



PROVENUE®
TRAINING DOCUMENTATION

*Ticketing Setup –
Event Administration*

Revision History

Document Version	Application Version	Date	Author	Changes
1.0				Document Originated
2.0	PV 3.4.00	4/2/2015	Susan Leslie	Updated for PV 3.4.00

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Overview

An event is a single occurrence, something that happens, at a venue at a specific date and time. An event may be a performance of a play, a game in sports, a lecture in an auditorium, a concert, a symphony, and so forth.

Prerequisites

To create an event within ProVenue[®], a user must have one of the following Portal Roles assigned within *User Management*:

- ConfigMgmt – Configuration Management; or
- TicketingSetup – Supplier Scoped Ticketing Setup

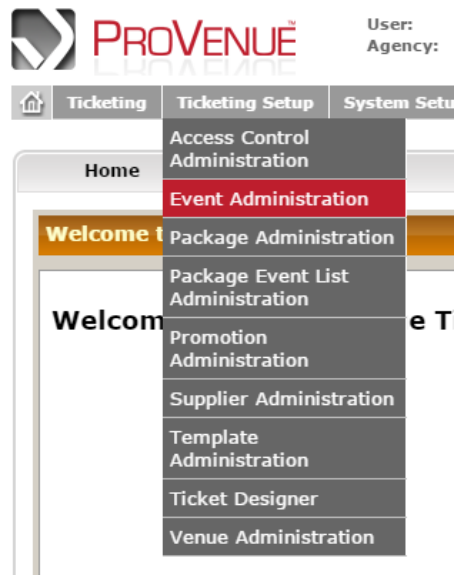
These roles allow a user access to *Event Administration*.

Before creating an event, the following items must be set up in the system:

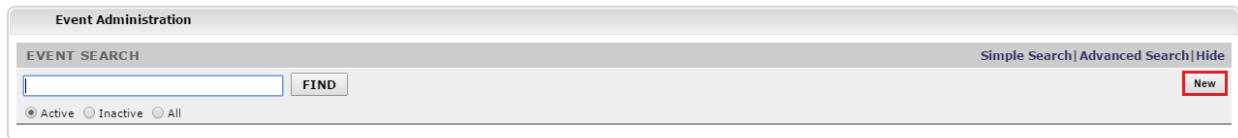
- Supplier
- Season
- Venue
- Access Code
- Primary/Settlement Org Affiliates
- Price Structures

Creating an Event

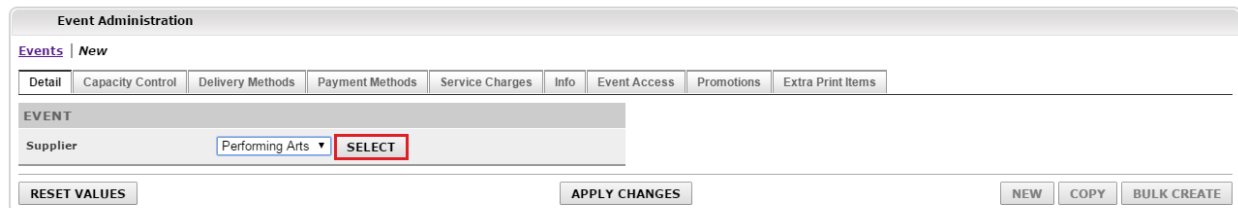
- From the *Home* screen, navigate to *Ticketing Setup > Event Administration*.



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



- Choose the Supplier from the dropdown list and click **SELECT**.



Detail

The following screen will be displayed.

Event Administration

[Events](#) | [New](#)

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

EVENT

ID

Supplier Performing Arts Change

Code

Description

Public Description

Secondary Title

Season 16POPS - 2015 - 2016 Pops Season

Event Run

Keywords

Access Code ALLACCESS - ALL access

Event URL

Event Class Primary

Event Category

Exchange Group

Associated Event

Event Inventory Type Inventoried

Event Date Type Fixed

Event Status Off Sale

Options Sold Out Packages Only

Inclusive Tax

General Ledger Number

Display Order 100

Status Active Inactive

PVO Acceptance Block Event Force Event

GENERAL OPTIONS

Schedule

Calendar Only

Start Date/Time

Date And Time Text

Running Time In Minutes

Entry Date/Time

Access Control

Ticket Activity Data Feed

Dynamic Pricing Data Feed

RESERVATION RELEASE DATE

Single Event

Relative To Transaction Inherit

Relative to Event Inherit before event

Fixed Date

Group Tickets

SALE TYPE RESTRICTIONS

Self-Service Restrictions

Self-Service Printing Sale Type Restriction Single Group Package

Exchange Sale Type Restriction Single Group Package

Forward Restriction

Market Restrictions

RENEWAL GROUP

Renewal Group

Can Be Released Online

VENUE

Venue BLKBOX - Black Box Theatre

Region

Time Zone America/New_York

Capacity

Reporting Capacity 0

Master Configuration

Venue Configuration

Hold Code Template

Best Seat Map

Price Scale Configuration

Extended Seat Configuration

Externally Sell By Type Price Scale

Zone Ext Seat Config

PRICING

Single Ticket Price Structure Edit

Group Ticket Price Structure Edit

Auto Map Promotions

Fixed Price For Auction

TICKET PRINT FORMATS

Ticket Print Status Now

Single Ticket Format

Group Ticket Format

ORG AFFILIATES

Primary

Secondary

Settlement

TICKET TARGETS

Revenue Target

Tickets Sold Target

EXCHANGES

Same Supplier Same Event Run

Same Primary Org Affiliate Same Season

Same Venue Same Quantity

LIABILITY

Primary Market	Secondary Market
<input checked="" type="checkbox"/> Same Venue	<input checked="" type="checkbox"/> Same Venue
<input checked="" type="checkbox"/> Same Supplier	<input checked="" type="checkbox"/> Same Supplier
<input checked="" type="checkbox"/> Same Season	<input checked="" type="checkbox"/> Same Season
<input checked="" type="checkbox"/> Same Event Run	<input checked="" type="checkbox"/> Same Event Run
<input checked="" type="checkbox"/> Same Primary Org Affiliate	<input checked="" type="checkbox"/> Same Primary Org Affiliate

OPEN ITEM LIABILITY TYPE ASSIGNMENTS

Voucher Inherit

Consign Back Inherit

Secondary Market Inherit

Secondary Market External Inherit

Secondary Market Reversal Inherit

RESET VALUES
APPLY CHANGES
NEW COPY BULK CREATE

- Enter the necessary information for the event, as described in more detail below.

Event

EVENT	
ID	
Supplier	Performing Arts <input type="button" value="Change"/>
Code	<input type="text"/>
Description	<input type="text"/>
Public Description	<input type="text"/>
Secondary Title	<input type="text"/>
Season	16POPS - 2015 - 2016 Pops Season ▼
Event Run	<input type="text" value="▼"/>
Keywords	<input type="text"/>
Access Code	ALLACCESS - ALL access ▼
Event URL	<input type="text"/>
Event Class	Primary ▼
Event Category	<input type="text" value="▼"/>
Exchange Group	<input type="text" value="▼"/>
Associated Event	
Event Inventory Type	Inventoried ▼
Event Date Type	Fixed ▼
Event Status	Off Sale ▼
Options	<input type="checkbox"/> Sold Out <input type="checkbox"/> Packages Only
Inclusive Tax	<input type="checkbox"/>
General Ledger Number	<input type="checkbox"/>
Display Order	<input type="text" value="100"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
PVO Acceptance	<input checked="" type="checkbox"/> Block Event <input type="button" value="Force Event"/>

Event	
ID	A unique system-generated code.
Supplier	The Supplier associated with this event.
Code	Enter a unique code, up to 14 characters, that represents the event.
Description	Enter a description for the event. The description can contain up to 30 characters. This should be written in mixed case.
Public Description	Enter a public description for the event. This is used if the event will be sold online.
Secondary Title	Enter a secondary title for the event. The secondary title is usually a continuation of the event description.
Season	Select a season from the dropdown list. Seasons provide a major grouping for events and packages and may be used to segregate events and packages on reports. The season must have been previously set up in <i>Supplier Administration</i> .
Event Run	Select the event run for the event. Only the event runs that are associated with the Supplier are available for selection in the event configuration.
Keywords	Enter keywords, separated by commas, to be used when searching for an event.
Access Code	Access Codes determine who can access the event for operational functions and some reporting. Only those Agencies/Users with defined permissions for the Access Code associated with the event will be able to access the event and perform the operational functions granted to the role. Access Codes do not control sales access to an event.
Event URL	Type the URL for a web page or site that contains additional information about the event.
Event Class	<p>The event class represents an attribute that describes the nature of an event, for example a “Primary Event” or a “Parking” event. This value is used to distinguish events for reporting and other processing.</p> <ul style="list-style-type: none"> • Primary – Actual events such as concerts, lectures and football games. • Parking – Parking passes for a primary event. • Concessions – Some aspect of concession that is available during a primary event. • Merchandise – Some aspect of merchandise that is available with a primary event. • Secondary – An event that occurs in the primary venue, but is not a primary event. For example, a fan appreciation day could occur in a baseball venue, but is not considered the primary event. • Travel – Some aspect of travel that is provided for people attending a primary event. • Value – Some kind of extra value that is provided with a primary event. For example, the extra value might be a meet and greet opportunity with a celebrity for patrons who purchased an event with this class.


Event	
	<ul style="list-style-type: none"> • Voucher – A payment voucher is a form of payment for an event. Vouchers are usually printed on ticket stock and sold to patrons. The vouchers can then be redeemed for a specific event. For example, patrons could buy a "Flex-40" package of vouchers that they can redeem for regular season baseball games. • Other – A secondary event that is not represented in the dropdown list.
Event Category	Select an Event Category for the Event. Event Categories may be used for reporting and settlement purposes. Event Categories are a type of Event Group defined in <i>Supplier Administration</i> .
Exchange Group	<p>Assigning events to Exchange Groups is an optional part of Event Equivalence configuration, which determines the events that are available for selection during an exchange. Exchange Groups are a type of event group defined in <i>Supplier Administration</i>.</p> <p>Exchange group filtering governs both online exchanges and exchanges processed by box office staff directly.</p> <p>If the source event (the event chosen for the exchange return) is not assigned to an Exchange Group, only other events without an Exchange Group assignment are eligible as the target event (the event chosen for the exchange sale).</p> <p>Note: For partial package exchanges, the system uses Event Equivalence in conjunction with Package Event List Equivalence when relevant. This differs from other rules (like same event run or same venue) that are ignored when Package Event List Equivalence is defined. In other words, Exchange Groups can further filter eligible events from Package Event List equivalence.</p>
Associated Event	Once the event is saved, you will have the option to select associated event(s). Associated events apply only to Events that will be sold through ProVenueOnline®. ProVenueOnline® can use associated events to sell non-primary events, such as parking, together with their associated primary event, such as a baseball game. This association is valid only in the context of ProVenueOnline®.
Event Inventory Type	<ul style="list-style-type: none"> • Inventoried - Inventoried events are used to sell seats or items that have a fixed quantity. • Non-Inventoried - Non-Inventoried events are used to sell non-seat inventory. A donation event is an example of a non-inventoried event.
Event Date Type	<p>The event date type determines whether the event will occur once on a specific date or if it can be used for various dates.</p> <ul style="list-style-type: none"> • Fixed – Select Fixed if the event only occurs once on a specific date. For example, a Wednesday event that

Event	
	<p>occurs at 7:00 PM on June 1, 2016.</p> <ul style="list-style-type: none"> • Variable – Select Variable when the exact same event will recur repeatedly. For example, if all Monday events are free soda coupon events, the non-inventoried soda event can have an event date type of Variable. By making the date type variable, the soda event can be created once and reused by each associated event.
Event Status	<p>The following is a list of Event Statuses and their definitions:</p> <ul style="list-style-type: none"> • Off Sale - The event is off sale and no activity resulting in any change to a seat's status (selling, returning, printing, exchanging, setting hold codes, etc.) may occur. • On Hold - The event has been put into a maintenance state. Once in this state, the system shall no longer be able to lock seats for the event. Note that any seats currently locked as a part of a transaction can be sold if the transaction is completed. • Canceled - The event has been canceled. No further sales of any kind are allowed to this Event. Only returns can be made and only by Sales Channels/Agencies/Users that have permission to do so (see the section on Event Access). It shall not be possible to print tickets for an event with this status. • On Sale - The event is on sale with none of the restrictions imposed by the other Event Statuses. Sales Channels/Agencies/Users with the appropriate access can take various actions on inventory according to their permissions. • Closed - Closing an event in ProVenue® locks the event data down from further changes being made. A status of "Closed" removes the event from sales calendars and prevents additional sale, return, or payment activity to the event. Additionally, no capacity changes are made for an event while in a "Closed" status.
Options	<ul style="list-style-type: none"> • Sold Out – Enabling this option causes the event to appear sold out. Only channels/Agencies/Users with access to sold out events can access the event. • Packages Only – Enabling this option prevents the event from being sold unless it is part of a package.
Inclusive Tax	Select Inclusive Taxes, if any, to be assigned to the event.
General Ledger Number	Select the General Ledger that will be used (if any).
Display Order	This determines the event position when displayed in lists throughout ProVenue. If more than one event has the same display order number, then these will be sorted in alphanumeric order by description.

Event	
Status	Specify whether the event is active or inactive.
PVO Acceptance	Specify whether ProVenueOnline [®] can access information about the event: <ul style="list-style-type: none">• Block Event – Prevents the event from being accepted by the external system.• Force Event – Forces an event to be picked up by the external system.

General Options

Schedule

GENERAL OPTIONS	
Schedule	
<input type="checkbox"/> Calendar Only	
Start Date/Time	<input type="text"/>  <input type="text"/>
Date And Time Text	<input type="text"/>
Running Time In Minutes	<input type="text"/>
Entry Date/Time	<input type="text"/> ▼
Access Control	
Ticket Activity Data Feed	
Dynamic Pricing Data Feed	

General Options - Schedule	
Calendar Only	For events where the date and time are not known or are not relevant, select 'Calendar Only.' This causes the event to be displayed on calendars for the date and time specified, but suppresses the date and time in contexts where a date and time are not required. In addition, if you select 'Calendar Only', then the Entry Date/Time field is disabled.
Start Date/Time	Specify the date and time that the event will start. You must specify a start date/time even if you selected 'Calendar Only'. The format for the date is mm/dd/yy. The format for the time is 00:00 AM or PM.
Date and Time Text	Type a textual representation of the start date/time. The text date and time are displayed in the ticketing interface for users.
Running Time in Minutes	Type the duration of the event in minutes. The running time is displayed to users in the ticket sales interface in the <i>Event Details</i> screen.
Entry Date/Time	Specify the date and time when patrons will be allowed to enter the event venue. You can select Relative to the event date and time or a Fixed date and time.

Access Control

For venues that where access control is enabled, you have the option of defining access control rules in the event configuration.

Access Control can be...

- Enabled for inventoried and non-inventoried events with an Event Date Type of Fixed.
- is configured in the Access Control Administration interface and associated with a supplier.
- is enabled at the venue level. Only the scan properties that are associated with the venue's supplier are available for selection.

GENERAL OPTIONS	
Schedule	
Access Control	
<input type="checkbox"/> Enable Access Control	
Access Control Schedule	From <input type="text"/> ▼ To <input type="text"/> ▼
Valid Scans Per Day	<input type="text" value="1"/>
Valid Scans Per Event	<input type="text" value="1"/>
Barcode Prefix	
Barcode Mask	
External Barcode Mask	<input type="text"/>
Enable Exit Scanning	<input type="checkbox"/>
Secondary Scan Facility	<input type="text"/> ▼
Primary Scan Facility	
Ticket Activity Data Feed	
Dynamic Pricing Data Feed	

General Options – Access Control	
Enable Access Control	When checked, enables Access Control. This can only be configured after Access Control is configured at the Venue level.
Access Control Schedule	In the From field, specify the date and time when the venue doors are open and you want the tickets for the event to scan as valid. In the To field, specify the date and time when the venue doors will close and you want the tickets to cease scanning as valid.
Valid Scans Per Day	Type the number of times tickets should scan as valid each day of the event. To enable unlimited scans per day, enter 0

General Options – Access Control	
	(zero) in this field.
Valid Scans Per Event	Type the number of times tickets should scan as valid for the event. To enable unlimited scans per event, enter 0 (zero) in this field.
Barcode Prefix	The 'Barcode Prefix' field is read-only. These fields may not be populated until after the event is saved for the first time.
Barcode Mask	The 'Barcode Mask' field is read-only. These fields may not be populated until after the event is saved for the first time.
External Barcode Mask	Type the external barcode that you want to use. The external barcode mask allows ProVenue® to recognize tickets that might have been sold and printed by another ticketing system.
Enable Exit Scanning	If exit scanning is enabled, patrons' tickets can be scanned when they leave an event. Depending on the client's rules, patrons may or may not be allowed to re-enter.
Secondary Scan Facility	Select a secondary scan facility if one is available.
Primary Scan Facility	The 'Primary Scan Facility' field is read-only. These fields may not be populated until after the event is saved for the first time.

