



ProVenue v. 2.2

Venue Administration

Quick Start Guide

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ProVenue 2.2 Venue Administration Quick Start Guide

The *ProVenue 2.2 Venue Administration - Quick Start Guide* provides step-by-step instructions for creating and configuring a new venue in the ProVenue ticketing system. Use of this guide assumes that various components are already present and configured within ProVenue, as defined below in the [Requirements](#) (see page 2) section.

Note: The procedures outlined in this *Quick Start Guide* provide basic instruction for creating and configuring the components that make up a Venue. Optional fields and setup steps are not addressed in detail. The [Appendixes](#) (see page 58) provide an overview of ProVenue navigation and other Venue creation concepts.

When creating a Venue, steps must be performed in a particular order.

In many cases, you must first create an entity (identify the basic characteristics) at one screen, then elaborate on that entity (configure the details) at another screen. For example, you must create a Price Scale (identify it with a code, description, and other characteristics) before you can apply the Price Scale to a collection of seats (to create a Price Scale Configuration that you can use for Events).

What is a Venue?

A venue represents a physical location where an event takes place (a baseball stadium or performing arts center, for example). In most cases a venue contains seats that are laid out in a certain pattern.

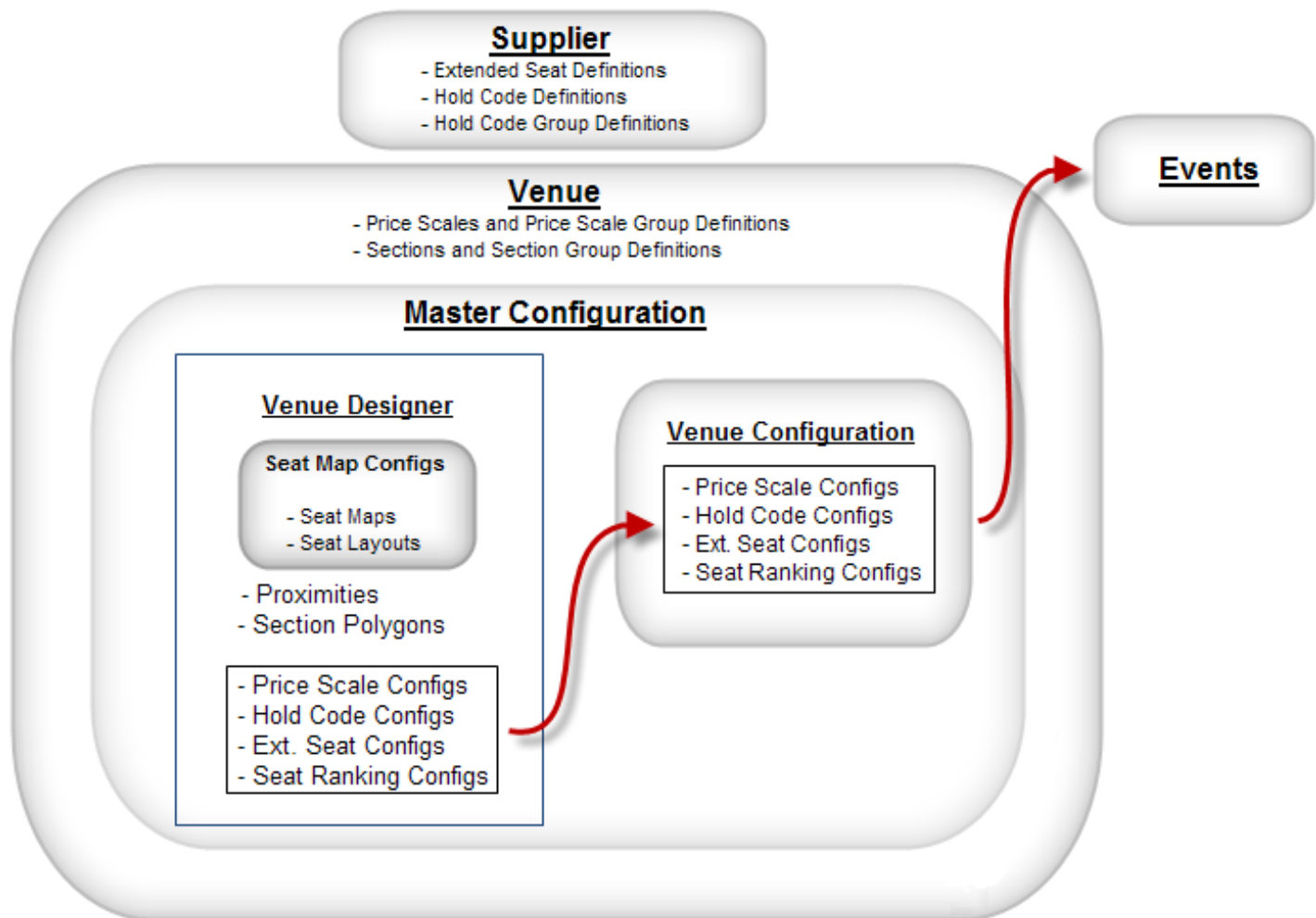
In ProVenue, a Venue is identified by criteria such as a unique Code, Description, Address, and Time Zone.

Venue details, such as seating arrangements for a particular event, or pricing for various areas within the Venue, are defined by different components within the system, such as:

- Sections
- Price Scales
- Master Configuration
- Seat Map Configuration
- Price Scale Configuration
- Hold Code Configuration
- Extended Seat Configuration
- Proximities
- Venue Configuration
- Polygons for Sections, Seat Maps, and Price Maps

Venue Design Diagram

The image below shows where various components are defined in the ProVenue system, as well as the relationships between components. Each of the components listed are covered in detail later in the *Quick Start Guide*. For more information about venue creation concepts and conventions, refer to the [Appendixes](#) (see page 58).



Requirements

Please note the following requirements for using this *Quick Start Guide* to create a new Venue in the ProVenue ticketing system:

- You must have access to the *Ticketing Setup > Venue Administration* menu option.
- You must have access to the Supplier you wish to use.
- The following entities must be properly defined in the ticketing system:
 - Supplier
 - Hold Code Groups
 - Hold Codes
 - Extended Seat Groups
 - Extended Seat Definitions

Assumptions

The following assumptions are made in this procedure:

- The procedure results in a Venue set up for reserved or assigned seating, as opposed to general admission
- The procedure results in a Venue that is available for association with Events

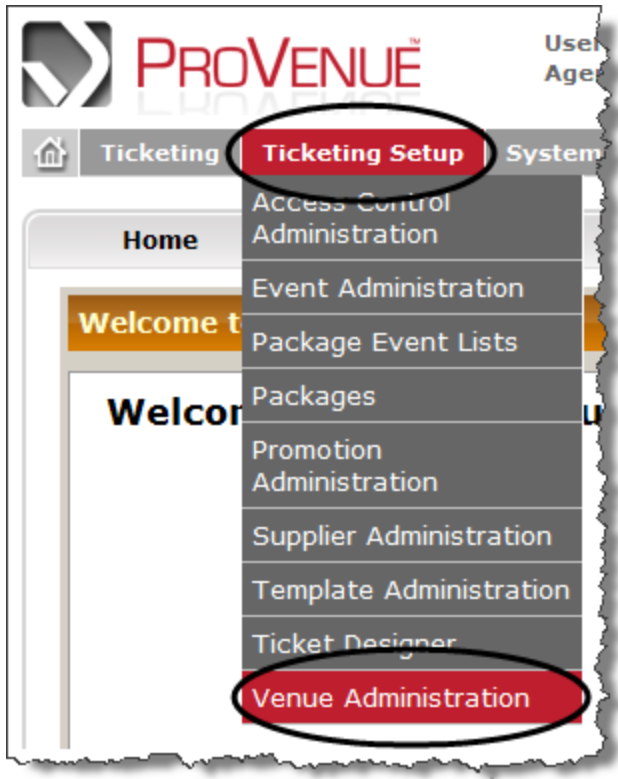
Time Estimate

This process takes approximately 60 minutes. The exact time varies depending on many factors including, but not limited to:

- Network traffic/latency
- CPU speed
- Your proficiency with the ProVenue ticketing system
- The size and complexity of the Venue being created

Step 1: Select the Venue Administration Menu Option

Log into ProVenue, and then select the *Venue Administration* menu option.



At the ProVenue *Home* screen, select the *Ticketing Setup > Venue Administration* menu option.

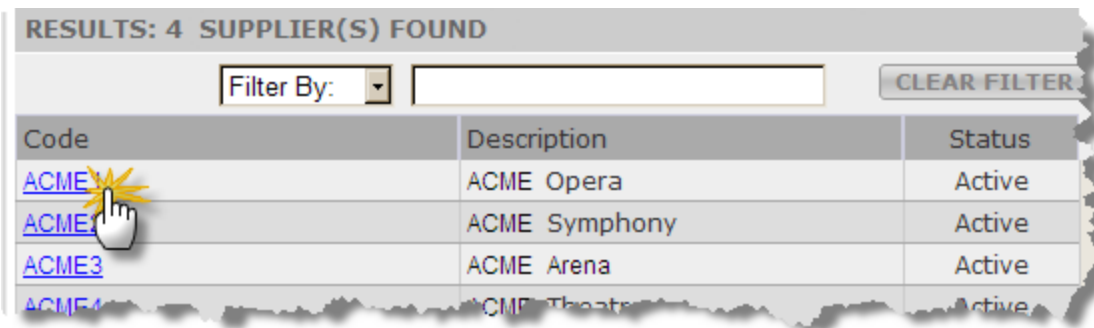
Step 2: Select the Supplier

A Venue must be associated with a Supplier.



1. To select a Supplier for your new Venue, click **FIND** in the SUPPLIER area of the Venue screen.

ProVenue displays a list of the Suppliers to which you have access. Refer to the [Requirements](#) (see page 2) for more information.



2. In the RESULTS list, select the code for the Supplier that you want to use.

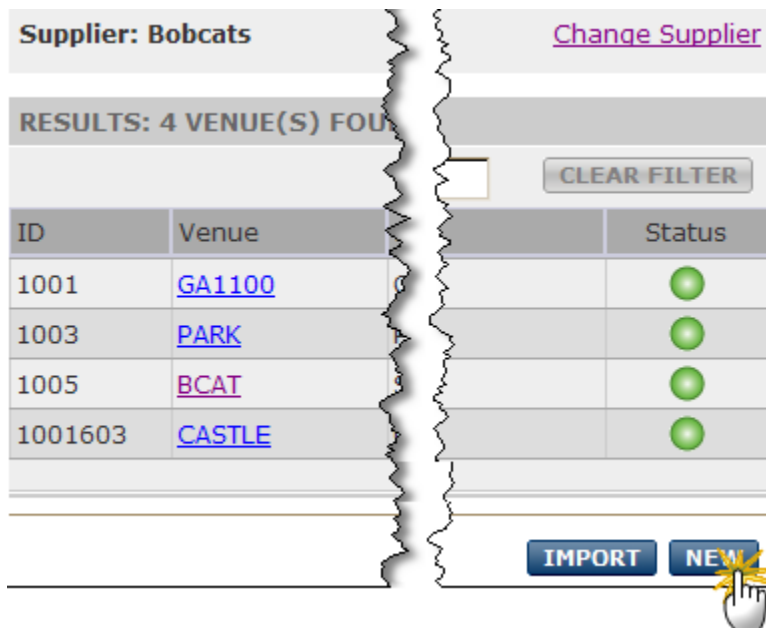
Step 3: Create a New Venue

In ProVenue, a Venue is identified by criteria such as a unique code, description, address, and time zone.

You must first create a new Venue definition and enter some general information before designing and configuring the Venue in later steps.

To create a new Venue:

Once you have selected the Supplier (in the previous step), the RESULTS list displays any existing Venues associated with the Supplier.



Supplier: Bobcats [Change Supplier](#)

RESULTS: 4 VENUE(S) FOUND

[CLEAR FILTER](#)

ID	Venue	Status
1001	GA1100	●
1003	PARK	●
1005	BCAT	●
1001603	CASTLE	●

[IMPORT](#) [NEW](#)

1. Click **NEW** in the lower right portion of the screen.

ProVenue displays a series of tabs, defaulting to the "Details" tab. The "Details" tab is for entering, viewing, or editing the general information about a Venue.

Note: [Appendix B: Screen Reference](#) (see page 59) provides examples of the main *Venue Administration* screens.

2. You are required to provide the following information unless otherwise specified:

Details	Contacts	Price Scales	Price Scale Groups	Section
VENUE				
ID				
Supplier	Bobcats			
Code	VENU01			
Description	Description			
Public Description	Public Description			
Address	123 Street Name			
City	City Name			
State/Province	Alabama			
Postal Code	12345			
Country	United States			
Region	Available			
Time Zone	America/Chicago			
Status	<input type="radio"/> Active <input checked="" type="radio"/> Inactive			
Scan Property				
Display Order	100			

Code: enter a unique identification code for the Venue (up to six characters).

Description: enter a short description for the Venue. This description is for internal use, and is limited to 30 characters.

Public Description: enter a public description for the Venue. This description is used for external interfaces such as web searches and purchases.

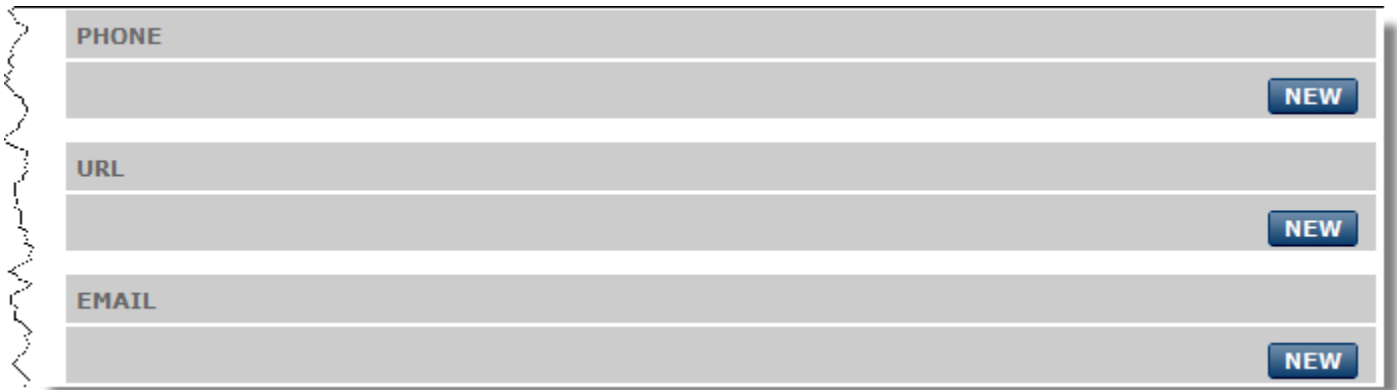
Address, City, State, and Postal Code: enter the address information for the Venue.

Region: allows ticket sellers to perform advanced Event searches by region (optional).

Time Zone: while the field contains a default value, be sure to select the appropriate time zone for your Venue.

Status: must be set to 'Active' before the Venue can be used for Events.

You may optionally enter Venue details, such as phone numbers, URLs, or email addresses, using the following fields available at the "Details" tab.



The screenshot shows a form with three sections: PHONE, URL, and EMAIL. Each section has a text input field and a blue 'NEW' button to its right. The form is set against a light gray background with a white border.

When you are finished entering information, click **APPLY CHANGES**.

If you have successfully entered the required information, the system displays the message "New Venue created successfully."

The tabs to the right of the "Details" tab are now available.

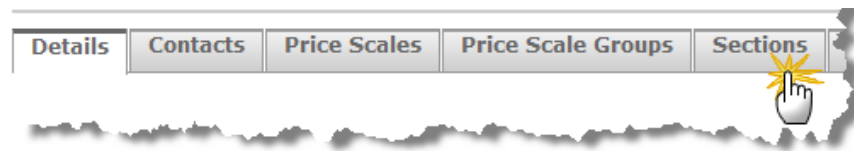
Step 4: Create Sections

In ProVenue, a Section represents a physical area within the Venue, defined for the purpose of seat identification. For example, a Venue might contain "Section 101" in an arena or "Orchestra" in a performing arts facility. A Venue typically contains multiple Sections.

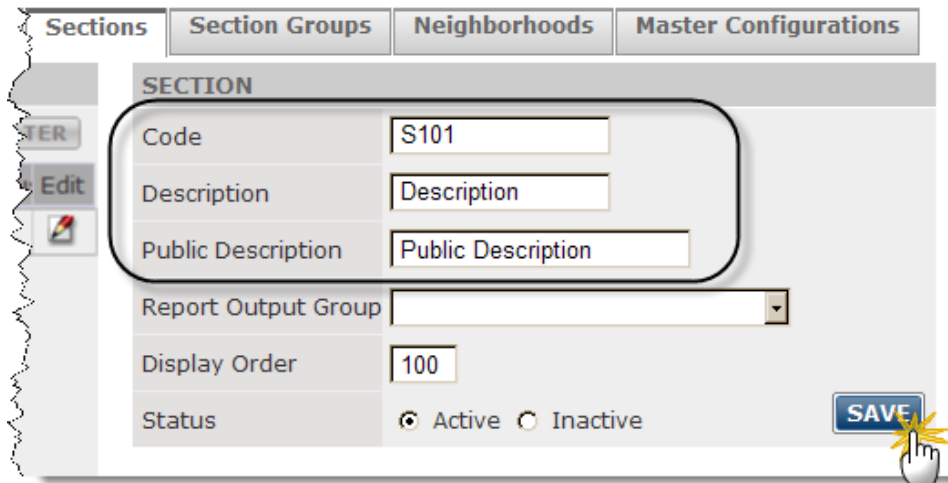
A Section is identified by a unique code, description, and public description. Once created, a Section may be referenced in multiple [Master Configurations](#) (see page 13).

In later steps you will associate Sections with Seat Layouts to create Seat Maps.

To create a new Section:



1. Select the "Sections" tab.



2. In the SECTION frame, enter the required information.

Code: enter a unique code for the Section.

Description: enter a short description for the Section.

Public Description: enter a public description for the Section. This description is used for external interfaces such as web searches and purchases.

3. When you are finished entering information, click **SAVE**.

The newly-created Section displays in the SECTIONS area as shown below.

Optionally, to create additional Sections, click **NEW** and repeat [Step 4](#) (see page 7). To edit the Section information, click the Edit icon to the right of the Section's list entry in the SECTIONS area.

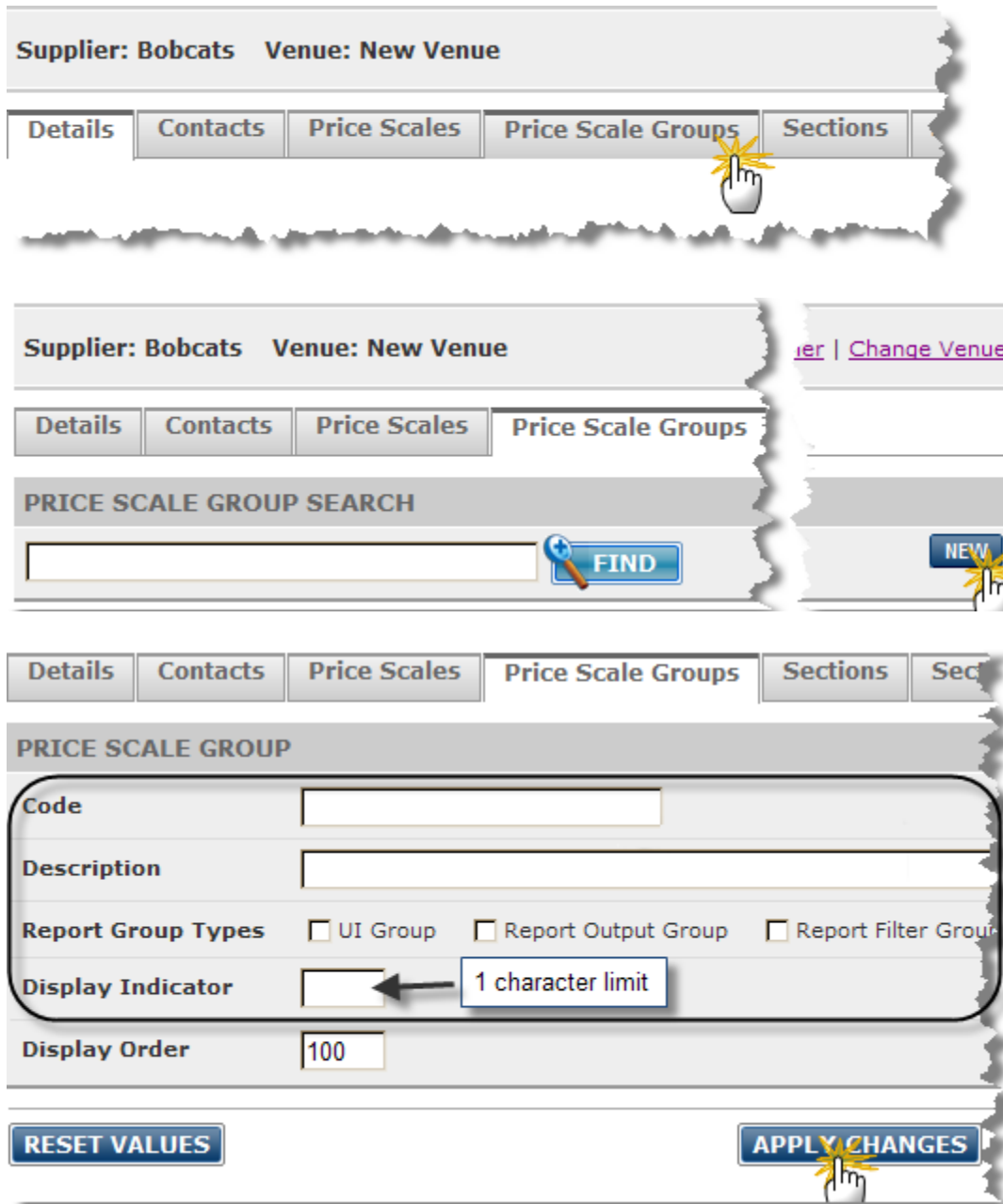


Step 5: Create and Configure a Price Scale UI Group

In order for Price Scales to be available for use in the ProVenue user interface (UI), each Price Scale must be associated with a Price Scale UI Group.

