



PROVENUE®
TRAINING DOCUMENTATION

*Ticketing –
Hold Code Management via
Ticket Sales*

Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 2.XX	9/20/2011	Hector Simonson	Document Originated
2.0	PV 3.4.00	4/16/2015	Susan Leslie	Updated formatting and validated for new version

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Overview

Hold Codes can be assigned to seats to help control access to inventory. Different users may have different access to different Hold Codes. This allows certain seats to be protected from sale by certain users, or requires a user with a certain Hold Code access to change their view to that Hold Code in order to select it. One example of this is the sale of ADA compliant seating, where a user must have access to the ADA Hold Code to be able to seat patrons requiring ADA seating.

There are three methods available to assign Hold Codes after an event is created.

- Setting Hold Codes via Ticket Sales using the Map. This is the most common method and is used to manage inventory dynamically
- Using the Hold Code Management Portal. This method is used to manage holds in bulk
- Using the Hold Code Assignment Utility. This method is used place Holds across multiple events based on a source event.

This document covers Setting Hold Codes via Ticket Sales using the Map.

Prerequisites

To set Hold Codes via Ticket Sales using the seat map within ProVenue[®], a user must have one of the following Portal Roles assigned within *User Management*:

- BOClerk – Box Office Clerk;
- BOAsstMgr – Box Office Assistant Manager/Customer Service; OR
- BOMgmt – Box Office Management.

Any of these roles allow a user to access to *Ticket Sales*.

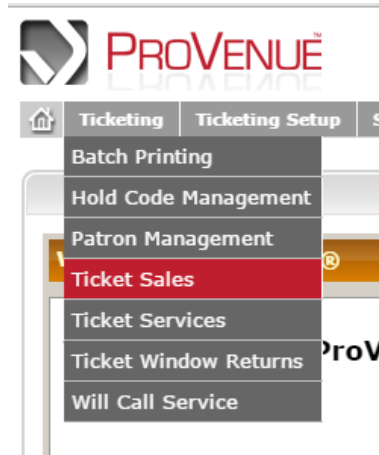
Additionally, the user must have the following access:

- Event Access for the event;
- Hold Code view for the event; and
- Full access privileges for the Hold Code(s) to be assigned (view, select, and set).

The event must also be configured for map sales.

Hold Code Management via Ticket Sales


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



- Enter the name of the event in the text box and click **FIND**.

SELECTED EVENT

Event Package

- If there are multiple events that meet the criteria, click the  icon next to the event for which you want to change Hold Codes.


SELECTED EVENT

Event Package

FINANCIAL PATRON

WILL CALL

Your cart is currently empty.

 **Ticket Sales**

RESULTS: 11 FOUND

Sell	Info	Code	Description	Secondary Title	Venue	Event Date	Day	Event Status	Available
	<input checked="" type="checkbox"/>	15WK0915T	Wicked - September 15	Wicked	Theatre V	9/15/2015 8:00 PM EDT	Tue	On Sale	1,168
	<input checked="" type="checkbox"/>	15WK0916W	Wicked - September 16	Wicked	Theatre V	9/16/2015 8:00 PM EDT	Wed	On Sale	1,122
	<input checked="" type="checkbox"/>	15WK0917R	Wicked - September 17	Wicked	Theatre V	9/17/2015 8:00 PM EDT	Thu	On Sale	1,123
	<input checked="" type="checkbox"/>	15WK0918F	Wicked - September 18	Wicked	Theatre V	9/18/2015 8:00 PM EDT	Fri	On Sale	1,132
	<input checked="" type="checkbox"/>	15WK0919A	Wicked - September 19	Wicked	Theatre V	9/19/2015 8:00 PM EDT	Sat	On Sale	1,138
	<input checked="" type="checkbox"/>	15WK0920U	Wicked - September 20	Wicked	Theatre V	9/20/2015 8:00 PM EDT	Sun	On Sale	1,168
	<input checked="" type="checkbox"/>	15WK0923W	Wicked - September 23	Wicked	Theatre V	9/23/2015 8:00 PM EDT	Wed	On Sale	1,162
	<input checked="" type="checkbox"/>	15WK0924R	Wicked - September 24	Wicked	Theatre V	9/24/2015 8:00 PM EDT	Thu	On Sale	1,168
	<input checked="" type="checkbox"/>	15WK0925F	Wicked - September 25	Wicked	Theatre V	9/25/2015 8:00 PM EDT	Fri	On Sale	1,168
	<input checked="" type="checkbox"/>	15WK0926A	Wicked - September 26	Wicked	Theatre V	9/26/2015 8:00 PM EDT	Sat	On Sale	1,170
	<input checked="" type="checkbox"/>	15WK0927U	Wicked - September 27	Wicked	Theatre V	9/27/2015 8:00 PM EDT	Sun	On Sale	1,170