Ticket Activity Data Feed

Ticket Activity Data Feed

Enable Ticket Activity Data Feed

Last Extract Date Reset Date

General Options – Ticket Activity Data Feed	
Enable Ticket Activity Data Feed	<p>Determines whether the event is eligible for the Stored Value Data Feed.</p> <p>For an event to be eligible for the data feed, the 'Enable Ticket Activity Data Feed' checkbox must be enabled.</p> <p>The data feed (file export) only includes events that have been expressly enabled for the data feed.</p>
Last Extract Date	<p>Indicates the date of the most recent export of this event's data.</p> <p>The user can clear the date by clicking the RESET DATE button.</p> <p>When the date is cleared, the data feed export includes all activity for the event in the data feed.</p>

Dynamic Pricing Data Feed

Dynamic Pricing Data Feed

Enable Dynamic Pricing Data Feed

Last Extract Date Reset Date

General Options – Dynamic Pricing Data Feed	
Enable Dynamic Pricing Data Feed	The event summary data feed (file export) only includes events that have been expressly enabled for dynamic pricing.
Last Extract Date	<p>Indicates the date of the most recent export of this event's data.</p> <p>For example, the 'Last Extract Date' value can be used to ensure that the latest sales data has been provided to the dynamic pricing vendor.</p> <p>The user can clear the date by clicking the RESET DATE button.</p> <p>When the date is cleared, the dynamic pricing export includes all activity for the event in the data feed.</p>

Reservation Release Date

When seats for an Event are reserved, it is possible to have a pre-determined method to calculate a release date for the Event reservation based on the transaction date, Event date, or a fixed date. There are separate settings for Single Event and Group Tickets.

Single Event

RESERVATION RELEASE DATE			
Single Event			
Relative To Transaction	<input checked="" type="checkbox"/> Inherit	<input type="text"/>	<input type="text"/>
Relative to Event	<input checked="" type="checkbox"/> Inherit	<input type="text"/>	<input type="text"/> before event <input type="text"/>
Fixed Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
Group Tickets			

Group Tickets

RESERVATION RELEASE DATE			
Single Event			
Group Tickets			
Relative To Transaction	<input checked="" type="checkbox"/> Inherit	<input type="text"/>	<input type="text"/>
Relative to Event	<input checked="" type="checkbox"/> Inherit	<input type="text"/>	<input type="text"/> before event <input type="text"/>
Fixed Date	<input type="text"/>	<input type="text"/>	<input type="text"/>

Reservation Release Date	
Relative To Transaction	A release date may be set based on a relative time following the transaction. For example, it is possible to allow a patron to retain a reservation for up to 48 hours after making the reservation. This can be set at the Supplier level and inherited to the Event level. It may be overridden at the Event level.
Relative to Event	A release date may be set based on a time relative to the Event date and time. For example, a reservation release date can be set to 24 hours before the Event date and time. This can be set at the Supplier level and inherited to the Event level. It may be overridden at the Event level.
Fixed Date	A release date may be set as a fixed date and time. The fixed date and time can only be defined at the Event level.

Note: The system does not automatically release the reservations on the specified date; it is instead used as a reference for the users.

Sale Type Restrictions

Self-Service Restrictions

SALE TYPE RESTRICTIONS	
Self-Service Restrictions	
Self-Service Printing Sale Type Restriction	<input type="checkbox"/> Single <input type="checkbox"/> Group <input type="checkbox"/> Package
Exchange Sale Type Restriction	<input type="checkbox"/> Single <input type="checkbox"/> Group <input type="checkbox"/> Package
Forward Restriction	
Market Restrictions	

Sale Type Restrictions – Self-Service Restrictions	
Self-Service Printing Sale Type Restriction	To prevent self-service printing for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).
Exchange Sale Type Restriction	To prevent self-service exchanges for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).

Forward Restriction

Forward Restriction	
Forward Sale Type Restriction	<input type="checkbox"/> Single <input type="checkbox"/> Group <input type="checkbox"/> Package

Sale Type Restrictions – Forward Restrictions	
Forward Sale Type Restriction	To prevent ticket forwarding for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).

Market Restrictions

Market Restrictions			
Resale Sale Type Restriction	<input type="checkbox"/> Single	<input type="checkbox"/> Group	<input type="checkbox"/> Package
Transfer Sale Type Restriction	<input type="checkbox"/> Single	<input type="checkbox"/> Group	<input type="checkbox"/> Package
Donation Sale Type Restriction	<input type="checkbox"/> Single	<input type="checkbox"/> Group	<input type="checkbox"/> Package
Consign Back Restriction	<input type="checkbox"/> Single	<input type="checkbox"/> Group	<input type="checkbox"/> Package

Sale Type Restrictions – Market Restrictions	
Resale Sale Type Restriction	To prevent self-service printing for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).
Transfer Sale Type Restriction	To prevent self-service exchanges for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).
Donation Sale Type Restriction	To prevent ticket donations for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).
Consign Back Restriction	To prevent consign back for the Single, Group, and/or Package (which includes partial package) Sale Type, enable the corresponding checkbox(es).

Renewal Group


RENEWAL GROUP	
Renewal Group	<input type="text" value="▼"/>
Can Be Released Online	<input type="checkbox"/>

Renewal Group	
Renewal Group	Renewal Groups define various rules for patron-initiated online renewals through MyTickets™. For example, events/packages within the same Renewal Group can be renewed together in the same online cart.
Can Be Released Online	<p>If enabled, allows orders associated with the Event to be released online.</p> <p>This setting corresponds to an option available to online patrons at the MyTickets™: To Do List page, which allows the patron to either keep (renew) or release (choose not to renew) an order. For example, a patron might choose to not renew a parking element for the new season.</p> <p>The option to remove an order is only available if the event/package has been designated in ProVenue® as eligible for online release.</p> <p>Note: If the 'Can be Released Online' checkbox is enabled, the system releases tickets that patrons choose not to claim. The target Hold Code for the released seats is controlled via the 'Hold Code Return/Release Behavior' permission for the online user.</p>

Venue

Both Inventoried and Non-Inventoried events must be associated with a Venue. The Venue information that must be specified, however, differs depending on whether the event is Inventoried or Non-Inventoried.

Inventoried Event

VENUE	
Venue	BLKBOX - Black Box Theatre ▼
Region	
Time Zone	America/New_York
Capacity	
Reporting Capacity	0
Master Configuration	▼
Venue Configuration	▼
Hold Code Template	▼
Best Seat Map	▼
Price Scale Configuration	▼
Extended Seat Configuration	<div style="border: 1px solid gray; width: 200px; height: 60px; margin-bottom: 5px;"></div> 
Externally Sell By Type	Price Scale ▼
Zone Ext Seat Config	▼

Venue – Inventoried Event	
Venue	A venue is a place where an event takes place. Only the venues that are associated with the selected supplier are available for selection. The venue that you select determines the master configurations that you can choose from.
Region	The region where a venue is located. A venue can be associated with one or more regions. Regions are system-wide in scope.
Time Zone	The time zone that is defined for a venue.
Capacity	The capacity of the venue based on the selected venue configuration.
Reporting Capacity	The capacity of the venue minus any seats in the venue that are associated with an Extended Seat Definition of type "Exclude From Capacity."

Venue – Inventoried Event	
Master Configuration	<p>A master configuration is a representation of all of the seats that are available for any specific venue configuration. Only a venue configuration can be assigned to an event. Master configurations allow different venue configurations with slight variations to be represented in composite maps.</p> <p>Only the master configurations that are associated with the chosen venue are available for selection. The master configuration that you select determines the venue configurations that you can choose from.</p>
Venue Configuration	<p>A venue configuration represents a layout of seats for a venue that can be assigned to an event. The layout determines physical attributes such as section, row, and seat number. Many venues change configurations from time to time.</p> <p>Only the venue configurations that are associated with the chosen master configuration are available for selection. Only seats that are in the master configuration can be included in a venue configuration.</p>
Hold Code Template	<p>Optional except when a default Hold Code template is defined in the venue configuration.</p> <p>A hold code template is used to predefine hold codes that are typically the same from event to event. For example, wheelchair accessible seating is probably going to remain the same most of the time.</p> <p>While it is possible for the hold code configuration on which a hold code template is based to be updated, events that already use the template will not reflect the change. The template has to be reapplied in the event configuration to show the change.</p>
Best Seat Map	<p>A best seat configuration determines the best seat behavior of the ticketing system for the events based on the venue that you selected. Only configurations that are associated with the chosen venue configuration are available for selection.</p>
Price Scale Configuration	<p>A Price Scale Configuration is an 'overlay' of price scales on a master configuration and thus extends to a venue configuration. The price scale determines the pricing for each area of the venue for the event. Only valid price scales that are associated with the chosen venue configuration are available for selection.</p>
Extended Seat Configuration	<p>Extended Seat Configurations are a collection of attributes for specific seats. Those attributes are called Extended Seat Definitions.</p> <p>This field contains the Extended Seat Configuration or configurations that you want to use for this event. Only the Extended Seat Definitions that are valid for the specified master or venue configuration may be used.</p> <p>Extended Seat Configurations can be assigned at the master and venue configuration levels. However, assigning Extended Seat Configurations at the event level allows you to assign event-specific Extended Seat Definitions.</p>

Venue – Inventoried Event	
Externally Sell By Type	<p>For an external client such as ProVenueOnline[®], the specific means by which availability is displayed at the Event level needs to vary depending on the type of venue and event. For a small venue, it may be most efficient to display availability by price scale and section. However, in a large venue, there may be too many sections for it to be practical to display availability in this way. This is accomplished by setting one of the following values:</p> <ul style="list-style-type: none"> • Price Scale – When set to this value, best seat availability is sent to an external client by price scale. • Price Scale and Section – When set to this value, best seat availability is sent to an external client by price scale and section. • Price Scale and Zone – When set to this value, best seat availability is sent to an external client by price scale and zone. Zones are seating areas defined by a specific type of Extended Seat Configuration.
Zone Ext Seat Config	<p>To support the ‘Price Scale and Zone’ external sell by type described above, the event must use an Extended Seat Configuration containing seats with an Extended Seat Definition type of ‘Zone’. This value can be defaulted from a value assigned at the venue configuration level if one is assigned, however the user is free to change the default if needed at the Event level.</p>

Non-Inventoried Event

VENUE	
Venue	BLKBOX - Black Box Theatre ▼
Region	
Time Zone	America/New_York
Capacity	
Reporting Capacity	0
Neighborhood Code	<input type="text"/>
Neighborhood Desc	<input type="text"/>
Neighborhood Public Desc	<input type="text"/>
Section Code	<input type="text"/>
Section Desc	<input type="text"/>
Section Public Desc	<input type="text"/>
Row	<input type="text"/>
Seat Number	<input type="text"/>

Venue – Non-Inventoried	
Venue	Venues are associated with non-inventoried events for the purpose of determining pricing and (if defined in the venue) scan facilities.
Region	The region where a venue is located. A venue can be associated with one or more regions. Regions are system-wide in scope.
Time Zone	The time zone that is defined for a venue.
Capacity	The capacity of the venue based on the selected venue configuration.
Reporting Capacity	The capacity of the venue minus any seats in the venue that are associated with an Extended Seat Definition of type "Exclude From Capacity."
Neighborhood Code	Enter a code for the neighborhood. A neighborhood is a collection of sections in a venue for the purposes of navigation and reporting. This is a string value that can be used for descriptive purposes to give patrons additional information about a neighborhood that is associated with a non-inventoried event.
Neighborhood Desc	Enter a description for the neighborhood.
Neighborhood	Enter a public description for the neighborhood.

Venue – Non-Inventoried	
Public Desc	
Section Code	Specify the code for the default section for this event.
Section Desc	Enter a description for the default section.
Section Public Desc	Enter a public description for the default section.
Row	Specify the default row for this event by typing the row identifier in the field.
Seat Number	Specify the default seat number for this event by typing the seat number in the field.

Pricing

PRICING	
Single Ticket Price Structure	<input type="text" value="▼"/> <input type="button" value="Edit"/>
Group Ticket Price Structure	<input type="text" value="▼"/> <input type="button" value="Edit"/>
Auto Map Promotions	<input type="checkbox"/>
Fixed Price For Auction	<input type="checkbox"/>

Pricing	
Single Ticket Price Structure	Select the single ticket Price Structure from the dropdown list that you want for this event. Click the edit button if you wish to edit the Price Structure.
Group Ticket Price Structure	Select the group ticket Price Structure from the dropdown list that you want for this event. Click the edit button if you wish to edit the Price Structure.
Auto Map Promotions	To automatically associate this event with eligible promotions, enable the 'Auto Map Promotions' checkbox. Otherwise the association must be done manually via the "Promotions" tab in <i>Event Administration</i> or via the "Events" tab in <i>Promotion Administration</i> .
Fixed Price for Auction	If enabled, auction seat prices for the event are fixed and cannot be changed by the auction bidding process. When an event is set to use a fixed price for auctions, all of the extra charges incurred as a result of the bidding process are added to the Primary Auction 'experience' service charge as defined in ProVenue® or added to the prices of other non-fixed priced event tickets that are also a part of the Primary Auction—assuming ProVenueOnline® is not configured to calculate an experience charge.

Ticket Print Formats

TICKET PRINT FORMATS	
Ticket Print Status	<input type="text" value="Now"/> ▼
Single Ticket Format	<input type="text" value="▼"/>
Group Ticket Format	<input type="text" value="▼"/>

Ticket Print Formats	
Ticket Print Status	<ul style="list-style-type: none"> Now - Events configured to print 'Now' will be eligible to have tickets printed at the time the event is available. As such, a valid print format must be defined for the event.

Ticket Print Formats	
	<p>This is the default value. Once an event is created it may not be changed from 'Now' to 'Never'.</p> <ul style="list-style-type: none"> • Print Later - This option shall be used when the client wishes to defer ticket printing. As such, a ticket format does not need to be defined at the time of sale, but must be defined before any deliveries can be fulfilled. Tickets may not be printed for this event until the status is changed to 'Now'. • Never - Events should only be set to 'Never' in those cases where the client does not wish to ever print tickets. Ticket designs cannot be associated with the event. Once an event has had its ticket print status set to 'Never' the status cannot be changed. Events with the status of 'Never' cannot be sold online.
Single Ticket Format	Select the ticket format you want from the dropdown list.
Group Ticket Format	Select the ticket format you want from the dropdown list.

Org Affiliates

ORG AFFILIATES	
Primary	<input type="text"/>
Secondary	<input type="text"/>
Settlement	<input type="text"/>

Org Affiliates	
Primary	The event Primary Organization is a required attribute. The Primary Organization may be used to help establish a business owner of the event for reports and other processes on the system.
Secondary	An event may also have a Secondary Organization defined, representing a second level organizational relationship to the event, in addition to the required Primary Organization
Settlement	A Settlement Organization is the entity that settles funds from the event. It identifies a contract type or service charge framework for distributions. Each Settlement Organization can have a separate weekly settlement report.

Ticket Targets

TICKET TARGETS	
Revenue Target	<input type="text"/>
Tickets Sold Target	<input type="text"/>

Ticket Targets	
Revenue Target	(Future functionality) Specify the amount of revenue the event is expected to generate.
Tickets Sold Target	(Future functionality) Specify the number of tickets that are expected to be sold for the event.

Exchanges

Exchanges of individual events may be restricted to other specific events. The restrictions are governed by a series of Boolean values in *Event Administration*.

EXCHANGES	
<input checked="" type="checkbox"/> Same Supplier	<input checked="" type="checkbox"/> Same Event Run
<input checked="" type="checkbox"/> Same Primary Org Affiliate	<input checked="" type="checkbox"/> Same Season
<input checked="" type="checkbox"/> Same Venue	<input checked="" type="checkbox"/> Same Quantity

Exchanges	
Same Supplier	When checked, restricts exchanges to events with the same supplier. This limitation can be further filtered by the use of Exchange Groups.
Same Primary Org Affiliate	When checked, restricts exchanges to events with the same primary org affiliate. This limitation can be further filtered by the use of Exchange Groups.
Same Venue	When checked, restricts exchanges to events with the same venue. This limitation can be further filtered by the use of Exchange Groups.
Same Event Run	When checked, restricts exchanges to events with the same event run. This limitation can be further filtered by the use of Exchange Groups.
Same Season	When checked, restricts exchanges to events with the same season. This limitation can be further filtered by the use of Exchange Groups.
Same Quantity	When checked, requires that the same quantity seats returned in an exchange equals the number of seats sold in the exchange. This limitation can be further filtered by the use of Exchange Groups.