You must create a Price Scale UI group before you can create a Price Scale in [Step 6](#) (see page 10).

To create and configure a new Price Scale UI Group:



1. Select the "Price Scale Groups" tab.

2. Under the PRICE SCALE GROUP SEARCH heading, click **NEW**.

3. The *PRICE SCALE GROUP* configuration screen displays (see below).

4. Enter the 'Code', 'Description', and 'Display Indicator'.

5. Enable the 'UI Group' checkbox

Note: The 'Display Indicator' can be used to represent the Price Scale Group in reports generated from ProVenue. The field is limited to one character.

6. When you are finished entering information, click **APPLY CHANGES**.

If the Price Scale Group is created successfully, the system displays the message "New Price Scale Group created successfully."

To create additional Price Scale Groups at any time, repeat the procedures in [Step 5](#) (see page 9).

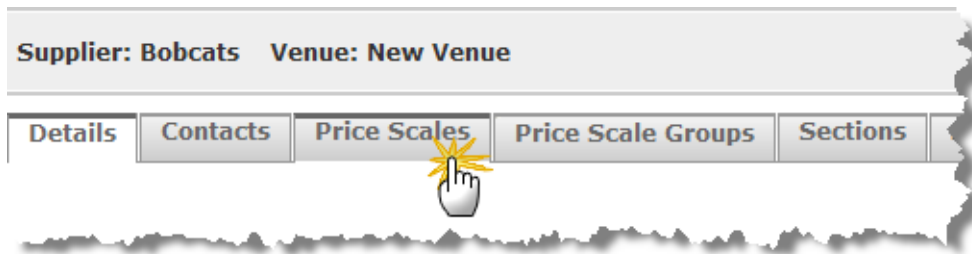
Step 6: Create a Price Scale

In ProVenue, Price Scales represent the relative monetary value of a seat when compared to another seat. For example, in many venues a seat in the front row might be more expensive than a seat in the upper deck.

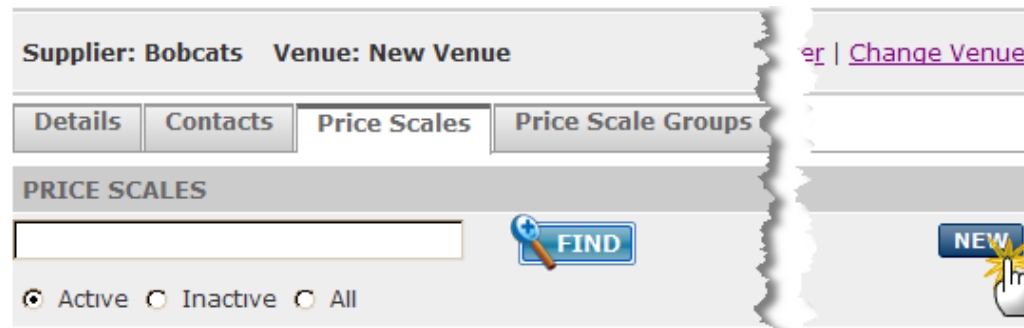
Each Price Scale defined in the system is represented by a unique color. When selecting seats during a transaction, the different colors allow users to easily distinguish seats within different Price Scales.

In this step you are creating a Price Scale definition. Later in [Step 10](#) (see page 25) you will apply the Price Scale to Seat Maps to create a Price Scale Configuration.

To create a new Price Scale:



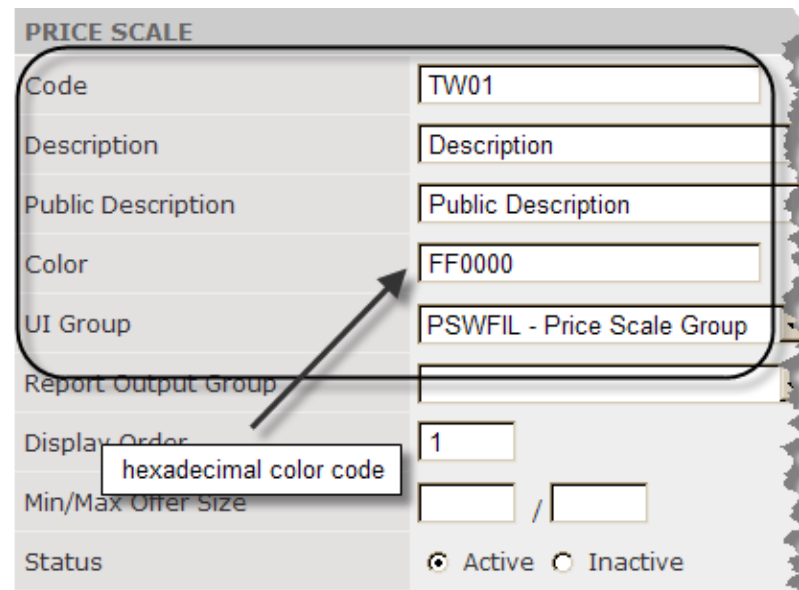
1. Select the "Price Scales" tab.



2. Under the PRICE SCALES heading, click **NEW**.

The *PRICE SCALE* configuration screen displays (see below).

3. Enter the details for the new Price Scale.



Code	TW01
Description	Description
Public Description	Public Description
Color	FF0000
UI Group	PSWFIL - Price Scale Group
Report Output Group	
Display Order	1
Min/Max Offer Size	
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive

The following fields are required:

Code: enter a unique code for the Price Scale.

Description: enter a short description for the Price Scale. This description is for internal use.

Public Description: enter a public description for the Price Scale. This description is used for external interfaces such as web searches and purchases.

Color: Select a color for your new Price Scale and enter the hexadecimal value in the 'Color' field (sample color chart provided below).

UI Group: Select the UI group that you created in [Step 5](#) (see page 9).

- When you are finished entering information, click **APPLY CHANGES**.

If the Price Scale is created successfully, the system displays the message "New Price Scale created successfully."

To create additional Price Scales at any time, repeat the procedures in [Step 6](#) (see page 10).

Hexadecimal Color Chart

The following color chart is provided for your convenience.

Note: Dark colors are not recommended. They may obscure the Display Indicators on seats in the Seat Maps.

000000	000033	000066	000099	0000CC	0000FF
003300	003333	003366	003399	0033CC	0033FF
006600	006633	006666	006699	0066CC	0066FF
009900	009933	009966	009999	0099CC	0099FF
00CC00	00CC33	00CC66	00CC99	00CCCC	00CCFF
00FF00	00FF33	00FF66	00FF99	00FFCC	00FFFF
330000	330033	330066	330099	3300CC	3300FF
333300	333333	333366	333399	3333CC	3333FF
336600	336633	336666	336699	3366CC	3366FF
339900	339933	339966	339999	3399CC	3399FF
33CC00	33CC33	33CC66	33CC99	33CCCC	33CCFF
33FF00	33FF33	33FF66	33FF99	33FFCC	33FFFF
660000	660033	660066	660099	6600CC	6600FF
663300	663333	663366	663399	6633CC	6633FF
666600	666633	666666	666699	6666CC	6666FF
669900	669933	669966	669999	6699CC	6699FF
66CC00	66CC33	66CC66	66CC99	66CCCC	66CCFF
66FF00	66FF33	66FF66	66FF99	66FFCC	66FFFF
990000	990033	990066	990099	9900CC	9900FF
993300	993333	993366	993399	9933CC	9933FF
996600	996633	996666	996699	9966CC	9966FF
999900	999933	999966	999999	9999CC	9999FF
99CC00	99CC33	99CC66	99CC99	99CCCC	99CCFF
99FF00	99FF33	99FF66	99FF99	99FFCC	99FFFF
CC0000	CC0033	CC0066	CC0099	CC00CC	CC00FF
CC3300	CC3333	CC3366	CC3399	CC33CC	CC33FF
CC6600	CC6633	CC6666	CC6699	CC66CC	CC66FF
CC9900	CC9933	CC9966	CC9999	CC99CC	CC99FF
CCCC00	CCCC33	CCCC66	CCCC99	CCCCCC	CCCCFF
CCFF00	CCFF33	CCFF66	CCFF99	CCFFCC	CCFFFF
FF0000	FF0033	FF0066	FF0099	FF00CC	FF00FF
FF3300	FF3333	FF3366	FF3399	FF33CC	FF33FF
FF6600	FF6633	FF6666	FF6699	FF66CC	FF66FF
FF9900	FF9933	FF9966	FF9999	FF99CC	FF99FF
FFCC00	FFCC33	FFCC66	FFCC99	FFCCCC	FFCCFF
FFFF00	FFFF33	FFFF66	FFFF99	FFFFCC	FFFFFF

Step 7: Create a Master Configuration

In ProVenue, the Master Configuration is the top-level container for storing all necessary settings for a Venue. All available seats for a particular seating arrangement within the Venue are defined in the Master Configuration.

At a minimum, a Venue must have a single Master Configuration that defines all of the available seats in the Venue. For example a performing arts center with permanent seats may have a Master Configuration that represents all of the seats.

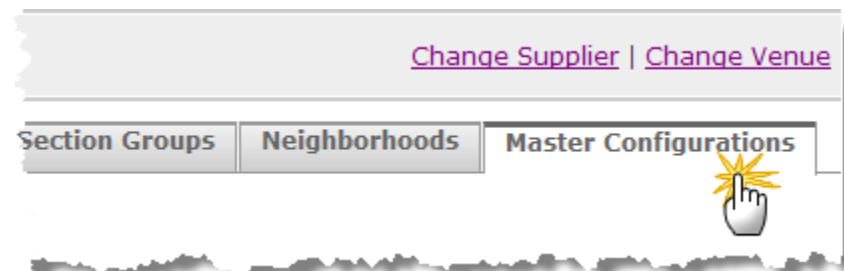
A Venue can contain multiple Master Configurations to represent significant differences in seating configurations for various events. For example, an arena that hosts both concerts and sporting events may have two Master Configurations:

- for sporting events, a configuration that includes the perimeter seats only, with no available seating on the field
- for concerts, a configuration that includes the perimeter seats and additional seats on the field

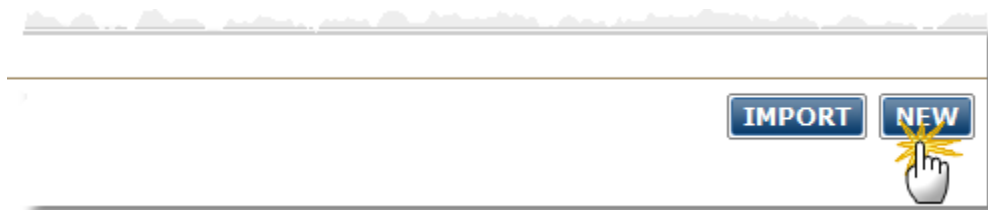
A Master Configuration can contain multiple Venue Configurations to accommodate less significant differences in seating.

Each Venue must contain at least one Master Configuration.

To create a new Master Configuration:



1. Select the "Master Configurations" tab.



2. Click **NEW**.

The MASTER CONFIGURATIONS "Details" tab displays (see below).

3. Enter details in the required fields for the new Master Configuration (see image below):

Code: enter a unique code for the Master Configuration.

Description: enter a short description for the Master Configuration. This description is for internal use.

Configuration Status: when creating a new Master Configuration, the 'Configuration Status' defaults to a status of "Construction," which allows you to create and modify the various components in the Master Configuration. This setting can only be changed after the Master Configuration has been saved.

Orientation: describes whether the point of interest in the Venue, such as the stage or playing field, is located at the top or bottom of the Navigation Map. Note that this setting does not determine how the point of interest is drawn on the Navigation Map. You will create the navigation Map in later steps, and will manually create a representation of the point of interest.

Status: select "Active."


Default NavMap Image File: it is recommended that you import a [Navigation Map](#) (see page 44) image into ProVenue. Ticket sellers use the Navigation Map to select a specific area of the physical venue. Clicking an area of the Navigation Map displays a Seat Map from which individual seat icons can be seen and selected for the transaction.

The Navigation Map Image is...

- typically a bird's-eye view of the entire venue.
- used as a template for drawing the Section Polygons in the [Venue Designer](#) (see page 16).

See [To upload a NavMap Image File](#) below for more information about uploading a NavMap Image File.

Detail

MASTER CONFIGURATIONS			
ID	1281		Capacity
Code	MC01		Published Capacity
Description	Master Config for Venue X		Default NavMap Image File
Configuration Status	Maintenance		<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="UPLOAD"/>
Scan Facility			Default NavMap Height
Orientation	Top		Default NavMap Width
Stage Description			Access Control Schedule
Display Order	100		From <input type="text"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive		To <input type="text"/>

RESET VALUES

APPLY CHANGES

NEW

- When finished entering information, click **APPLY CHANGES**.

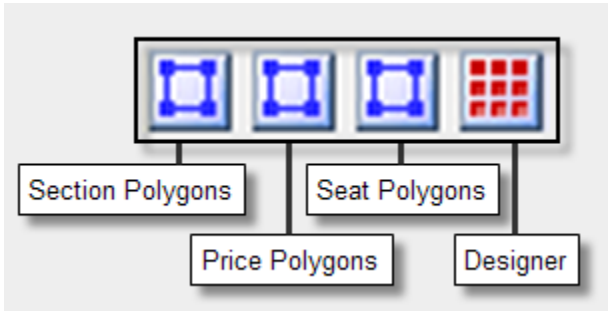
If the Master Configuration is created successfully, the system displays the Master Configuration *Details* screen and displays a success message.

Note: You must apply changes to the Master Configuration before you can upload a Navigation Map image.

Venue Designer Icons

The four icons at the top left of the Master Configurations “Detail” tab are used to access various modules within the Venue Designer.

From left to right, the icons allow access to:



- Section Polygons
- Price Polygons
- Seat Polygons
- Venue Designer *

* You can also access Section, Seat, and Price Polygons using the Venue Designer icon.

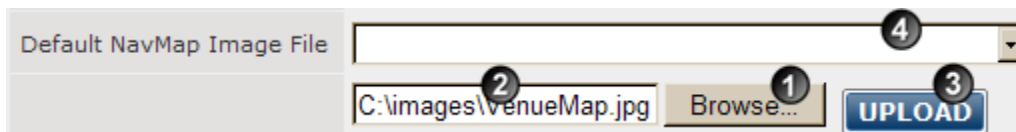
Note: The Venue Designer icons are only visible/accessible after the Master Configuration has been saved.

To upload a NavMap Image File:

1. Click **Browse...** under the 'Default NavMap Image File' field, and then select the image file you wish to upload from your computer.

Notes: The image file name must not contain any spaces.

2. The path to the selected image file displays in the field to the left of the **Browse...** button.
3. Click **UPLOAD** to transfer a copy of the image file to the ProVenue application.
4. Select the uploaded image file from the 'Default NavMap Image File' drop-down menu.



5. Click **APPLY CHANGES** to save the image file to the Master Configuration.

The uploaded image file displays when creating/importing polygons in Steps 16 through 18.

Step 8: Accessing Venue Designer

ProVenue includes a graphical *Venue Designer* that allows you to create and maintain:

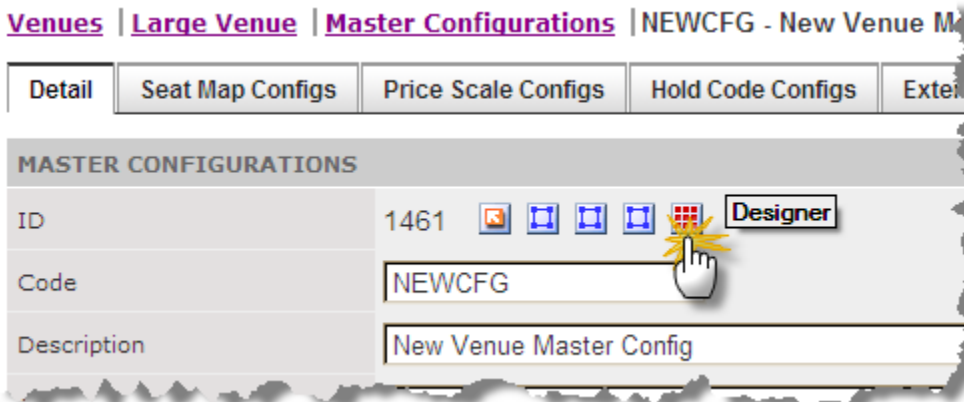
- Seat Layouts and Seat Maps
- Seat Map Configurations
- Seat Map Polygons
- Price Scale Configurations
- Price Scale Polygons
- Venue Configurations
- Extended Seat Configurations
- Ranking Zones
- Section Polygons
- Proximities

See the [Venue Design Diagram](#) (see page 2) for information about the relationships between the components listed above.

The *Venue Designer's* map-based edit/design tools allow you to remain in the same design environment while switching between the various venue design components.

In this *Quick Start Guide*, procedures within Steps 9 through 18 are performed in the *Venue Designer*.

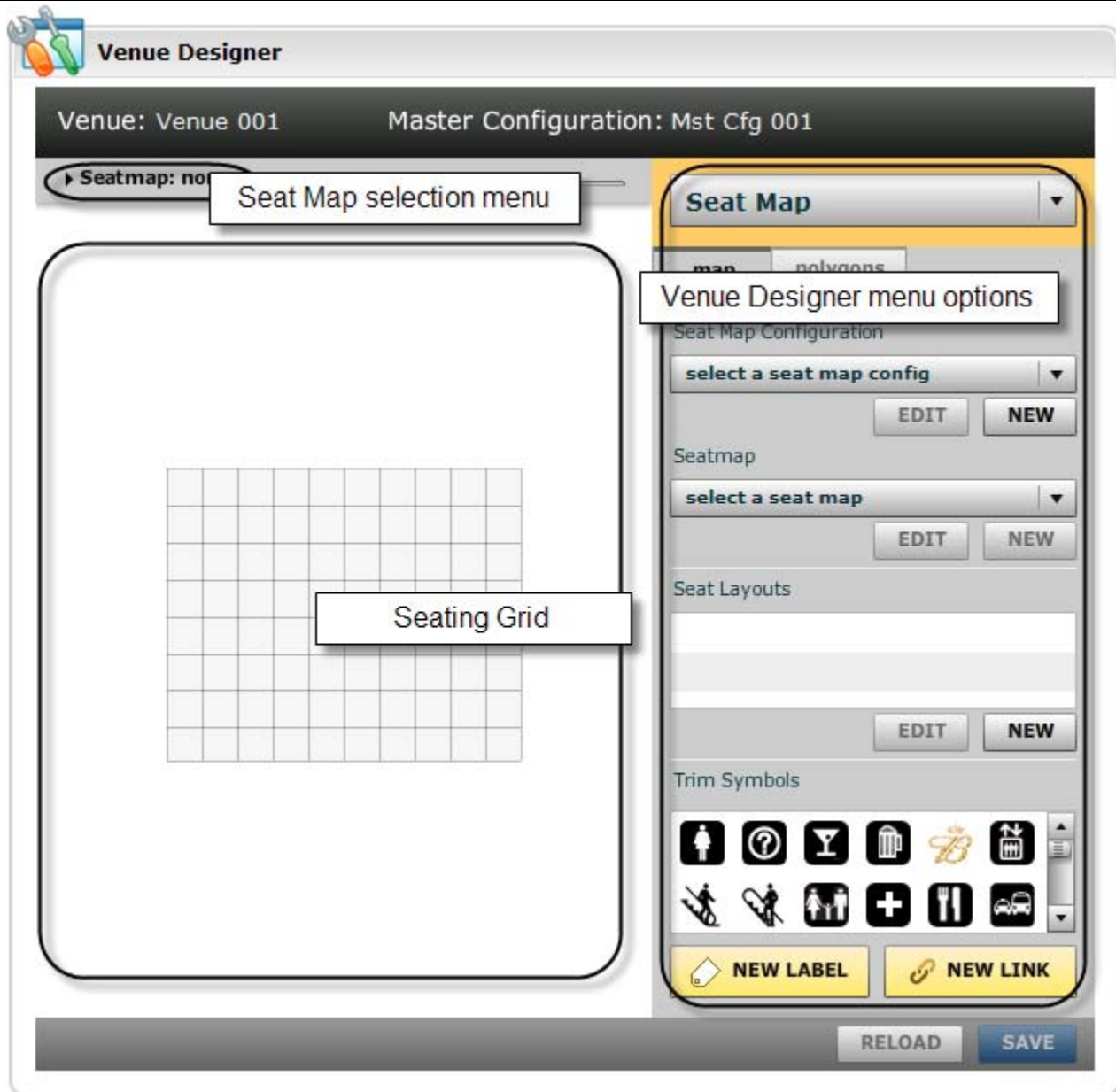
To access the Venue Designer:



At the Master Configuration "Detail" tab, click the **Designer** icon.