If the user does not default to Map Sales (*Application Feature Permissions > Sales Permissions > 'Default Sales Flow Type'*), at the seat selection screen, access the seat map by clicking on the **MAP** button under **SELECTED EVENT** at the top right or by clicking the **VIEW MAP** button at the bottom of the page.

The screenshot shows the ProVenue Ticket Sales interface. At the top, there are three main sections: 'SELECTED EVENT', 'FINANCIAL PATRON', and 'WILL CALL'. The 'SELECTED EVENT' section displays '15WK0917R - Wicked - September 17 Wicked at Theatre V on Thu, Sep 17, 2015 8:00 PM EDT'. Below this, there are buttons for 'Best', 'Map', 'My Events', 'Advanced Search', and 'Search'. The 'FINANCIAL PATRON' section has a search box and a 'FIND' button. The 'WILL CALL' section has a search box and a 'FIND' button, with a note 'Your cart is currently empty.' Below these sections, there are buttons for 'New' and 'Advanced Search'. The main 'Ticket Sales' section is titled '15WK0917R - WICKED - SEPTEMBER 17 WICKED - THU, SEP 17, 2015 8:00 PM EDT'. It includes a 'Sale Type' section with 'Single' selected, a '# Seats' section with 'Seat Command' and 'Selection Guide' tabs, and a 'Seat Request' field. There are also 'Extended Seat Definitions' for 'AISLE - Aisle', 'AISLE - Left Aisle', and 'AISLE - Right Aisle'. The 'Availability' section shows 'Hold Code' as 'OPEN - OPEN' and 'Promotion' as 'None'. A 'Price Scales' table is displayed with the following data:

Select Code	Description	Price	Available	Contiguous	Offer Min	Offer Max
<input type="checkbox"/> PRICEA	PRICE A	\$110.00	125	20		
<input type="checkbox"/> PRICEB	PRICE B	\$90.00	441	30		
<input type="checkbox"/> PRICEC	PRICE C	\$70.00	437	20		
<input type="checkbox"/> PRICED	PRICE D	\$60.00	120	30		

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

- From the overview map, click the section for which you want to set or change Hold Codes.

The screenshot shows the ProVenue Ticket Sales interface with a seat map. The map displays a theater layout with various sections color-coded. A legend on the right side of the map lists the price scales for each section:

110.00	PRICEA-PRICE A
90.00	PRICEB-PRICE B
70.00	PRICEC-PRICE C
60.00	PRICED-PRICE D
45.00	PRICEE-PRICE E

This will take you to the Section Map.

You can change how seat information is displayed on the map by changing the View Mode and/or the Hold Code/Hold Code Group view. The standard view shows available seats for the selected Hold Code. In the map above, the selected Hold Code is OPEN, which is also the default Hold Code for this user.

- In the Seat Selection box on the right, select the tab labeled “Hold Code.”

SECTION	ROW	SEAT	HOLD CODE

- If not already checked, it is recommended that you click the 'Auto Lock' box prior to selecting seats from the map. If this box isn't checked prior to selecting seats, then you will need to use the **LOCK SEATS** button before setting the Hold Code. Additionally, other users can access seats that are not yet locked.

SECTION	ROW	SEAT	HOLD CODE

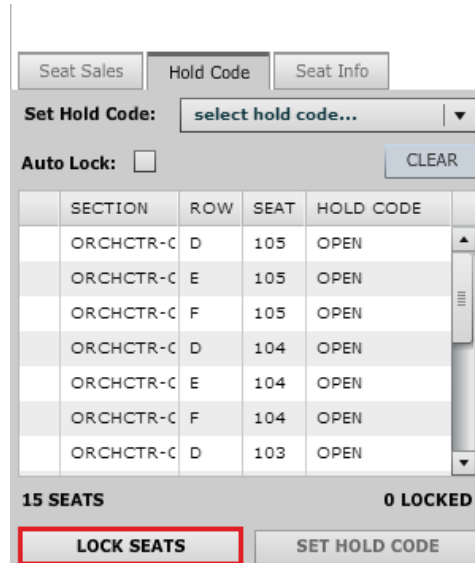
Note: There is a setting in the Application Feature Permissions that can set Auto Lock as a default when in Map Sales (*Application Feature Permissions > Sales Permissions > 'Default to Auto Lock In Map Sales'*).