Note: The above settings may be overridden by settings configured in the General section of Event Access for exchanges initiated from ProVenue, as opposed to online self-service exchanges.

Liability

Liability determines the context in which credits that are owed to a patron can be redeemed. The use of open item liabilities may be restricted to specific events.

The liability context for primary and secondary markets can be defined. Primary markets refer to markets in which the patron who is redeeming the credit was the first purchaser of the ticket or tickets. Secondary markets refer to markets, such as StubHub where a patron owns a ticket or tickets and makes it available to other patrons through direct sale, auction, etc.

LIABILITY	
Primary Market	Secondary Market
<input checked="" type="checkbox"/> Same Venue	<input checked="" type="checkbox"/> Same Venue
<input checked="" type="checkbox"/> Same Supplier	<input checked="" type="checkbox"/> Same Supplier
<input checked="" type="checkbox"/> Same Season	<input checked="" type="checkbox"/> Same Season
<input checked="" type="checkbox"/> Same Event Run	<input checked="" type="checkbox"/> Same Event Run
<input checked="" type="checkbox"/> Same Primary Org Affiliate	<input checked="" type="checkbox"/> Same Primary Org Affiliate

Liability	
Primary Market - Same Venue	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Primary Market to events with the same venue.
Primary Market - Same Supplier	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Primary Market to events with the same supplier.
Primary Market - Same Season	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Primary Market to events with the same season.
Primary Market - Same Event Run	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Primary Market to events with the same event run.
Primary Market - Same Primary Org Affiliate	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Primary Market to events with the same primary org affiliate.
Secondary Market - Same Venue	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Secondary Market to events with the same venue.
Secondary Market - Same Supplier	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Secondary Market to events with the same supplier.
Secondary Market - Same Season	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Secondary Market to events with the same season.
Secondary Market - Same Event Run	When checked, restricts the usage of open item liabilities that are created from the return of tickets purchased through the Secondary Market to events with the same event run.
Secondary Market	When checked, restricts the usage of open item liabilities that

Liability	
- Same Primary Org Affiliate	are created from the return of tickets purchased through the Secondary Market to events with the same primary org affiliate.

Open Item Liability Type Assignments

OPEN ITEM LIABILITY TYPE ASSIGNMENTS	
Voucher	<input checked="" type="checkbox"/> Inherit <input type="text"/>
Consign Back	<input checked="" type="checkbox"/> Inherit <input type="text"/>
Secondary Market	<input checked="" type="checkbox"/> Inherit <input type="text"/>
Secondary Market External	<input checked="" type="checkbox"/> Inherit <input type="text"/>
Secondary Market Reversal	<input checked="" type="checkbox"/> Inherit <input type="text"/>

Open Item Liability Type Assignments	
Voucher	Select the Voucher Open Item Liability Type from the dropdown list for this event. Each default determines the type of account credit created when the context of a business use case requires the creation of an open item liability.
Consign Back	Select the Consign Back Open Item Liability Type from the dropdown list for this event. Each default determines the type of account credit created when the context of a business use case requires the creation of an open item liability.
Secondary Market	Select the Secondary Market Open Item Liability Type from the dropdown list for this event. Each default determines the type of account credit created when the context of a business use case requires the creation of an open item liability.
Secondary Market External	Select the Secondary Market External Open Item Liability Type from the dropdown list for this event. Each default determines the type of account credit created when the context of a business use case requires the creation of an open item liability.
Secondary Market Reversal	Select the Secondary Market Reversal Open Item Liability Type from the dropdown list for this event. Each default determines the type of account credit created when the context of a business use case requires the creation of an open item liability.

Note: Once you have saved the event, you cannot change the Supplier, Venue, Event Class, Event Inventory Type, or Event Date Type. If you need to change any of these values, do so before you click **APPLY CHANGES**.

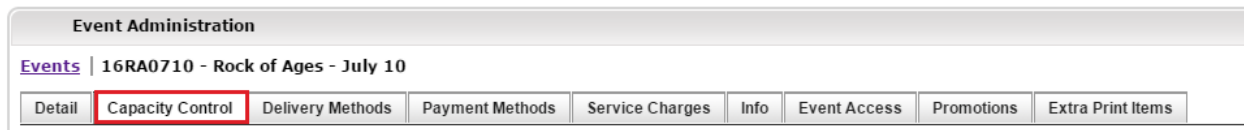
- Once the necessary Event Details have been set, click **APPLY CHANGES**.

APPLY CHANGES

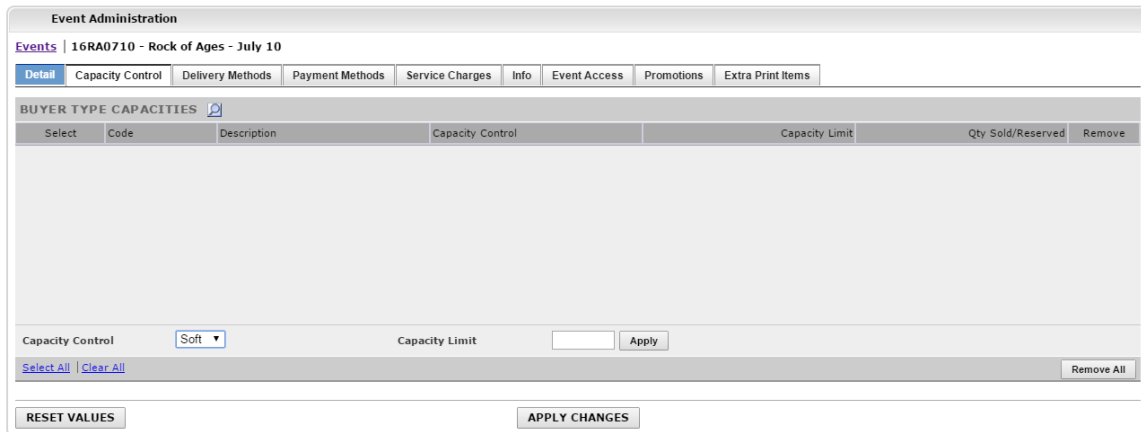
Capacity Control

Capacity control allows you to...

- associate Buyer Types with specific capacity limits with an event.
- override the default capacity limit for a Buyer Type. For example, if you want to limit the number of complimentary tickets that are available for an event to 50, you could create a Buyer Type called COMP, and set the capacity limit to 50. Buyer Types are configured in the Supplier for an event, but their capacity limits can be overridden in the event configuration.
- specify whether a capacity control is "Hard" or "Soft".
 - **Soft** - The quantity of seats that are sold or reserved is incremented only when seats are sold or reserved. "Soft" allows users to exceed the maximum limit if it is necessary to do so in order to complete the transaction.
 - **Hard** - The quantity of seats that are sold or reserved is incremented whenever seats are locked. "Hard" prevents users from exceeding the maximum limit regardless of the effect of a transaction or the contents of a cart.
- To set capacity control, click the "Capacity Control" tab.



The following screen will be displayed.




- To set the capacity for a Buyer Type for the event, click the  icon.

Event Administration

Events | 16RA0710 - Rock of Ages - July 10

[Detail](#) | [Capacity Control](#) | [Delivery Methods](#) | [Payment Methods](#) | [Service Charges](#) | [Info](#) | [Event Access](#) | [Promotions](#) | [Extra Print Items](#)

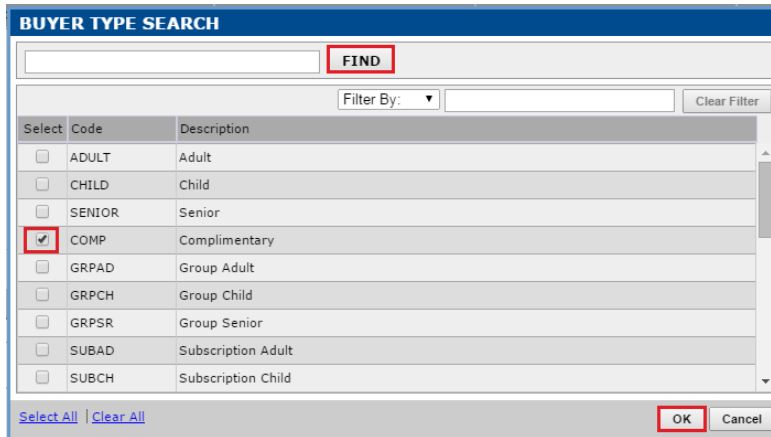
BUYER TYPE CAPACITIES 

Select	Code	Description	Capacity Control	Capacity Limit	Qty Sold/Reserved	Remove
--------	------	-------------	------------------	----------------	-------------------	--------

Capacity Control: Capacity Limit:

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

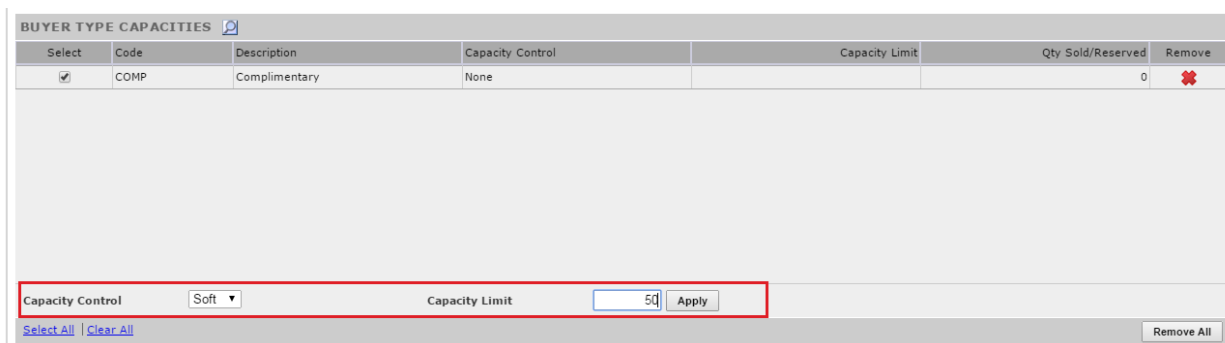
- Enter Buyer Type search criteria, if needed, and click **FIND**. Check the box next to the Buyer Type for which you want to set capacity and click **OK**.



The dialog box titled "BUYER TYPE SEARCH" contains a search input field and a "FIND" button. Below is a table with columns "Select", "Code", and "Description". The "COMP" row is selected. At the bottom, there are "Select All", "Clear All", "OK", and "Cancel" buttons.

Select	Code	Description
<input type="checkbox"/>	ADULT	Adult
<input type="checkbox"/>	CHILD	Child
<input type="checkbox"/>	SENIOR	Senior
<input checked="" type="checkbox"/>	COMP	Complimentary
<input type="checkbox"/>	GRPAD	Group Adult
<input type="checkbox"/>	GRPCH	Group Child
<input type="checkbox"/>	GRPSR	Group Senior
<input type="checkbox"/>	SUBAD	Subscription Adult
<input type="checkbox"/>	SUBCH	Subscription Child

- With the Buyer Type selected, select the type of capacity control to use, enter the capacity limit, and then click **Apply**.



The dialog box titled "BUYER TYPE CAPACITIES" shows a table with columns "Select", "Code", "Description", "Capacity Control", "Capacity Limit", "Qty Sold/Reserved", and "Remove". The "COMP" row is selected. Below the table, there are fields for "Capacity Control" (set to "Soft") and "Capacity Limit" (set to "50"), with an "Apply" button. At the bottom, there are "Select All", "Clear All", and "Remove All" buttons.

Select	Code	Description	Capacity Control	Capacity Limit	Qty Sold/Reserved	Remove
<input checked="" type="checkbox"/>	COMP	Complimentary	None		0	

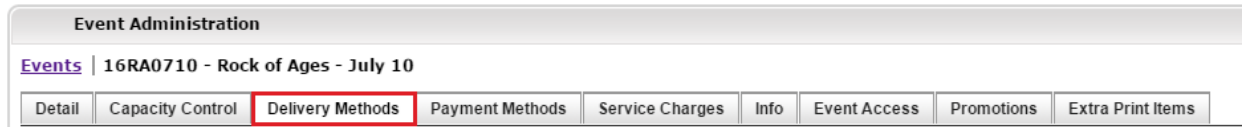
- Once the capacity controls are set, click **APPLY CHANGES**.

APPLY CHANGES

Delivery Methods

While you can include, exclude, or override delivery methods from within an event, it's recommended that this is done via the *System Setup > Delivery Methods* menu.

- To edit delivery methods available for the event, click the "Delivery Methods" tab.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control **Delivery Methods** Payment Methods Service Charges Info Event Access Promotions Extra Print Items

- Enter delivery method search criteria, if needed, and then click **FIND**.





Event Administration

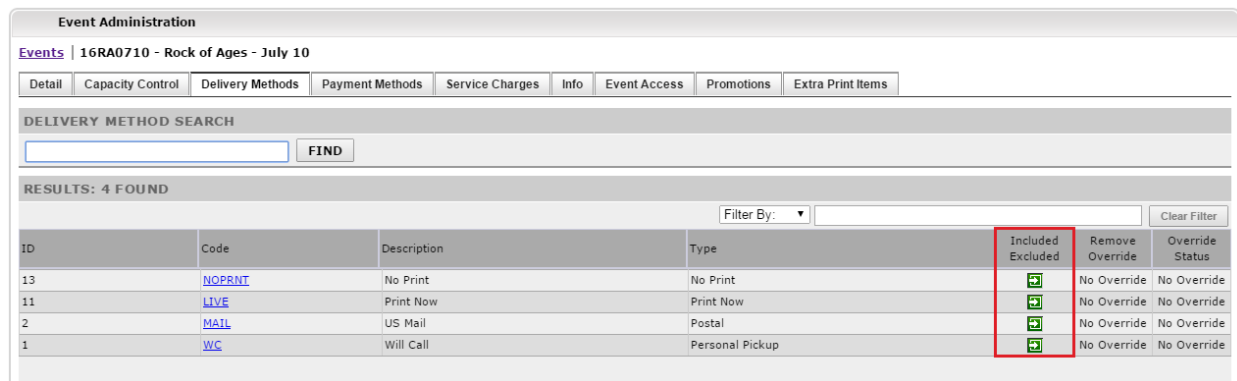
Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods Service Charges Info Event Access Promotions Extra Print Items

DELIVERY METHOD SEARCH

FIND

- Select delivery methods to include or exclude by clicking the include  or exclude  icon.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods Service Charges Info Event Access Promotions Extra Print Items

DELIVERY METHOD SEARCH

FIND

RESULTS: 4 FOUND

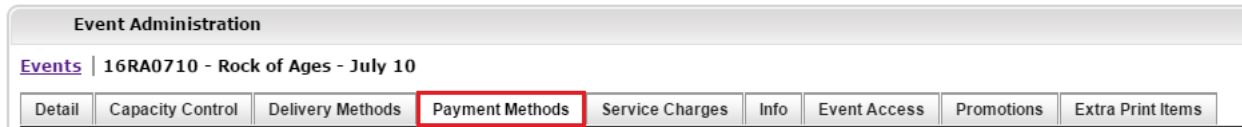
Filter By: Clear Filter

ID	Code	Description	Type	Included Excluded	Remove Override	Override Status
13	NOPRINT	No Print	No Print		No Override	No Override
11	LIVE	Print Now	Print Now		No Override	No Override
2	MAIL	US Mail	Postal		No Override	No Override
1	WC	Will Call	Personal Pickup		No Override	No Override

Payment Methods

While you can include, exclude, or override payment methods from within an event, it's recommended that this is done via the *System Setup > Payment Methods* menu.

- To edit payment methods available for the event, click the "Payment Methods" tab.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | **Payment Methods** | Service Charges | Info | Event Access | Promotions | Extra Print Items

- Enter payment method search criteria, if needed, and then click **FIND**.