The *Venue Designer* screen (depicted below) displays the following:

Feature	Description
Seat Map Selection Menu	Use the Seat Map drop-down menu to load an existing Seat Map into the designer.
Seating Grid	Use the seating grid to graphically draw seats and apply various properties to seats. The seating grid is also used for drawing polygons in Step 17 (see page 47), and adding labels and trim to Seat Maps in Step 9 (see page 18).
Venue Designer Menu Options	Use the menu options to create new configurations, and to apply settings to seats in the seating grid. The drop-down menu in the upper right of the <i>Venue Designer</i> screen allows you to select from the eight available design modules. The selected design module determines which options are displayed. Note that the drop-down menu always displays the name of the currently-selected design module.



Step 9: Create a Seat Map Configuration, Seat Map, and Seat Layout

In ProVenue, a Seat Map Configuration is a collection of Seat Maps and related parameters that represent the seats as they are laid out in your Venue.

A Seat Map...

- is a graphical representation of a specific area within the venue.
- provides users with an interface for selecting seats in the venue, either for sale to patrons or for inventory management (Hold Code assignment).
- contains one or more Seat Layouts.

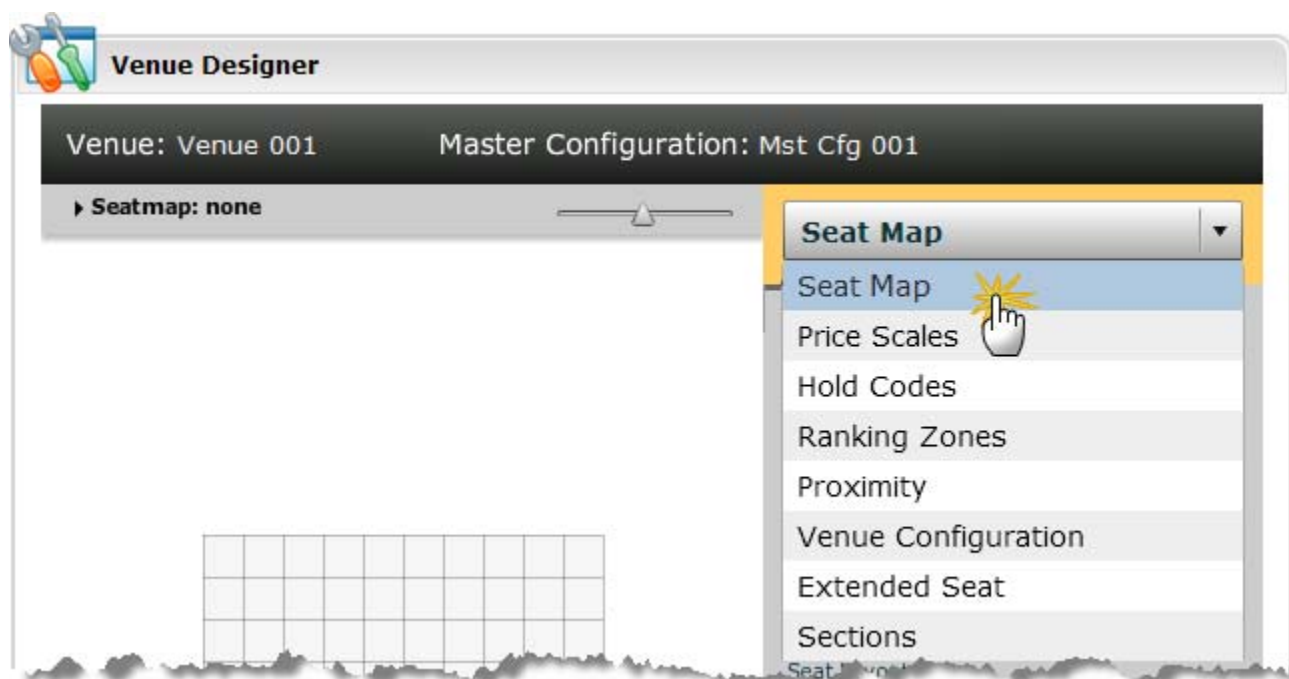
A Seat Layout refers to a collection of individual seats laid out on a grid. The Seat Layout represents the individual physical seats and their relationship to each other. Seat Layouts are fundamental to the definition of seats within the Venue since Seat Layouts define the section, row, and seat number assigned to each seat.

Each seat in a venue can only be included in one Seat Layout. However, a Seat Layout can be placed on more than one Seat Map. Seat Layouts and Seat Maps can be used in multiple Venue Configurations within the same Master Configuration.

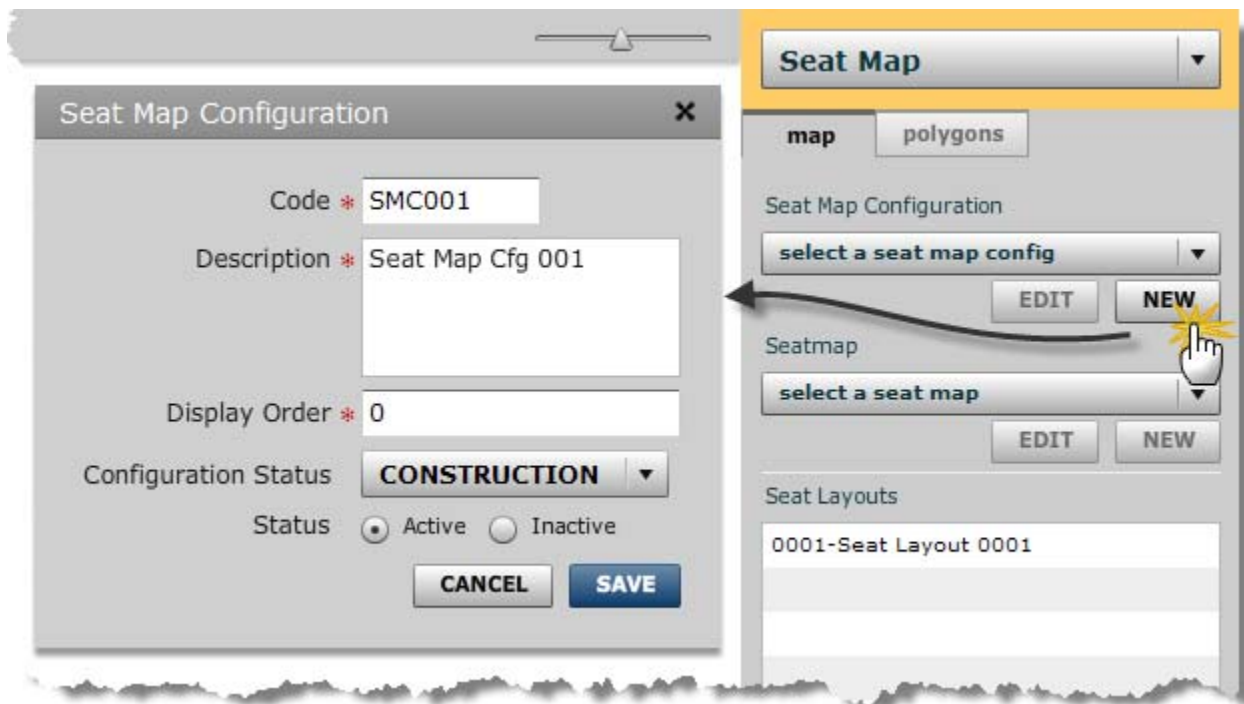
In this step you will create a Seat Map Configuration, a Seat Map, and a Seat Layout.

To create a Seat Map Configuration:

1. Select "Seat Map" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



2. Under the 'Seat Map Configuration' drop-down menu, click **NEW** to display the *Seat Map Configuration* subscreen.
3. Enter the 'Code', 'Description', and 'Display Order'.
4. Set the 'Configuration Status' to "CONSTRUCTION" and set the 'Status' to "Active."
5. Click **SAVE**.



If the Seat Map Configuration is created successfully, the system displays the message "Success - The Seat Map Configuration was successfully created."

6. Click **OK** to close the success message.

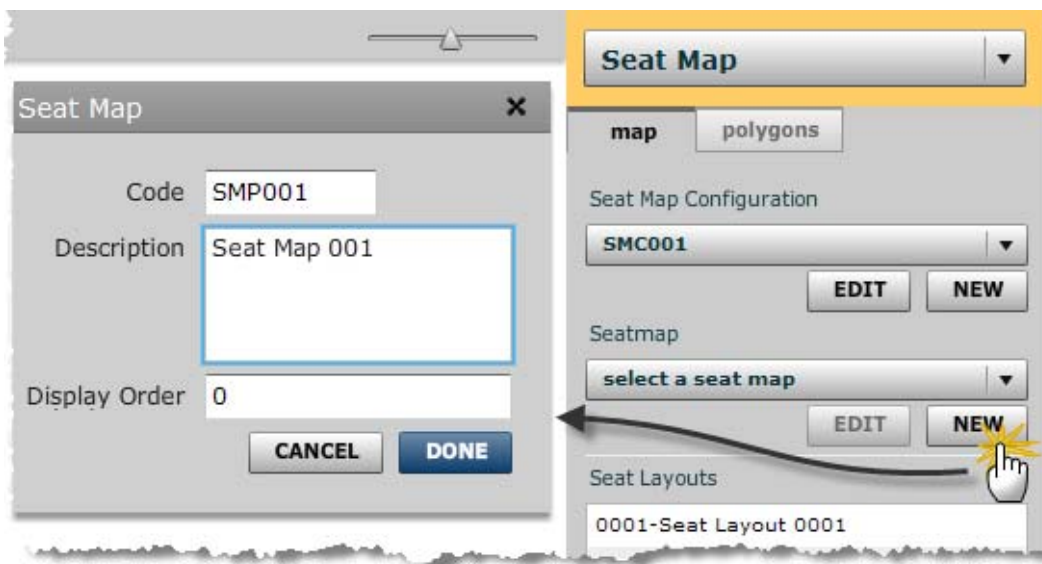
The code for the new Seat Map Configuration now displays in the 'Seat Map Configuration' drop-down field (see below).

To create a Seat Map:

A Seat Map is used by ticket sellers for seat selection and a variety of other activities. The Seat Map can be configured with trim—extra symbols or text that provide information to users. Navigation Links can also be added to allow users to easily switch between Seat Maps during patron seat selection.

A Seat Map may contain a label displaying the name for the area of interest defined for the Master Configuration. For example, the Seat Map may contain a label indicating the "stage" or "playing field."

This first step in creating a Seat Map is to identify the new Seat Map with a unique code, description, and display order. Later, you will add a Seat Layout and trim to the Seat Map to complete the creation of the Seat Map.



1. Under the 'Seat Map' drop-down menu, click **NEW** to display the *Seat Map* detail subscreen.
2. Enter the 'Code', 'Description', and 'Display Order', and then click **DONE**.
3. The code for the new Seat Map now displays in the 'Seat Map' drop-down field (see below).

You must create at least one Seat Layout to add to the Seat Map.

To create a Seat Layout:

A Seat Layout represents the layout of seats on a grid. A Seat Layout may represent an entire Section, part of a Section, or multiple Sections within the Venue.

Each individual Seat Layout is configured with one of three attributes indicating the specific type of seating area:

- Reserved (assigned seating)
- General Admission
- Standing Room

In the *Quick Start Guide*, you are creating seats with seating type attribute of "Reserved."



First, under the 'Seat Layouts' drop-down menu, click **NEW** to display the *Seat Layout Properties* subscreen (shown below).

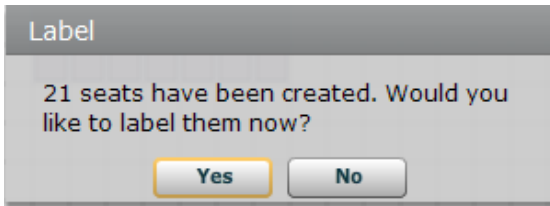
Use the number references on the image below to complete the following steps:

1. Enter the 'Code' and 'Description,' and set the 'Type' to "Reserved."
2. Click, drag, and release the mouse cursor to draw seats in the grid.
The seats in the grid represent the physical seats in your Venue.
3. After drawing seats, the *New Seat Properties* screen area automatically displays (indicated below).



The new Seat Layout must be associated with a Section:

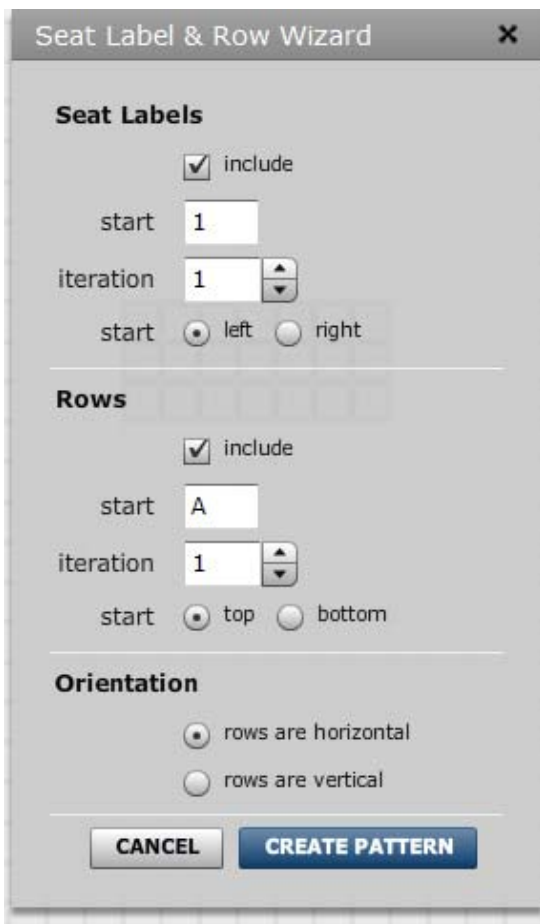
- In the *New Seat Properties* screen area, select a 'Section' from the drop-down menu. (A new Section was created in Step 4.)
- Click **CREATE [x] Seats** where [x] represents the number of seats you have drawn on the grid.



A message displays, prompting you to label the newly-created seats. You must label the seats to represent actual seats in your venue.

- Click **Yes** to display the *Seat Label & Row Wizard* screen.

Your settings in the Seat Label & Row Wizard determine how the system assigns seat labels, relative to the way in which you have drawn the seats on the grid. Each field is described in detail below:



Seat Labels

include: if enabled, the system assigns seat numbers based on the criteria you specify. Disabling the checkbox prevents the assignment of seat numbers (if you have already labeled the seats and only wish label rows).

start: (*number*) the system assigns seat numbers starting with the number in this field. For example, you may start with seat number 200 to correspond with the physical seat numbers in the Section you are configuring.

iteration: (*number*) determines whether numbers are skipped in the seat numbering pattern. For example, iteration set to "1" results in seats numbered 1, 2, 3, etc. Iteration set to "2" results in seats numbered 1, 3, 5, etc.

start: (*buttons*) determines whether seat numbering starts from the left or right of the Seating Grid.

Rows

include: if enabled, the system assigns row letters based on the criteria you specify. Disabling the checkbox prevents the assignment of row letters (if you have already labeled the rows and only wish to label seats).

start: (*letter*) the system assigns row letters starting with this letter.

iteration: (*number*) determines whether letters will be skipped in the row numbering pattern.

start: (*top/bottom*) determines whether row letters are assigned starting from the top or bottom of the screen.

Orientation

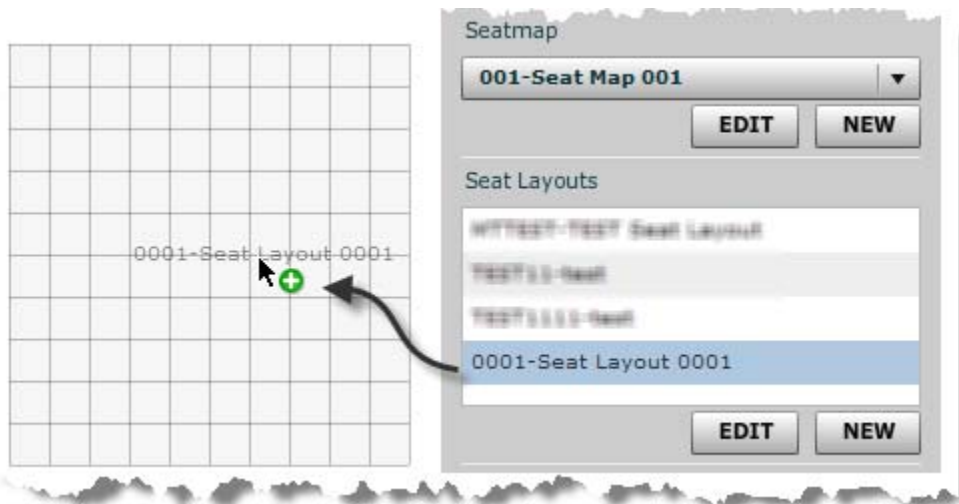
rows are horizontal: select this option if rows are laid out left to right or right to left in relation to the map.

rows are vertical: select this option if rows are laid out from top to bottom, or bottom to top in relation to the map.

- When finished entering seat and row labeling details, click **CREATE PATTERN**.
Seat numbers display on the seats based on the labeling pattern that you selected.
- To save the Seat Layout, click **SAVE** in the lower right corner of the *Venue Designer* screen.
The system displays the message "Saving the Seat Layout was successful."
- Click **BACK TO SEAT MAP EDITOR** to exit the *Seat Layout Properties* subscreen.
The newly-created Seat Layout appears on the Seat Layouts list.

To add a Seat Layout to the Seat Map:

To complete the creation of the Seat Map, you must add at least one Seat Layout to the Seat Map.



- Click the Seat Layout on the list and drag to a location on seating grid.

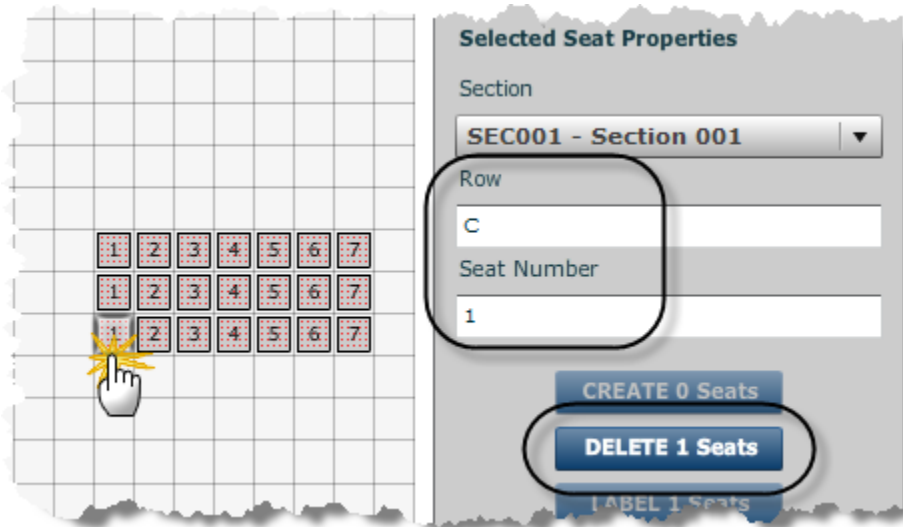
The Seat Layout displays on the Seat Map (see below).