- To select a seat from the map, click the seat. To select multiple seats, click and drag over the desired seats. The selected seats will be displayed in the Seat Selection box on the right.

SECTION	ROW	SEAT	HOLD CODE
ORCHCTR-C	D	105	OPEN
ORCHCTR-C	E	105	OPEN
ORCHCTR-C	F	105	OPEN
ORCHCTR-C	D	104	OPEN
ORCHCTR-C	E	104	OPEN
ORCHCTR-C	F	104	OPEN
ORCHCTR-C	D	103	OPEN

Make sure the selected seats are Locked. When locked, the  icon will display to the left of the seat.

- If 'Auto Lock' was not checked prior to selecting seats, then you must click **LOCK SEATS** before setting the Hold Code.

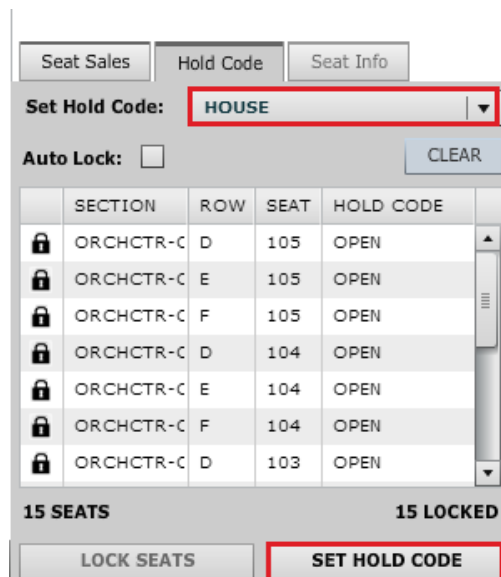









SECTION	ROW	SEAT	HOLD CODE
ORCHCTR-C	D	105	OPEN
ORCHCTR-C	E	105	OPEN
ORCHCTR-C	F	105	OPEN
ORCHCTR-C	D	104	OPEN
ORCHCTR-C	E	104	OPEN
ORCHCTR-C	F	104	OPEN
ORCHCTR-C	D	103	OPEN

15 SEATS 0 LOCKED

LOCK SEATS SET HOLD CODE

- From the 'Set Hold Code' dropdown, select the Hold Code to which you want to set the selected seats. In this example, we are going to change the Hold Code for the selected seats from "OPEN" to "HOUSE." Click **SET HOLD CODE**.



SECTION	ROW	SEAT	HOLD CODE
 ORCHCTR-C	D	105	OPEN
 ORCHCTR-C	E	105	OPEN
 ORCHCTR-C	F	105	OPEN
 ORCHCTR-C	D	104	OPEN
 ORCHCTR-C	E	104	OPEN
 ORCHCTR-C	F	104	OPEN
 ORCHCTR-C	D	103	OPEN