Event Administration

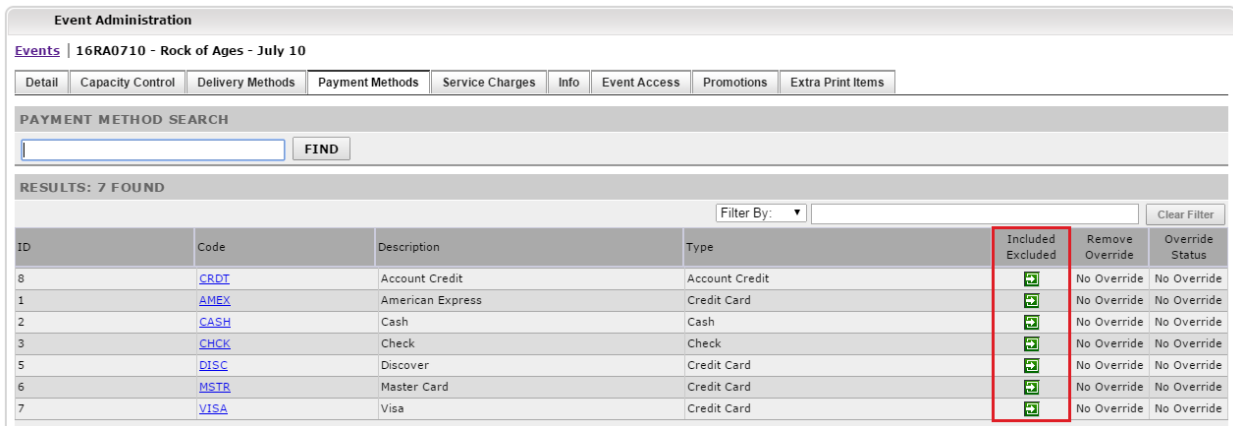
Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

PAYMENT METHOD SEARCH

FIND

- Select Payment Methods to Include or Exclude by clicking the  icon.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

PAYMENT METHOD SEARCH

FIND

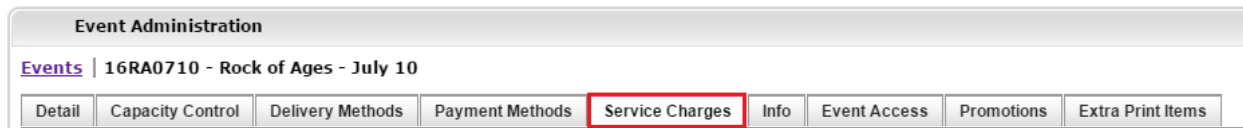
RESULTS: 7 FOUND

Filter By: Clear Filter

ID	Code	Description	Type	Included Excluded	Remove Override	Override Status
8	CRDT	Account Credit	Account Credit		No Override	No Override
1	AMEX	American Express	Credit Card		No Override	No Override
2	CASH	Cash	Cash		No Override	No Override
3	CHCK	Check	Check		No Override	No Override
5	DISC	Discover	Credit Card		No Override	No Override
6	MSTR	Master Card	Credit Card		No Override	No Override
7	VISA	Visa	Credit Card		No Override	No Override

Service Charges

- To view service charges for the event, click the “Service Charges” tab.

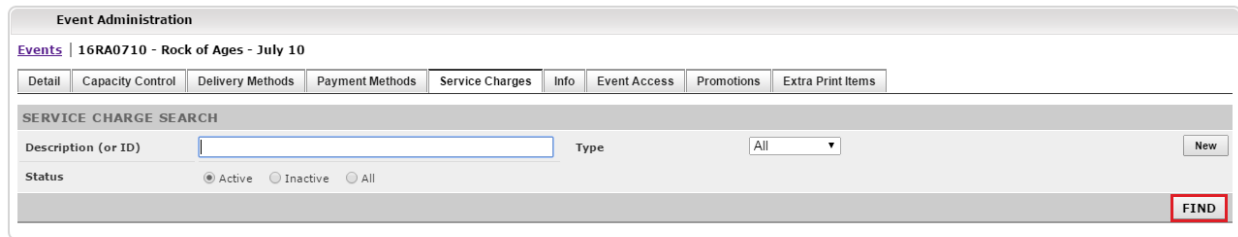


Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods **Service Charges** Info Event Access Promotions Extra Print Items

- Enter service charge search criteria, if needed, and then click **FIND**.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

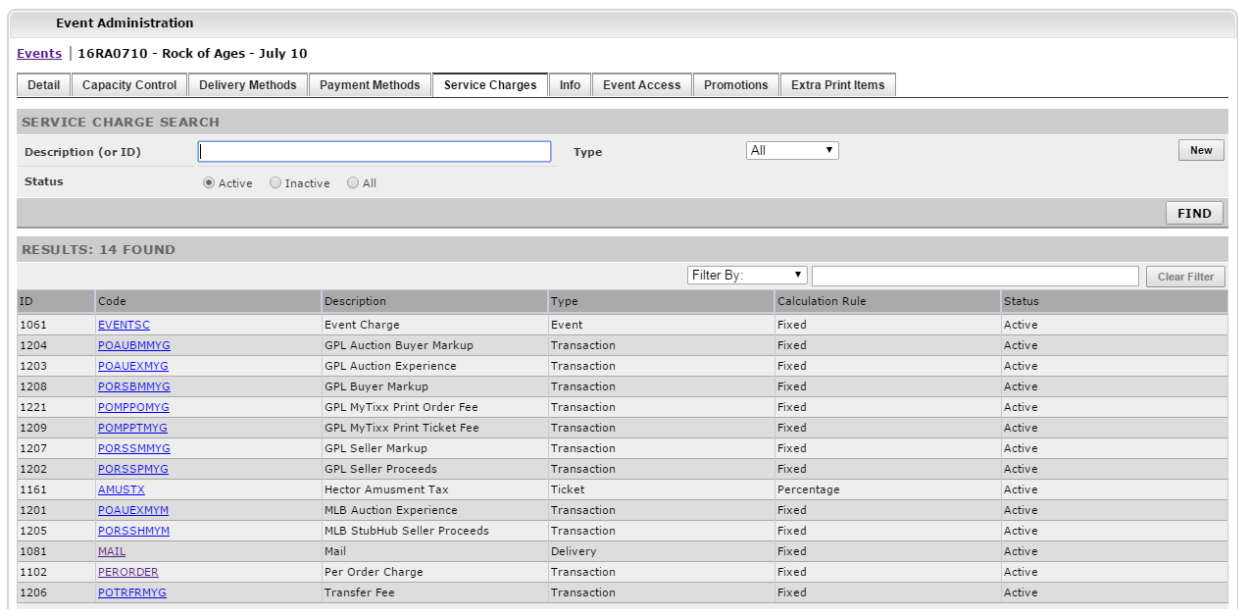
Detail Capacity Control Delivery Methods Payment Methods **Service Charges** Info Event Access Promotions Extra Print Items

SERVICE CHARGE SEARCH

Description (or ID) Type

Status Active Inactive All

A list of available service charges will be displayed.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail Capacity Control Delivery Methods Payment Methods **Service Charges** Info Event Access Promotions Extra Print Items

SERVICE CHARGE SEARCH

Description (or ID) Type

Status Active Inactive All

RESULTS: 14 FOUND

Filter By:

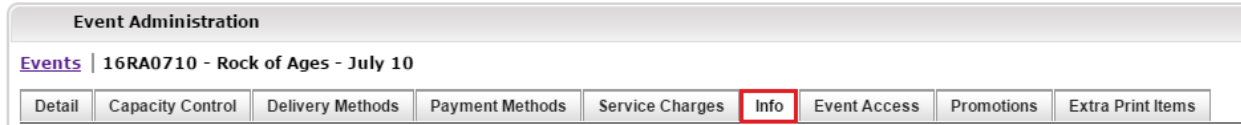
ID	Code	Description	Type	Calculation Rule	Status
1061	EVENTSC	Event Charge	Event	Fixed	Active
1204	POAUBMMYG	GPL Auction Buyer Markup	Transaction	Fixed	Active
1203	POAUEXMYG	GPL Auction Experience	Transaction	Fixed	Active
1208	PORSBMMYG	GPL Buyer Markup	Transaction	Fixed	Active
1221	POMPPOMYG	GPL MyTixx Print Order Fee	Transaction	Fixed	Active
1209	POMPPTMYG	GPL MyTixx Print Ticket Fee	Transaction	Fixed	Active
1207	PORSSMMYG	GPL Seller Markup	Transaction	Fixed	Active
1202	PORSSPMYG	GPL Seller Proceeds	Transaction	Fixed	Active
1161	AMUSTX	Hector Amusement Tax	Ticket	Percentage	Active
1201	POAUEXMYM	MLB Auction Experience	Transaction	Fixed	Active
1205	PORSSHMYM	MLB StubHub Seller Proceeds	Transaction	Fixed	Active
1081	MAIL	Mail	Delivery	Fixed	Active
1102	PERORDER	Per Order Charge	Transaction	Fixed	Active
1206	POTRFRMYG	Transfer Fee	Transaction	Fixed	Active

Note: Service charges can only be edited via *System Setup > Service Charges*. Users with the ConfigMgmt Portal Role, may access *System Setup > Service Charges* from *Event Administration* by clicking the hyperlink in the Code column.

Info

On the “Info” tab, you can set up messages that are displayed to users in *Ticket Sales* and text to display on tickets. All fields on this screen are optional.

- To set up event information, click the “Info” tab.

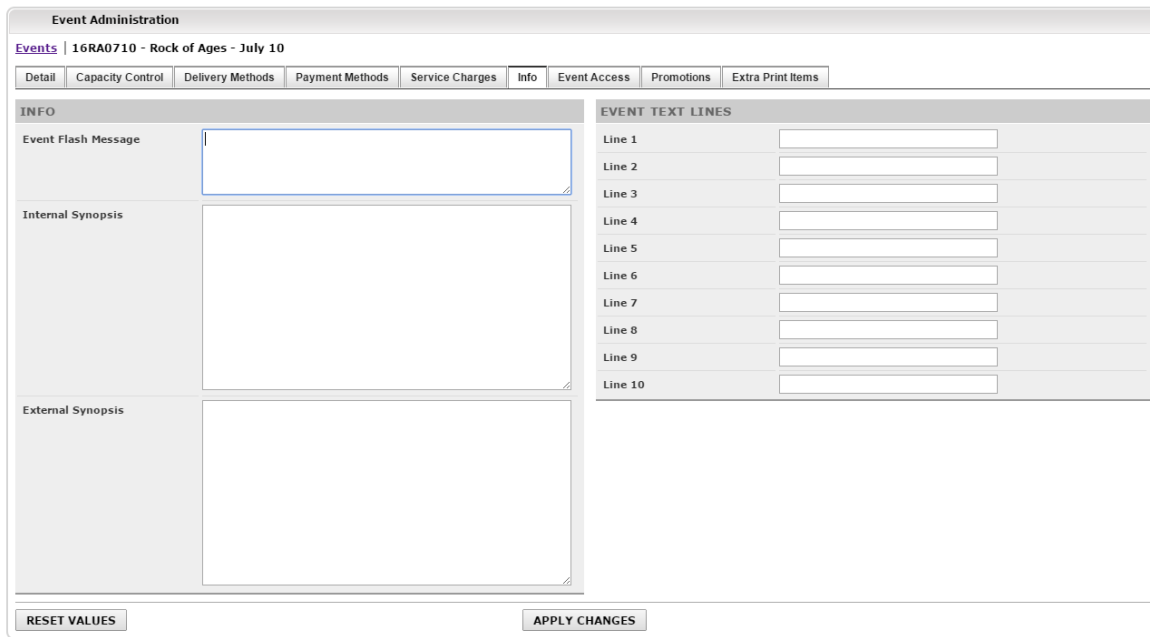


Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | **Info** | Event Access | Promotions | Extra Print Items

The following screen will be displayed.



Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | **Info** | Event Access | Promotions | Extra Print Items

INFO

Event Flash Message

Internal Synopsis

External Synopsis

EVENT TEXT LINES

Line 1

Line 2

Line 3

Line 4

Line 5

Line 6


Line 7

Line 8

Line 9

Line 10

RESET VALUES | APPLY CHANGES

Info	
Event Flash Message	Enter the message that you want flashed to users each time they access the event for a transaction.
Internal Synopsis	Enter the text that you want users to see when they click the Information  icon for the Event. The text in this field will display in a pop-up window under the Internal Synopsis tab.
External Synopsis	The external synopsis for an event tends to be longer and more detailed than the internal synopsis because it is intended for the general public.
Event Text Lines	Type the text that you want to appear in print output, such as tickets.

- Once all the necessary settings have been entered, click **APPLY CHANGES**.

APPLY CHANGES

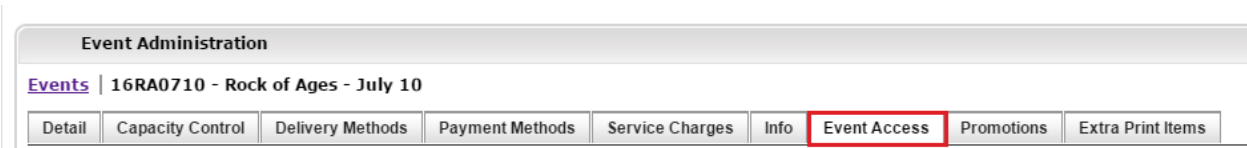
Event Access

Event set up includes the ability to set access at the Sales Channel, Agency or User level, the permissions of which Sales Channels/Agencies/Users are allowed access to an event and what kind of access is allowed. For example one Sales Channel/Agency/User might only be able to sell an event from best available, while another Sales Channel/Agency/User would have access to a map. Packages have a similar access mechanism called package access.


Event Access may be defined for the Sales Channels/Agencies/Users at the Supplier, season, event run, or event level.

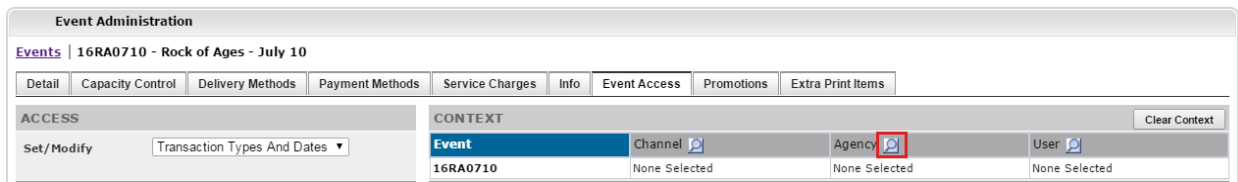
When a new event is created, Event Access defaults to the values defined at the Supplier, season, or event run level (with overrides in that order), but can be inherited or overridden at the event level

- To edit Event Access, click the “Event Access” tab.

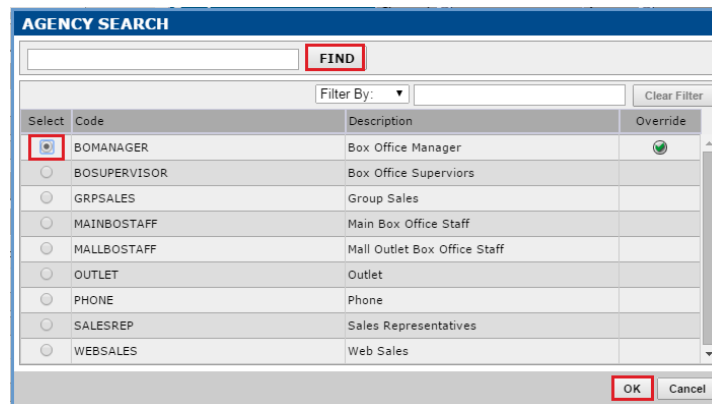


Setting Channel, Agency, or User Context

- To set Event Access for a particular Sales Channel/Agency/User, click the  icon next to the corresponding level. In the example below, we'll set Event Access for the Box Office Manager Agency.



- Enter Agency search criteria, if needed, and click **FIND**. Check the box next to the Agency for which you want to set Event Access and click **OK**.



Transaction Types and Dates

- Select Transaction Types and Dates in the dropdown list.

Event Administration

[Events](#) | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

ACCESS

Set/Modify: Transaction Types And Dates

CONTEXT
Clear Context

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

REPORT CALENDAR

Report Calendar Access
 Inherit Allow

From:

To:

Clear Access

SALES CALENDAR

Sales Calendar Access
 Inherit Allow

From:

To:

Clear Access

SINGLE TICKETS

Min / Max Offer Size
 Inherit /

Single Ticket Sale
 Inherit Allow

From:

To:

Single Ticket Return
 Inherit Allow

From:

To:

Single Ticket Exchange Return/Release
 Inherit Allow

From:

To:

Single Ticket Exchange Sale
 Inherit Allow

From:

To:

Single Ticket Seat Upgrade
 Inherit Allow

From:

To:

 Allow Different Quantity

Single Ticket Reservation
 Inherit Allow

From:

To:

Single Ticket Claim
 Inherit Allow

From:

To:

Single Ticket Release
 Inherit Allow

From:

To:

Edit Reservation Release Date
 Inherit Allow

Make Payments Online
 Inherit Allow

From:

To:

Hold Code Return / Release Behavior
 Inherit

 Current Hold Code

 Default Hold Code:

 User Selectable Hold Code

 Allow Hold Code Override

Clear Access

GROUP TICKETS

Group Ticket Sale
 Inherit Allow

Group Quantity Threshold:

From:

To:

Group Ticket Return
 Inherit Allow

From:

To:

Group Ticket Exchange Return/Release
 Inherit Allow

From:

To:

Group Ticket Exchange Sale
 Inherit Allow

From:

To:

Group Ticket Seat Upgrade
 Inherit Allow

From:

To:

 Allow Different Quantity

Group Ticket Reservation
 Inherit Allow

From:

To:

Group Ticket Claim
 Inherit Allow

From:

To:

Group Ticket Release
 Inherit Allow

From:

To:

Edit Reservation Release Date
 Inherit Allow

Make Payments Online
 Inherit Allow

From:

To:

Hold Code Return / Release Behavior
 Inherit

 Current Hold Code

 Default Hold Code:

 User Selectable Hold Code

 Allow Hold Code Override

Clear Access

RESET VALUES
APPLY CHANGES

Report Calendar

The Report Calendar determines if and when a Sales Channel/Agency/User is allowed to run reports for this event. This is only enforced for specific event-oriented reports.