- You may add Trim Symbols, labels, and navigation links by clicking and dragging them onto the grid.

3. When you are finished, click **SAVE**.

If the Seat Map was created successfully, the system displays the message "Saving the Seat Map was successful."



You may now click on individual seats to display the 'row' and 'seat number' under the *Selected Seat Properties* heading.

Selecting seats also provides the option to **DELETE [x] Seats**.

Step 10: Create a Price Scale Configuration

A Price Scale Configuration is a collection of Price Scales and related parameters that determine the value of a seat for events within the venue.

The monetary seat prices are defined in a Price Structure. Price Scales and Price Scale Configurations define which prices are applied to seats.

Pricing Concept	ProVenue Term	Notes
Monetary Values	Price Structure	<p>A Price Structure determines pricing for seats in that a Price Structure sets a monetary value for each unique combination of Price Scale and Buyer Type.</p> <p>For example, a Price Structure might establish a \$30.00 Adult ticket price for a moderate Price Scale and a \$60 Adult ticket price for a premium Price Scale.</p> <p>Price Structures and Buyer Types are defined at the <i>Supplier Administration</i> menu option.</p>
Price Assignment	Price Scale Configuration & Price Scale	<p>Price Scale Configurations and Price Scales are the means by which prices (as defined in a Price Structure) are assigned to individual seats.</p> <p>Price Scales and Price Scale Configurations are defined at the <i>Venue Administration</i> menu option.</p>

For a particular Event, the prices applied to seats are determined by...

- associating a Price Scale with the seats (creating a Price Scale Configuration)
- adding a Price Scale Configuration to a Venue Configuration (to determine which Price Scale Configurations are available for selection for Events)
- selecting a Venue Configuration (and the appropriate Price Scale Configuration) when creating the Event

The Price Scale Configuration, combined with Price Scale Polygons created in [Step 18](#) (see page 49), allows the user to identify and select seats in a particular Price Scale.

You must define a Price Scale Configuration before you can apply Price Scales to seats in a Seat Map, thus completing the Price Scale Configuration.

All seats in the Venue must have a Price Scale applied.

Note: Price Scales are created using the configuration form as in [Step 6](#) (see page 10). Price Scale Configurations are created when you apply a Price Scale to a Seat Map in the Venue Designer.

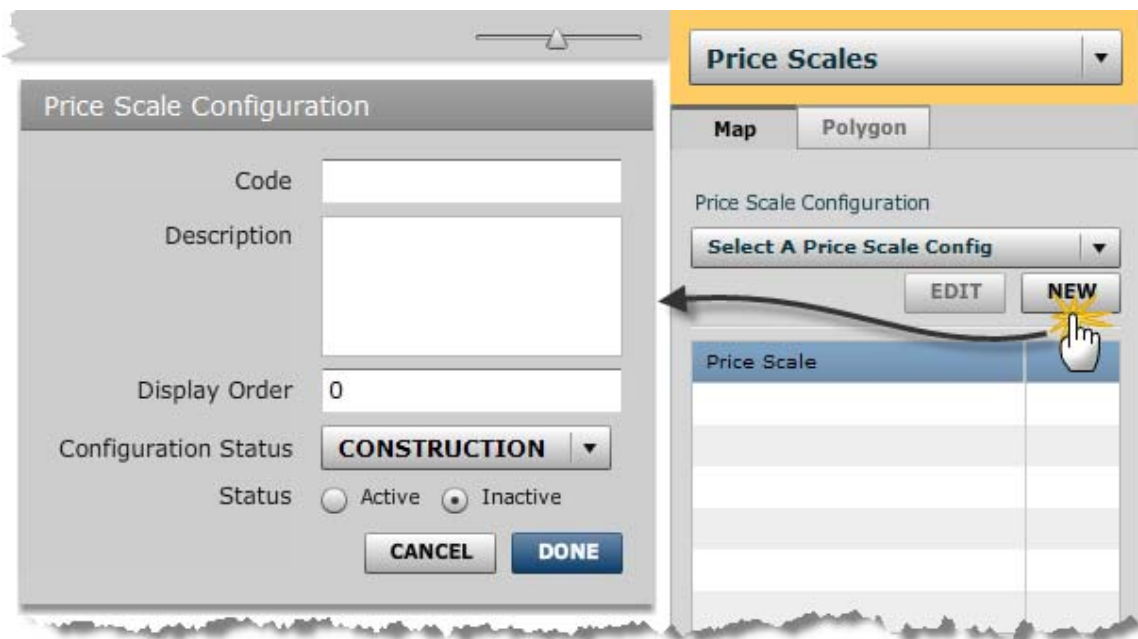
In this step you will define and configure a Price Scale Configuration, and later in [Step 19](#) (see page 51) you will add the Price Scale Configuration to the Venue Configuration.

To define a new Price Scale Configuration:



1. Select "Price Scales" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.

2. Click **NEW** under the 'Price Scale Configuration' field to display the *Price Scale Configuration* detail subscreen.
3. Enter the 'Code', 'Description', and 'Display Order'.
4. Set the 'Configuration Status' to "CONSTRUCTION" and set the 'Status' to "Active."
5. Click **DONE** to save your settings.

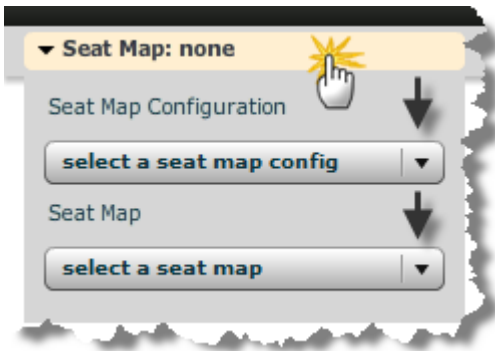


If the Price Scale Configuration is created successfully, the system displays a success message.

6. Click **OK** to close the success message.

Once the Price Scale Configuration code is defined, you must complete the Price Scale Configuration by applying at least one Price Scale to a Seat Map.

To complete the Price Scale Configuration:



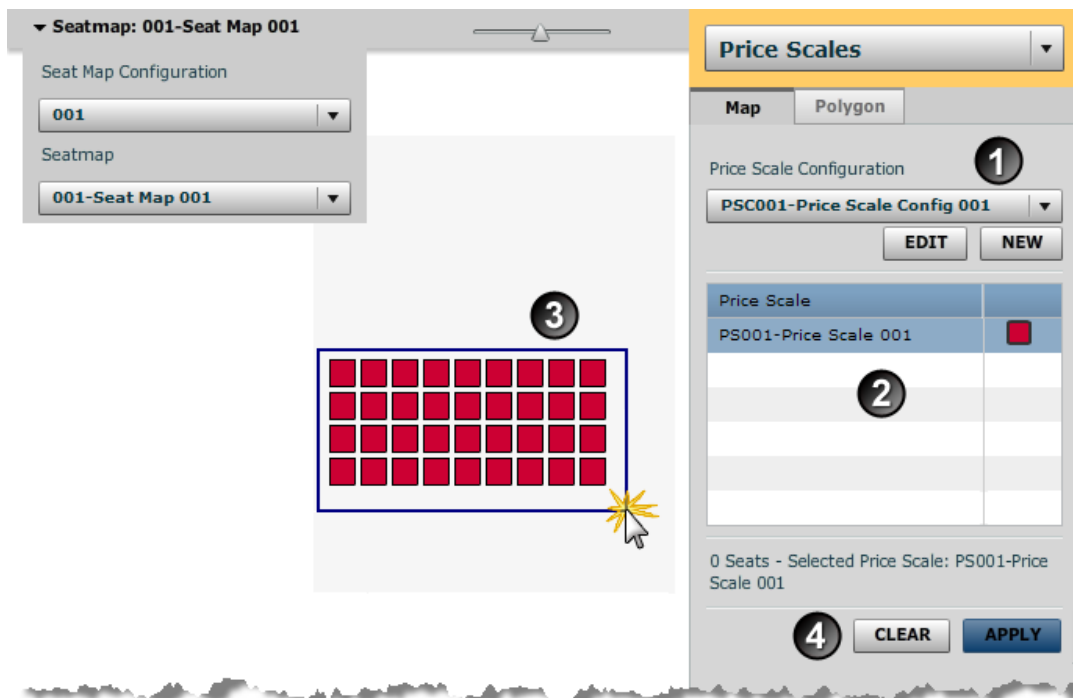
First, select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

The Seat Map is displayed (see below).

Use the number references on the image below to complete the following steps:

1. Click the 'Price Scale Configuration' drop-down field, and select your new Price Scale Configuration.
 The *Price Scale* list displays the available Price Scales created in [Step 6](#) (see page 10).
2. Select a Price Scale from the list.
3. In the seating grid, click and drag your mouse to select the seats to which you are applying the selected Price Scale.
4. Click **APPLY**.

The seats display the color of the selected Price Scale.



5. To save the Price Scale Configuration, click **SAVE**.

If the Price Scale Configuration was saved successfully, the system displays a success message.

Step 11: Create a Hold Code Configuration

Hold Codes provide a means by which inventory management can be implemented at the seat level, defining access rules about which users can access which inventory.

For example, the default Hold Code for all seats in the venue is Open (no sales restrictions), but you can use Hold Codes to allocate seats for group sales, accessibility, or other special use.

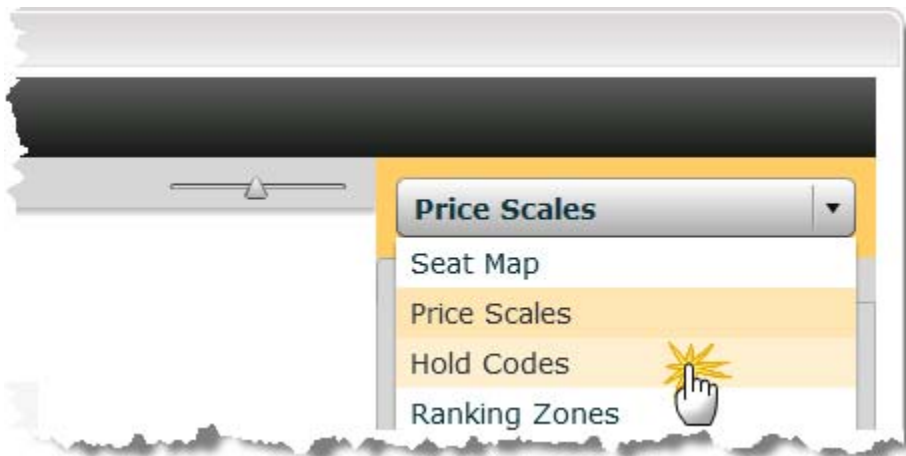
Hold Codes can also be used to restrict access to seats by Agency—allowing access to only the seats allocated for the Agency's use.

The application of various Hold Codes to seats within the Venue is saved as a Hold Code Configuration.

All seats in the Venue must have a Hold Code applied.

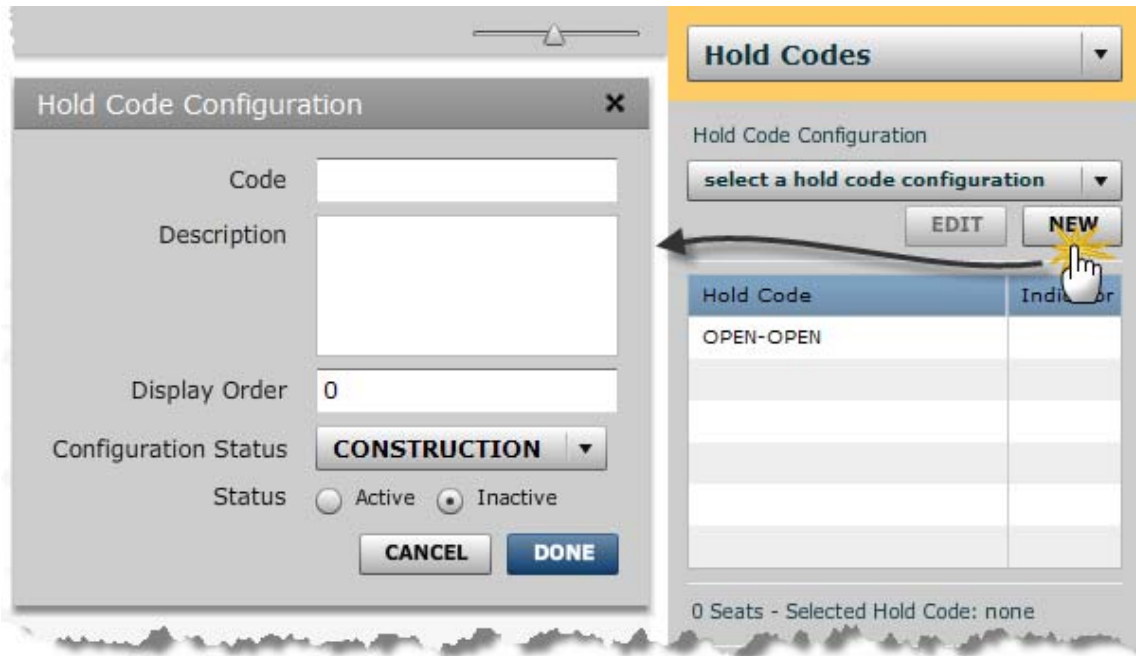
Note: Authorized users define Hold Codes and Hold Code Groups in ProVenue via the Supplier Administration menu option. Only the Hold Codes defined for your chosen Supplier display in the list of available Hold Codes.

To create a Hold Code Configuration:



1. Select "Hold Codes" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.

2. Click **NEW** under the 'Hold Code Configuration' field to display the *Hold Code Configuration* detail subscreen.
3. Enter the 'Code', 'Description', and 'Display Order'.
4. Set the 'Configuration Status' to "CONSTRUCTION."
5. Set the 'Status' to "Active."
6. Click **DONE**.

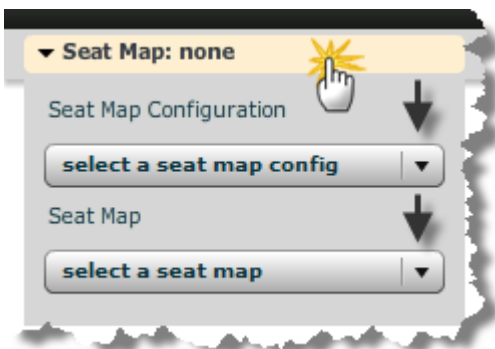


If the Hold Code Configuration is created successfully, the system displays the message "Success - The Hold Code Configuration was successfully created."

7. Click **OK** to close the success message.

Once the Hold Code Configuration is created, you must apply the Hold Codes to seats.

To apply Hold Codes to seats:



First, select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

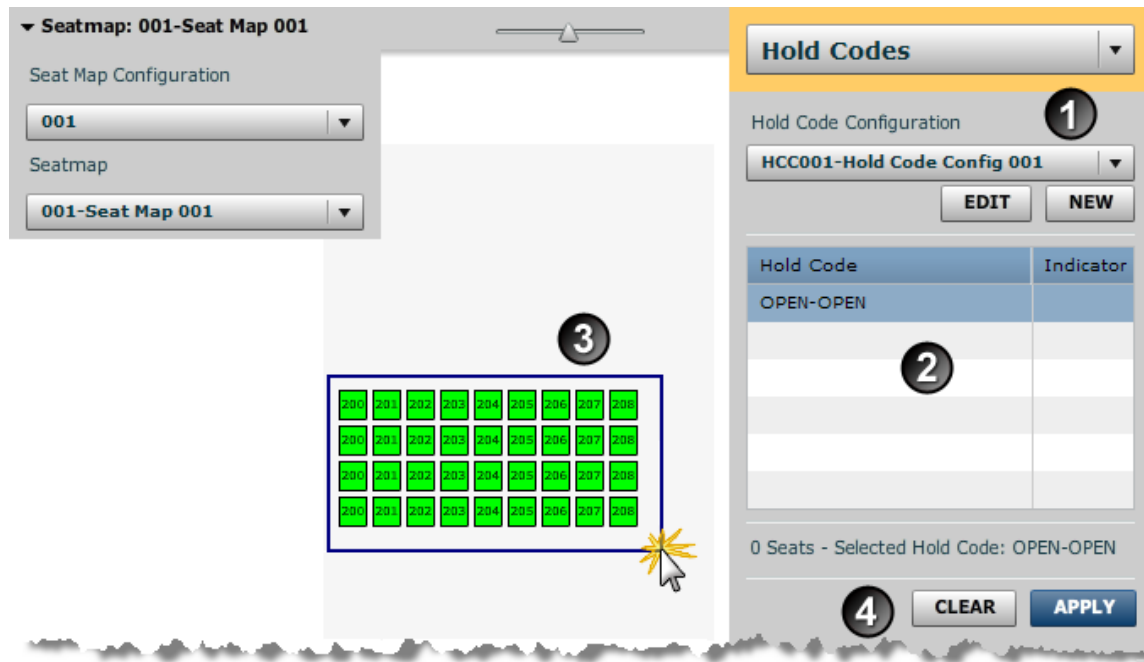
The Seat Map is displayed (see below).

Use the number references on the image below to complete the following steps:

1. Click the 'Hold Code Configuration' drop-down menu, and select your new Hold Code Configuration.
The seats on the grid appear green indicating that no Hold Code has yet been applied
2. Click on a Hold Code from the list.
3. Click and drag with your mouse in the seating grid to select seats.
4. Click **APPLY**.

The Hold Code is applied to the selected seats, and the seats display the indicator letter associated with the Hold Code.

Note: If you apply the Hold Code of “Open,” the seats in the grid are displayed in grey with no display indicator.



5. Click **SAVE** to commit your changes to the Hold Code Configuration.

If the Hold Code Configuration is created successfully, the system displays a success message.

Step 12: Create an Extended Seat Configuration

In ProVenue, you can optionally create an Extended Seat Configuration to apply Extended Seat Definitions to seats.

Extended Seat Definitions are typically information-only attributes, such as obstructed view, aisle seat, near entrance, or covered, that allow users to identify and select seats that meet a patron's seating preferences. For example, Extended Seat Definitions can be used to indicate entrance information (the suggested Gate/Door related to a particular seat) and allow that information to be printed on tickets.

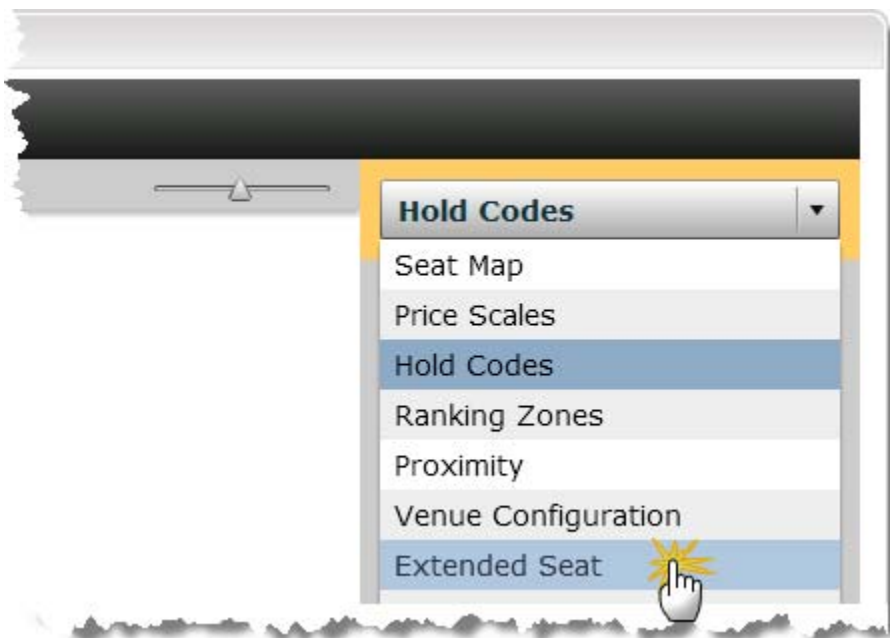
Extended Seat Definitions can be used...

- as a filter when performing Best Available search/selection.
- to control whether a seat is counted toward the total capacity for the venue.
- to determine alternate Best Available offers for patrons.

A venue may contain multiple Extended Seat Configurations depending on the number of Extended Seat Definitions that need to be assigned to seats

Note: Authorized users create Extended Seat Definitions and Extended Seat Groups in ProVenue via the *Supplier Administration* menu option. Only the Extended Seat Definitions and Extended Seat Groups defined for your chosen Supplier are available for selection.