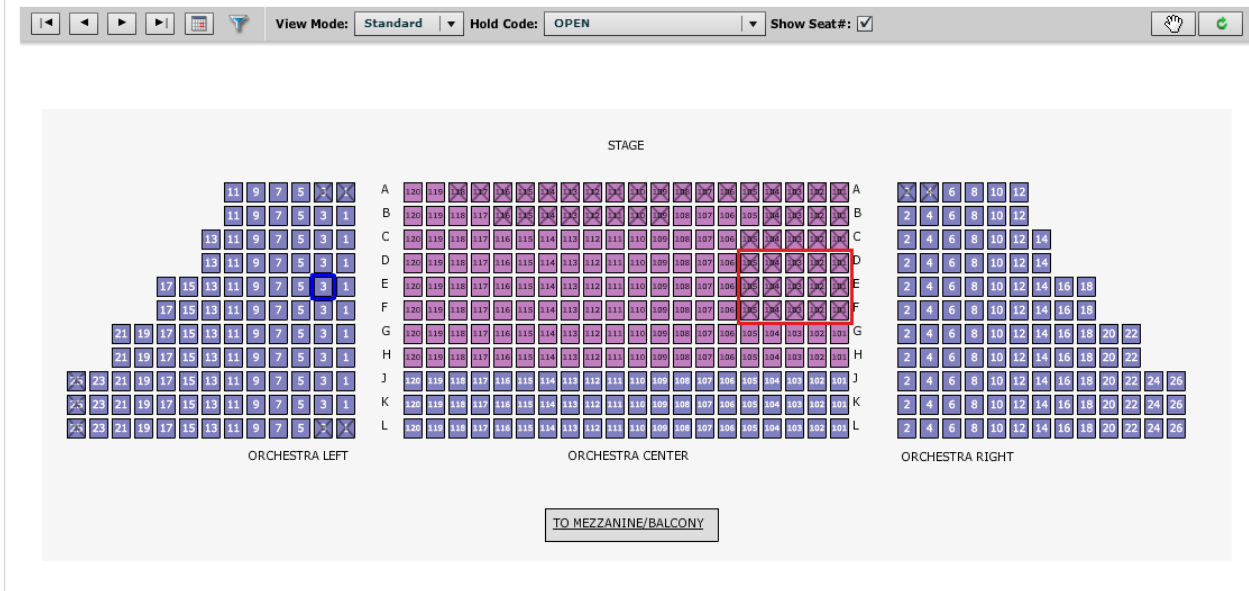
15 SEATS 15 LOCKED

LOCK SEATS **SET HOLD CODE**

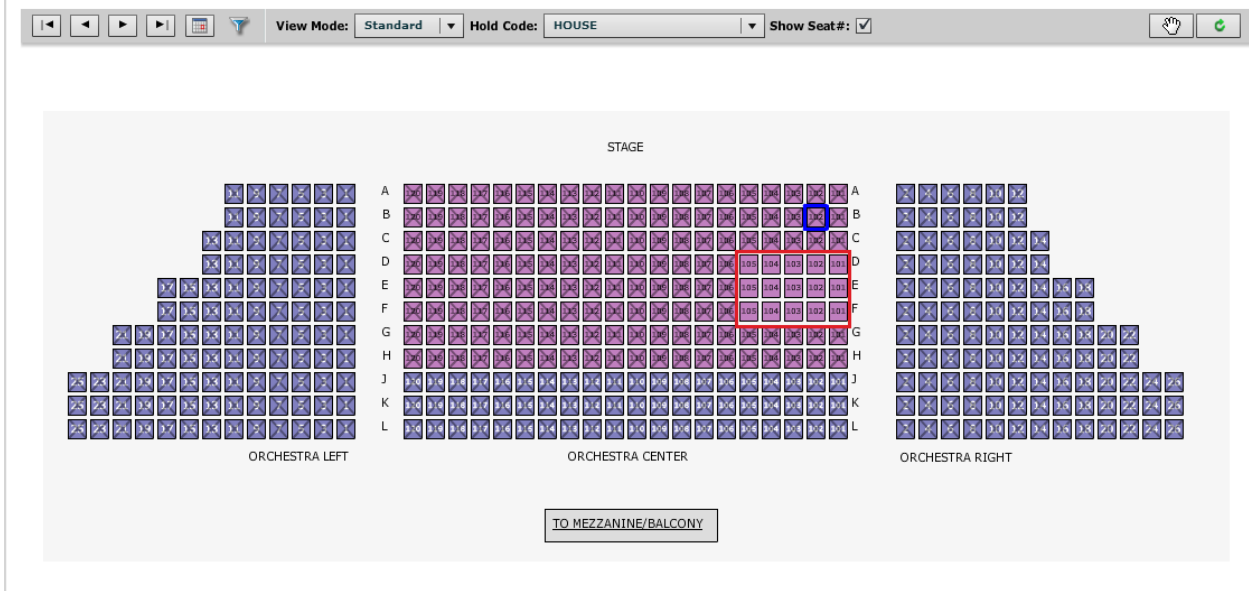
The seats will now be set to the new Hold Code and the map will be updated.

Note: User permissions determine the Hold Codes available to you and the types of actions permitted per Hold Code.

When 'View Mode' is set to "Standard" and 'Hold Code' is set to "OPEN," the seats that were changed to "HOUSE" will now show as "X."



When 'View Mode' is set to "Standard" and 'Hold Code' is set to "HOUSE," the seats that were changed to "HOUSE" will now display as Available.



When 'View Mode' is set to "Hold" and 'Hold Code Group' is set to "HOUSE," the seats that were changed to "HOUSE" will now display as "H," which is the display as character for that Hold Code.