REPORT CALENDAR

Report Calendar Access Inherit Allow

From ▼

To ▼

Report Calendar	
Report Calendar Access	<p>When enabled, a fixed and/or relative date range for access can be set. If enabled, and both the From and the To fields are left blank, then the report will be deemed available. If enabled, and one of the date fields is left blank, then the report will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>

Sales Calendar

The Sales Calendar determines if and when an event is displayed in search results for a Sales Channel/Agency/User.

SALES CALENDAR

Sales Calendar Access Inherit Allow

From ▼

To ▼

Sales Calendar	
Sales Calendar Access	<p>When enabled, a fixed and/or relative date range for access can be set. If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>

Single Ticket

These settings govern permissions relating to Single Tickets.

SINGLE TICKETS	
Min / Max Offer Size	<input checked="" type="checkbox"/> Inherit 1 / <input type="text"/>
Single Ticket Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Return	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Exchange Return/Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Exchange Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Seat Upgrade	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/> <input type="checkbox"/> Allow Different Quantity
Single Ticket Reservation	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Claim	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Single Ticket Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Edit Reservation Release Date	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Make Payments Online	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Hold Code Return / Release Behavior	<input checked="" type="checkbox"/> Inherit <input checked="" type="radio"/> Current Hold Code <input type="radio"/> Default Hold Code <input type="text"/> <input type="radio"/> User Selectable Hold Code <input type="checkbox"/> Allow Hold Code Override
<input type="button" value="Clear Access"/>	

Single Ticket	
Min/Max Offer Size	<p>When set, it determines the minimum and maximum number of seats that can be locked by the Sales Channel/Agency/User in a single offer.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Sale	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell single tickets to the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Return	<p>This setting determines if the Sales Channel/Agency/User is allowed to return single tickets from the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Exchange Return/Release	<p>This setting determines if the Sales Channel/Agency/User is allowed to return/release single tickets from the event as part of an Exchange. When enabled, a fixed date and/or relative date range based can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Exchange Sale	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell single tickets to the event as part of an Exchange. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p>

Single Ticket	
	<p>To override the inherited settings, deselect the 'Inherit' checkbox.</p> <p>Note that it is not required to grant both the Exchange Return and Exchange Sale permissions. For example, by providing separate permissions for sale and return, an event can be set up as a viable 'source' for exchanges, but restricted from being selected as an exchange target.</p>
Single Ticket Seat Upgrade	<p>This setting determines if the Sales Channel/Agency/User is allowed to upgrade single tickets to the Event. For this permission, an upgrade is defined as an exchange where the source and target are the same Event. The tickets exchanged into do not need to be higher priced than the tickets returned.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Reservation	<p>This setting determines if the Sales Channel/Agency/User is allowed to reserve single tickets for the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Claim	<p>This setting determines if the Sales Channel/Agency/User is allowed to claim single ticket reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Single Ticket Release	<p>This setting determines if the Sales Channel/Agency/User is allowed to release single ticket reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of</p>

Single Ticket	
	<p>the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Edit Reservation Release Date	<p>When enabled, this setting allows the sales/channel/Agency/User to override the default calculation on the release date for this Event.</p>
Make Payments Online	<p>This setting determines if the event is eligible for online payments. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Hold Code Return/Release Behavior	<p>Tickets that are returned or reservations that are released need to be set to a hold code. If set, the options are:</p> <ul style="list-style-type: none"> • Current Hold Code. Seats will be returned to the hold code currently associated with the seat. This may not be the hold code that the seat was originally sold from. • Default Hold Code. Seats will be returned to the hold code selected in the dropdown list. • User Selectable Hold Code. The user will be required to set the hold code from a list of hold codes at the checkout. The user must have access to the hold code. • Allow Hold Code Override. If set, the user is able to override the default hold code with any hold code designated as available for return / release for this user and event at the checkout.

Group Tickets

These settings govern permissions relating to Group Tickets. Group Tickets are defined as tickets that are available for sale in a group Price Structure and meet the group quantity threshold.

GROUP TICKETS	
Group Ticket Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Group Quantity Threshold <input type="text"/> From <input type="text"/> To <input type="text"/>
Group Ticket Return	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Group Ticket Exchange Return/Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Group Ticket Exchange Sale	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Group Ticket Seat Upgrade	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/> <input type="checkbox"/> Allow Different Quantity
Group Ticket Reservation	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Group Ticket Claim	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Group Ticket Release	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Edit Reservation Release Date	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Make Payments Online	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow From <input type="text"/> To <input type="text"/>
Hold Code Return / Release Behavior	<input checked="" type="checkbox"/> Inherit <input checked="" type="radio"/> Current Hold Code <input type="radio"/> Default Hold Code <input type="text"/> <input type="radio"/> User Selectable Hold Code <input type="checkbox"/> Allow Hold Code Override
<input type="button" value="Clear Access"/>	

Group Tickets	
Group Ticket Sale	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell group tickets to the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p> <p>This is also where the group quantity threshold is set. If the threshold is left blank, then there is no minimum ticket requirement to be considered a group sale for the event.</p>
Group Ticket Return	<p>This setting determines if the Sales Channel/Agency/User is allowed to return group tickets from the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Group Ticket Exchange Return/Release	<p>This setting determines if the Sales Channel/Agency/User is allowed to return/release group tickets from the event as part of an Exchange. When enabled, a fixed date and/or relative date range based can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Group Ticket Exchange Sale	<p>This setting determines if the Sales Channel/Agency/User is allowed to sell group tickets to the event as part of an Exchange. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit'</p>

Group Tickets	
	<p>checkbox.</p> <p>Note that it is not required to grant both the Exchange Return and Exchange Sale permissions. For example, by providing separate permissions for sale and return, an event can be set up as a viable 'source' for exchanges, but restricted from being selected as an exchange target.</p>
Group Ticket Seat Upgrade	<p>This setting determines if the Sales Channel/Agency/User is allowed to upgrade group tickets to the Event. For this permission, an upgrade is defined as an exchange where the source and target are the same Event. The tickets exchanged into do not need to be higher priced than the tickets returned.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Group Ticket Reservation	<p>This setting determines if the Sales Channel/Agency/User is allowed to reserve group tickets for the Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Group Ticket Claim	<p>This setting determines if the Sales Channel/Agency/User is allowed to claim group reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Group Ticket Release	<p>This setting determines if the Sales Channel/Agency/User is allowed to release group reservations for this Event. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as</p>

Group Tickets	
	<p>long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Edit Reservation Release Date	<p>When enabled, this setting allows the sales/channel/Agency/User to override the default calculation on the release date for this event.</p>
Make Payments Online	<p>This setting determines if the event is eligible for online payments. When enabled, a fixed date and/or relative date range can be set for access.</p> <p>If enabled, and both the From and the To fields are left blank, then access will be deemed available. If enabled, and one of the date fields is left blank, then access will be available as long as either the From date is in the past or the To date is in the future.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Hold Code Return/Release Behavior	<p>Group tickets that are returned or reservations that are released need to be set to a hold code. If set, the options are:</p> <ul style="list-style-type: none"> • Current Hold Code. Seats will be returned to the hold code currently associated with the seat. This may not be the hold code that the seat was originally sold from. • Default Hold Code. Seats will be returned to the hold code selected in the dropdown list. • User Selectable Hold Code. The user will be required to set the hold code from a list of hold codes at the checkout. The user must have access to the hold code. • Allow Hold Code Override. If set, the user is able to override the default hold code with any hold code designated as available for return / release for this user and event at the checkout.

- Once all the necessary access for Transaction Types and Dates has been set, click **APPLY CHANGES**.

APPLY CHANGES

General

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

Event Administration

[Events](#) | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

ACCESS
 Set/Modify: General

CONTEXT Clear Context

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

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
 - Alternate NavMap Background Image Height
 - Alternate NavMap Background Image Width
 - Alternate NavMap Foreground Image Name
 - Choose File No file chosen
 - 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 Alternate
- 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

UTILITIES OPTIONS

- Hold Code Assignment Inherit Allow
- Event Return / Reverse Inherit Allow

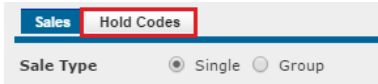
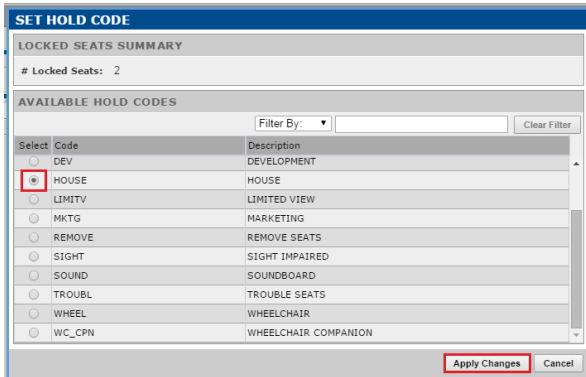
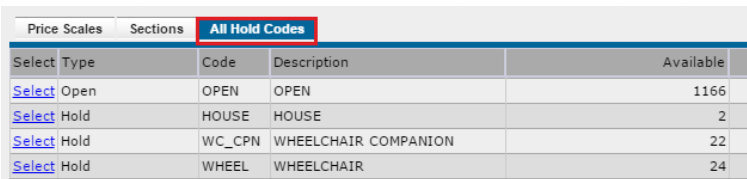
VIEW MODES

- 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

Ticket Sales Options

TICKET SALES OPTIONS	
Anonymous Sales	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Map Sales	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
View Seat Information	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Filter Available Seats	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Disable Navigation Map Actions on Fully Unavailable Sections/Seat Maps Alternate NavMap Background Image Name <input type="text"/> <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> Alternate NavMap Background Image Height <input type="text"/> Alternate NavMap Background Image Width <input type="text"/> Alternate NavMap Foreground Image Name <input type="text"/> <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> Alternate NavMap Foreground Image Height <input type="text"/> Alternate NavMap Foreground Image Width <input type="text"/>
Use Any / All Seat Selection	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
Hold Code Mode	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
Hold Code Availability Display Area	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
Multiple Offers	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Automatic Multiple Offers	<input checked="" type="checkbox"/> Inherit <input type="text" value="Alternate"/>
Override Automatic Offers	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Event Status Access	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Sold Out Access <input checked="" type="checkbox"/> Allow Cancelled Access
Break Exchange Context Rules	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Break Exchange Quantity Rule	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Override Exchange Group	<input checked="" type="checkbox"/> Inherit <input type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

Ticket Sales Options	
Anonymous Sales	Determines if the Sales Channel/Agency/User is allowed to sell seats to the event without a patron attached to the transaction.
Map Sales	If set, the user is allowed to sell via Map Sales.
View Seat Information	If set, a user will be able to access information about a seat in the "Seat Info" tab in Map Sales, or by right clicking a seat and selecting View Seat Information.
Filter Available Seats	<p>If set, only seats in an Extended Seat Configuration that have been assigned an Extended Seat Definition can be accessed by a user. Choose from the dropdown list the Extended Seat Configuration that you wish to use to filter available seats. If left blank, no seats will be filtered.</p> <p>If set, the user is then able to:</p> <ul style="list-style-type: none"> • limit access to filtered available seats in the Navigation Map and seating maps links • create specific background and foreground images for the event <p>Tick the box on the left of the statement Disable Navigation Map Actions on Fully Unavailable Sections / Seat Maps to:</p> <ul style="list-style-type: none"> • Disable the mouse pointer hover Behavior on the navigation map. • Disable the mouse click / navigation action for the section. • Disable the polygon Price Scale color for the section that is not visible. • Remove links in other seat maps that provide navigation to the hidden section. <p>To add a new alternative navigation map background either:</p> <ul style="list-style-type: none"> • Select the new image from the background or upload the information to ProVenue® • Set the image height • Set the image width <p>To add a new alternative navigation map foreground either:</p> <ul style="list-style-type: none"> • Select the new image from the background or upload the information to ProVenue® • Set the image height • Set the image width
Use Any / All Seat Selection	<p>If set, the Search Type radio buttons will be displayed in the best available portal.</p> <div style="text-align: center; border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> Search Type <input checked="" type="radio"/> Best Available <input type="radio"/> Any Seats <input type="radio"/> All Seats </div> <p>In addition to the standard Best Available option, the user will be able to request Any or All seats. The 'Any' seat selection</p>

Ticket Sales Options																										
	<p>method will allow seats that are non-contiguous to be selected in a single request. The 'All' directive is designed to lock all seats in a specific hold code in order to sell and print them.</p> <p>The default for this permission is false.</p>																									
Hold Code Mode	<p>If set, the Hold Code mode is enabled for use in the best available portal. To access Hold Codes mode, the user must click the "Hold Code" tab next to the "Sales" tab.</p>  <p>When using Hold Code mode, after locking seats via best available, a Set Hold Code window will pop up in which the user can select the Hold Code to which the seats should be set.</p> 																									
Hold Code Availability Display Area	<p>If set, the "All Hold Codes" tab will be available in the best available portal. The tab appears in the availability section next to the Price scales and Sections tab.</p>  <table border="1"> <thead> <tr> <th>Select</th> <th>Type</th> <th>Code</th> <th>Description</th> <th>Available</th> </tr> </thead> <tbody> <tr> <td>Select</td> <td>Open</td> <td>OPEN</td> <td>OPEN</td> <td>1166</td> </tr> <tr> <td>Select</td> <td>Hold</td> <td>HOUSE</td> <td>HOUSE</td> <td>2</td> </tr> <tr> <td>Select</td> <td>Hold</td> <td>WC_CPN</td> <td>WHEELCHAIR COMPANION</td> <td>22</td> </tr> <tr> <td>Select</td> <td>Hold</td> <td>WHEEL</td> <td>WHEELCHAIR</td> <td>24</td> </tr> </tbody> </table>	Select	Type	Code	Description	Available	Select	Open	OPEN	OPEN	1166	Select	Hold	HOUSE	HOUSE	2	Select	Hold	WC_CPN	WHEELCHAIR COMPANION	22	Select	Hold	WHEEL	WHEELCHAIR	24
Select	Type	Code	Description	Available																						
Select	Open	OPEN	OPEN	1166																						
Select	Hold	HOUSE	HOUSE	2																						
Select	Hold	WC_CPN	WHEELCHAIR COMPANION	22																						
Select	Hold	WHEEL	WHEELCHAIR	24																						
Multiple Offers	<p>If set, the user can place multiple order line items into a shopping cart.</p>																									
Automatic Multiple Offers	<p>If set, the user will automatically be offered a choice of seats in the best available portal. The options are:</p> <ul style="list-style-type: none"> • Alternate • Upsell • Alternate then Upsell • Upsell then Alternate 																									
Override Automatic Offers	<p>If set, the 'Skip Alternate Offers' checkbox will appear in the best availability portal.</p>																									
Event Status Access	<p>By default, a user is unable to access an event or package if it is sold out or cancelled. If set for:</p>																									

Ticket Sales Options	
	<ul style="list-style-type: none"> • Allow Sold Out Access, the user will be able to access the event when its status is Sold Out. • Allow Cancelled Access, the user will be able to access the event when its status is Cancelled.
Break Exchange Context Rules	If set, the user is allowed to override the exchange context rules that have been established for the Event
Break Exchange Quantity Rule	If set, the user is allowed to override the exchange quantity rule that have been established for the event.
Override Exchange Group	<p>To allow Exchange Group settings to be overridden for the event (group ranking and exchange eligibility settings, for example), enable the 'Allow' checkbox.</p> <p>Note: this setting only applies to exchanges initiated from ProVenue®. It does not govern self-service online exchanges.</p>

Utilities Option

UTILITIES OPTIONS	
Hold Code Assignment	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
Event Return / Reverse	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

Utilities Option	
Hold Code Assignment	<p>If set, the user will be able to access this event in the Hold Code Assignment utility.</p> <p>To use the Hold Code Assignment utility, the user must also be assigned the Utility role in <i>User Management</i> and be granted access to the utility via <i>System Setup > Application Feature Permissions > Common System Permissions > 'Can Access Hold Code Assignment Utility.'</i></p>
Event Return / Reverse	<p>If set, the user will be able to access this event in the Event Return/Reverse Utility.</p> <p>To use the Event Return/Reverse utility, the user must also be assigned the Utility role in <i>User Management</i> and be granted access to the utility via <i>System Setup > Application Feature Permission > Common System Permissions > 'Can Access Reverse Return Utility.'</i></p>

View Modes

VIEW MODES	
Hold Code View	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
Reservation Code View	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
Buyer Type View	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow Default Group <input type="text"/> ▼
Sale Type View	<input checked="" type="checkbox"/> Inherit <input checked="" type="checkbox"/> Allow
<input type="button" value="Clear Access"/>	

View Modes	
Hold Code View	<p>When enabled, allows the Sales Channel/Agency/User to enable the hold code view in map sale. The hold code view mode displays the hold code indicators on the seat map.</p> <p>If allowed, a default hold code display group may be selected. If no default display group is selected, then the user must select the display group in hold code view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Reservation Code View	<p>When enabled, allows the Sales Channel/Agency/User to enable the reservation code view in map sale. The reservation code view mode displays the reservation code indicators on the seat map.</p> <p>If allowed, a default reservation code display group may be selected. If no default display group is selected, then the user must select the display group in reservation code view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Buyer Type View	<p>When enabled, allows the Sales Channel/Agency/User to enable the Buyer Type view in map sale. The Buyer Type view mode displays the Buyer Type indicators on the seat map.</p> <p>If allowed, a default Buyer Type display group may be selected. If no default display group is selected, then the user must select the display group in buyer type view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>
Sale Type View	<p>When enabled, allows the Sales Channel/Agency/User to enable the sale type view in map sale. The sale type view mode displays the sale type indicators on the seat map.</p>

View Modes	
	<p>If allowed, a default sale type display group may be selected. If no default display group is selected, then the user must select the display group in sale type view mode to display the code indicators for that group on a map.</p> <p>To override the inherited settings, deselect the 'Inherit' checkbox.</p>

- Once all the necessary access has been set, click **APPLY CHANGES**.