To create an Extended Seat Configuration:



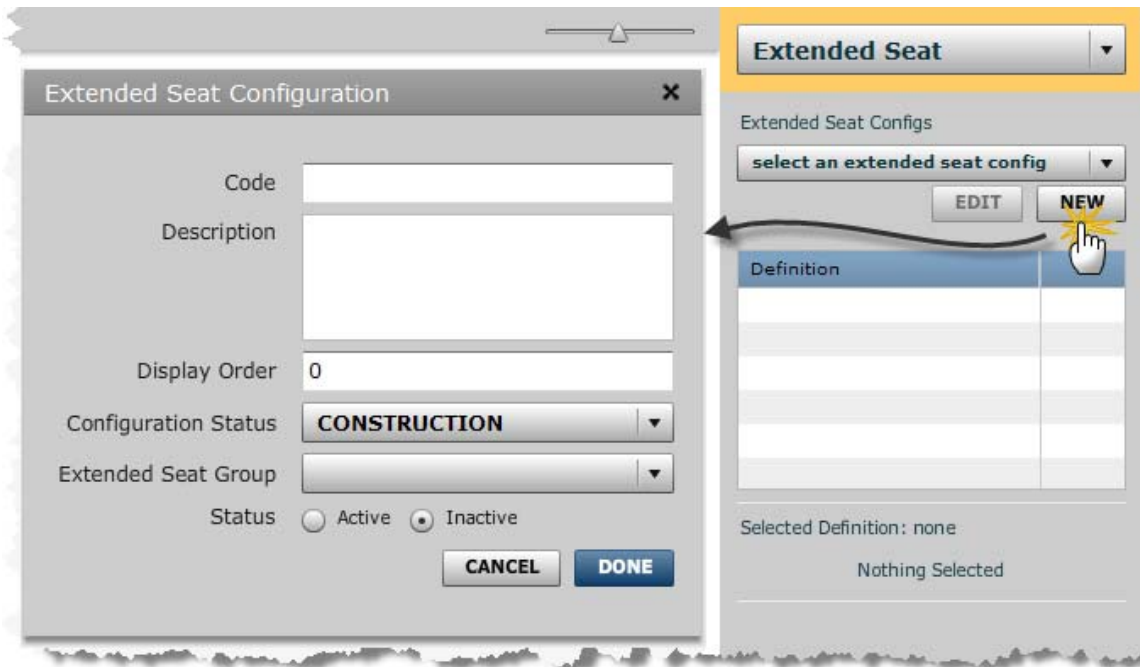
1. Select "Extended Seat" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.

2. Click **NEW** under the 'Extended Seat Configs' field to display the *Extended Seat Configuration* subscreen.
3. Enter the 'Code,' 'Description,' and 'Display Order.'
4. Set the 'Configuration Status' to "CONSTRUCTION."

5. Select an 'Extended Seat Group' from the drop-down menu.

The selected Extended Seat Group determines which Extended Seat Definitions can be applied to this configuration.

6. Set the 'Status' to "Active."
7. Click **DONE**.



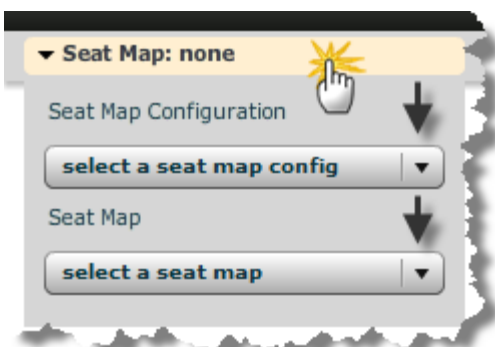
If the Extended Seat Configuration is created successfully, the system displays a success message.

8. Click **OK**.

The code for the new Extended Seat Configuration now displays in the 'Extended Seat Configs' drop-down menu.

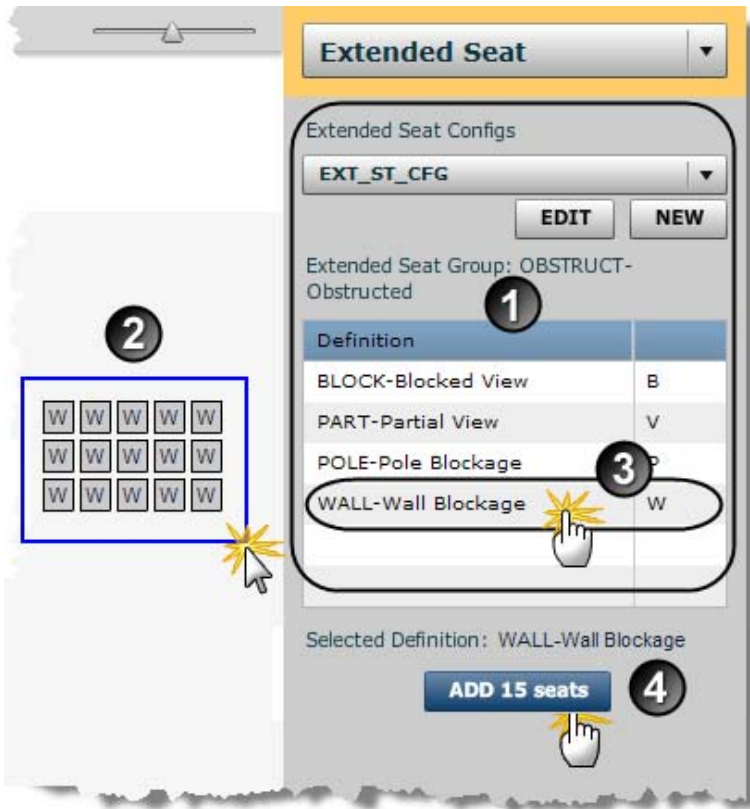
Once the Extended Seat Configuration is created, you can apply an Extended Seat Definition to seats.

To apply an Extended Seat Definition to seats:



First, select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

The seating grid displays the Seat Map (see below).



Use the number references on the image at left to complete the following steps:

1. Select your new Extended Seat Configuration from the 'Extended Seat Configs' drop-down list.

The *Definition* list displays the Extended Seat Definitions associated with the Extended Seat Group that you selected in the previous step.
2. Click and drag with your mouse in the seating grid to select seats.
3. Select from the list the Extended Seat Definition to be applied to the selected seats.
4. Click **ADD [x] seats** where [x] represents the number of seats you have selected on the grid.

The selected Extended Seat Definition is applied to the selected seats, and the seats display the indicator letter associated with the Extended Seat Definition ("W" in the example above).



Note: If multiple Extended Seat Definitions are applied to the same seat(s), the characters shown in the image at the left are displayed on the seats. You may view the Extended Seat Definitions applied to these seats by hovering your mouse over the seat(s) to display a pop-up window with detailed seat information.

5. Click **SAVE** to commit your changes to the Extended Seat Configuration.

If the Extended Seat Configuration is saved successfully, the system displays a success message.

To create additional Extended Seat Configurations or to apply additional Extended Seat Definitions to seats, repeat the procedures in [Step 12](#) (see page 31).

Step 13: Create a Seat Rank Configuration

A seat's rank represents the seat's overall quality or desirability in relation to other seats for a given event. A higher ranking seat is more desirable than a lower ranking seat.

Often, the seat's rank is determined by its relative distance to the area of interest, for example the playing field for a sporting event. Though for certain events, such as concerts, other criteria (room acoustics, for example) may determine which seats are configured with a higher ranking.

A seat's rank can be used during a Best Available sale to determine the "best seat" for sale to patrons, instead of manually selecting specific seats from the Seat Map.

Seat rankings are applied by ...

- adding seats to a Ranking Zone Map.
- applying a Best Seat Algorithm to the seats within the Ranking Zone Map.
- placing the various Ranking Zone Maps in a particular order (typically from most desirable to least desirable).

A collection of Ranking Zone Maps is saved as a Seat Rank Configuration, also referred to as a "Best Seat Configuration" or "Ranking Zone Configuration."

To use a Seat Rank Configuration in your venue, you must include the Seat Rank Configs in the Venue Configuration as in [Step 19](#) (see page 51).

To create a Seat Rank Configuration:

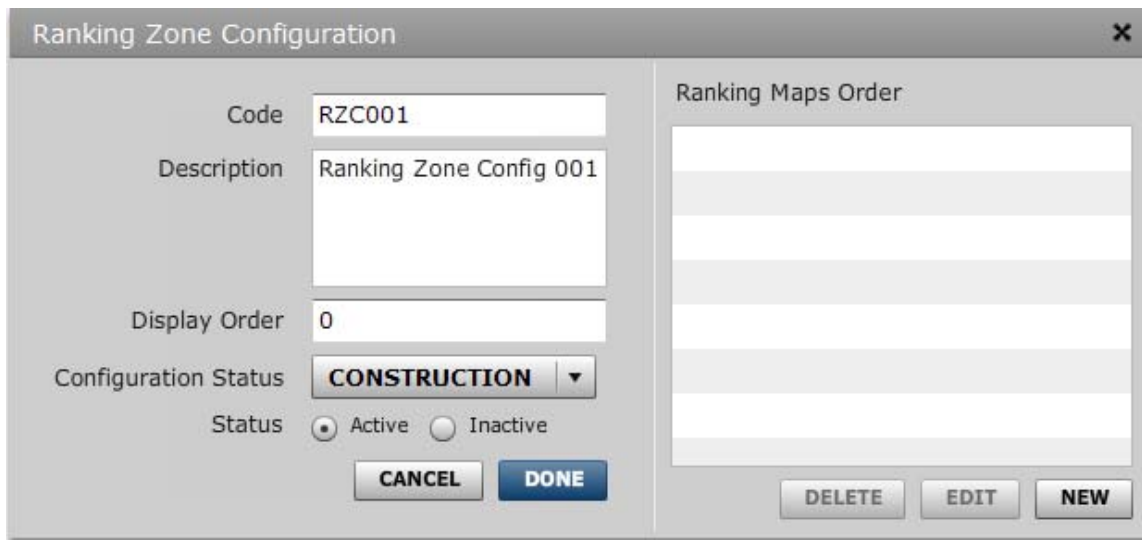


1. Select "Ranking Zones" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



2. Click **NEW** under the 'Best Seat Configuration' field to display the Ranking Zone Configuration subscreen (see below).

3. Enter the 'Code,' 'Description,' and 'Display Order'.
4. Set the 'Configuration Status' to "CONSTRUCTION" and set the 'Status' to "Active."
5. Click **DONE**.



If the Ranking Zone Configuration is created successfully, the system displays the message "The Ranking Zone Configuration was created successfully."

6. Click **OK** to close the success message.

The code for the new Ranking Zone Configuration now displays in the Best Seat Configuration drop-down menu (see below).

To create Zone Maps:

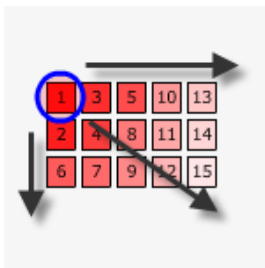
1. Click **NEW** under the 'Zone Maps' field to display the *Ranking Zone Map* configuration screen.
2. Enter the 'Code' and 'Description' and click **SAVE**.
3. The Ranking Zone Map you created displays on the 'Zone Maps' grid ("Zone Map 01" in the example below).



Best Seat Algorithms

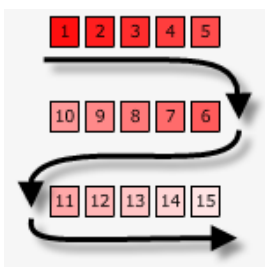
Once the Ranking Zone Configuration and Zone Maps are created, you must apply the Best Seat Algorithm to seats. The Best Seat Algorithm determines how the system calculates the best seat (the seat closest to the area of interest) for sale to patrons.

There are two Best Seat Algorithms which can be applied to seats:



The Distance Algorithm ranks seats based on the relative distance from the specified Starting Seat.

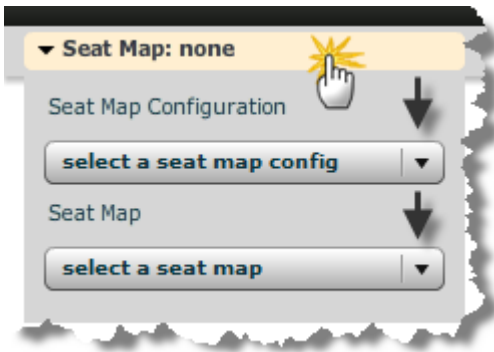
Seats closest to the starting seat receive a higher ranking. Seats farther from the starting seat receive a lower ranking.



The Snake Algorithm ranks seats in a linear pattern based on the specified 'starting corner' and 'direction'.

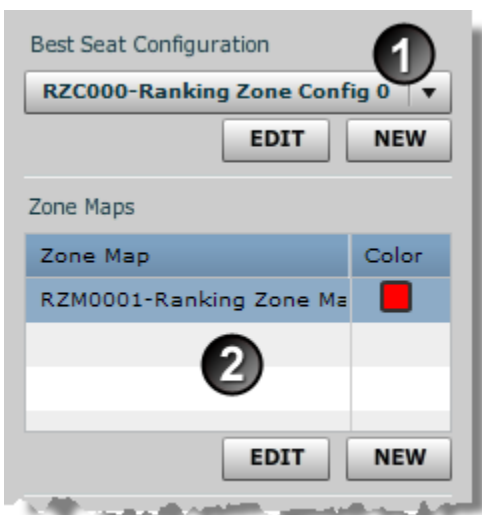
The example at left displays seats ranked using a 'starting corner' of "top-left" and a 'direction' of "horizontal."

To apply the Best Seat Algorithm to seats:



First, select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

The seating grid displays the Seat Map (see below).



Next, select the Best Seat Configuration and Zone Map.

1. Select the new 'Best Seat Configuration' from the drop-down menu.
2. Select the new Zone Map from the list.

To apply the DISTANCE Best Seat Algorithm:



1. Select "DISTANCE" from the 'Best Seat Algorithm' drop-down menu.

2. Select a Starting Seat:

Click **CHANGE**.

The system displays the message "Click on the seat you want to become the new Starting Seat."

Click **OK**.

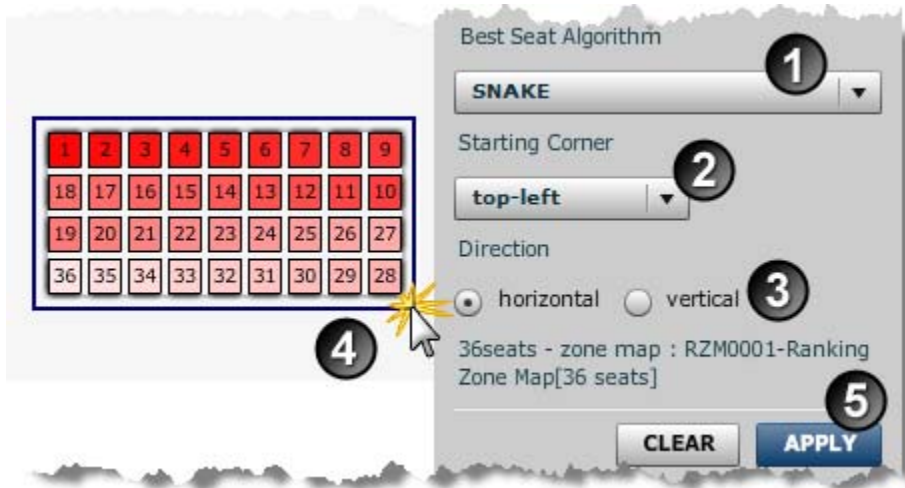
Click on a seat. The system identifies the selected seat with a blue circle.

- Use your mouse to click and drag a box around the seats to which you are applying the Best Seat Algorithm. The selected seats are highlighted, and the **APPLY** button becomes active.

- Click **APPLY**.

The system applies the Best Seat Algorithm to the selected seats, creating a Ranking Zone Map. The seats display a numerical rank and a gradient of the selected Zone Map color—darker color closest to the starting seat, fading as the distance from the starting seat increases.

To apply the SNAKE Best Seat Algorithm:



- Select "SNAKE" from the 'Best Seat Algorithm' drop-down menu.
- Select the 'starting corner' from the drop-down menu.
- Select the 'direction' - horizontal or vertical.
- Use your mouse to click and drag a box around the seats to which you are applying the Best Seat Algorithm.

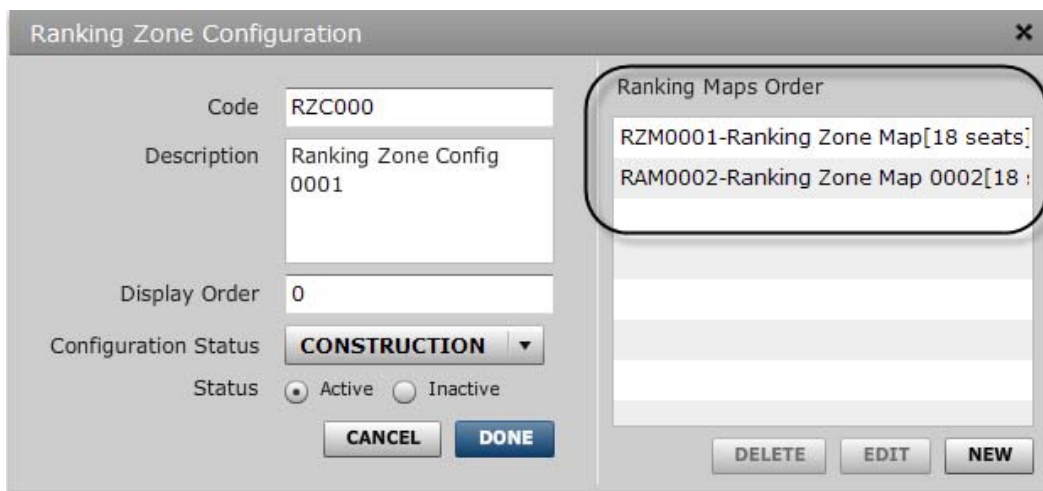
The selected seats are highlighted, and the **APPLY** button becomes active.

- Click **APPLY**.

The system applies the Best Seat Algorithm to the selected seats creating a Ranking Zone Map. The seats display a numerical rank and a gradient of the selected Zone Map color—darker color closest to the starting corner, fading as the distance from the starting seat increases.

You can create multiple Ranking Zone Maps within a single Best Seat Configuration, allowing you to apply different Best Seat Algorithms to different blocks of seats on the Seat Map. The system determines a seat's rank:

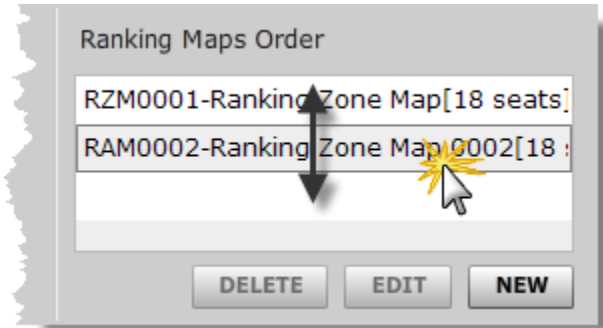
- first by the order of the seat's Ranking Zone Map
- then the rank of the individual seat



To place Ranking Zone Maps in order:



1. Click **EDIT** under the 'Best Seat Configuration' drop-down menu.



2. From the *Ranking Maps Order* list, click on a Ranking Zone Map, then drag up or down into the desired position.
3. When you are finished ordering Ranking Zone Maps, click **DONE** to save your settings and exit the *Ranking Zone Configuration* subscreen.

To save the Best Seat Configuration and Ranking Zone Maps, click **SAVE**.

If the Ranking Zone Configuration was saved successfully, the system displays a success message.

Step 14: Create Proximities

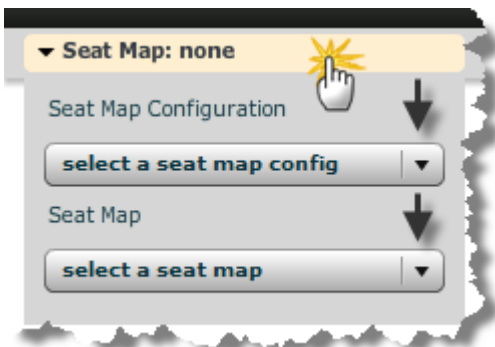
In ProVenue, Proximities represent the relationship between a seat and the other seats in its immediate vicinity. Specifically, the Proximities assigned to a group of seats describe whether seats that display next to each other in the Seat Layout are physically contiguous, or if they are separated (by a structural entity, for example).

The "Best Available" seat selection process uses Seat Proximity in conjunction with a Ranking Configuration to determine if there are enough contiguous seats available to fulfill a patron request.

