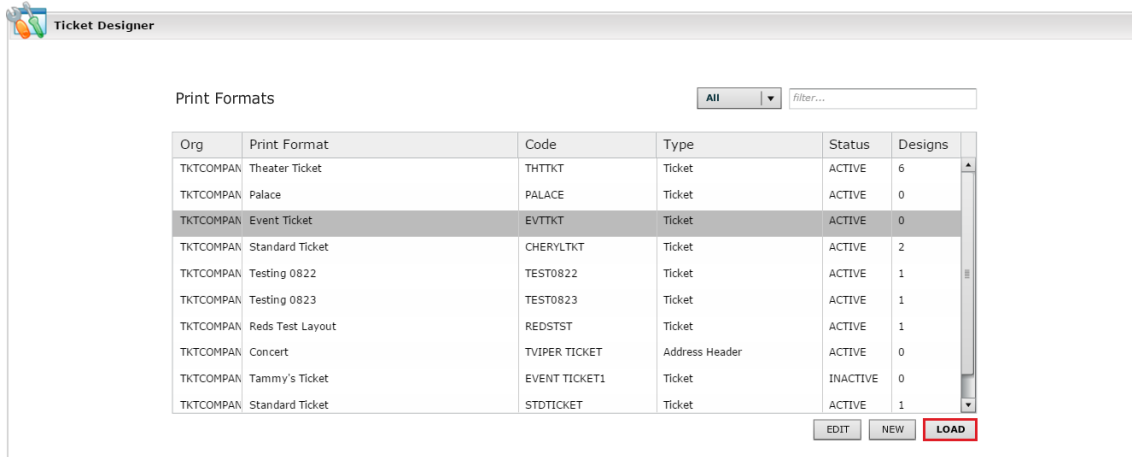


Ticket Design

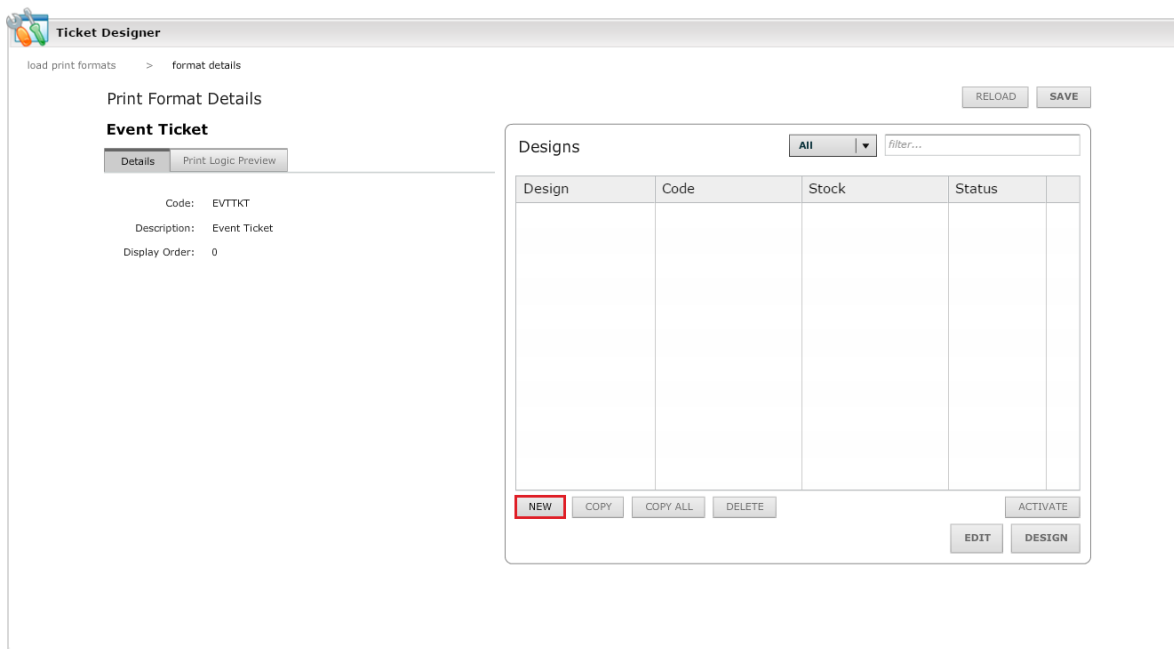
The first screen in the designer is the *Print Formats* screen. This screen will display all print formats to which the user has access. Ticket designs can only be created under existing print formats. Once a user has an active print format created, they can begin creating a new design, or edit an existing design.

Print formats can be found by using the scroll bar on the right, or you can filter the results by typing the print format code in the search box. Users can use the drop-down box next to the filter text field to search for active print formats only, inactive print formats only, or all print formats regardless of status.

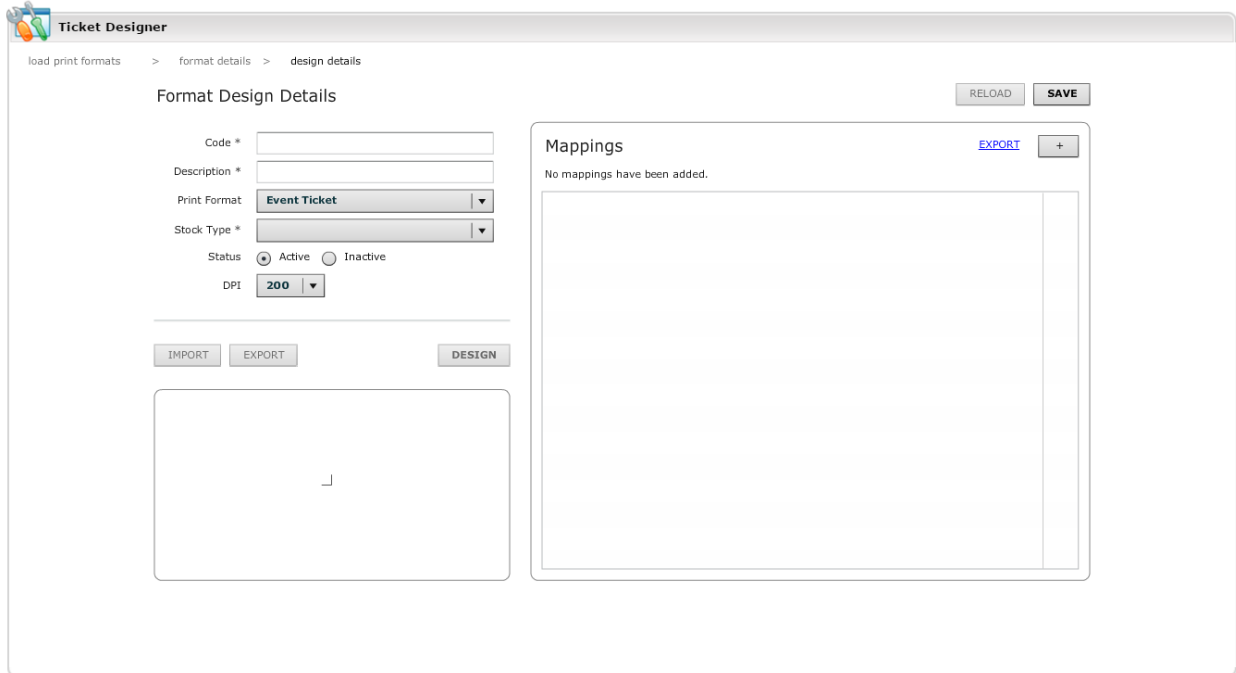
- Once the correct print format is selected, click **LOAD** to advance to the *Print Format Details* screen.



- To create a new ticket design, click **NEW**.

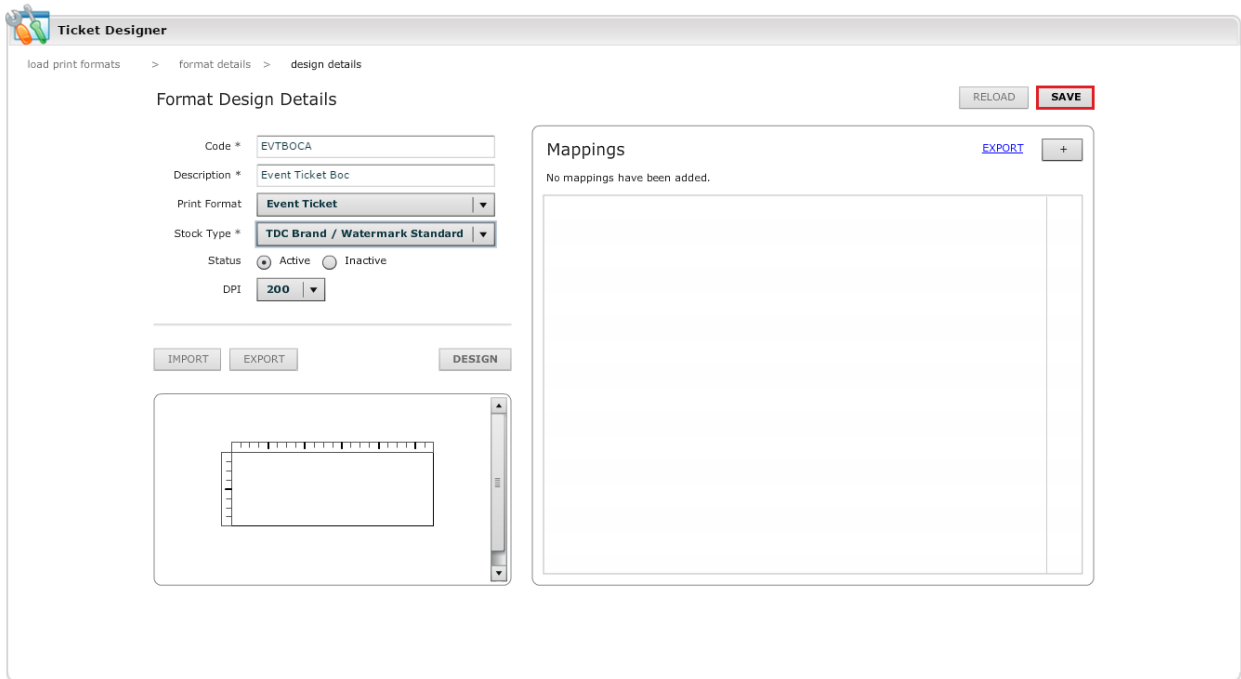


Format Design Details



Format Design Details	
Code	Enter a unique code up to 16 characters with no spaces.
Description	Enter a description for the print format with no special characters. The description can contain up to 50 characters and spaces. This should be written in mixed case.
Print Format	This field will default to the print format loaded when first entering the ticket designer. A different print format can be chosen using the drop-down if necessary.
Stock Type	Select the stock type that will be used when printing this design.
Status	Select the radio button to determine if the design is 'Active' or 'Inactive.'
DPI	Select the dpi (dots per inch) setting that matches the printer that you will be using to print tickets with this ticket design.

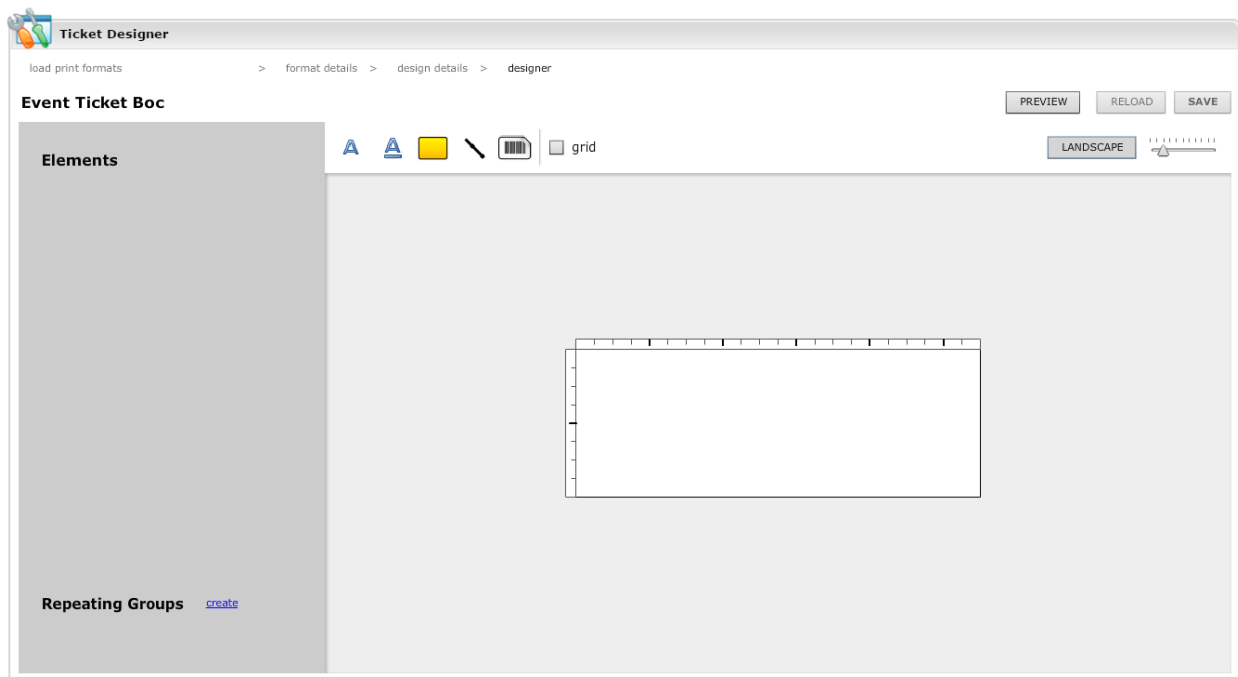
- To create the new ticket design, click **SAVE**.









- After the design has been saved, the **IMPORT**, **EXPORT** and **DESIGN** buttons will become active. To create a new design, click **DESIGN**.

Designer Tool Bar

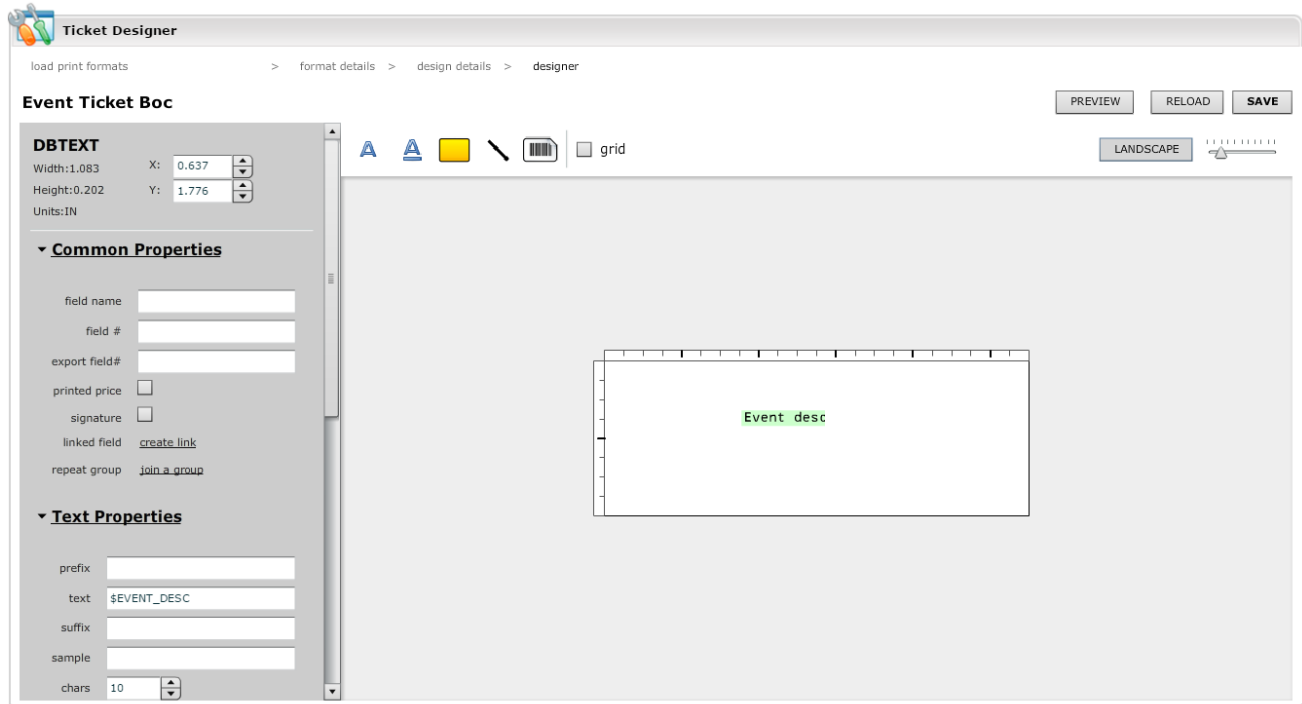
- Add attributes to the design by clicking the icon or dragging the icon to the ticket.



Designer Tool Bar	
	Select this icon to add a plain text attribute to a ticket design.
	Select this icon to add a database text attribute to a ticket design.
	Select this icon to add a box to the ticket design.
	Select this icon to add a line to the ticket design.
	Select this icon to add a lined barcode to the ticket design.
<input type="checkbox"/> grid	Check this box to put a grid in the design area.
<input type="checkbox"/> snap	(Only available when 'grid' box is checked). Check this box to have attributes snap to the closes grid line when using drag and drop to place attributes.
	(Only available when 'grid' box is checked). Slide to adjust the size of the grid.

Attribute Properties

Once an attribute has been added to a design, its attribute properties will appear on the left side of the screen any time that attribute is selected.



The screenshot shows the Ticket Designer interface. On the left, the 'Event Ticket Boc' properties panel is open for a 'DBTEXT' attribute. The 'DBTEXT' section shows 'Width: 1.083', 'X: 0.637', 'Height: 0.202', and 'Y: 1.776'. Below this are sections for 'Common Properties' and 'Text Properties'. The 'Common Properties' section includes fields for 'field name', 'field #', 'export field #', 'printed price', 'signature', 'linked field', and 'repeat group'. The 'Text Properties' section includes fields for 'prefix', 'text' (set to '\$EVENT_DESC'), 'suffix', 'sample', and 'chars' (set to 10). The main design area on the right shows a grid with a text attribute 'Event desc' placed on it. The top of the interface has navigation tabs and buttons for 'PREVIEW', 'RELOAD', and 'SAVE'.

X and Y coordinates: Settings can be adjusted manually by clicking on the up and down arrows for each coordinate or by typing in the desired coordinates. The starting points for these coordinates are the upper-left corner of the ticket. The X value determines how far down from the top the attribute should be (on a standard 2 X 5.5 inch ticket, this would be the 2" part). The Y value determines how far to the right the attribute should be (on a standard 2 X 5.5 inch ticket, this would be the 5.5" part).

Common Properties	
field name	Not required for tickets, address headers, or receipts that will be printed through a Boca printer. This field is required for export designs, T@H and T@P designs.
field #	Not used
export field #	Not required for tickets, address headers or receipts that will be printed through a Boca printer. This field <i>is</i> required for export format designs.
printed price	One element in each ticket design can be marked as the “printed” ticket price.
signature	Zero or more elements in a receipt design can be marked as being part of a signature line. These elements are only printed on the receipt when it’s supposed to include the signature line.
linked field	Click the “create link” hyperlink to link the current attribute to another attribute in the design. This will cause the current attribute to be printed immediately after the attribute to which it is linked.
repeat group	(Only used for Cash Card Payment Activity types.) Used to create a pattern for repeating specified attributes on a design, e.g., the attribute \$PAYMENT_DESCRIPTION can be repeated to print one line for each payment method – cash, check, Visa, etc.
Text Properties	
prefix (dbtext only)	Text to print immediately before the associated attribute.
text	The plain text or database text attribute to be printed.
suffix (dbtext only)	Text to print immediately after the associated attribute.
format (dbtext date or time only)	Click to set the format to be used for date and time. Users can choose to select from pre-defined formats, or enter a custom format using standard Java formatting. Ex. “hh:mm a” = 10:00 AM (or PM) “EEE. MMM dd, yyyy” = SUN. APR 09, 2017
characters	Maximum number of characters allowed for the attribute.
case	Mainly used for dbtext attributes, as plain text can be typed as desired.
Boca Font Properties	
alignment	Justification for the attribute (left, center, right).
font	Choose from supported Boca fonts.
width	Choose a width multiplier to change the font size if desired.
height	Choose a height multiplier to change the font size if desired.
rotation	<ul style="list-style-type: none"> • None – Text prints from left to right. • Left – Text prints up the ticket from bottom to top. • Right – Text prints down the ticket from top to bottom. • Upside Down – Text prints upside down on the ticket from right to left.
Translation	When enabled, supports special characters entered in a ticket design or pulled from a dbtext field to be printed on the ticket. (See Appendix.)
True Type Font Properties	
alignment	Justification for the attribute (left, center, right).
style	Bold, italics, underline.

Common Properties	
font	Choose from supported Windows fonts.
size	Choose from supported Windows font sizes.
rotation	<ul style="list-style-type: none"> • None – Text prints from left to right. • Left – Text prints up the ticket from bottom to top. • Right – Text prints down the ticket from top to bottom. • Upside Down – Text prints upside down on the ticket from right to left.

Barcode Properties	
rotation	<ul style="list-style-type: none"> • None – Text prints from left to right. • Left – Text prints up the ticket from bottom to top. • Right – Text prints down the ticket from top to bottom. • Upside Down – Text prints upside down on the ticket from right to left.
type	Select the barcode type from the dropdown. Currently only CODE128 is supported.
readable	Check this box to have the human-readable barcode printed on the ticket. This is the 13 character code that can be seen in an order's print history (ex. 4C27-JL2GGDA2).
font size	This setting determines the horizontal width of the lined barcode. This can only be set in whole numbers and adds the same amount of width for each increase (so a font size of 2 is twice as wide as font size 1).
barcode size	This setting determines the vertical height of the lined barcode. This can also only be set in whole numbers and adds the same amount of height for each increase.
scale	This setting is only used for sheet printing and can be used to adjust the overall size of a barcode by smaller increments. For example, if a barcode with the default scale setting of 1.0 is too large, a user can set the scale to 0.6 to print a barcode that is about 60% of the original size.

NOTE: Some dbtext attributes, such as Extended Seat Definitions (“ESD”) and Traits, need information added to them to specify which one the user wishes to print.

In the text field under Text Properties, an ESD attribute will show as "\$EXTENDED_SEAT_DEF". The user will then need to add either the ESD code, or the ESD ID. The ESD code must be surrounded by parentheses and single quotes, e.g., "\$EXTENDED_SEAT_DEF('ADA')". If you use the ESD ID, then you only need to use parantheses, e.g., "\$EXTENDED_SEAT_DEF(12345)."

The \$EXTENDED_SEAT_DEF attribute is not used for ESDs that have a definition type of "Aisle," "Door Portal," or "Gate Entrance." To print these ESDs, a user would use the \$AISLE, \$DOOR, or \$GATE attributes respectively. As long as there is only one of each of these ESD types, the system will know the correct information to print on the ticket.

Conditional XML

ProVenue allows you to alter the output of a text or dbtext attribute through conditional statements. These statements are added in XML format to the properties of the attribute, and allow you to modify the output when one or more conditions are met.

An example of this would be if you are using the \$TICKET_PRICE attribute in your design, but do not want the ticket price to print for your complimentary buyers. Instead, you just want the word "GUEST" to print. To do this, you would add the following condition statement to the TICKET_PRICE attribute:

```
<condition type="EQ" inclusion_type="CUSTOMIZE">
  <condition_content name="$BUYER_TYPE_CODE" values="COMP"/>
  <output value="GUEST"/>
</condition>
```

If you decide that you also want to print something different for your complimentary buyers, depending on price scale, you could use a nested conditional statement:

```
<condition_syntax type="NESTED_AND" inclusion_type="CUSTOMIZE">
  <condition type="EQ">
    <content_content name="$BUYER_TYPE_CODE " values="COMP" />
  </condition>
  <condition type="EQ">
    <content_content name="$PRICE_SCALE_CODE" values="Price1" />
  </condition>
  <output value="GUEST" />
</condition_syntax>
```

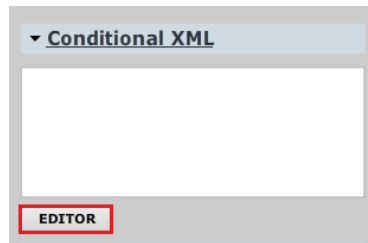
There are many different types of conditional statements that can be used. The following example shows the different possibilities that can be used:

```
<condition_syntax type="NESTED_AND|NESTED_OR" inclusion_type="CUSTOMIZE|EXCLUSION">
  <condition type="EXISTS|NOT_EXISTS|LT|LE|EQ|GE|GT|IN|NI">
    <content_content name="$PATRON_TRAIT('123').currency" values="10.00" />
  </condition>
  <condition type="EXISTS|NOT_EXISTS|LT|LE|EQ|GE|GT|IN|NI">
    <content_content name="$ORDER_AMOUNT" values="100.00" />
  </condition>
  <output value="$PATRON_TRAIT('123').string" />
</condition_syntax>
```

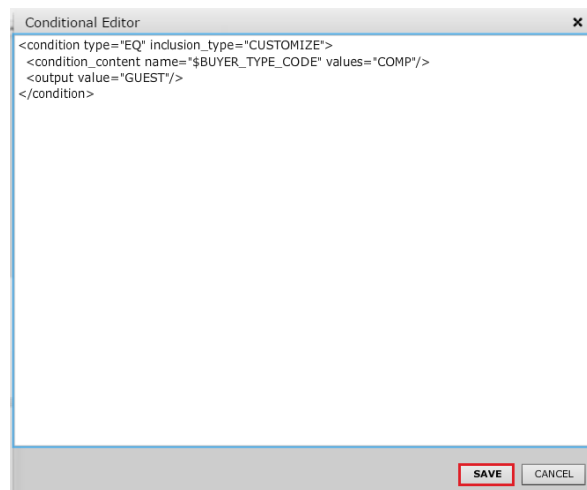
(Less Than, Less than or Equal to, Equal to, Greater Than, Greater than or Equal to, IN (list), Not In (list))

Note that in the example above, the output value is not only specifying which patron trait the system needs to select for printing, but also which trait data field.

- To add Conditional XML to a design attribute, click **EDITOR**

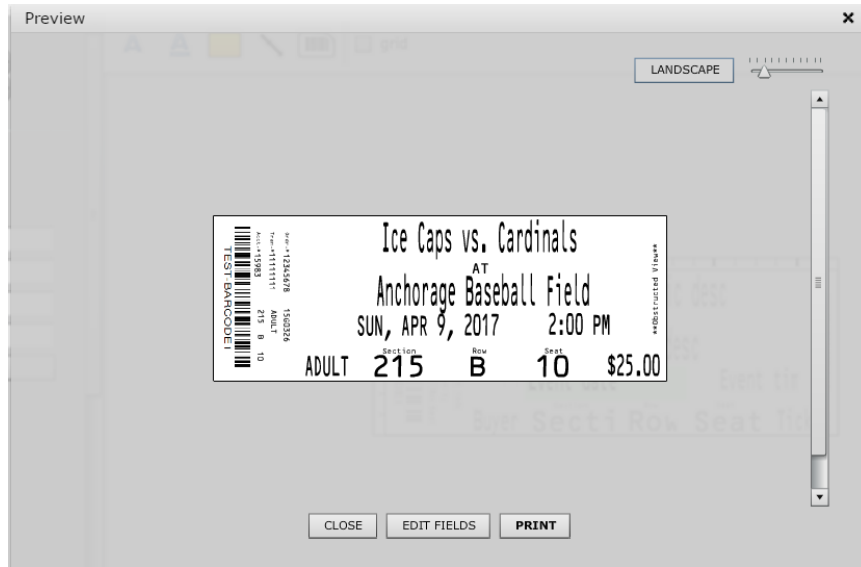


- Enter the conditional statement, and then click **SAVE**.

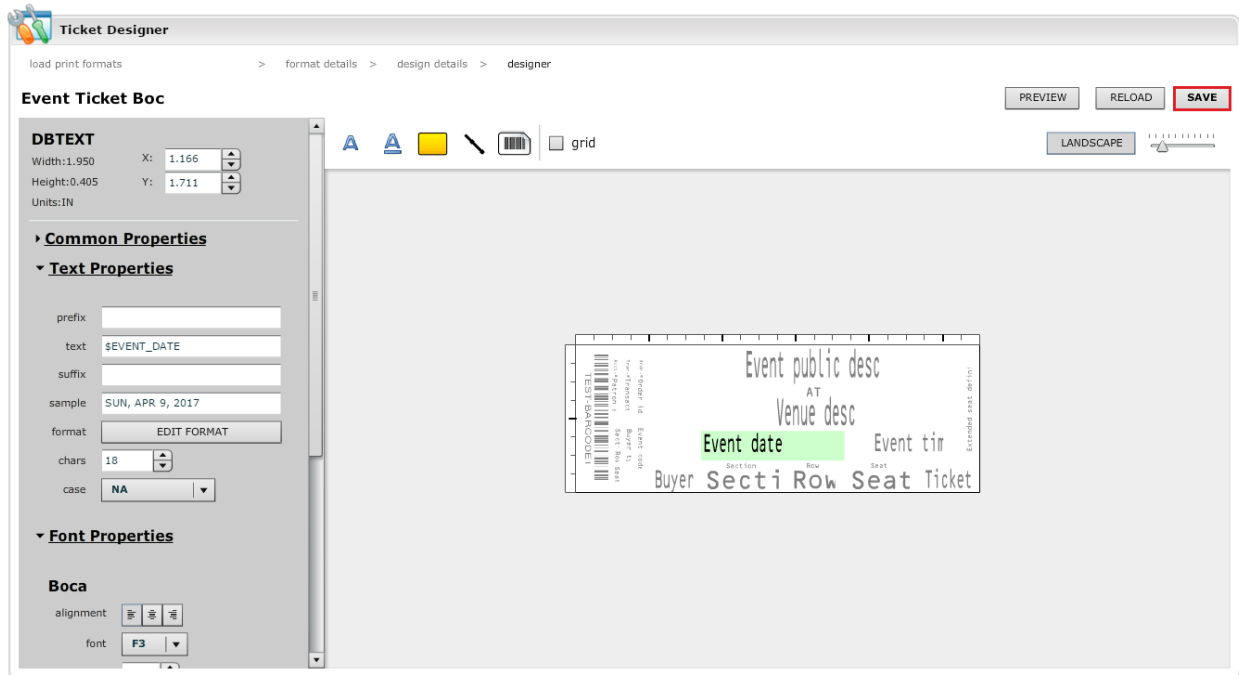


- To delete an attribute from the design, highlight the attribute, and then click **DELETE**.
- To make an exact copy of an attribute, highlight the attribute, and then click **CLONE**. This is useful when making a plain text or dbtext attribute print bolded. To achieve this on a Boca, you have to make a second element for the same field in the design, and stagger the height and width by 0.005. This prints the field twice, with the second print adjusted just slightly to make it appear bolded.

- To see a preview of a ticket with the current design, click **PREVIEW**.



- To change the view of the ticket from horizontal (length of ticket displayed horizontally across screen) to vertical (length of ticket displayed vertically down the screen), click **LANDSCAPE**.
- To save the design, click **SAVE**.



- If you don't want to save the current design, but want to reload the last-saved version of the current design, click **RELOAD**. All changes since the last save will be discarded.



Mapping

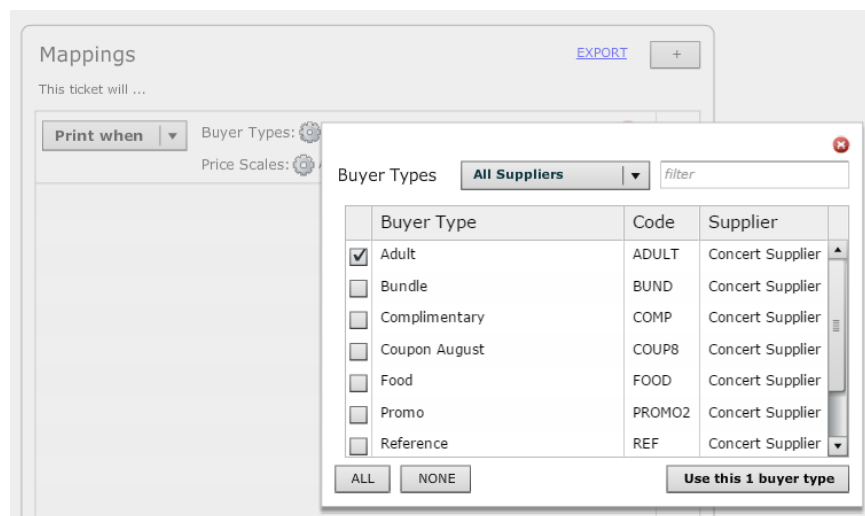
When designing tickets for a print format with a 'Format Type' of "TICKET," the design can be mapped to specific Buyer Types and/or Price Scales. For example, if you want to print a regular ticket with full details about the event, section, row, seat, ticket price, etc. for most of the seats sold to an event, but want to print a ticket that just says "VIP SUITE" for any tickets sold to the Adult Buyer Type in Price Scale 1, you can map a separate design to the Adult Buyer Type and Price Scale 1.

Ticket design mapping is not meant to replace the use of conditional statements. Condition statements should still be used to alter or exclude the output for a given attribute within a ticket design. If, however, there are many attributes on a given design that need to be altered, and it would be easier to have a second design for certain Buyer Types and/or Price Scales, design mapping may be used. It is important to note that ticket designs that have mappings set can still have condition statements on the attributes in the design.

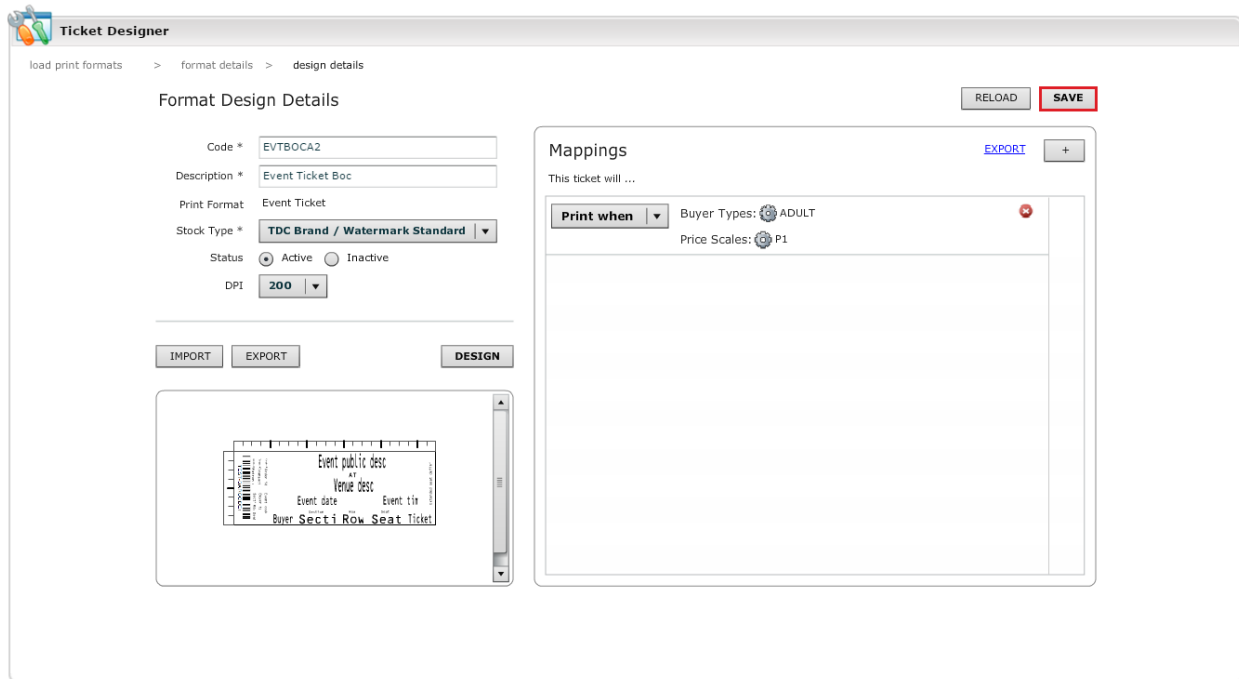
- To create mappings, navigate to the *Format Design Details* screen.



- Click  to add mappings. The mappings can be set to either "Print when" the specified Buyer Type(s) and/or Price Scale(s) match, or "Skip when" the specified Buyer Type(s) and/or Price Scale(s) match. Click the  icon to search for and select Buyer Types and/or Price Scales.



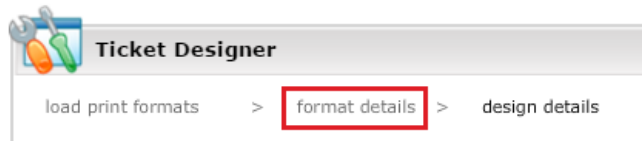
- Once all mappings are complete, click **SAVE** to save the changes to the Format Design Details. If you do not want to save changes, and want to go back to the last-saved configuration of the Format Design Details, click **RELOAD**.



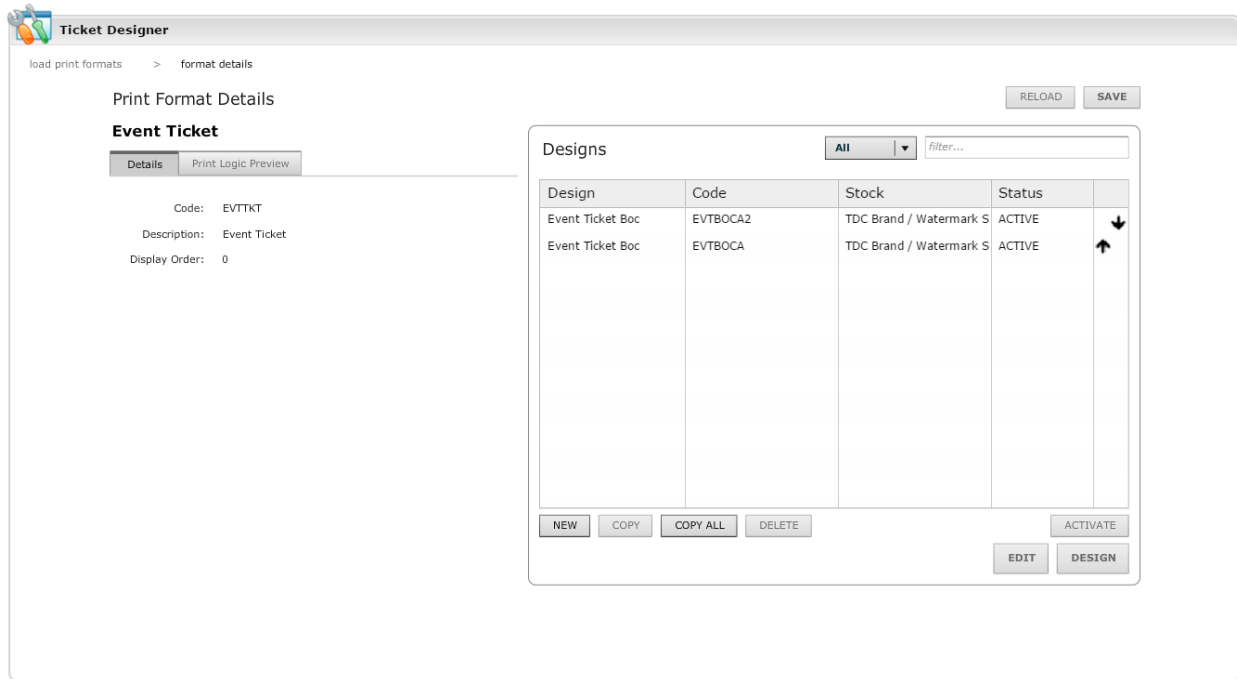
Sequencing

Users can create several ticket designs under the same print format, using the same stock type. When determining which ticket design to use for a ticket, the system will start with the first design in the list displayed on the *Print Format Details* screen and evaluate each design until it finds the design which matches the stock type set for the user's printer, the Buyer Type of the ticket, and the Price Scale of the ticket. If all designs match, the system will print the first design in the list.

- To set sequencing, navigate to the *Print Format Details* screen.



- To change the order of the designs, clicking the up or down arrows next to each design. To save the changes, click **SAVE**.



Print Format Details

Event Ticket

Code: EVTTKT
Description: Event Ticket
Display Order: 0

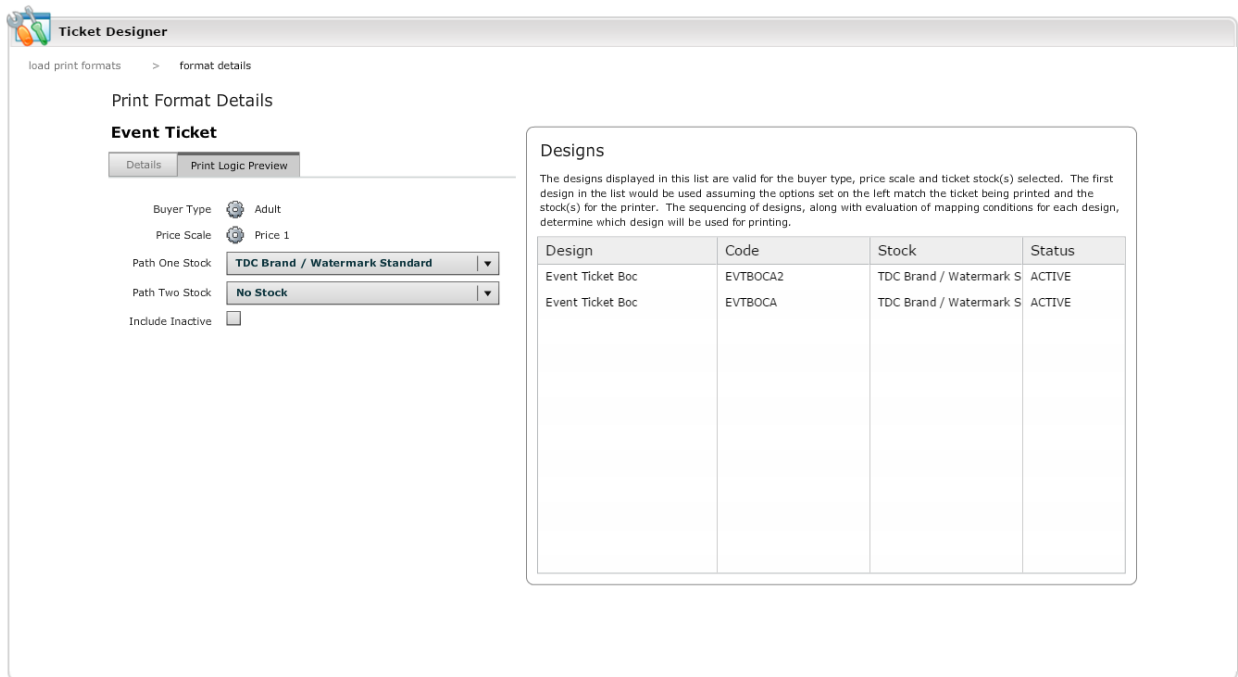
Design	Code	Stock	Status	
Event Ticket Boc	EVTBOCA2	TDC Brand / Watermark S	ACTIVE	↓
Event Ticket Boc	EVTBOCA	TDC Brand / Watermark S	ACTIVE	↑

Buttons: NEW, COPY, COPY ALL, DELETE, ACTIVATE, EDIT, DESIGN, RELOAD, SAVE

Print Logic Preview

As ticket designs are added to a print format, and mappings are added to the designs, it can become difficult to track which design will be printed for a given transaction. The Print Logic Preview allows the user to enter a Buyer Type and/or Price Scale (along with the stock type) for a loaded print format, and the system will display which design(s) would be available for printing. If there is more than one design available, the designs will be listed in the order that they are sequenced on the “Details” tab. This is also the order that the designs would be considered for printing for this print format.

- Select the “Print Logic Preview” tab from the *Print Format Details* screen. Click the  icon to search for and select Buyer Type and/or Price Scale. Select the stock type(s) from the dropdown.



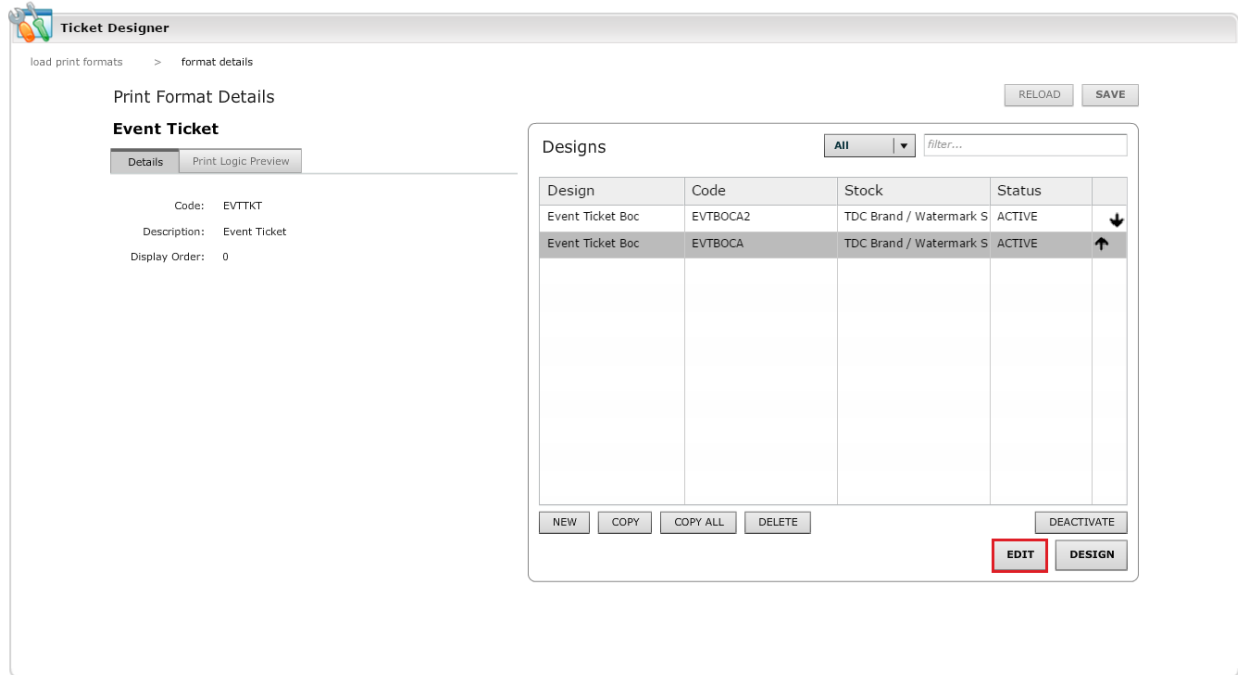
The screenshot shows the 'Ticket Designer' interface with the 'Print Format Details' section for an 'Event Ticket'. The 'Print Logic Preview' tab is active. On the left, there are configuration options: Buyer Type (Adult), Price Scale (Price 1), Path One Stock (TDC Brand / Watermark Standard), Path Two Stock (No Stock), and an 'Include Inactive' checkbox. On the right, the 'Designs' section displays a table of available designs based on the selected criteria.

Design	Code	Stock	Status
Event Ticket Boc	EVTBOCA2	TDC Brand / Watermark S	ACTIVE
Event Ticket Boc	EVTBOCA	TDC Brand / Watermark S	ACTIVE

Importing and Exporting Designs

Ticket designs can be exported from one print format and imported to another print format. These designs can also be exported from one system, e.g., UAT, and imported to another system, e.g., Production.

- To export a design, navigate to the *Print Format Details* screen. Select the design to export and click **EDIT**.



Print Format Details

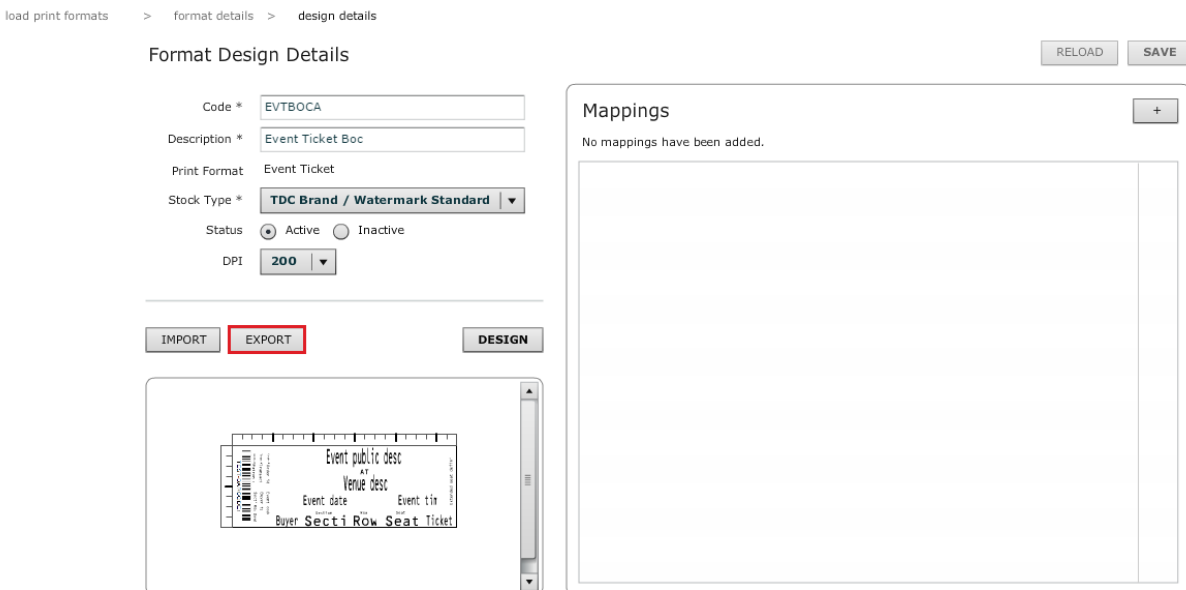
Event Ticket

Code: EVTTKT
Description: Event Ticket
Display Order: 0

Design	Code	Stock	Status
Event Ticket Boc	EVTBOCA2	TDC Brand / Watermark S	ACTIVE
Event Ticket Boc	EVTBOCA	TDC Brand / Watermark S	ACTIVE

Buttons: NEW, COPY, COPY ALL, DELETE, DEACTIVATE, **EDIT**, DESIGN

- From the *Format Design Details* screen, select **EXPORT** to save the XML file to your computer.



Format Design Details

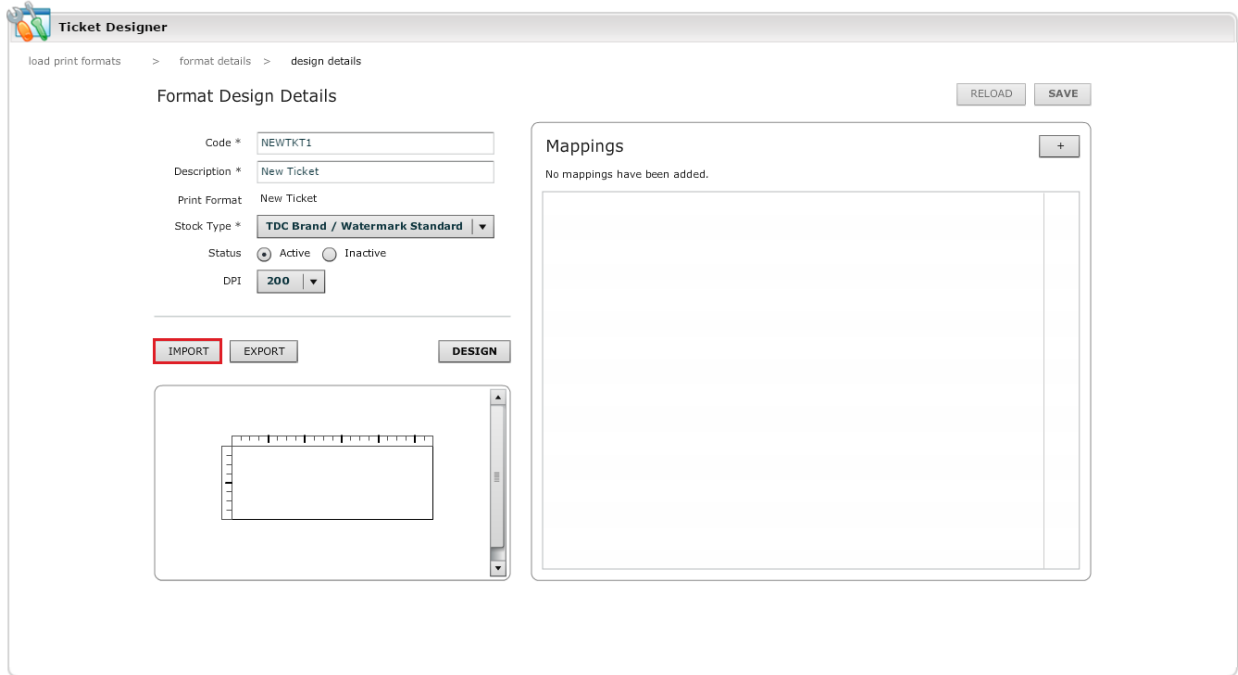
Code * EVTBOCA
Description * Event Ticket Boc
Print Format Event Ticket
Stock Type * TDC Brand / Watermark Standard
Status Active Inactive
DPI 200

Buttons: IMPORT, **EXPORT**, DESIGN

Mappings: No mappings have been added.

Ticket Preview: Event public desc, Venue desc, Event date, Event tin, Buyer Sect i Row Seat Ticket

- To import the design, navigate to the *Format Design Details* screen for the desired format. Click **IMPORT** and select the saved file.

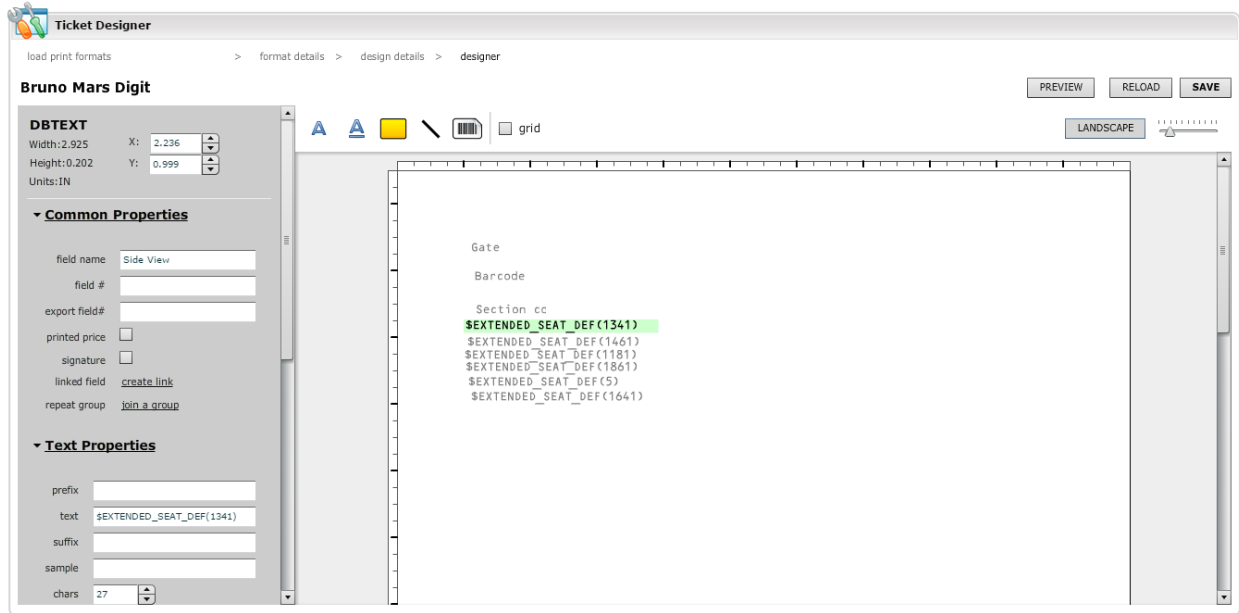


It is also recommended that a ticket design should be exported prior to making changes. This will allow a user to import the previous design if necessary.

Digital Designs

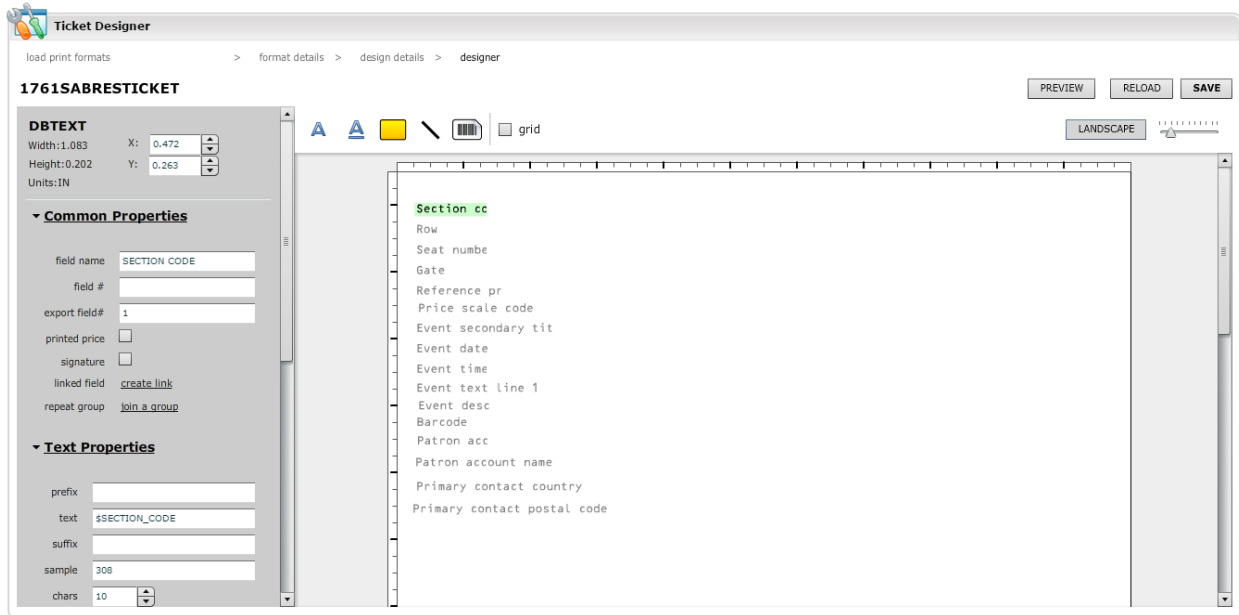
With digital designs, such as Tickets@Home, additional setup is needed in ProVenueOnline. ProVenueOnline can pull fields to print on the Tickets@Home ticket from either the ProVenueOnline transaction or from ProVenue.

When ProVenueOnline pulls a field from ProVenue, it looks for the 'field name' that is set in the attribute properties for that field. In the example below, the 'field name' for an Extended Seat Definition is set as "Side View." This 'field name,' also referred to as the "PVO literal," must be set up in ProVenueOnline before the data for that field will be pulled from ProVenue.



Export Designs

When creating export format designs for ticket files, each field to be exported must have a 'field name' and 'export field #' set in its attribute properties. The 'field name' will be used as the header row in the export file.



The screenshot shows the 'Ticket Designer' application window. The title bar reads 'Ticket Designer' and the breadcrumb navigation shows 'load print formats > format details > design details > designer'. The main window title is '1761SABRESTICKET'. On the left, there are controls for 'DBTEXT' with dimensions (Width: 1.083, Height: 0.202) and coordinates (X: 0.472, Y: 0.263). Below this are two sections: 'Common Properties' and 'Text Properties'. The 'Common Properties' section includes fields for 'field name' (containing 'SECTION CODE'), 'field #', 'export field#' (containing '1'), 'printed price', 'signature', 'linked field' (with a 'create link' button), and 'repeat group' (with a 'join a group' button). The 'Text Properties' section includes fields for 'prefix', 'text' (containing '\$SECTION_CODE'), 'suffix', 'sample' (containing '308'), and 'chars' (containing '10'). On the right side of the window, there are buttons for 'PREVIEW', 'RELOAD', and 'SAVE', and a 'LANDSCAPE' orientation selector. The central design area shows a list of fields to be exported, starting with 'Section cc' in green, followed by 'Row', 'Seat numbe', 'Gate', 'Reference pr', 'Price scale code', 'Event secondary tit', 'Event date', 'Event time', 'Event text line 1', 'Event desc', 'Barcode', 'Patron acc', 'Patron account name', 'Primary contact country', and 'Primary contact postal code'.

Appendix – Special Characters Supported

Special Character Description	Example
Grave accented letters	è
Acute accented letters	é
Umlaut or diaeresis	ü
Pound	£
Euro	€
Eszett	ß
Registered Trademark	®