APPLY CHANGES

Best Seat

- Select “Best Seat” from the ‘Set / Modify’ dropdown menu.

Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | Extra Print Items

ACCESS | **CONTEXT** Clear Context

Set/Modify: Best Seat

Event: 16RA0710 | Channel: BOXOFF | Agency: BOMANAGER | User: --

BEST SEAT SELECTION

Best Seat Strategy Thresholds

Inherit

Max Contiguous Seats: Max:

Block Seats Min: Max:

Adjacent Block Min: Max:

Near Block Min: Max:

Best Scattered

Inherit

Same Section: Max:

Front-Back Max: Left-Right Max:

Near Block Proximity

Inherit

Front-Back Max: Left-Right Max:

Best Seat Rollover

Inherit

Same Scale:

Best Available Stranding Seats

Inherit

Not Allowed:

Map Sales Stranding Seats

Inherit

Clear Access

RESET VALUES APPLY CHANGES

Best Seat	
<p>Best Seat Strategy Thresholds</p>	<p>Best Seat Strategy Thresholds sets the contiguous seat rules.</p> <ul style="list-style-type: none"> • Max Contiguous Seats. Enter the number of seats that can be offered within a single row and are side-by-side. This is a required field. • Block Seats. Enter the minimum and maximum up/down seat proximity that is allowed in determining which seats are contiguous with each other. For example, a block of 14 seats might return 8 seats in one row and 6 seats in the next row. This is not a required field. If this is set, the minimum block is 4 seats. • Adjacent Block. An adjacent block is any seat in one block touches a seat in another block. The seats that touch may be on the diagonal. Enter the minimum and maximum seats in an adjacent block. This is not a required field. • Near Block. Near blocks are separate blocks of seats. When each block is offered, seats match the Block Seat rules or Adjacent Block Seat rules, but each separate block offered is not contiguous or adjacent with other blocks. Enter the minimum and maximum seats in a near block. This is not a required field.
<p>Best Scattered</p>	<p>When selling tickets via Best Seat, the user will be presented with a checkbox. Best Scattered seats will only work when the user checks the box before an offer has been made.</p>

Best Seat	
	<p>ProVenue® will first attempt to find contiguous seats. If this is not possible it will then look for non-contiguous seats. If a specific price scale has been selected, seats will be returned in appropriate price scale.</p> <p>Choose from the dropdown box:</p> <ul style="list-style-type: none"> • Not Available. Best Scattered seats will not be available to a user. • Same Section. Best Scattered seats will be offered in the same section of the venue. The section is defined by the area set in Venue Configuration. • Seat Proximity. Best Scattered seats will be offered in proximity of each other. It sets the distance that seats can be from each other. Enter the number of rows a seat must be in the same proximity in Front-Back Max. Enter the seats to the left or right that the seats must be in the same proximity in Left-Right Max. • Unlimited. Best Scattered seats will be offered anywhere within the venue.
Near Block Proximity	This setting defines how far apart, front and back, left and right, the blocks could be.
Best Seat Rollover	<p>This option widens the opportunity for a user to lock seats when the Best Seat Rollover is used. Choose from the dropdown list:</p> <ul style="list-style-type: none"> • Not Available. The best seat rollover will be consistent with current Behavior within ProVenue® for selecting best seating. • Any Scale. The quantity of tickets, Buyer Types, holds codes are retained from the seat request. Price scales and sections will not be used to lock seats. • Same Scale. The quantity of tickets, Buyer Types, hold codes and price scales are retained from the original request. Section will not be used to lock seats.
Best Available Stranding Seats	<p>When selling seats via Best Seats, ProVenue® can avoid leaving single and triple seats. Choose from the dropdown list:</p> <ul style="list-style-type: none"> • Not Allowed. ProVenue® will not allow single or triple seats to be left in a row. • Allow Triples. The system will allow a user to leave three seats in a row, but not a single seat. • Allow Singles. The system will allow a user to leave both single and triple seats in a row.
Map Sales Stranding Seats	<p>When selling seats via Map Sales, ProVenue® can avoid leaving single and triple seats. Choose from the dropdown list:</p> <ul style="list-style-type: none"> • Not Allowed. ProVenue® will not allow single or triple seats to be left in a row. • Allow Triples. The system will allow a user to leave three

Best Seat	
	seats in a row. <ul style="list-style-type: none">• Allow Singles. The system will allow a user to leave both single and triple seats in a row.

- Once all the necessary settings have been entered, click **APPLY CHANGES**.

APPLY CHANGES

Hold Codes

For inventoried Events, there is a mapping of hold codes for the Sales Channel/Agency/User that provides a list of hold codes that are available for the various permissions that are enabled.

- Select “Hold Codes” from the ‘Set / Modify’ dropdown menu.

Event Administration

[Events](#) | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | **Event Access** | Promotions | Extra Print Items

ACCESS

Set / Modify: Hold Codes

CONTEXT Clear Context

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

HOLD CODES Search Hold Codes: Clear

Inherit Default: **OPEN**

Code	Description	Override	View	Select	Set	Default	Return / Release
OPEN	OPEN		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✔	<input checked="" type="checkbox"/>
<input type="checkbox"/> ACCESS	ACCESSIBLE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<input type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<input type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>


RESET VALUES
APPLY CHANGES

- To make changes to the hold code permissions, deselect the ‘Inherit’ checkbox.

HOLD CODES Search Hold Codes: Clear

Inherit Default:

Code	Description	Override	View	Select	Set	Default	Return / Release
OPEN	OPEN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✔	<input type="checkbox"/>
<input type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> HOUSE	HOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

- To see the individual hold codes belonging to a hold code group, click the  icon to expand the hold code group.

HOLD CODES								
<input type="checkbox"/> Inherit Default:		Search Hold Codes: <input type="text"/>						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 checked="" type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<input checked="" type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/> HOUSE	HOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
BLKOUT	Blackout Holds		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DEV	DEVELOPMENT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HOUSE	HOUSE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
LIMITV	LIMITED VIEW		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MKTG	MARKETING		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
REMOVE	REMOVE SEATS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SOUND	SOUNDBOARD		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
TROUBL	TROUBLE SEATS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	

Permissions can be set by the individual Hold Code or by the Hold Code Group. If a Sales Channel/user/Agency should have the same permissions for all individual Hold Codes within a Hold Code Group, then the access can be set at the Hold Code Group level.

When you set permissions for View, Select, Set, or Return/Release at the Hold Code Group level, those permissions will be applied to the individual Hold Codes.

- To set hold code access, check the box in the Override column of the Hold Code Group or Individual Hold Code. Next, check the box in the column corresponding to the access to be granted.

HOLD CODES								
<input type="checkbox"/> Inherit Default:		Search Hold Codes: <input type="text"/>						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 checked="" type="checkbox"/> ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<input checked="" type="checkbox"/> AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/> HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
BLKOUT	Blackout Holds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
DEV	DEVELOPMENT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
HOUSE	HOUSE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
LIMITV	LIMITED VIEW	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
MKTG	MARKETING	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
REMOVE	REMOVE SEATS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SOUND	SOUNDBOARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
TROUBL	TROUBLE SEATS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	

- Each user must have a default hold code. To select the Default Hold Code, click the check mark in the Default column corresponding to the Individual Hold Code. This will turn the checkmark from grey to red.

HOLD CODES								
Code		Description	Override	View	Select	Set	Default	Return / Release
<input type="checkbox"/>	OPEN	OPEN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ACCESS	ACCESSIBLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>	AUCT	Auction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>	HOUSE	HOUSE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	BLKOUT	Blackout Holds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	DEV	DEVELOPMENT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	HOUSE	HOUSE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	LIMITV	LIMITED VIEW	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	MKTG	MARKETING	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	REMOVE	REMOVE SEATS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SOUND	SOUNDBOARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	TROUBL	TROUBLE SEATS	<input 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"/>	SPCL	SPECIAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Hold Code Permissions	
View	This allows a user to see the display group and/or display indicator when in a view mode for the hold code. A user can view a seat with a hold code, but might not be able to select or lock it, refer to the select permission below.
Select	This allows a user to select a seat for the hold code enabled with this permission. Note that enabling select for a user automatically enables view.
Set	This allows a user that has locked seats in a hold code list to set the locked seats to the enabled hold code.
Return / Release	This allows a user with appropriate permissions to use the hold code to protect a seat that is being returned or released for this Event. A user might have multiple hold codes defined for this purpose, selecting the appropriate hold code for a particular purpose when it is returned.

Note: A hold code type of 'block' or 'market' can be set to view, but cannot be set to select, set, or return/release.

- Once all the needed Hold Code Access has been set, click **APPLY CHANGES**.

APPLY CHANGES

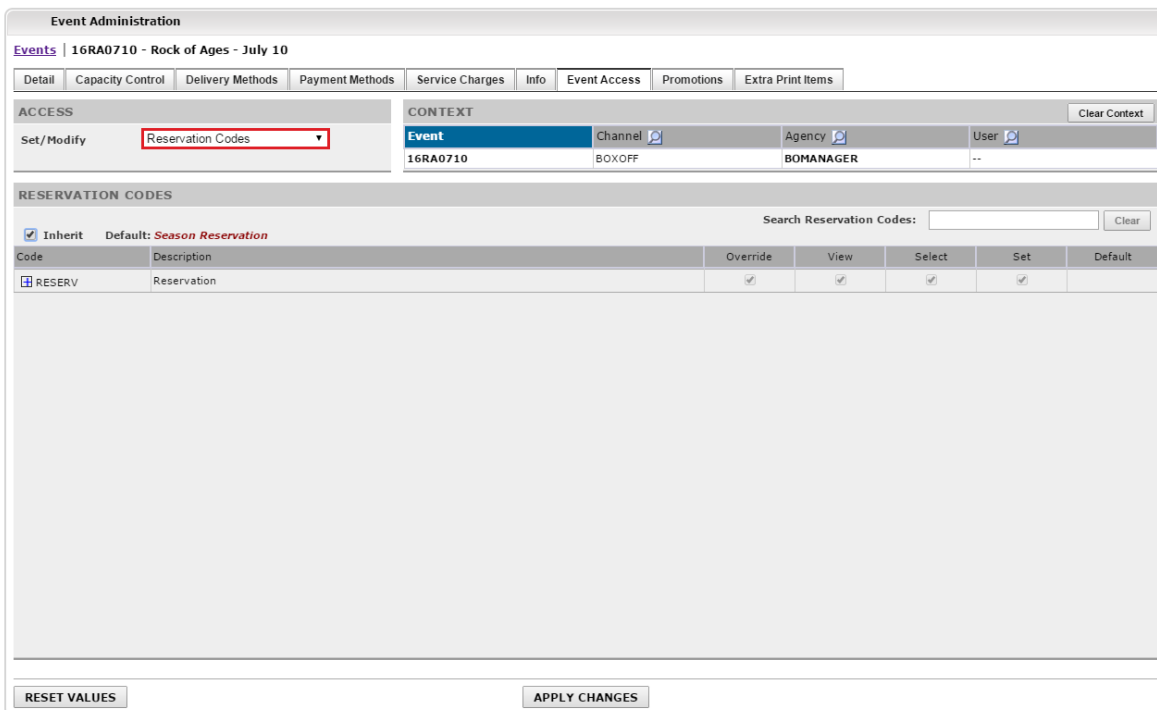
Reservation Codes

Similar to a hold code, a reservation code is an access mechanism used in conjunction with a reservation to protect inventory. Reservation code access provides a means of controlling access to reserved seats.

A reservation will have a transaction and patron associated with it. Unlike seats with hold codes, only transaction processes are allowed to alter a seat with a reservation, either by claiming it (and subsequently selling it) or by releasing it.

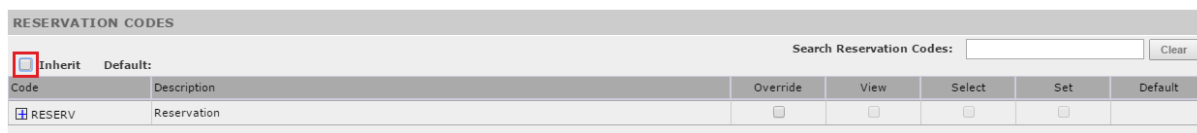
Like hold codes, reservation codes can be segregated into groups and can be visually displayed on a seat map

- Select “Reservation Codes” from the ‘Set / Modify’ dropdown menu.




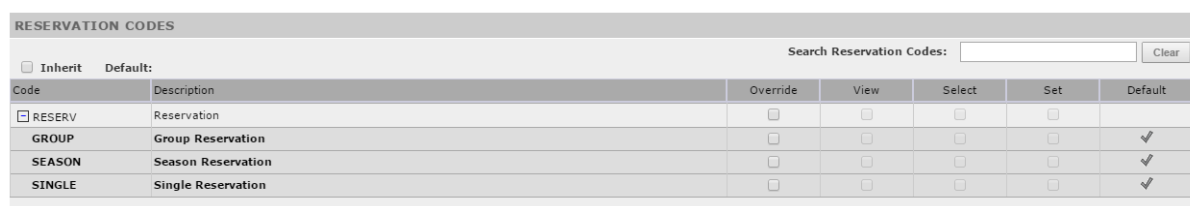
The screenshot shows the 'Event Administration' interface for event '16RA0710 - Rock of Ages - July 10'. The 'ACCESS' section has 'Set/Modify' set to 'Reservation Codes'. The 'CONTEXT' section shows Event: 16RA0710, Channel: BOXOFF, Agency: BOMANAGER, and User: --. The 'RESERVATION CODES' section has 'Inherit' checked and 'Default: Season Reservation'. A table lists the 'RESERV' code with 'Reservation' description and various permission checkboxes.

- To make changes to the Reservation Code permissions, deselect the 'Inherit' checkbox.



The screenshot shows the 'RESERVATION CODES' section with the 'Inherit' checkbox now unchecked. The table below it shows the 'RESERV' code with all permission checkboxes (Override, View, Select, Set, Default) also unchecked.

- To see the individual Reservation Codes belonging to a Reservation Code Group, click the  icon to expand the Reservation Code Group.



The screenshot shows the 'RESERVATION CODES' section with the 'RESERV' code group expanded. It now lists sub-groups: 'GROUP' (Group Reservation), 'SEASON' (Season Reservation), and 'SINGLE' (Single Reservation), each with its own set of permission checkboxes.

- To set Reservation Code access, check the box in the Override column of the Reservation Code Group or Individual Reservation Code. Next, check the box in the column corresponding to the access to be granted.

RESERVATION CODES						
<input type="checkbox"/> Inherit Default:		Search Reservation Codes: <input type="text"/> <input type="button" value="Clear"/>				
Code	Description	Override	View	Select	Set	Default
<input type="checkbox"/> RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GROUP	Group Reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SEASON	Season Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SINGLE	Single Reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- To select the Default Reservation Code, click the check mark in the Default column corresponding to the Individual Reservation Code. This will turn the checkmark from grey to red.

RESERVATION CODES						
<input type="checkbox"/> Inherit Default: Group Reservation		Search Reservation Codes: <input type="text"/> <input type="button" value="Clear"/>				
Code	Description	Override	View	Select	Set	Default
<input type="checkbox"/> RESERV	Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GROUP	Group Reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SEASON	Season Reservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SINGLE	Single Reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Reservation Code Permissions	
View	When in a view mode that shows information for reservations, users with view level access will be able to see the display group/display indicator for seats with this permission
Select	When enabled, this permission allows a user to claim a seat with this reservation code. Note that enabling select for a user automatically enables view.
Set	With set permission, users are allowed to use this reservation code when making a reservation.

Note: A Sales Channel/Agency/User will not have any reservation code access unless one of the following conditions is met:

- They are allowed to reserve/release seats; or
- They are allowed to claim reservations.

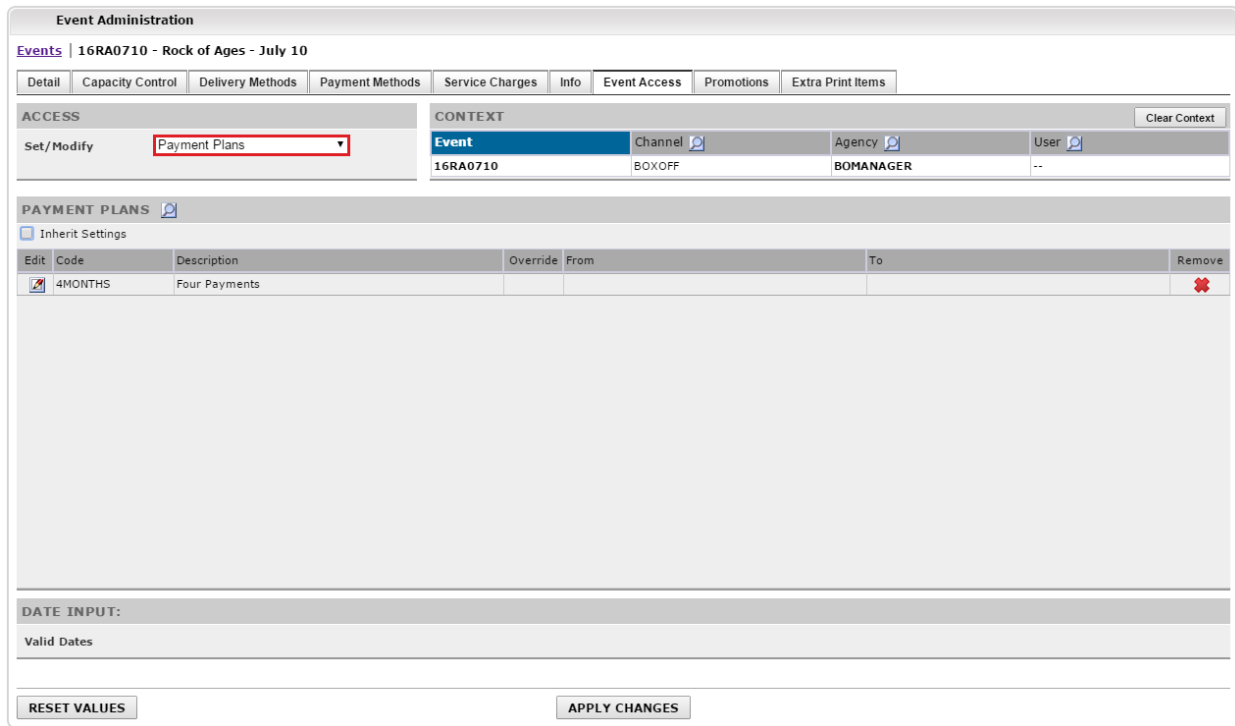
- Once all the needed Reservation Code Access has been set, click **APPLY CHANGES**.

APPLY CHANGES

Payment Plans

A payment plan is a template used to create a set of installments for an open item receivable. Payment plans are set up in *Supplier Administration > Payment Plans*. The payment plans can be applied to events at the Supplier or event Level.

- Select “Payment Plans” in the ‘Set / Modify’ dropdown menu.



Event Administration
 Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | **Payment Methods** | Service Charges | Info | Event Access | Promotions | Extra Print Items

ACCESS
 Set/Modify: **Payment Plans**

CONTEXT
 Event: 16RA0710 | Channel: BOXOFF | Agency: BOMANAGER | User: --


PAYMENT PLANS
 Inherit Settings

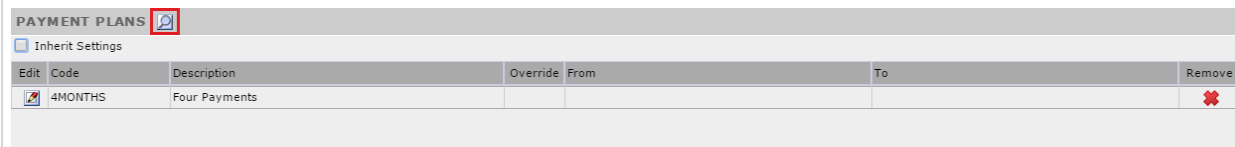
Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				


DATE INPUT:
 Valid Dates

RESET VALUES | APPLY CHANGES

Payment plans that were set in *Supplier Administration* and inherited to the event will be displayed.

- To add a new payment plan, deselect the ‘Inherit Settings’ box, and then click the  icon.



PAYMENT PLANS 

Inherit Settings

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				

- Enter payment plans search criteria, if needed, and click **FIND**. Check the box next to the payment plan that you want to assign to add the event and click **OK**.

Select	Code	Description
<input type="checkbox"/>	4MONTHS	Four Payments
<input checked="" type="checkbox"/>	GROUP	Group Deposit Plan
<input type="checkbox"/>	3PAYS	Three Payment Plan

- The payment plans can be edited, if needed, by clicking the icon, deselecting the 'Inherit Settings' checkbox, and then entering updated valid dates.

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments				
	GROUP	Group Deposit Plan				

DATE INPUT: GROUP - GROUP DEPOSIT PLAN

Valid Dates Inherit

From

To

- Payment plans can also be removed by clicking the icon.

Edit	Code	Description	Override	From	To	Remove
	4MONTHS	Four Payments	-	-	-	
	GROUP	Group Deposit Plan				

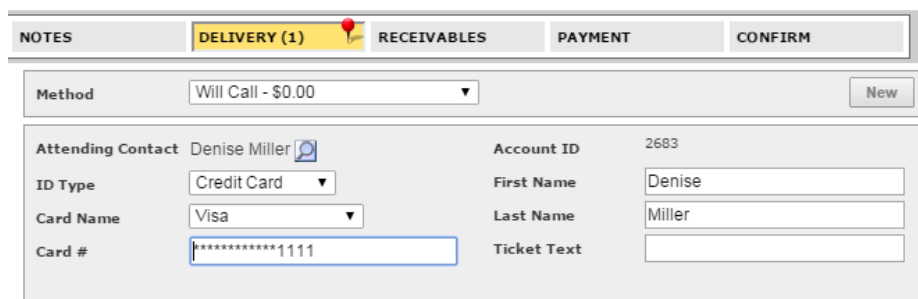
- Once the payment plans have been set, click **APPLY CHANGES**.

APPLY CHANGES

Delivery Card Types

This screen allows the user to specify which card types are valid forms of ID for delivery pickup. The card types include credit cards, driver's licenses, loyalty cards, and gift cards.

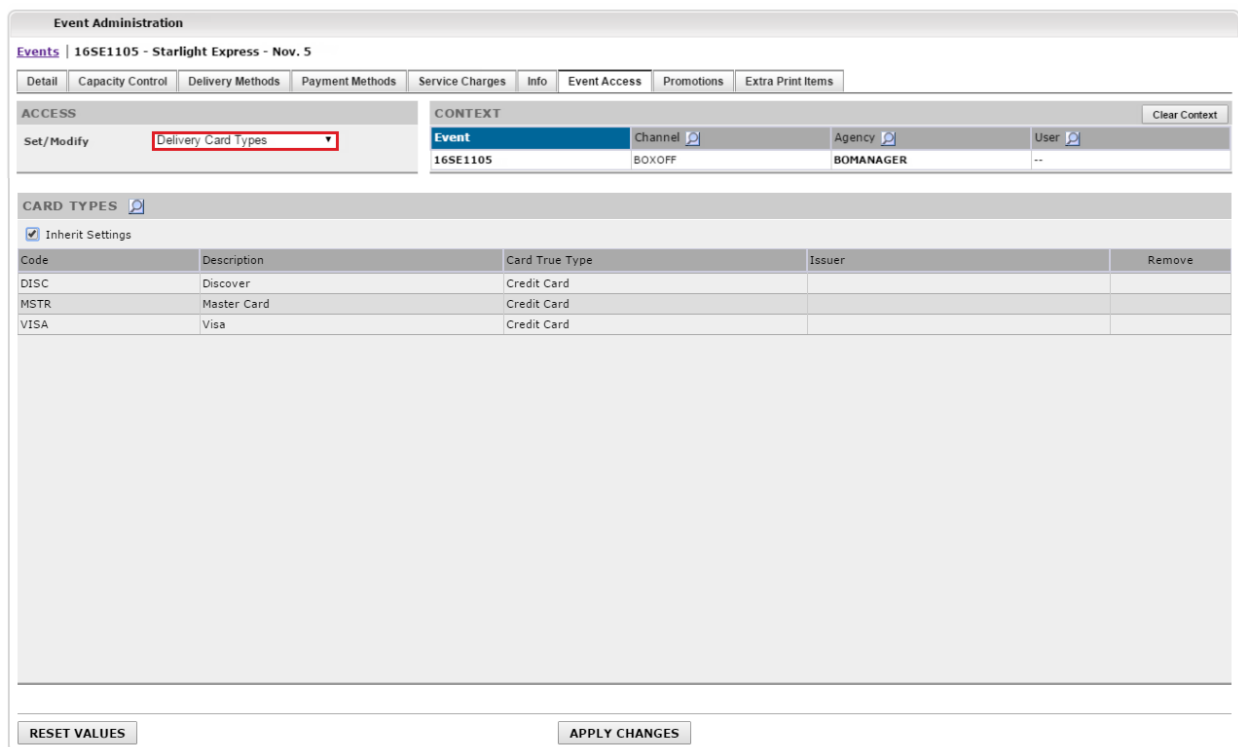
For example, if a credit card is added as a delivery card type for the package, then, while processing an order for a Will Call delivery method, the user can select "Credit Card" from the 'ID Type' dropdown list, and then enter the patron's credit card information.



Ticketing users can then search using driver license criteria at both the *Will Call Service* and *Ticket Services* menu options.

Once a delivery card is associated with a personal pickup delivery, the patron can present the delivery card as identification at ticket windows, kiosks, or Access Control scanning locations.


- Select "Delivery Card Types" from the 'Set/Modify' dropdown menu.



Code	Description	Card True Type	Issuer	Remove
DISC	Discover	Credit Card		
MSTR	Master Card	Credit Card		
VISA	Visa	Credit Card		

Card Types that were set in *Supplier Administration* and inherited to the event will be displayed.

- To add a new card type, uncheck the 'Inherit Settings' checkbox, and then click the  icon.

CARD TYPES 

Inherit Settings

Code	Description	Card True Type	Issuer	Remove
DISC	Discover	Credit Card		
MSTR	Master Card	Credit Card		
VISA	Visa	Credit Card		

- Enter card type search criteria, if needed, and click **FIND**. Check the box next to the card type that you want to add to the event, and then click **OK**.

DELIVERY CARD TYPES

FIND

Filter By:

Select	Code	Description	Card True Type	Issuer
<input type="checkbox"/>	DLAL	Alabama	Driver License	AL - Alabama
<input type="checkbox"/>	DLAK	Alaska	Driver License	AK - Alaska
<input type="checkbox"/>	DLAB	Alberta	Driver License	AB - Alberta
<input checked="" type="checkbox"/>	AMEX	American Express	Credit Card	-
<input type="checkbox"/>	DLAZ	Arizona	Driver License	AZ - Arizona
<input type="checkbox"/>	DLAR	Arkansas	Driver License	AR - Arkansas
<input type="checkbox"/>	BKGC	Blackhawk Gift Card	Gift Card	-
<input type="checkbox"/>	DLBC	British Columbia	Driver License	BC - British Columbia
<input type="checkbox"/>	DLCA	California	Driver License	CA - California

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

- Once the card types have been set, click **APPLY CHANGES**.

APPLY CHANGES

Market Permissions

- Select “Market Permissions” from the ‘Set / Modify’ dropdown menu.

Event Administration

Events | 16RA0710 - Rock of Ages - July 10

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | **Event Access** | Promotions | Extra Print Items

ACCESS

Set/Modify: Market Permissions

CONTEXT Clear Context

Event	Channel	Agency	User
16RA0710	BOXOFF	BOMANAGER	--

INVENTORY UPLOAD

Do Not Upload Tickets Returned Before: Inherit Allow

Clear Access

MARKET OFFERS

Resale Access: Inherit Allow
From: To:

Transfer Access: Inherit Allow
From: To:

Donation Access: Inherit Allow
From: To:

Clear Access

PRICE ASSIGNMENTS

Face Value Price: Inherit Allow

Purchase Amount Price: Inherit Allow

Purchase Amount Assignment: Inherit Allow

Clear Access

CONSIGN BACK

Consign Back Access: Inherit Allow
From: To:

Target Hold Code: Inherit Allow

Seller Per Ticket Charge: Inherit Allow

Clear Access

PRIMARY AUCTION

Primary Auction Access: Inherit Allow
From: To:

Seller Permission: Inherit Allow
Source Market Hold Code:
Target Market Hold Code:

Clear Access

FORWARD

Forward Access: Inherit Allow
From: To:

Clear Access

RESET VALUES
APPLY CHANGES

Market Permissions	
Inventory Upload	
Do Not Upload Tickets Returned Before	If set, when uploading ticket inventory for a patron account, ProVenue® will exclude data for tickets that were returned before this date and time.

Market Permissions	
Market Offers	
Resale Access	If set, ProVenue® will upload all tickets as valid for resale and will allow resale transaction to be completed.
Transfer Access	If set, ProVenue® will mark all tickets valid for transfer and will allow transfer transaction to be completed.
Donation Access	If set, ProVenue® will mark all tickets valid for donation and will allow donations to be completed.

Market Permissions	
Price Assignments	
Face Value Price	ProVenue® uses this definition to derive the face value for tickets uploaded to the front end. Choose from the dropdown list: <ul style="list-style-type: none"> • Original Price. This is the price at which the offered ticket was purchased on the primary market.

Market Permissions	
Price Assignments	
	<ul style="list-style-type: none"> • Original Price Plus Fees. • Reference Price. This is the current reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event. • Market Reference Price. This is the current market reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event.
Purchase Amount Price	<p>ProVenue® uses this definition to derive the purchase minimum uploaded to front event. Choose from the dropdown list:</p> <ul style="list-style-type: none"> • Original Price. This is the price at which the offered ticket was purchased on the primary market. • Original Price Plus Fees. • Reference Price. This is the current reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event. • Market Reference Price. This is the current market reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event.
Purchase Amount Assignment	<p>ProVenue® uses this definition to write the ticket price for the secondary market sold or transferred ticket. The secondary market ticket's price is used for reference only. It will always be a non-revenue item. Choose from the dropdown list:</p> <ul style="list-style-type: none"> • Original Price. This is the price at which the offered ticket was purchased on the primary market. • Original Price Plus Fees. • Reference Price. This is the current reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event. • Market Reference Price. This is the current market reference price for the ticket's Buyer Type and scale, as defined in the Price Structure for the event.

Market Permissions	
Consign Back	
Consign Back Access	If set, ProVenue® will permit tickets for this event to be consigned back to the box office.
Target Hold Code	If set, this will define the hold code that will be used to market seats that are currently on a primary auction offer.
Seller Per Ticket Charge	If set, choose from the list of Per Ticket Service Charges that will be charged to the seller for each consigned-back ticket that is resold by the Box Office.

Market Permissions	
Primary Auction	
Primary Auction Access	If set, ProVenue® will upload tickets for this event for primary auction and allow primary auction sales to be completed.

Market Permissions	
Primary Auction	
Seller Permission	<p>There are two options to use:</p> <ul style="list-style-type: none"> • Source Hold Code. Choose from the dropdown list the Hold Code that will be used to mark inventory that is eligible for primary auction upload and offer creation. • Target Hold Code. Choose from the dropdown list the Hold Code that will be used to mark seats that are currently on primary auction offer.

Market Permissions	
Forward	
Forward Access	<p>If set, ProVenue® will control the ability of users to forward deliveries to Attending Patron Accounts that are not the Financial Patron.</p>

Copying Event Access

Copying from another Event

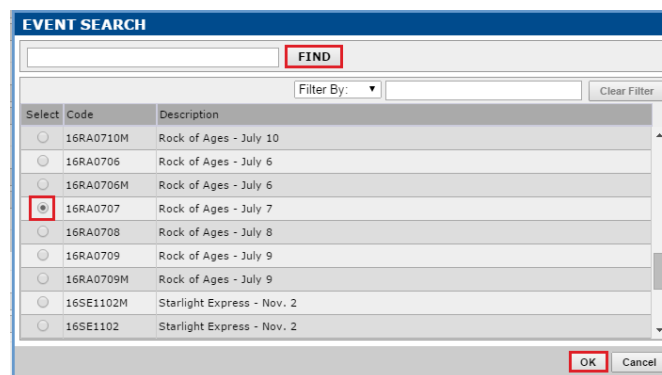
Event Access for an event can be copied from another event. The option to copy Event Access will only be available when no Channel, Agency, or User context has been set.

Copying Event Access from another event will copy all access settings for all pages, not just the page from which the **COPY FROM** button was selected. Once copied, the values will display in the pages, but it will be necessary to click **APPLY CHANGES** in order for the copied values to be persisted.

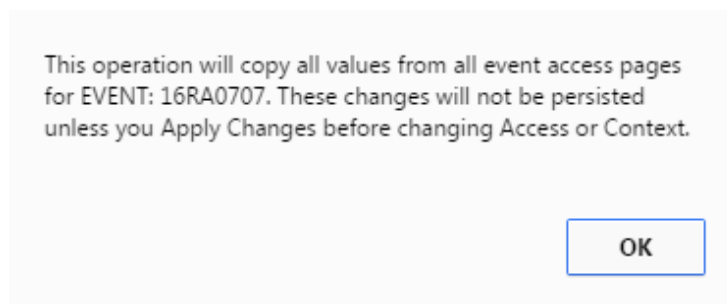
- To copy Event Access from another event, click the **COPY FROM** button at the bottom of the page.



- Enter event search criteria, if needed, and click **FIND**. Check the box next to the event from which you want to copy access and click **OK**.



- An informational message will appear. Click **OK**.



- Once you have confirmed that you want to copy the settings for all access pages for the event, click **APPLY CHANGES**.



Copying from another Channel, Agency, or User

Event Access for an event can be copied from another context within the event. The option to copy Event Access will only be available when a Channel, Agency, or User context has been set and there have been access overrides set for another Channel, Agency, or User in the same event.

Copying Event Access from another context will copy all access settings for all pages, not just the page from which the **COPY FROM** button was selected. Once copied, the values will display in the pages, but it will be necessary to **APPLY CHANGES** in order for the copied values to be persisted.

- First set the context to which you want to copy Event Access. In this example, we'll copy the Box Office Manager Agency access to the Box Office Supervisor Agency.

CONTEXT				Clear Context
Event	Channel	Agency	User	
16SE1103	BOXOFF	BOSUPERVISOR	--	

- To copy Event Access from another Context, click the **COPY FROM** button at the bottom of the page.

- Enter Agency search criteria, if needed, and click **FIND**. Check the box next to the Agency from which you want to copy access and click **OK**.

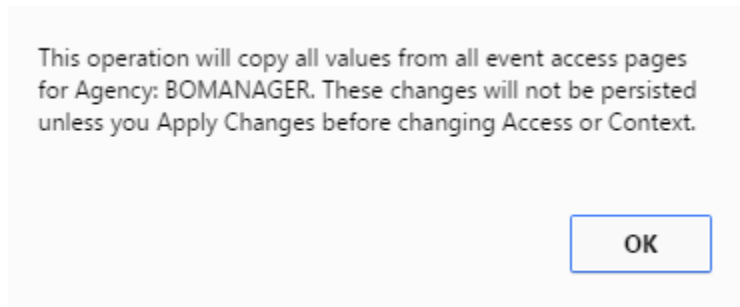
AGENCY SEARCH

Filter By:

Select	Code	Description
<input checked="" type="checkbox"/>	BOMANAGER	Box Office Manager

Note: Only Agencies that have overrides set will display in the search results.

- An informational message will appear. Click **OK**.

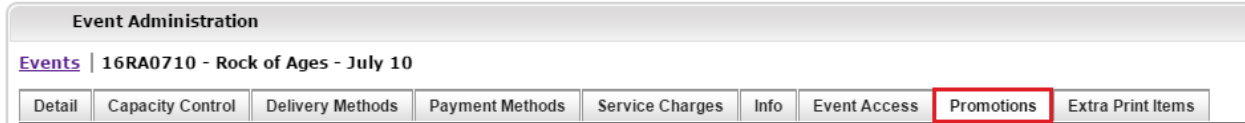


- Once you have confirmed that you want to copy the settings for all access pages for the Agency, click **APPLY CHANGES**.

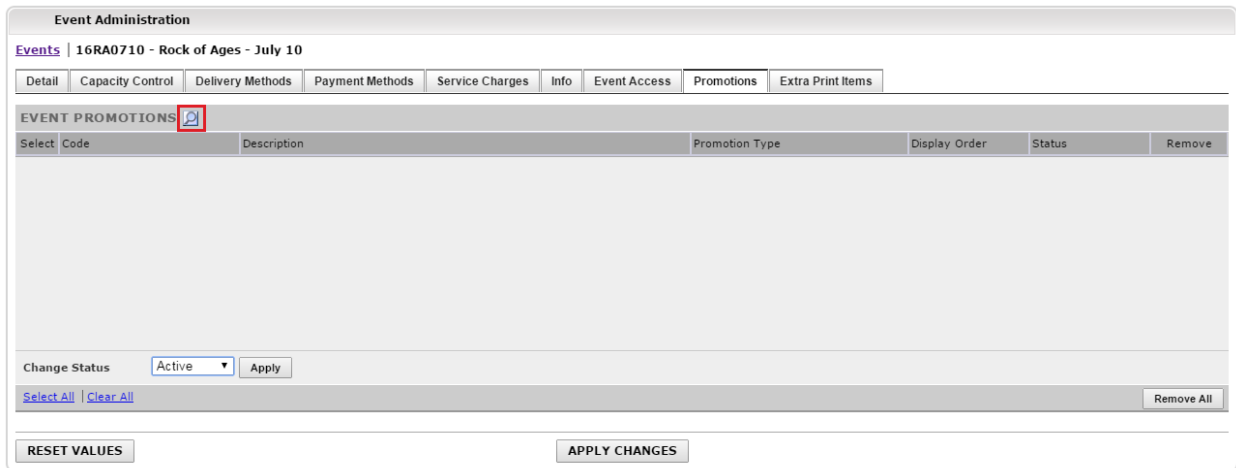
APPLY CHANGES

Promotions

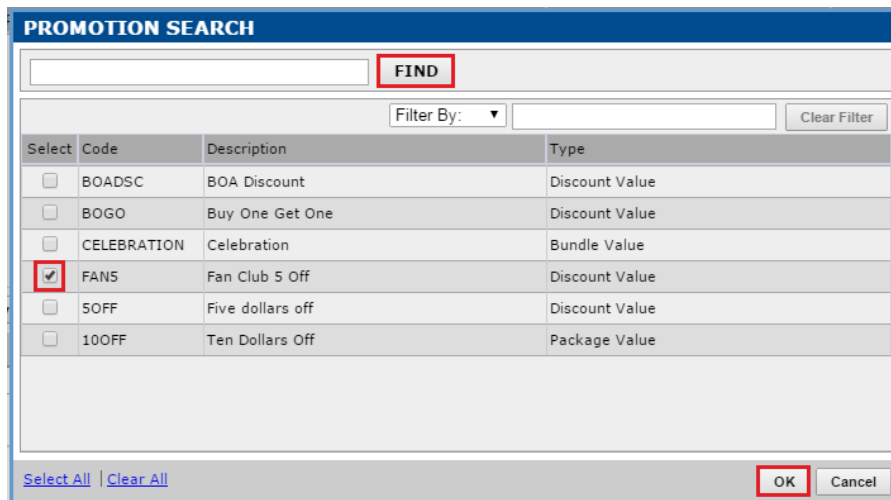
- To assign a promotion to the event, click the “Promotions” tab.



- To select a promotion, click the  icon.



- Enter promotion search criteria, if needed, and click **FIND**. Check the box next to the promotion that you want to apply to the event, and then click **OK**.




- Confirm that the promotion is selected and that the 'Change Status' dropdown is set to "Active." Click **Apply**.

Event Administration

[Events](#) | 16RA0710 - Rock of Ages - July 10

[Detail](#) |
 [Capacity Control](#) |
 [Delivery Methods](#) |
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EVENT PROMOTIONS [+](#)

Select	Code	Description	Promotion Type	Display Order	Status	Remove
<input checked="" type="checkbox"/>	FANS	Fan Club 5 Off	Discount Value	1		

Change Status: Active ▾ **Apply**

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

RESET VALUES
APPLY CHANGES

- Once all promotions are applied, click **APPLY CHANGES**.

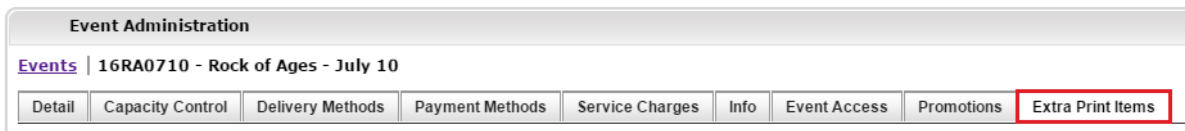
APPLY CHANGES

Note: Promotions may also be assigned to existing events through *Promotion Administration*. Promotions that were previously associated with an existing event via *Promotion Administration* will be displayed in this tab. From here, the status of a promotion can be updated, or the promotion can be removed.

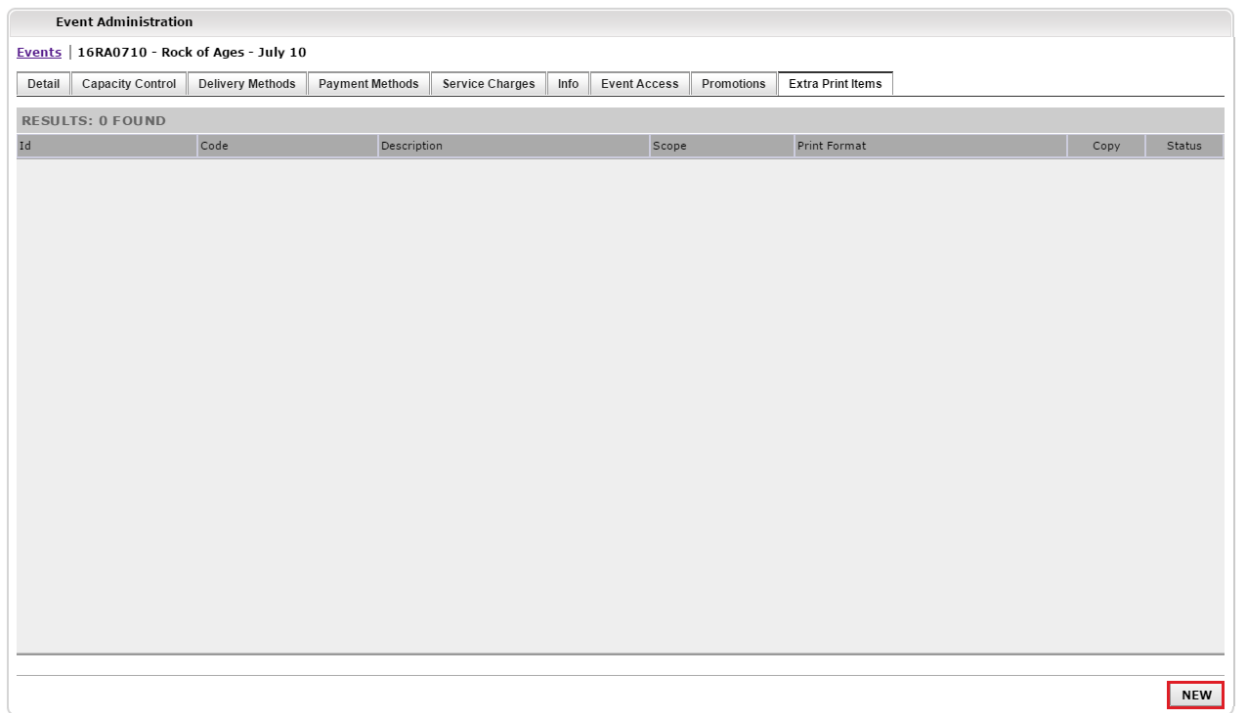
Extra Print Items

Extra print items specify the criteria for printing coupons or tickets for some other purpose, such as special instructions, based on tickets in a delivery. These extra print items are intended to be items that do not have their printing logged and which have no value on the system. They may be for marketing purposes only and do not contribute any information to ticket services or on reports.

- To configure extra print items, click the “Extra Print Items” tab.



- To create a new print Item, click **NEW**.



The following screen will be displayed.

Event Administration

Events | 16RA0710 - Rock of Ages - July 10 | [Extra Print Items](#) | New

Detail | Capacity Control | Delivery Methods | Payment Methods | Service Charges | Info | Event Access | Promotions | **Extra Print Items**

EXTRA PRINT ITEM DETAIL

Code	<input type="text"/>	Print Format	?
Description	<input type="text"/>	Buyer Type	?
Scope	Per Ticket ▼	Price Scale	?
Buyer Type Display Indicator	<input type="text"/>	Section	?
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive	Extended Seat Def	?

Code, Description, Scope, and Print Format are required. Buyer Type, Buyer Type display indicator, price scale, section, and Extended Seat Definition are all optional.

If you specify one or more criteria, only the tickets that meet all of the specified criteria trigger coupons to print. For example, if you specify both a Buyer Type and a section, only tickets sold to the specified Buyer Type in the specified section will trigger coupons to print. The coupons will always print according to the specified scope. If you leave all of the optional criteria blank, coupons will print for all tickets to the event according to the specified scope.

Extra Print Items	
Code	Enter a unique code, up to 16 characters, that represents the Extra Print Item.
Description	Enter a description, up to 50 characters, that represents the Extra Print Item.
Scope	<ul style="list-style-type: none"> Per Ticket - one coupon will be printed per event ticket that matches the coupon criteria. For example, if a patron buys 5 tickets that match the coupon criteria, 5 tickets and 5 coupons will be printed. Per Delivery - one coupon will be printed per delivery of event ticket(s) that match the coupon criteria. For example, if a patron buys 5 tickets that match the coupon criteria, 5 tickets and 1 coupon will be printed.
Buyer Type Display Indicator	Enter the Buyer Type display indicator for the coupon. If you enter a Buyer Type display indicator, then it will function as criteria for triggering the coupon to print. When tickets are sold with the specified Buyer Type display indicator, coupons are printed according to the specified scope.
Status	Specify whether the Extra Print Item is active or inactive.
Print Format	Select a print format for the extra print item.
Buyer Type	Select a Buyer Type for the coupon. If you select a Buyer Type, then it will function as criteria for triggering the coupon to print. When tickets are sold to the specified Buyer Type, coupons are printed according to the specified scope.
Price Scale	Select a price scale for the coupon. If you select a price scale, then it will function as criteria for triggering the coupon to print. When tickets are sold in the specified price scale, coupons are printed according to the specified scope.

Extra Print Items	
Section	Select a section for the coupon. If you select a section, then it will function as criteria for triggering the coupon to print. When tickets are sold in the specified section, coupons are printed according to the specified scope.
Extended Seat Def	Select an Extended Seat Definition for the coupon. If you select an Extended Seat Definition, then it will function as criteria for triggering the coupon to print. When tickets are sold with the specified Extended Seat Definition, coupons are printed according to the specified scope.

- Once the Extra Print Item is set up, click **APPLY CHANGES**.

APPLY CHANGES