To create Proximities:

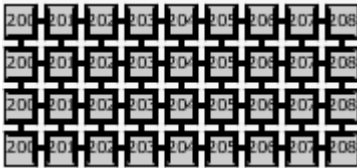


1. Select "Proximity" from the drop-down menu in the upper-right-hand corner of the *Venue Designer* screen.

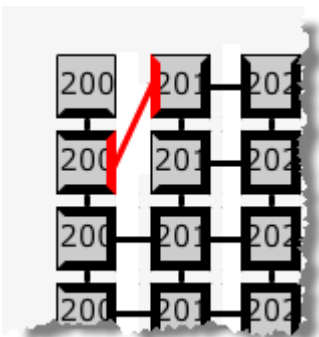


2. Select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

3. Once the Seat Map is displayed, click **AUTO DEFINE PROXIMITIES** to display the *Venue Proximity Wizard* subscreen.
4. Click **THIS SEAT MAP ONLY** to apply the default seat proximity algorithm to the seats, based on the seating type defined in the Seat Layout.



The seats display the proximate relationships applied by the system, indicated by lines connecting the seats. By default, each seat is presumed to be contiguous with seats directly to the left, right, front, and rear of the seat.



You may manually edit the relationships between seats by using your mouse pointer to drag lines from one seat to another.



Click **SAVE** to apply your changes.

Step 15: Create a Venue Configuration

A Venue Configuration represents the seating inventory, price, and seating restrictions for a particular event.

A Venue Configuration...

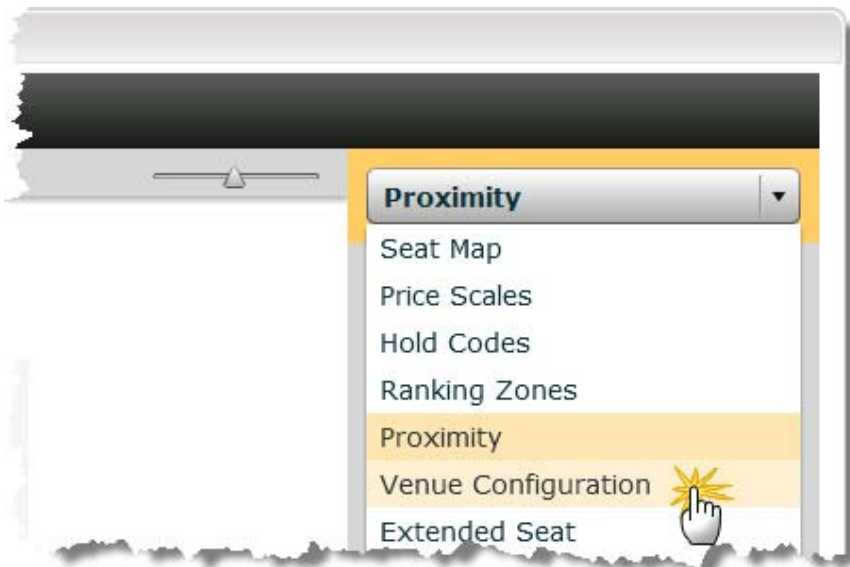
- is derived from the Master Configuration and may contain some or all of the available seats as defined in the Master Configuration.
- contains Price Scale, Hold Code, Extended Seat, and Seat Rank Configurations.
- is specified during event setup via the *Event Administration* menu option to determine which other Configurations are available for the Event.

A single Master Configuration may have multiple Venue Configurations to accommodate differences in the seats that are physically available for various events.

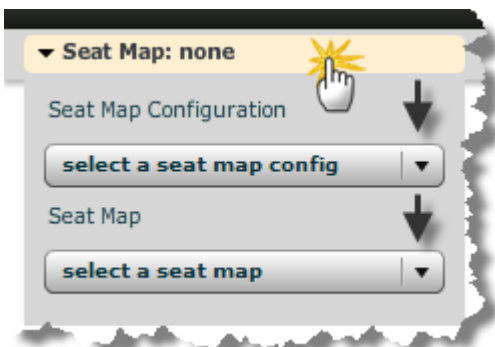
For example...

An arena that hosts both sporting events and concerts may have two Master Configurations to accommodate the significant differences in seating between the two types of events. The Master Configuration for concerts may have two Venue Configurations to accommodate less significant differences in seating for various events—one Venue Configuration that contains available seats behind the stage, and one Venue Configuration that does not, for example.

To create a Venue Configuration:

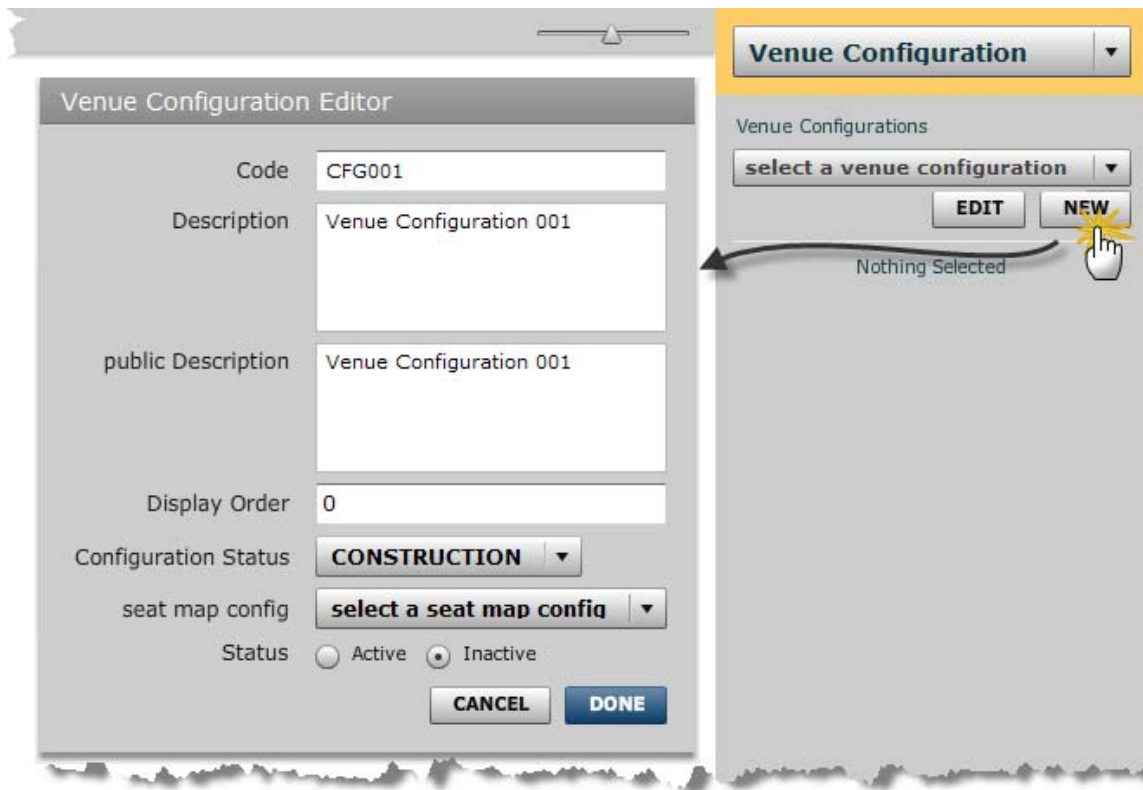


1. Select "Venue Configuration" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



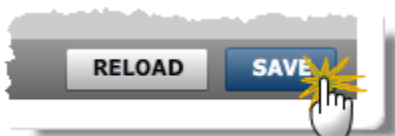
2. Select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.

3. Under the 'Venue Configurations' drop-down menu, click **NEW** to display the *Venue Configuration Editor* subscreen.
4. Enter the 'Code', 'Description', 'Public Description', and 'Display Order'.
5. Set the 'Configuration Status' to "CONSTRUCTION."
6. Select a 'seat map config', as created in [Step 9](#) (see page 18).
7. Set the 'Status' to "Active."
8. Click **DONE** when finished.



If the Venue Configuration is created successfully, the system displays the message "Venue Configuration created successfully."

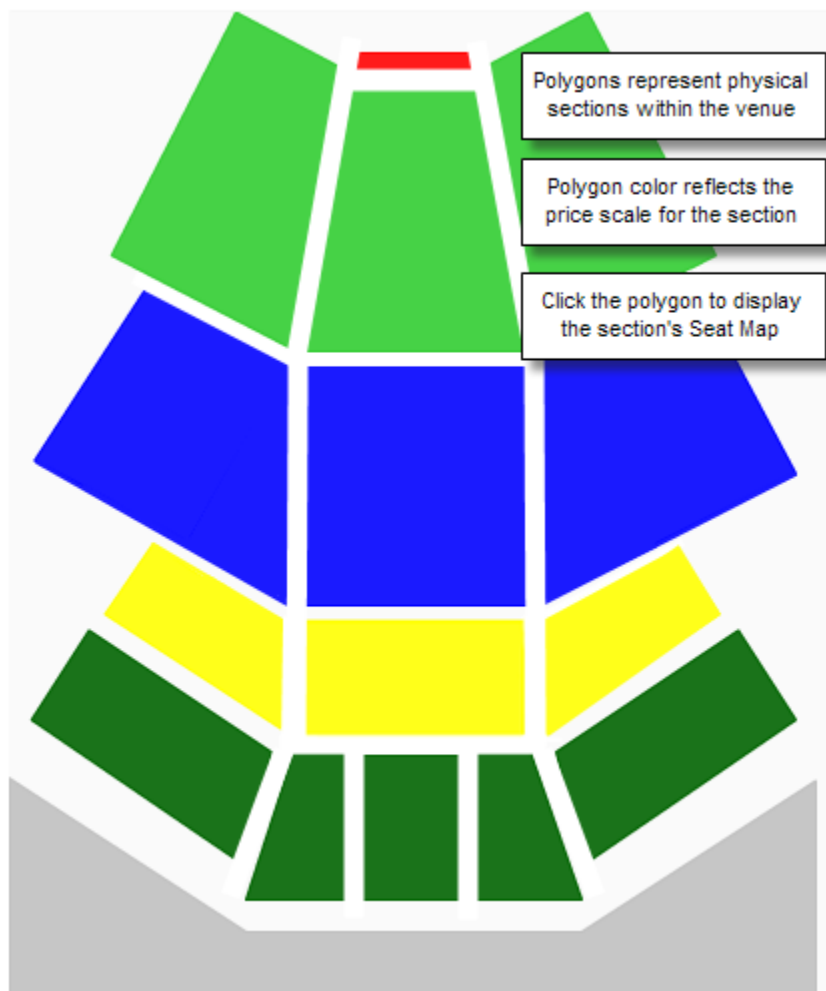
9. Click **OK** to close the success message.



Click **SAVE** to apply your changes to the Venue Configuration.

Step 16: Create Section Polygons

In ProVenue, the Navigation Map is a graphical representation of physical areas within the venue, often with the various Sections in the venue appearing as shapes or "polygons."



The Navigation Map provides users with both general information about sections and seats (such as pricing and inventory), as well as a user interface for accessing individual seats for sale.

There are three types, or "layers" of polygons, each with a unique function:

Section Polygons: provide a visual representation of physical areas within the venue.

Price Polygons: represent the various Price Scales applied to physical areas in the venue, as defined by the color of the Price Scale.

Seat Polygons: provide a link to individual seat selection screens from the Navigation Map (user clicks the polygon to display seat selection screen).

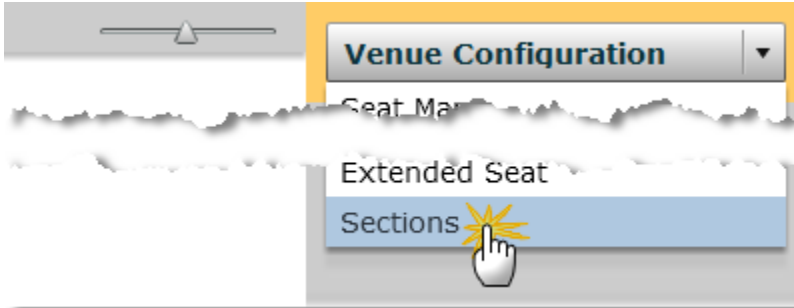
In this step, you will use the Navigation Map Image, imported into ProVenue in [Step 7](#) (see page 13), to create a polygon for a Section of the venue.

Once you have created polygons for each Section, you can...

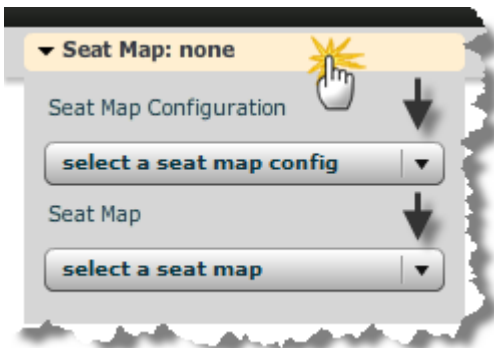
- apply the polygon shapes to Seat Layouts to create Seat Maps as in [Step 17](#) (see page 46).
- apply the polygon shapes to Price Scales to create Price Maps as in [Step 18](#) (see page 48).

In most cases the polygons for each of the three layers are identical, so you can first create the Section Polygons, and then import them for use as Seat Polygons and Price Polygons.

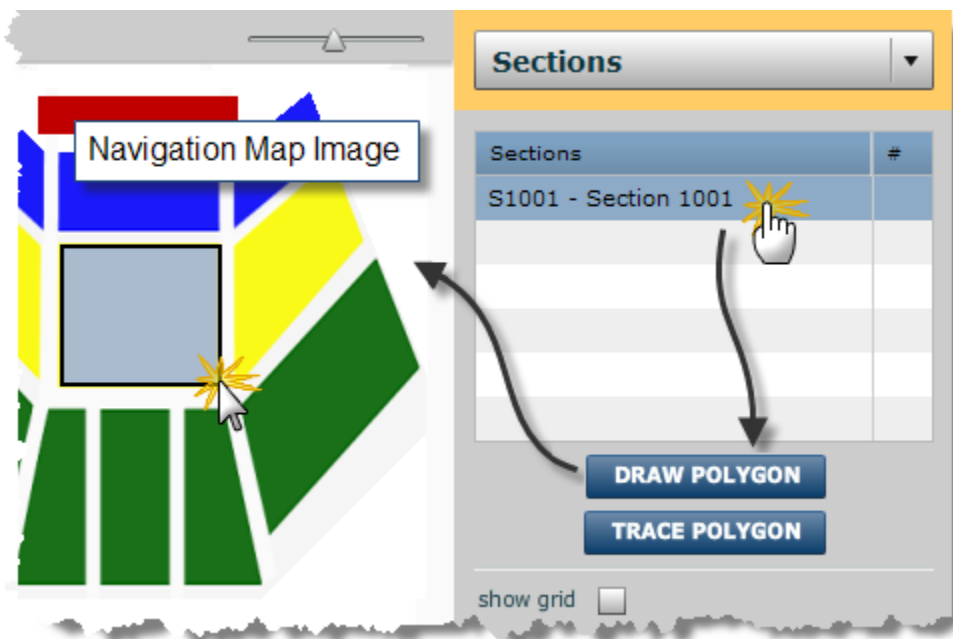
To create Section Polygons:



1. Select "Sections" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



2. Select your Seat Map Configuration and Seat Map from the drop-down menu in the upper-left corner of the *Venue Designer* screen.



3. Select a Section, created in [Step 4](#) (see page 7), from the 'Sections' list.

Selecting the Section activates the **DRAW POLYGON** button.

4. Click **DRAW POLYGON**, and use the mouse pointer to draw a polygon in the designer window.

If you prefer, enable the 'show grid' checkbox to display a background grid pattern while drawing polygons.

Note: if you uploaded a Navigation Map Image when creating your Master Configuration in [Step 7](#) (see page 13), the image appears in the designer window. The Navigation Map Image can be used as a guide for tracing an area of the venue to create Section Polygons.



5. Click **SAVE** to apply your changes.

The polygons you create are saved in the system as Section Maps and can be viewed on the "Section Maps" tab under the Master Configuration for your Venue. The x/y coordinates for the polygons (how the navigation map displays polygons on your screen) can be viewed or copied to Seat Maps or Price Maps.

Step 17: Import Section Polygons to Create Seat Maps

[Section Polygons](#) (see page 44) are associated with the various Seat Maps in your venue to create Seat Map Polygons.

During a transaction, the *Ticket Sales* user clicks a Seat Map Polygon on the Navigation Map to display the associated seat selection screen.

To create Seat Map Polygons:



1. Select "Seat Map" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



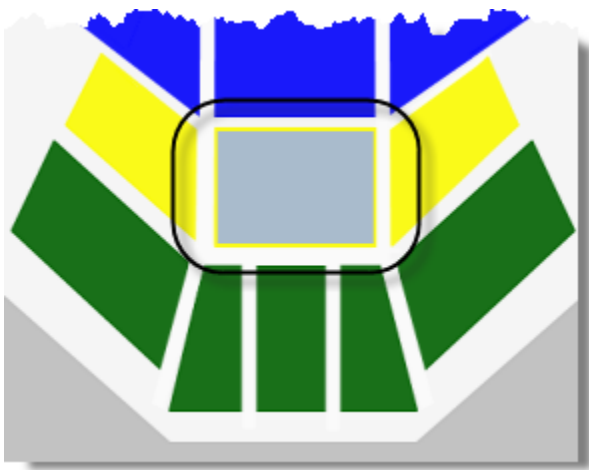
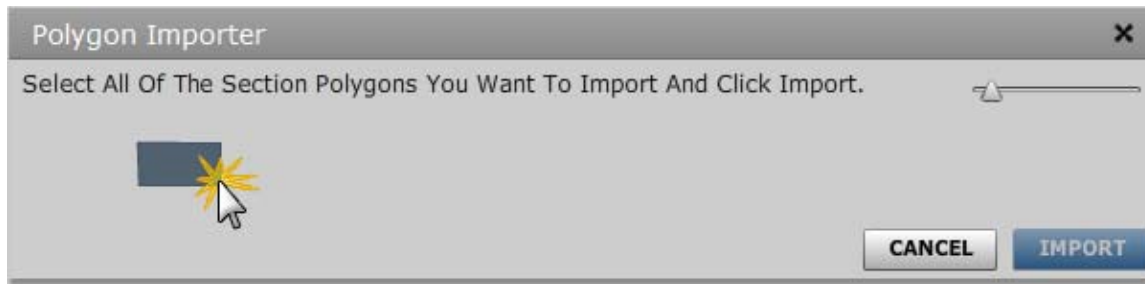
2. Select the "polygons" tab.

The Navigation Map Image imported in [Step 7](#) (see page 13) displays on the seating grid.

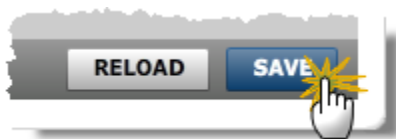
2. Select a Seat Map Configuration from the drop-down menu.
3. Select a Seat Map from the list.
4. Click **IMPORT POLYGONS** to display the *Polygon Importer* screen (see below).

- Click to select the polygon (created in Step 16) you wish to import for association with the selected Seat Map, and then click **IMPORT**.

Note: You may select multiple polygons by holding down the Ctrl key while selecting polygons.



The imported polygon displays on the Navigation Map.



- Click **SAVE** to apply your changes to the Seat Map Configuration.

Step 18: Import Section Polygons to Create Price Maps

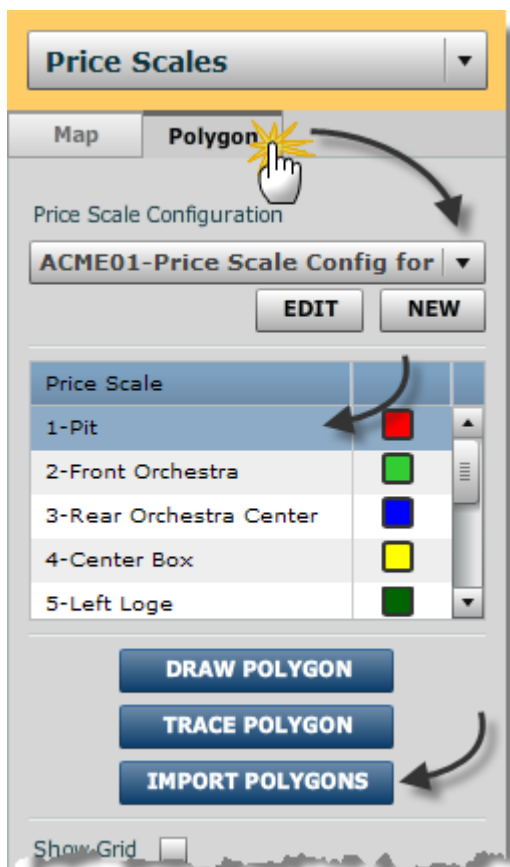
Seat prices for the various physical venue Sections are represented on the Navigation Map by Price Scale polygons of varying color.

Typically, each Section polygon can be applied to a single Price Scale, though polygons can be split to accommodate different Price Scales within the same physical Section as needed.

To create Price Map Polygons:



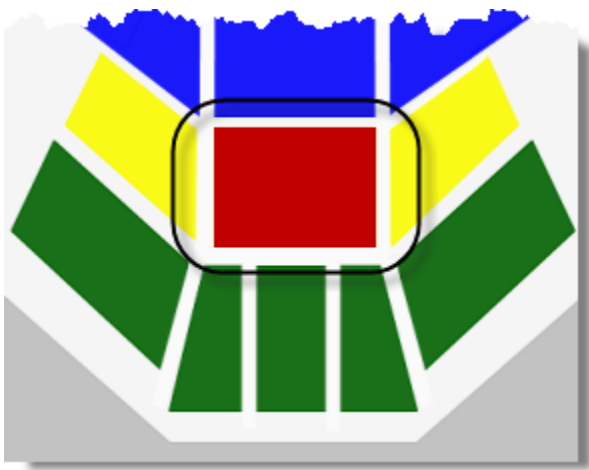
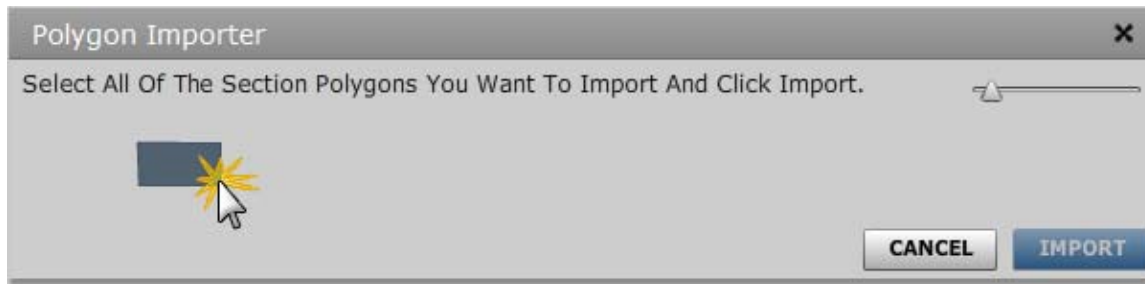
1. Select "Price Scales" from the drop-down menu in the upper-right corner of the *Venue Designer* screen.



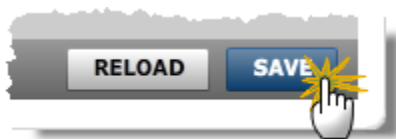
2. Select the "Polygon" tab.
3. Then select a Price Scale Configuration from the drop-down menu.
4. Select a Price Scale from the list.
5. Click **IMPORT POLYGONS** to display the *Polygon Importer* screen (see below).

- Click to select the polygon (created in Step 16) you wish to import for association with the selected Price Scale, and then click **IMPORT**.

Note: You may select multiple polygons by holding down the Ctrl key while selecting polygons.



The polygons imported for the selected Price Scale are displayed on the Navigation Map in the identifying color of the Price Scale.



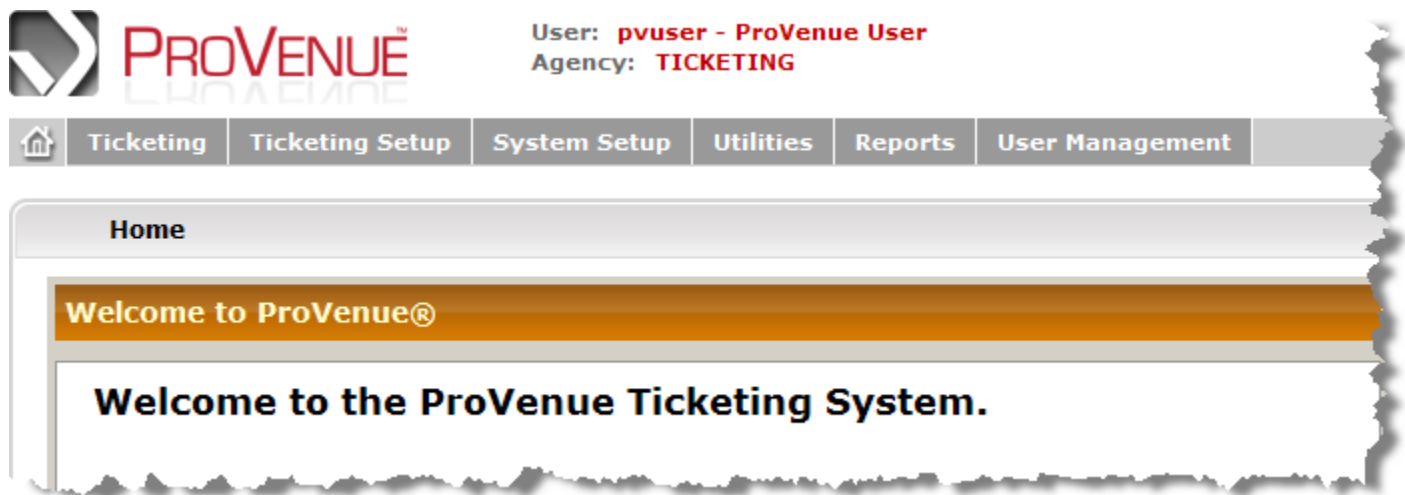
- Click **SAVE** to apply your changes to the Price Scale Configuration.

Step 19: Complete the Venue Configuration

Once you have finished creating the various Configurations that make up your Venue, you must assemble the various components to complete the Venue Configuration.

In this step you will select the Price Scale, Hold Code, Extended Seat, and Seat Rank Configurations that are valid for use with your Venue Configuration.

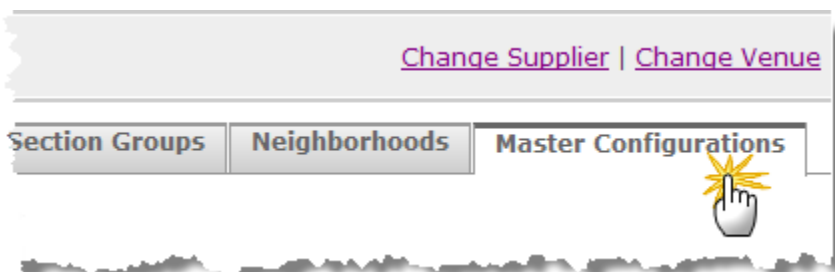
Note: The instructions below assume you are currently at the ProVenue *Home* screen (shown below).



Before you can include configurations in the Venue Configuration, you must first select the "Venue Configs" tab in the venue's Master Configuration.

To select the "Venue Configs" tab:

1. [Select the Venue Administration menu option](#) (see page 4): Select *Ticketing Setup* from the main menu, and then select the *Venue Administration* menu option to display the *Venue* screen.
2. [Select the Supplier](#) (see page 5): Click **FIND** in the SUPPLIER frame. In the results list, select the code for the Supplier that you want to use.
3. [Select the Venue](#) (see page 6): Once you have selected the Supplier, ProVenue displays a list of any existing Venues associated with this Supplier in the RESULTS list. Select your new Venue.

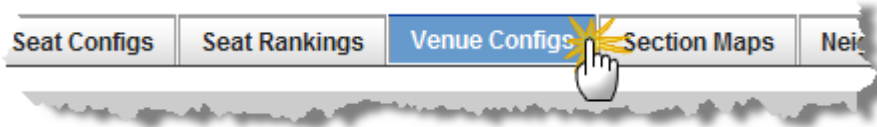


4. Select the "Master Configurations" tab.

RESULTS: 1 MASTER CONFIGURATION(S) FOUND

ID	Code	Description
1381	MTTEST	mttest

5. Select the Master Configuration from the results list.



6. Select the "Venue Configs" tab.

RESULTS: 1 VENUE CONFIGURATION(S) FOUND

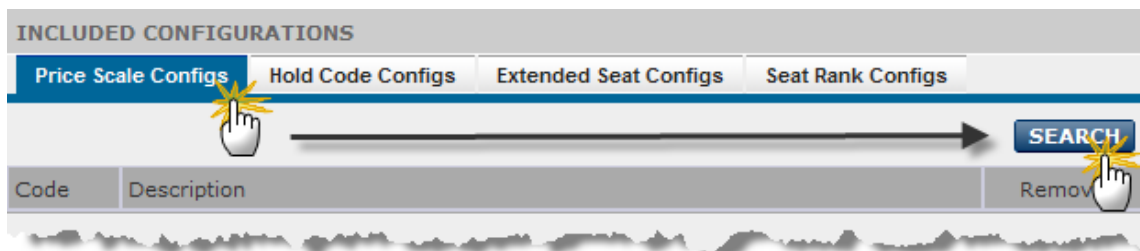
ID	Code	Description	Capacity
2683	MTTEST	TEST Venue Config	

7. Select the Venue Configuration from the results list.

To include Configurations in the Venue Configuration:

Note: The following steps must be performed for Price Scale Configurations, Hold Code Configurations, Extended Seat Configurations, and Seat Rank Configurations. The example below only shows the steps for including Price Scale Configs in the Venue Configuration.

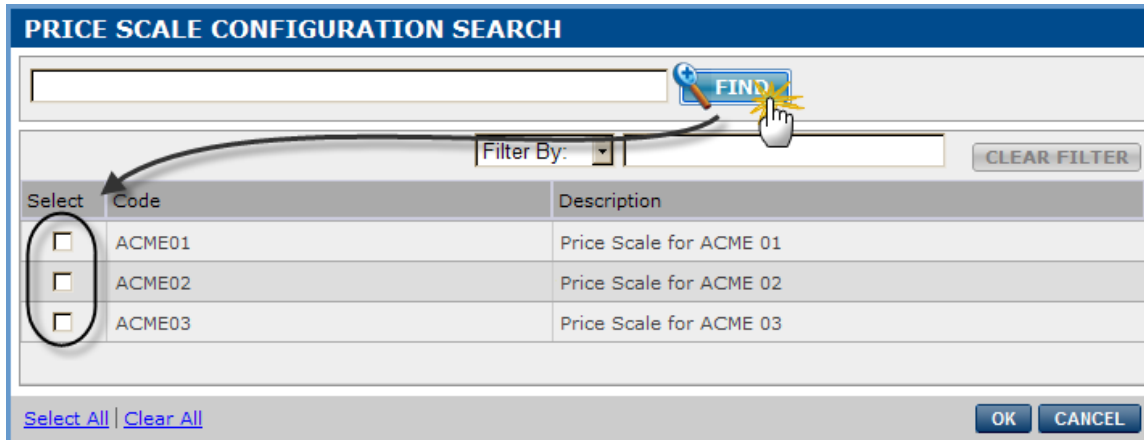
1. In the INCLUDED CONFIGURATIONS frame, select the "Price Scale Configs" tab.
2. Click **SEARCH** to display the *PRICE SCALE CONFIGURATION SEARCH* screen (see below).



3. Click **FIND** to display a list of available Price Scale Configurations.

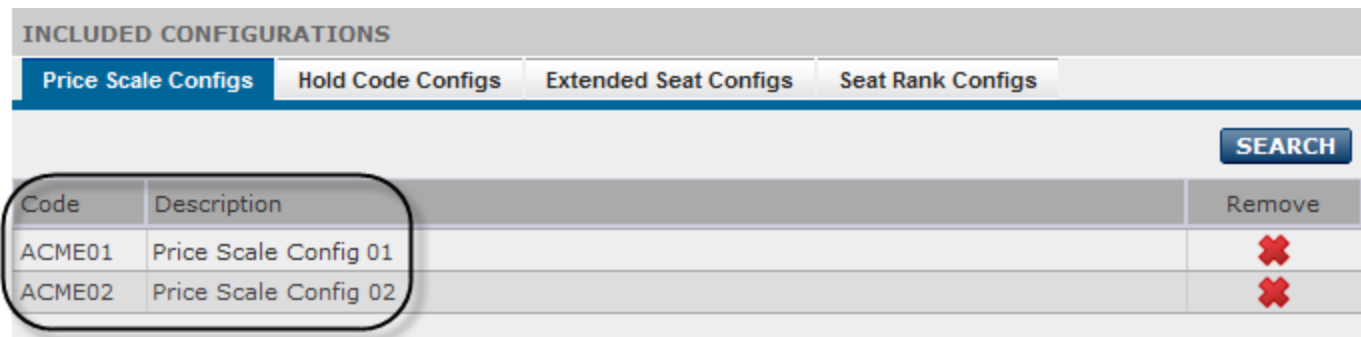
- Enable the checkbox(es) for the Price Scale Configs to included in the Venue Configuration, and click **OK**.

Note: If only a single result is found, the system automatically includes that configuration in your Venue Configuration.



Select	Code	Description
<input type="checkbox"/>	ACME01	Price Scale for ACME 01
<input type="checkbox"/>	ACME02	Price Scale for ACME 02
<input type="checkbox"/>	ACME03	Price Scale for ACME 03

The Price Scale Configurations you selected are displayed on the list of included Price Scale Configurations.



Code	Description	Remove
ACME01	Price Scale Config 01	✘
ACME02	Price Scale Config 02	✘

- Repeat the procedure above to include the following configurations in your Venue Configuration:
 - Hold Code Configurations
 - Extended Seat Configurations
 - Seat Rank Configurations

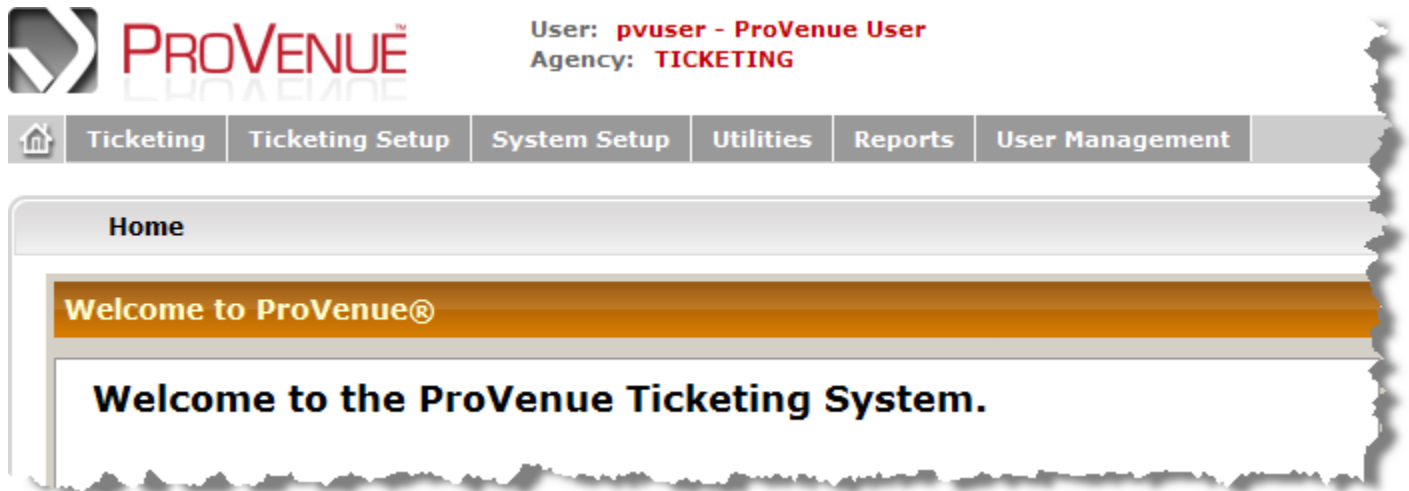
Step 20: Make All Configurations Available and Active

The last step in creating your Venue is to set all of the various configurations to "active" and "available" status. The status changes are required in order for the configurations to be valid selections during setup via the *Event Administration* menu option.

The default state for the various configurations is "construction," which allows you to configure and edit the configuration, but does not allow the configurations to be used for events.

You must make all other configurations available (see below) before you can make the Master Configuration available.

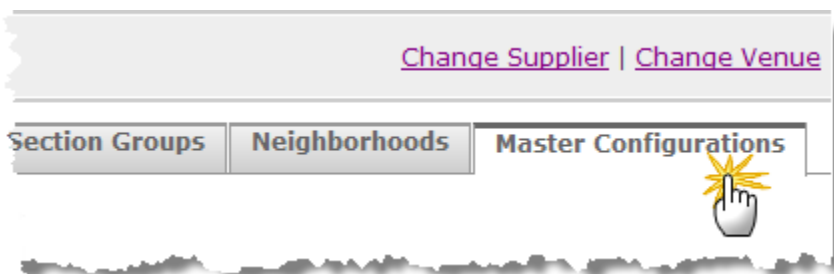
Note: These instructions assume you are currently at the ProVenue *Home* screen (shown below).



Before you make configurations available, you must select your Master Configuration.

To select the Master Configuration:

1. [Select the Venue Administration menu option](#) (see page 4): Select *Ticketing Setup* from the main menu, and then select the *Venue Administration* menu option to display the *Venue* screen.
2. [Select the Supplier](#) (see page 5): Click **FIND** in the SUPPLIER frame. In the results list, select the code for the Supplier that you want to use.
3. [Select the Venue](#) (see page 6): Once you have selected the Supplier, ProVenue displays a list of any existing Venues associated with this Supplier in the RESULTS list. Select your new Venue.



4. Select the "Master Configurations" tab.

RESULTS: 1 MASTER CONFIGURATION(S) FOUND

ID	Code	Description
1381	MTTEST	mttest

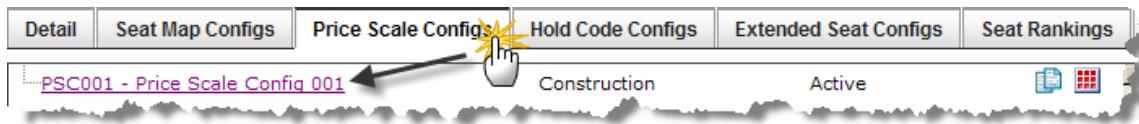
5. Select the Master Configuration from the results list.

Once you have selected the Master Configuration, the system displays the tabs associated with the various configurations created in previous steps (see below).

To set the configurations to active/available status:

Note: The following steps must be performed for Price Scale Configurations, Hold Code Configurations, Extended Seat Configurations, Seat Rankings, and Seat Map Configurations. The example below only shows the steps for making Price Scale Configurations active/available in the Venue Configuration.

1. Select the tab for the configuration you wish to modify, and then select the configuration.



The details screen for the selected configuration displays (see below).

2. Select 'Available' from the 'Configuration Status' drop-down menu.
3. Select the 'Active' radio button.
4. Click **APPLY CHANGES** to save the settings.

PRICE SCALE CONFIGURATION

ID	1766
Code	PSC001
Description	Price Scale Config 001
Configuration Status	Construction
NavMap Image File	<input type="text"/> Browse... <input type="button" value="UPLOAD"/>
Nav Map Height	0
Nav Map Width	0
Display Order	0
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive

5. Repeat the procedure above for the following configurations, in the following order:

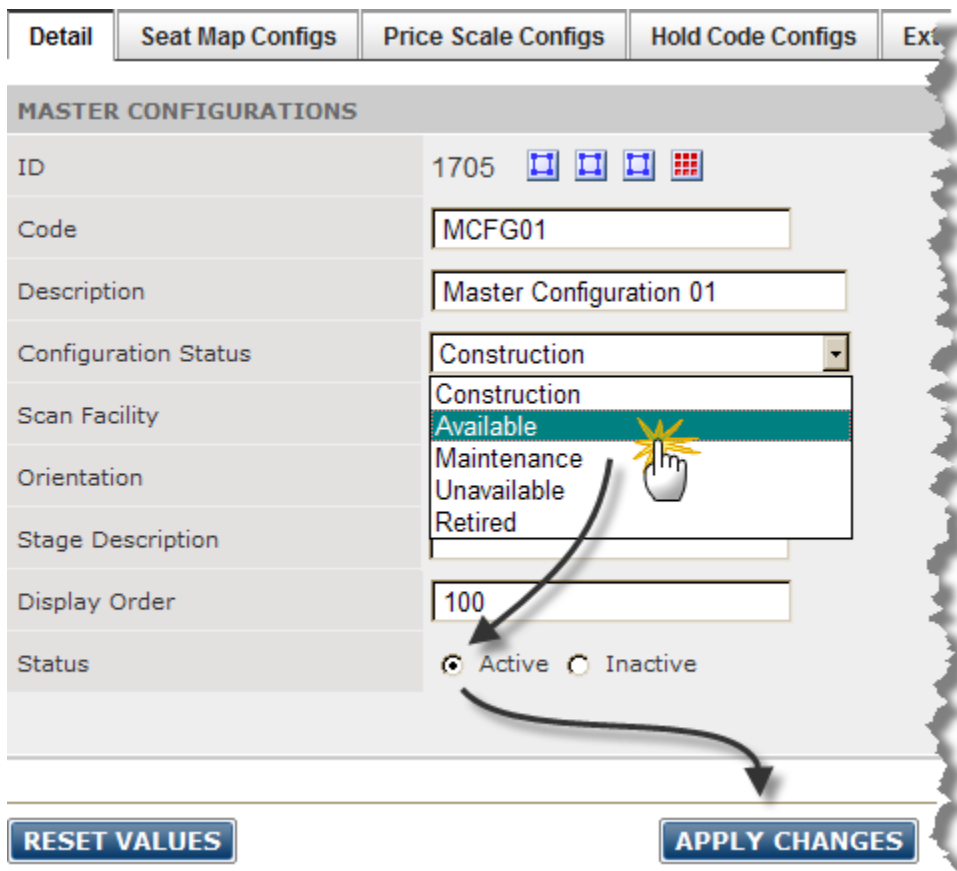
- | | |
|---------------------------------|-----------------------------|
| 1. Price Scale Configurations | 2. Hold Code Configurations |
| 3. Extended Seat Configurations | 4. Seat Rankings |
| 5. Venue Configurations * | 6. Seat Map Configurations |

* Venue Configurations cannot be made available until all included configurations are made available (see Step 19).

To set the Master Configuration to active/available status:

Once the configurations listed above are made available, you must make the Master Configuration active/available.

1. Select the Master Configuration (see *To select the Master Configuration:* above).
The Master Configuration "Details" tab is displayed.
2. Click the 'Configuration Status' drop-down field and select "Available."
3. For the 'Status', select "Active."



4. Click **APPLY CHANGES** to save changes to the Master Configuration.

Note: The Master Configuration cannot be made available until all other configurations are made available. When making the Master Configuration available, the system validates the seats contained in the Master Configuration. The system displays a notification if there are seats that do not have a [Price Scale](#) (see page 25) or [Hold Code](#) (see page 28) applied.

What's Next?

After you complete the *Quick Start* procedure, the following actions are possible:

- Your new venue can be associated with events via the *Event Administration* menu option (a requirement for ticket sales).
- You can return to the Venue and add/edit additional Master Configurations, additional Sections, Price Scales, etc.
- You can return to the Venue and perform additional Hold Code management tasks.
- You can export you new Master Configuration, which can then be imported into a new or existing Venue.

Note: The *Venue Administration* menu option provides one method for setting/changing Hold Codes. Authorized users can also set/change Hold Codes via the following menu options: *Ticket Sales*, *Hold Code Management*, and the *Hold Code Assignment* utility.

Appendix A: Terminology

"Configurations" and "Definitions"

In ProVenue, the understanding of the use of the terms "Configuration" and "Definition" is essential for understanding the concepts of creating and configuring a Venue.

Configuration: a "Configuration" is essentially a storage container for groups of related data. For example, a Price Scale Configuration contains multiple Price Maps and related data. "Configuration" is used throughout the user interface and throughout this document to refer explicitly to definitions as applied to venue seats/sections.

Definition: a "Definition" refers to a set of basic characteristics that together identify a particular entity, typically so that the entity can later be selected and applied for venue design purposes. For example, an Extended Seat Definition has no immediate function in terms of venue design until it has been applied to seats through the creation of an Extended Seat "Configuration." That is, when Definitions are applied to seats, the resulting data is stored as a "Configuration."

Creating vs. Configuring Venue Components

Creating a component (for example, a Price Scale) for a Venue typically involves providing a unique code and description of the entity.

Configuring a component in ProVenue typically involves combining various components (for example, applying a Price Scale to a Seat Map) to create a new component (such as a Price Scale Configuration) that can be used for Events.

Appendix B: Screen Reference

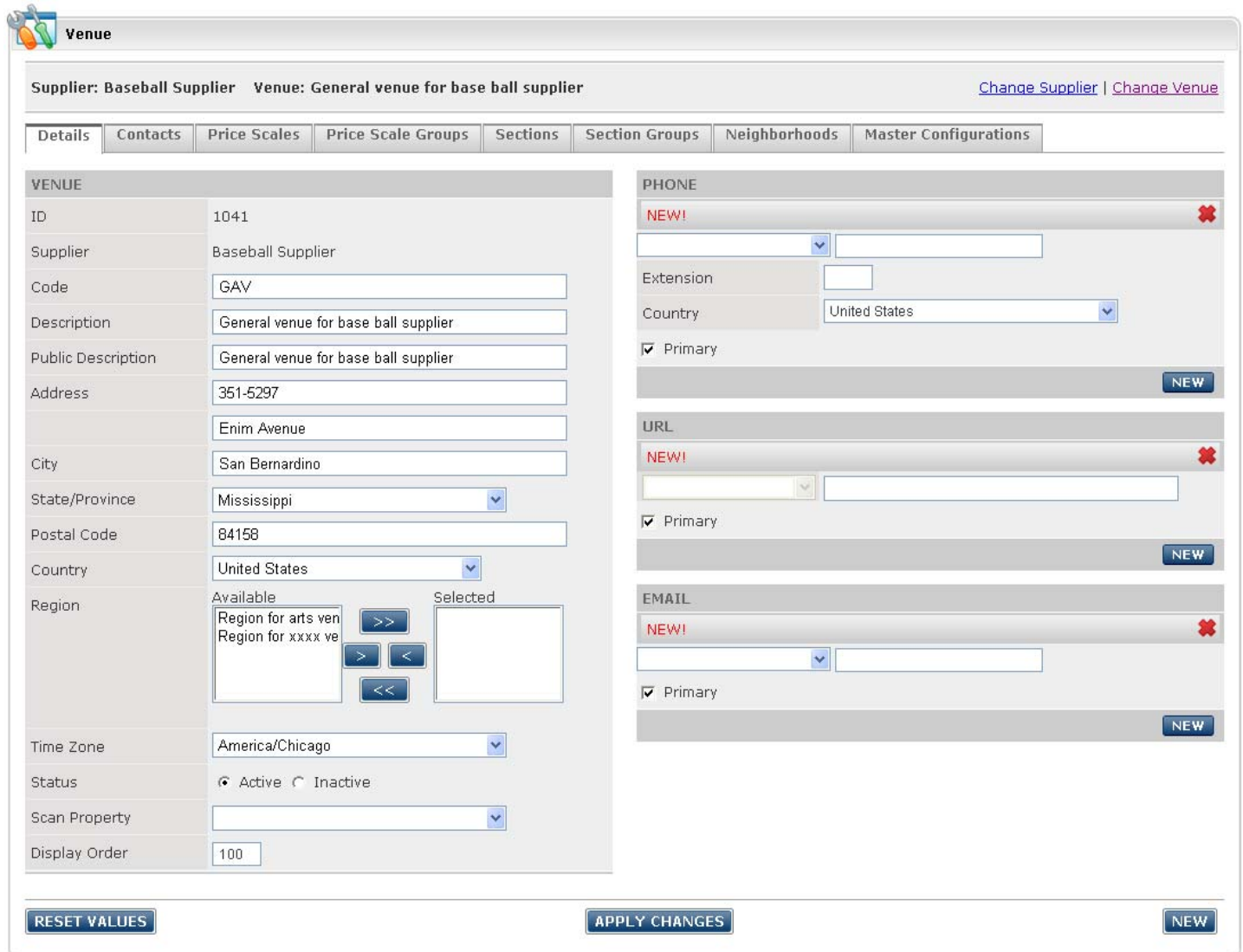
The *Quick Start* procedures isolate areas of screens for expedience. Below are full examples of the main *Venue Administration* screens for your reference.

Example Initial Setup Screens

Once you have selected a Venue definition or opted to create a new one, the Venue Administration menu option displays the following screen, which includes a set of "Venue-level" tabs.

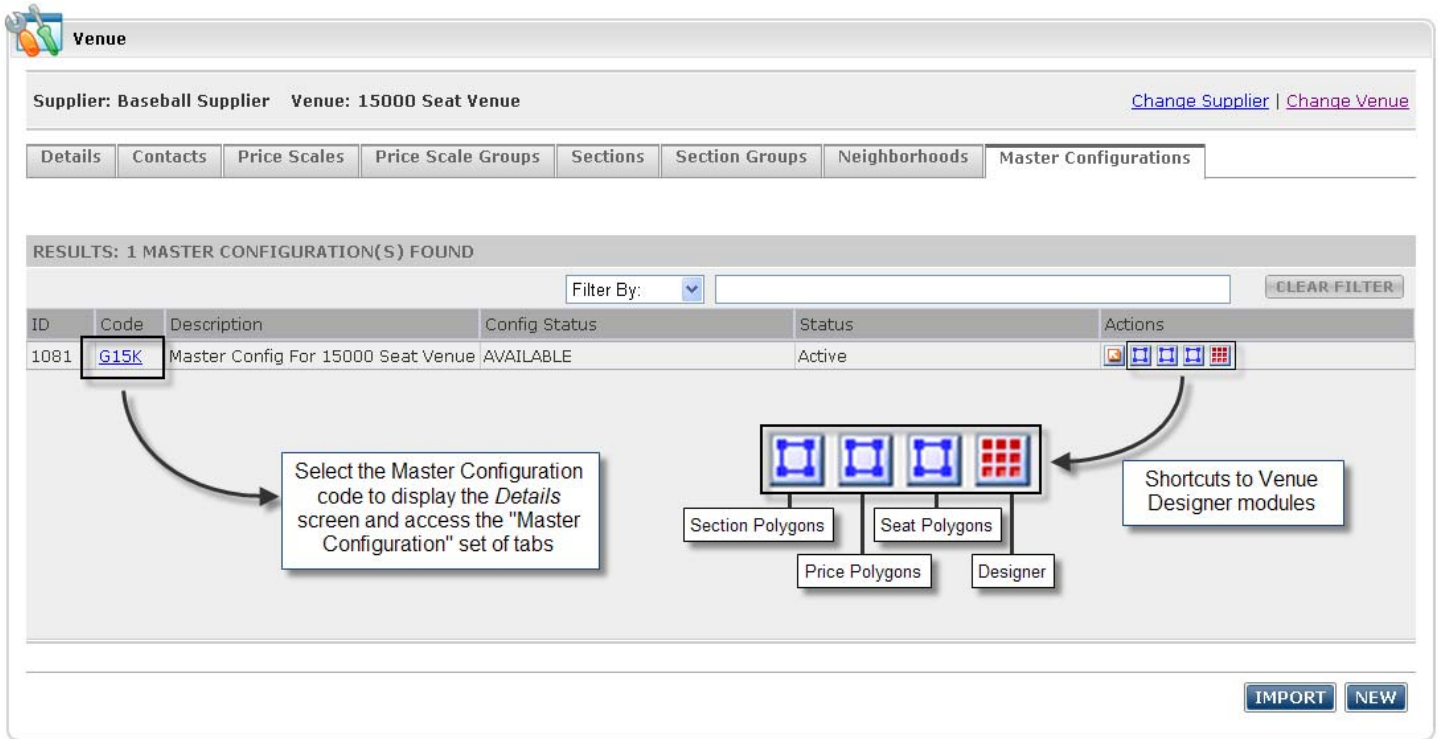
Use the "Venue-level" tabs to...

- create a Venue/access existing Venue definition details.
- create/access Price Scale and Price Scale Group definitions.
- create/access Section and Section Group definitions.
- create/access Master Configurations.



The screenshot displays the 'Venue' configuration screen. At the top, it shows 'Supplier: Baseball Supplier' and 'Venue: General venue for base ball supplier'. Below this are tabs for 'Details', 'Contacts', 'Price Scales', 'Price Scale Groups', 'Sections', 'Section Groups', 'Neighborhoods', and 'Master Configurations'. The 'Details' tab is active, showing fields for 'VENUE' (ID: 1041, Supplier: Baseball Supplier, Code: GAV, Description: General venue for base ball supplier, etc.) and 'PHONE' (NEW!, Country: United States, Primary checked). Below these are 'URL' (NEW!, Primary checked) and 'EMAIL' (NEW!, Primary checked) sections. At the bottom, there are buttons for 'RESET VALUES', 'APPLY CHANGES', and 'NEW'.

The "Master Configuration" tab depicted below provides the primary means for accessing individual Master Configurations, their subordinate [configurations](#) (see page 57), as well as shortcuts to the various modes of the [Venue Designer](#) (see page 16).



Venue

Supplier: Baseball Supplier Venue: 15000 Seat Venue [Change Supplier](#) | [Change Venue](#)

Details Contacts Price Scales Price Scale Groups Sections Section Groups Neighborhoods **Master Configurations**

RESULTS: 1 MASTER CONFIGURATION(S) FOUND

Filter By: [CLEAR FILTER](#)

ID	Code	Description	Config Status	Status	Actions
1081	G15K	Master Config For 15000 Seat Venue	AVAILABLE	Active	

Select the Master Configuration code to display the *Details* screen and access the "Master Configuration" set of tabs

Shortcuts to Venue Designer modules

Section Polygons Seat Polygons
Price Polygons Designer

[IMPORT](#) [NEW](#)

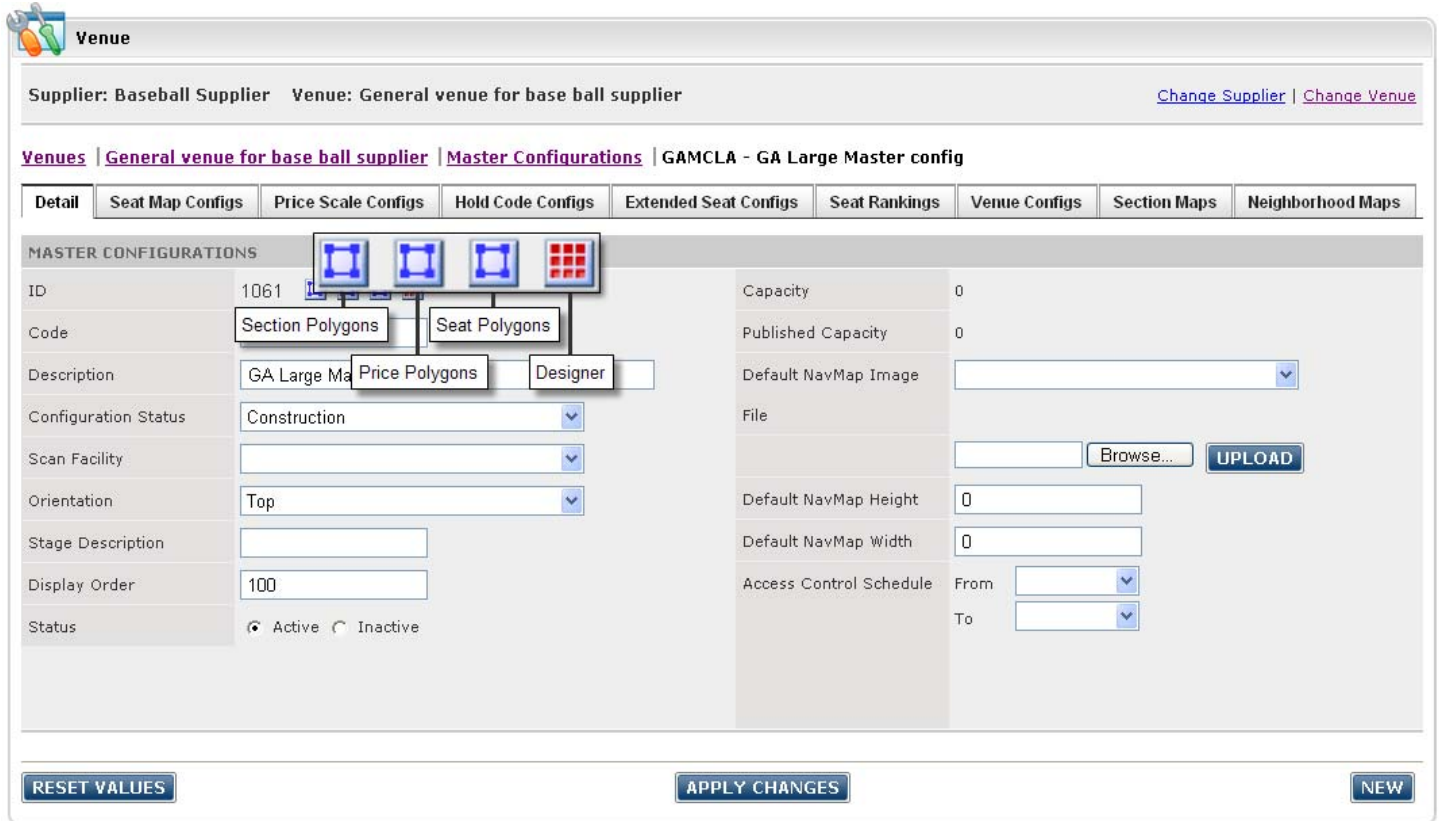
Example Master Configuration Setup Screens

The Master Configuration is the primary entity for creating, configuring, storing, and maintaining all other venue-related [Configurations](#) (see page 57).

Once you have selected a Master Configuration or opted to create a new one, the setup environment displays a second set of tabs.

Use the "Master Configuration-level" tabs to...

- create new Master Configurations/access existing Master Configuration details.
- access the *Venue Designer* to create Seat Map, Price Scale, Hold Code, Extended Seat, Seat Ranking, and Venue Configurations.
- access existing Seat Map, Price Scale, Hold Code, Extended Seat, Seat Ranking, and Venue Configurations.
- access Section Maps.



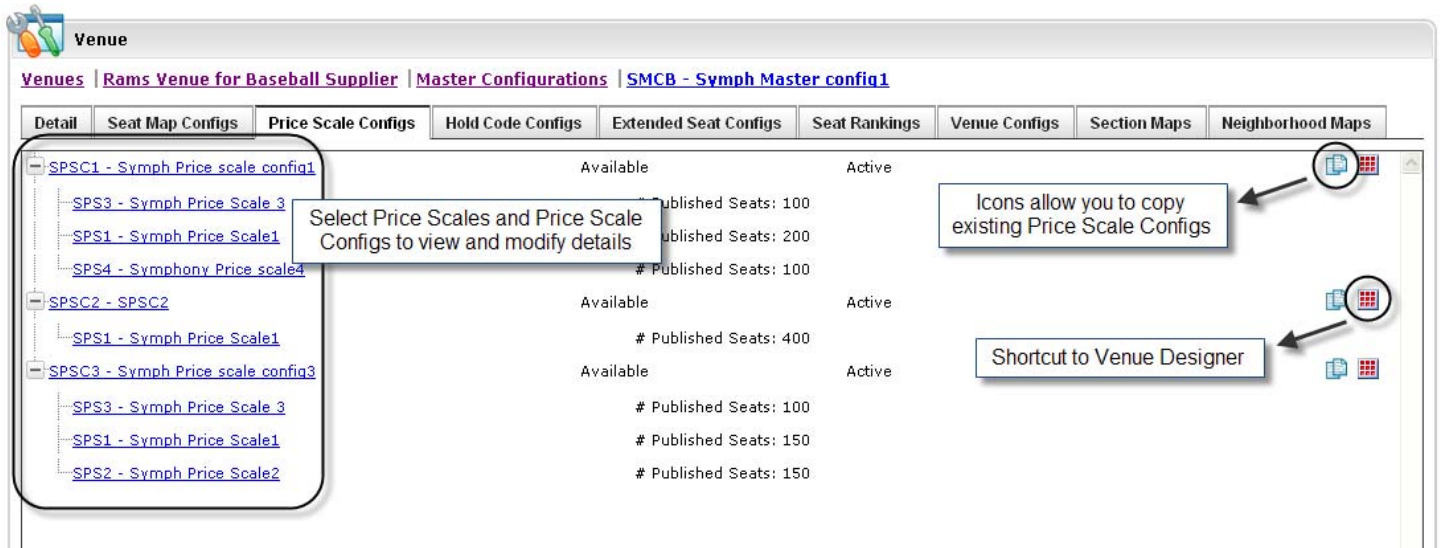
Note: In the image above, the string of hyperlinks above the tabs allows easy navigation back to earlier steps in the venue creation process.

Selecting a tab at the “Master Configuration-level” displays a list of all defined entities for the selected tab.

For example, selecting the Price Scale Configs tab displays all Price Scale Configurations contained within the Master Configuration.

As displayed in the image below, the Price Scale Configs tab allows you to...

- select individual Price Scales and Price Scale Configurations to view and modify details.
- copy Price Scale Configurations.
- access the Venue Designer.



Example Venue Designer

Once you have created/selected a Master Configuration, the [Venue Designer](#) (see page 16) allows you to perform the most granular setup tasks.

The Venue Designer...

- provides a view of individual seats, comparable to the seat maps as accessible via the Ticket Sales menu option.
- allows you to click and drag to select seat icons in order to carry out various design tasks (to apply a Price Scale, for example).

Below is an example of the Venue Designer:

