



PROVENUE®  
TRAINING DOCUMENTATION

*Supplier Administration –  
Event Groups*

## Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 3.2.00	3/30/2014	Craig Thurmer	Document Originated
2.0	PV 3.4.00	9/3/2015	Susan Leslie	Updated formatting and validated for new version.

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## Overview

There are multiple ways of grouping events and/or packages within ProVenue®. These groupings are called Event Groups and can represent time periods, types of events, or other logical groupings.

The following types of Event Groups exist within ProVenue®:

- Season
- Series
- Event Run
- Event Group
- Event Category
- Renewal Group
- Exchange Group

Using Event Groups can assist in event and package access as well as reporting.

## Prerequisites

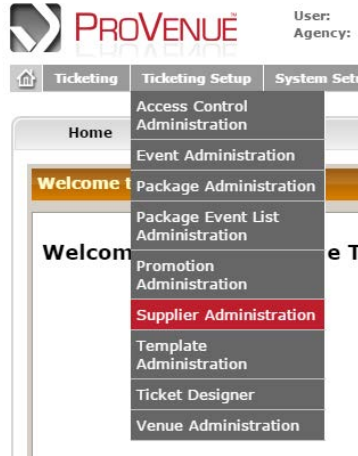
To create Event Groups within ProVenue®, a user must have one of the following Portal Roles assigned within *User Management*.

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

Either of these roles allow a user access to *Supplier Administration*.

# Event Groups

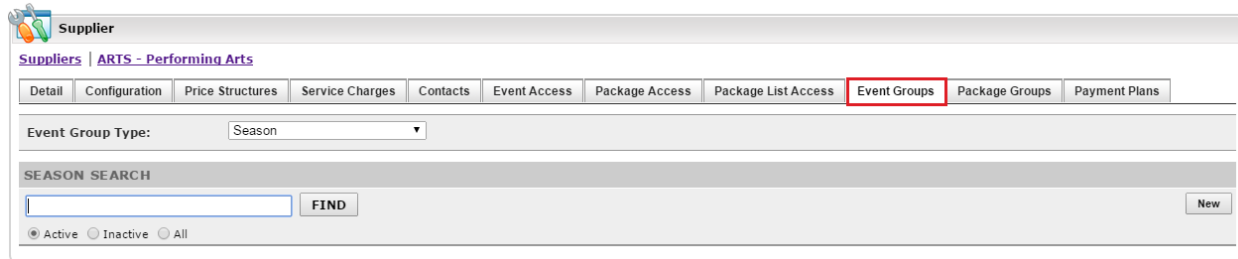
- From the *Home* screen, navigate to *Ticketing Setup > Supplier Administration*.



- Select the Supplier for which you want to review or create an Event Group. Type the Supplier code in the search box and click **FIND**. If you don't know the Supplier code, click **FIND** and a list of all available Suppliers will appear. Click the hyperlink in the Code column to access the Supplier.



- Click the "Event Groups" tab.



## Season

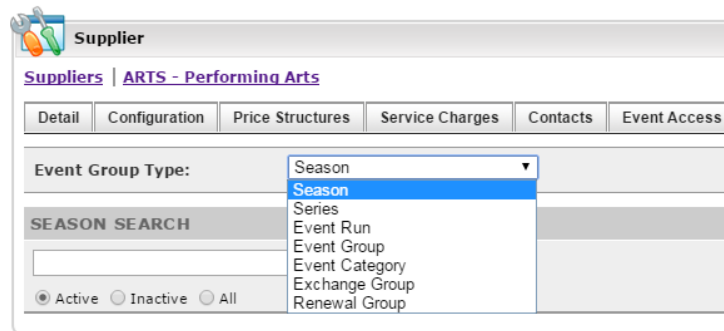
A season represents a time period and can be used to distinguish one time period from another. Seasons are used when creating events and packages. Seasons play a large role in the overall life cycle of packages. Packages are typically rolled over from one season to another. Seasons also provide a major grouping for events and packages and may be used to segregate events and packages on reports.

Grouping events or packages by season offers the following benefits:

- **Exchanges** – The exchange of event or package tickets can be restricted to those events or packages belonging to the same Season.
- **Liabilities** – The use of event or package credits can be restricted to events or packages belonging to the same Season.
- **Reporting** – Reports on package sales can be grouped by Season, offering advantages in the analysis of data.
- **Access** – Security and visibility to packages can be set at a Season level.

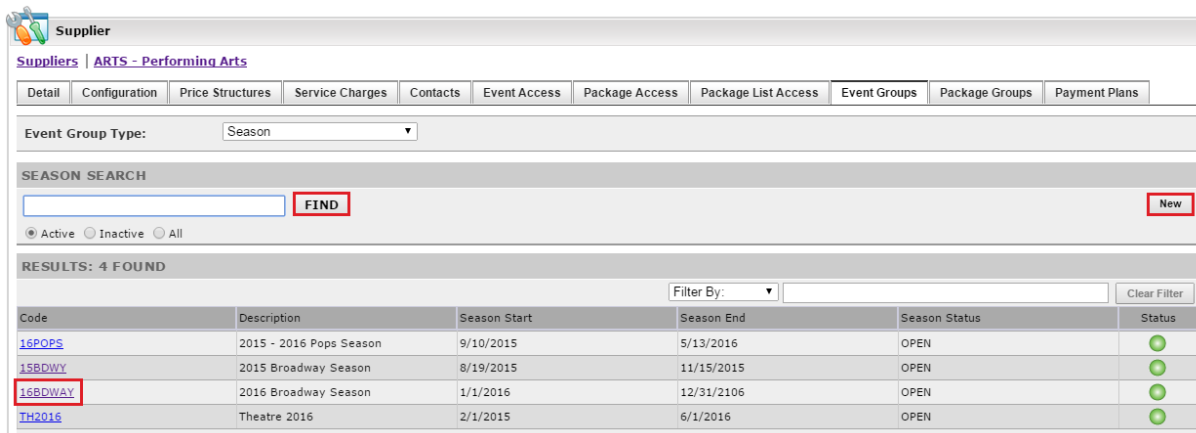
Note: A Season is required to build events and packages.

- Select “Season” from the ‘Event Group Type’ dropdown menu.



The screenshot shows the 'Supplier' interface with the 'Event Group Type' dropdown menu open. The dropdown menu is currently set to 'Season' and shows a list of options: Season, Series, Event Run, Event Group, Event Category, Exchange Group, and Renewal Group. The 'SEASON SEARCH' section is visible below the dropdown, with radio buttons for 'Active', 'Inactive', and 'All'.

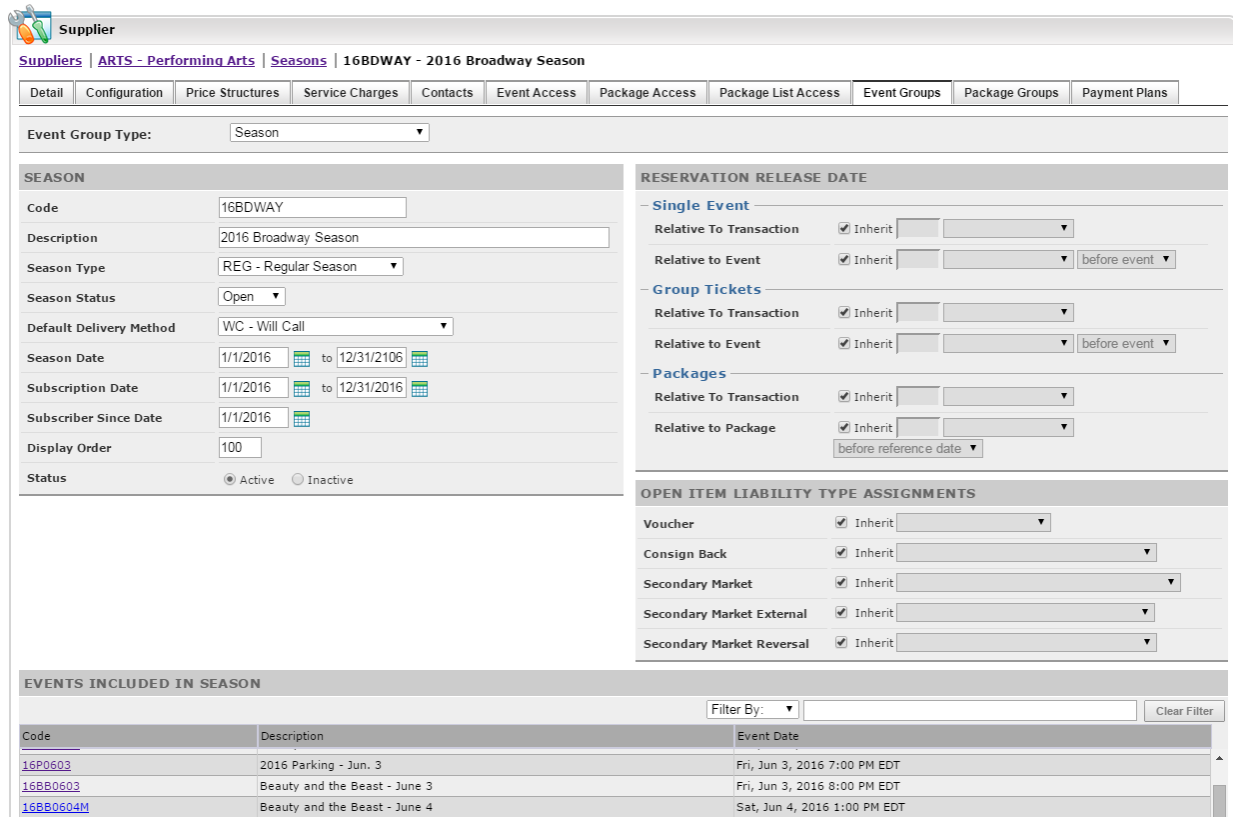
- To review a list of existing Seasons, click **FIND**, and then click the code hyperlink to access an existing Season. To create a new Season, click **New**.



The screenshot shows the 'Supplier' interface with the 'SEASON SEARCH' section. The 'Event Group Type' dropdown is set to 'Season'. The 'FIND' button is highlighted with a red box. The 'New' button is also highlighted with a red box. Below the search section, the results are displayed in a table:

Code	Description	Season Start	Season End	Season Status	Status
<a href="#">16POPS</a>	2015 - 2016 Pops Season	9/10/2015	5/13/2016	OPEN	●
<a href="#">15BDWY</a>	2015 Broadway Season	8/19/2015	11/15/2015	OPEN	●
<a href="#">16BDWAY</a>	2016 Broadway Season	1/1/2016	12/31/2106	OPEN	●
<a href="#">TH2016</a>	Theatre 2016	2/1/2015	6/1/2016	OPEN	●

The following screen will appear:



The screenshot shows the 'Supplier' configuration page for the '16BDWAY - 2016 Broadway Season'. The interface includes a navigation bar with tabs for Detail, Configuration, Price Structures, Service Charges, Contacts, Event Access, Package Access, Package List Access, Event Groups, Package Groups, and Payment Plans. The 'Event Group Type' is set to 'Season'. The main configuration area is divided into two columns: 'SEASON' and 'RESERVATION RELEASE DATE'. The 'SEASON' section includes fields for Code (16BDWAY), Description (2016 Broadway Season), Season Type (REG - Regular Season), Season Status (Open), Default Delivery Method (WC - Will Call), Season Date (1/1/2016 to 12/31/2016), Subscription Date (1/1/2016 to 12/31/2016), Subscriber Since Date (1/1/2016), Display Order (100), and Status (Active). The 'RESERVATION RELEASE DATE' section has three sub-sections: 'Single Event', 'Group Tickets', and 'Packages', each with 'Relative To Transaction' and 'Relative to Event' options. Below this is the 'OPEN ITEM LIABILITY TYPE ASSIGNMENTS' section with options for Voucher, Consign Back, Secondary Market, Secondary Market External, and Secondary Market Reversal. At the bottom, the 'EVENTS INCLUDED IN SEASON' table lists three events: 16P0603 (2016 Parking - Jun. 3), 16BB0603 (Beauty and the Beast - June 3), and 16BB0604M (Beauty and the Beast - June 4).

The information in this screen is as follows:

Season	
<b>Code</b>	Enter a unique code up to 6 characters with no spaces.
<b>Description</b>	Description of the season up to 30 characters with spaces
<b>Type</b>	Select the appropriate season type from the drop down menu. Season Types can be set up at System Administration – Codes – Season Type
<b>Season Status</b>	Set the status to “Open.”
<b>Default Delivery Method</b>	The default delivery method is used for Rollover to Sales as well as for Online Renewals and Invoicing. It is not required if those functions are not in use. It can be defined at the Supplier level and overridden here at the Season level.
<b>Season Date</b>	Enter a season start date and a season end date
<b>Subscription Date</b>	Enter a subscription start date and a subscription end date. This is primarily used to track a Season Subscriber
<b>Subscriber Since Date</b>	Enter the date for which you would like any subscriber who is new this year to have listed in their patron account
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list.

Season	
	Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive. A season code must be active in order to be assigned to an event.
<b>Reservation Release Date</b>	<p>You have the ability to designate a Reservation Release date for the season for the following types of reservations:</p> <ul style="list-style-type: none"> <li>• Single Event</li> <li>• Group Tickets</li> <li>• Packages</li> </ul> <p>This is one place to define the default release date assigned to an offer when making a reservation. A value here would override the value defined at the Supplier level.</p> <p>If both relative rules are defined the earliest date will be assigned when the reservation is made.</p>
<b>Open Item Liability Type Assignment</b>	<p>Associate the appropriate Open Item Liability Type for the following:</p> <ul style="list-style-type: none"> <li>• Voucher</li> <li>• Consign Back</li> <li>• Secondary Market</li> <li>• Secondary Market External</li> <li>• Secondary Market Reversal</li> </ul> <p>This is one place to define the default Open Item Liability types. A value here would override the value defined at the Supplier level.</p>
<b>Events Included in Season</b>	When events have been added to an event category in Event Administration, they will appear in the list. It is possible to click the event code hyperlink to be taken to the event in Event Administration.

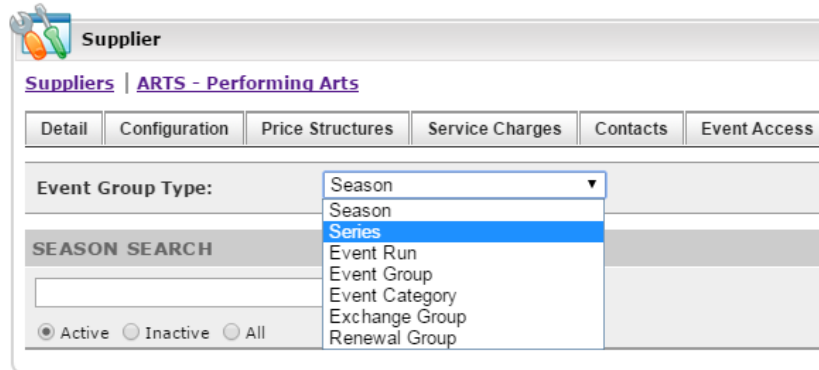
## Series

A Series provides a way to group packages. Grouping packages by Series offers the following benefits:

- **Exchanges** – The exchange of package tickets can be restricted to those packages belonging to the same Series.
- **Liabilities** – The use of package credits can be restricted to packages belonging to the same Series.
- **Reporting** – Reports on package sales can be grouped by Series, offering advantages in the analysis of data.
- **Access** – Security and visibility to packages can be set at a Series level.

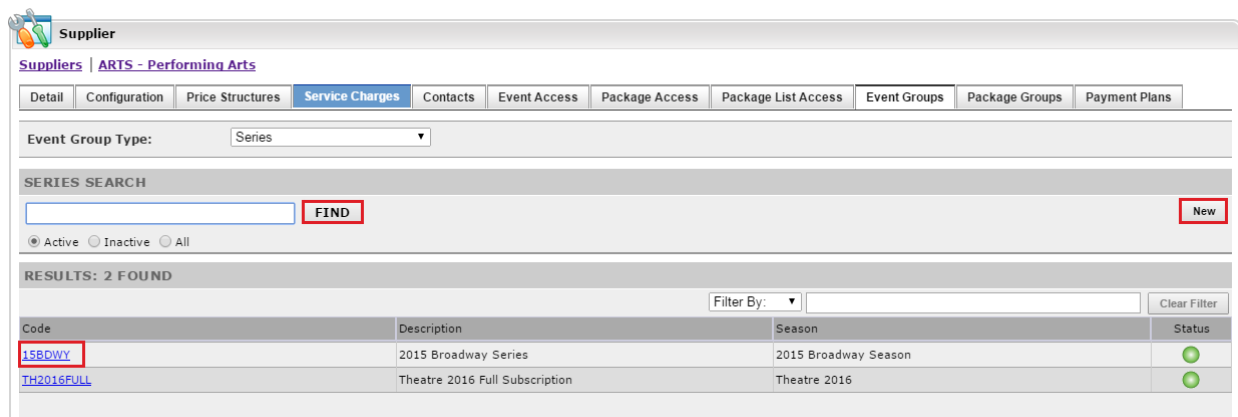
A Series is an optional grouping; it is possible to create a package without assigning it to a Series.

- To create or review a Series, select “Series” from the ‘Event Group Type’ dropdown list.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts'. The 'Event Group Type' dropdown menu is open, showing options: Season, Season, Series (highlighted), Event Run, Event Group, Event Category, Exchange Group, and Renewal Group. Below the dropdown is a 'SEASON SEARCH' section with a search input field and radio buttons for 'Active', 'Inactive', and 'All'.

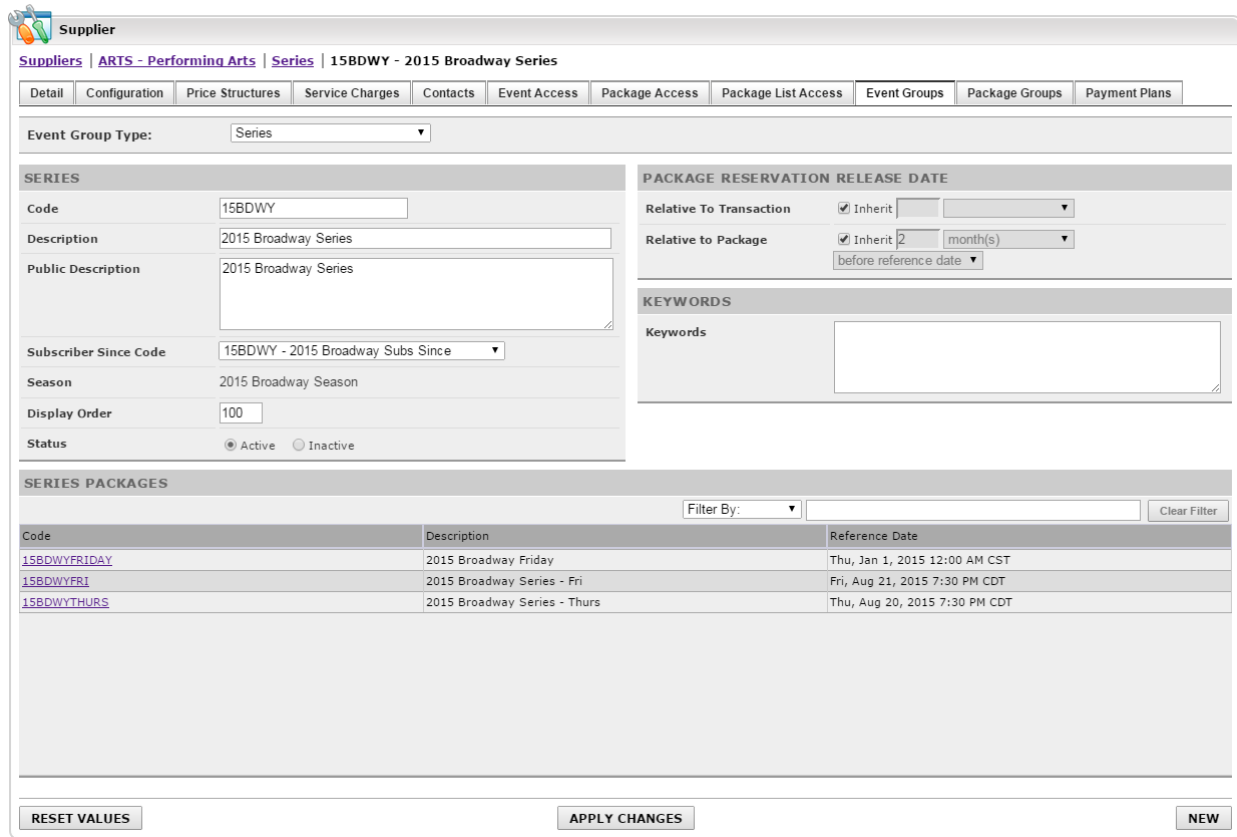
- To review a list of existing Series, click FIND, and then click the code hyperlink to access an existing Series. To create a new Series, click NEW.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts' with the 'Service Charges' tab selected. The 'Event Group Type' dropdown is set to 'Series'. The 'SERIES SEARCH' section has a search input field, a 'FIND' button, and a 'New' button. Below the search section, it says 'RESULTS: 2 FOUND'. A table displays the results:

Code	Description	Season	Status
<a href="#">15BDWY</a>	2015 Broadway Series	2015 Broadway Season	<span style="color: green;">●</span>
<a href="#">TH2016FULL</a>	Theatre 2016 Full Subscription	Theatre 2016	<span style="color: green;">●</span>

The following screen will appear:



The screenshot shows the 'Supplier' interface for a 'Series'. The breadcrumb trail is 'Suppliers | ARTS - Performing Arts | Series | 15BDWY - 2015 Broadway Series'. The interface includes several tabs: 'Detail', 'Configuration', 'Price Structures', 'Service Charges', 'Contacts', 'Event Access', 'Package Access', 'Package List Access', 'Event Groups', 'Package Groups', and 'Payment Plans'. The 'Event Group Type' is set to 'Series'. The 'SERIES' section contains fields for Code (15BDWY), Description (2015 Broadway Series), Public Description (2015 Broadway Series), Subscriber Since Code (15BDWY - 2015 Broadway Subs Since), Season (2015 Broadway Season), Display Order (100), and Status (Active). The 'PACKAGE RESERVATION RELEASE DATE' section has 'Relative To Transaction' set to 'Inherit' and 'Relative to Package' set to 'Inherit 2 month(s) before reference date'. The 'KEYWORDS' section is empty. Below these sections is a 'SERIES PACKAGES' table with columns for Code, Description, and Reference Date. The table lists three packages: 15BDWYFRIDAY (2015 Broadway Friday, Thu, Jan 1, 2015 12:00 AM CST), 15BDWYFRI (2015 Broadway Series - Fri, Fri, Aug 21, 2015 7:30 PM CDT), and 15BDWYTHURS (2015 Broadway Series - Thurs, Thu, Aug 20, 2015 7:30 PM CDT). At the bottom are buttons for 'RESET VALUES', 'APPLY CHANGES', and 'NEW'.

The information in this screen is as follows:

Series	
<b>Code</b>	Enter a unique code up to 6 characters with no spaces.
<b>Description</b>	Description of the season up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the series
<b>Subscriber Since Code</b>	(Optional) Select the Subscriber Since Code you wish to have associated with the Series. If a package is associated with this series, the value entered here will default for the package
<b>Season</b>	(Required) Select the season that the Series will belong. A series belongs to a supplier and a season. Once the Series is created, you cannot change the season
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive. Check the appropriate box.
<b>Package Reservation Release Date</b>	(Optional) You have the ability to designate a Reservation Release date for the series.
<b>Keywords</b>	(Optional) Type keywords that you want to associate with the

<b>Series</b>	
	series for the purpose of searching. Any package assigned to the series shall be searchable via the series keywords. Keywords must not contain commas, though commas can be used to separate keywords
<b>Series Packages</b>	When packages have been added to a series in Package Administration, they will appear in the list. It is possible to click the package code hyperlink to be taken to the event in Package Administration.

## Event Run

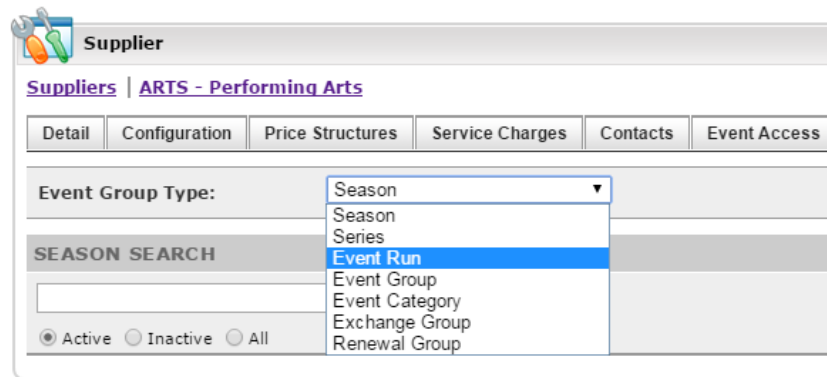
An event run is a collection of events that are tied together by name or title. Event runs will frequently share certain attributes other than name or title and may be an important unit of reporting. For example, an Event Run would be helpful if a venue had multiple performances of a Broadway production and wanted to be able to report on them as a group. Event runs are optional.

Grouping events by Event Runs offers the following benefits:

- **Exchanges** – The exchange of event tickets can be restricted to those events belonging to the same Event Run.
- **Liabilities** – The use of event credits can be restricted to events belonging to the same Event Run.
- **Keywords** – Keywords can be specific to an event run. The keywords that are specified for an event run are separate from the keywords that are specified for individual events. When a keyword search for event is performed, both the event keywords and the event run keywords are searched. If a match is found in the event run keyword list, all of the events in the event run are returned.
- **Access** – Security and visibility to events can be set at an Event Run level

Note: An event may only belong to one Event Run.

- To create or review an Event Run, select “Event Run” from the ‘Event Group Type’ dropdown list.



The screenshot shows a web interface for a 'Supplier' configuration page. At the top, there are navigation tabs: 'Detail', 'Configuration', 'Price Structures', 'Service Charges', 'Contacts', and 'Event Access'. Below these is a dropdown menu for 'Event Group Type' with a list of options: 'Season', 'Season', 'Series', 'Event Run' (highlighted in blue), 'Event Group', 'Event Category', 'Exchange Group', and 'Renewal Group'. There is also a 'SEASON SEARCH' section with a text input field and radio buttons for 'Active', 'Inactive', and 'All'.

- To review a list of existing Event Run, click **FIND**, and then click the code hyperlink to access an existing Event Run. To create a new Event Run, click **New**.

**Supplier**

Suppliers | ARTS - Performing Arts

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Event Group Type: Event Run

**EVENT RUN SEARCH**

**FIND** New

Active  Inactive  All

**RESULTS: 12 FOUND**

Filter By:  Clear Filter

Code	Description	Status
<a href="#">15BM</a>	2015 Blue Man Group	●
<a href="#">15BK</a>	2015 Book of Mormon	●
<a href="#">15LK</a>	2015 Lion King	●
<a href="#">15WK</a>	2015 Wicked	●
<a href="#">16BEAUTY</a>	2016 Beauty and the Beast	●
<a href="#">16MAMMA</a>	2016 Mamma Mia	●
<a href="#">16PHANTOM</a>	2016 Phantom of the Opera	●
<a href="#">16PICNIC</a>	2016 Picnic with the Pops	●
<a href="#">16RENT</a>	2016 Rent	●
<a href="#">16ROCK</a>	2016 Rock of Ages	●
<a href="#">16STARLIGHT</a>	2016 Starlight Express	●
<a href="#">THEATR</a>	Theatre	●

The following screen will appear:

**Supplier**

Suppliers | ARTS - Performing Arts | Event Runs | 16ROCK - 2016 Rock of Ages

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Event Group Type: Event Run

**EVENT RUN**

Code:

Description:

Public Description:

Season: 2016 Broadway Season

Display Order:

Status:  Active  Inactive

**RESERVATION RELEASE DATE**

**Single Event**

Relative To Transaction:  Inherit

Relative To Event:  Inherit  before event

**Group Tickets**

Relative To Transaction:  Inherit

Relative To Event:  Inherit  before event

**KEYWORDS**

Keywords:

**EVENTS INCLUDED IN RUN**

Filter By:  Clear Filter

Code	Description	Event Date
<a href="#">16RA0706M</a>	Rock of Ages - July 6	Wed, Jul 6, 2016 1:00 PM EDT
<a href="#">16RA0706</a>	Rock of Ages - July 6	Wed, Jul 6, 2016 8:00 PM EDT
<a href="#">16RA0707</a>	Rock of Ages - July 7	Thu, Jul 7, 2016 8:00 PM EDT
<a href="#">16RA0708</a>	Rock of Ages - July 8	Fri, Jul 8, 2016 8:00 PM EDT
<a href="#">16RA0709M</a>	Rock of Ages - July 9	Sat, Jul 9, 2016 1:00 PM EDT
<a href="#">16RA0709</a>	Rock of Ages - July 9	Sat, Jul 9, 2016 8:00 PM EDT
<a href="#">16RA0710M</a>	Rock of Ages - July 10	Sun, Jul 10, 2016 1:00 PM EDT
<a href="#">16RA0710</a>	Rock of Ages - July 10	Sun, Jul 10, 2016 8:00 PM EDT

\*Note: An event can only be added or removed from an event run through the event's own administration.

**RESET VALUES** **APPLY CHANGES** **NEW**

The information in this screen is as follows:

Event Run	
<b>Code</b>	Enter a unique Code up to 6 characters with no spaces
<b>Description</b>	Enter the Description of the Event Run up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the Event Run
<b>Season</b>	Select the season that the Event Run would be used
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive
<b>Reservation Release Date</b>	<p>You may set the reservation release date for single events or group tickets.</p> <ul style="list-style-type: none"> <li>• Inherit</li> <li>• Relative to Transaction</li> <li>• Relative to Event</li> </ul> <p>This is one place to define the default release date assigned to an offer when making a reservation. A value here would override the value defined at the Supplier or Seatson level.</p> <p>If both rules are defined the earliest date will be assigned when the reservation is made.</p>
<b>Keywords</b>	Enter keywords for this Event Run. If a user searches for a keyword that is used for an event run, it will display all of the events for that Event Run
<b>Events Included in Run</b>	When events have been added to an event category in Event Administration, they will appear in the list. It is possible to click the event code hyperlink to be taken to the event in Event Administration.

Note: An event can only be added or removed from an Event Run through Event Administration for the event.

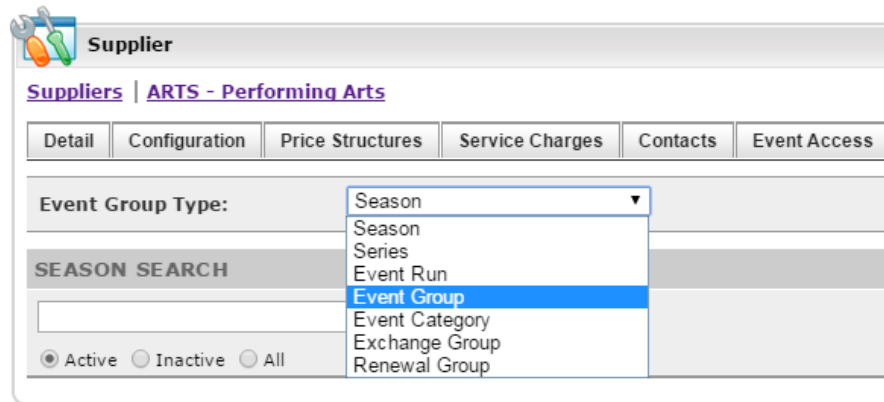
## Event Group

Event groups can be used for reporting and for searching single events. Event Groups are optional.

One additional change from setting up previous types of event groups is that once you create the individual events that you want to be part of the Event Group, you need to return to the Event Group page and add in the events there.

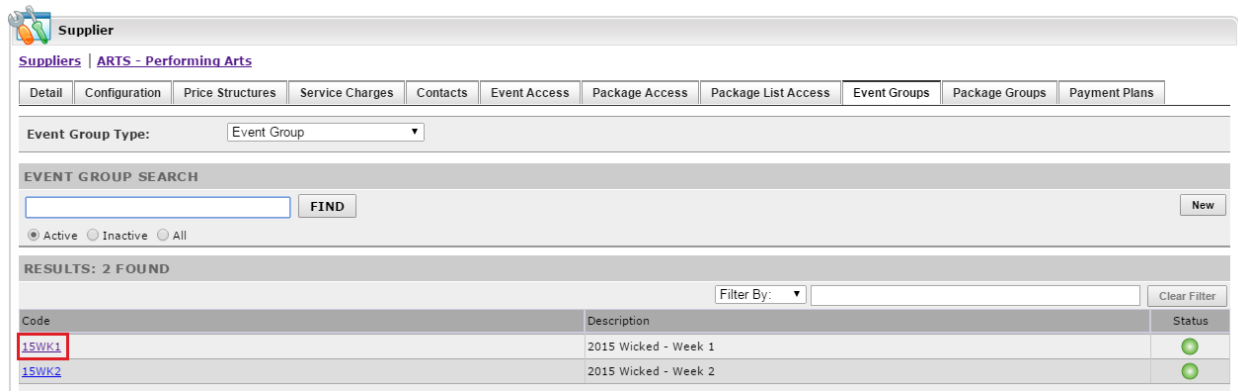
Note: An event can belong to more than one Event Group.

- To create or review an Event Group, select “Event Group” from the ‘Event Group Type’ dropdown menu.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts'. The 'Event Group Type' dropdown menu is open, showing options: Season, Season Series, Event Run, **Event Group** (highlighted), Event Category, Exchange Group, and Renewal Group. Below the dropdown is a 'SEASON SEARCH' section with a search input field and radio buttons for 'Active', 'Inactive', and 'All'.


- To review a list of existing Event Groups, click the **FIND** button, and then click the hyperlink in the Code column to access an existing Event Group. To create a new Event Group, click **New**.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts' with the 'Event Group Type' set to 'Event Group'. The 'EVENT GROUP SEARCH' section has a search input field, a 'FIND' button, and a 'New' button. Below the search section, there are radio buttons for 'Active', 'Inactive', and 'All'. The 'RESULTS: 2 FOUND' section shows a table with two results:

Code	Description	Status
<a href="#">15WK1</a>	2015 Wicked - Week 1	●
<a href="#">15WK2</a>	2015 Wicked - Week 2	●

The following screen will appear:

 Supplier
Suppliers | ARTS - Performing Arts | Event Groups | 15WK1 - 2015 Wicked - Week 1

Detail
Configuration
Price Structures
Service Charges
Contacts
Event Access
Package Access
Package List Access
Event Groups
Package Groups
Payment Plans

Event Group Type: Event Group

**EVENT GROUP**

Code

Description






Public Description

Display Order

Status

Active
  Inactive

**EVENTS INCLUDED IN GROUP** [?](#)

Code	Description	Event Date	Display Order	Remove
15WK0915T	Wicked - September 15	Tue, Sep 15, 2015 8:00 PM EDT	<input style="width: 50px;" type="text" value="1"/>	
15WK0916W	Wicked - September 16	Wed, Sep 16, 2015 8:00 PM EDT	<input style="width: 50px;" type="text" value="2"/>	
15WK0917R	Wicked - September 17	Thu, Sep 17, 2015 8:00 PM EDT	<input style="width: 50px;" type="text" value="3"/>	
15WK0918F	Wicked - September 18	Fri, Sep 18, 2015 8:00 PM EDT	<input style="width: 50px;" type="text" value="4"/>	
15WK0919A	Wicked - September 19	Sat, Sep 19, 2015 8:00 PM EDT	<input style="width: 50px;" type="text" value="5"/>	

[Remove All](#)

[RESET VALUES](#)
[APPLY CHANGES](#)
[NEW](#)

The information in this screen is as follows:

Event Group	
<b>Code</b>	Enter a unique Code up to 6 characters with no spaces
<b>Description</b>	Enter the Description of the Event Run up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the Event Run
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive
<b>Events Included in Group</b>	Return to this page after individual events are built and search for the events you wish to add to the Event Group. From the list, click in the Select Box and click the Include button to add the events to the Event Group.

- To add Events to the Event Group, click the  icon.

EVENTS INCLUDED IN GROUP 

Code	Description	Event Date	Display Order	Remove
15WK0915T	Wicked - September 15	Tue, Sep 15, 2015 8:00 PM EDT	1	
15WK0916W	Wicked - September 16	Wed, Sep 16, 2015 8:00 PM EDT	2	
15WK0917R	Wicked - September 17	Thu, Sep 17, 2015 8:00 PM EDT	3	
15WK0918F	Wicked - September 18	Fri, Sep 18, 2015 8:00 PM EDT	4	
15WK0919A	Wicked - September 19	Sat, Sep 19, 2015 8:00 PM EDT	5	

[Remove All](#)

- Enter event search criteria, if needed, and click **FIND**. Select the events you want to add to the Event Group and click **OK**.

**EVENT SEARCH**


15WK **FIND**

Filter By:   Clear Filter

Select	Code	Description	Event Date
<input type="checkbox"/>	15WK0915T	Wicked - September 15	Tue, Sep 15, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0916W	Wicked - September 16	Wed, Sep 16, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0917R	Wicked - September 17	Thu, Sep 17, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0918F	Wicked - September 18	Fri, Sep 18, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0919A	Wicked - September 19	Sat, Sep 19, 2015 8:00 PM EDT
<input checked="" type="checkbox"/>	15WK0920U	Wicked - September 20	Sun, Sep 20, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0923W	Wicked - September 23	Wed, Sep 23, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0924R	Wicked - September 24	Thu, Sep 24, 2015 8:00 PM EDT
<input type="checkbox"/>	15WK0925F	Wicked - September 25	Fri, Sep 25, 2015 8:00 PM EDT

[Select All](#) | [Clear All](#) **OK** Cancel

The new event is now added to the Event Group and will appear in the list of all events.


**Supplier**

[Suppliers](#)
[ARTS - Performing Arts](#)
[Event Groups](#)
15WK1 - 2015 Wicked - Week 1

Detail
Configuration
Price Structures
Service Charges
Contacts
Event Access
Package Access
Package List Access
Event Groups
Package Groups
Payment Plans

Event Group Type: Event Group

**EVENT GROUP**


Code:







Description:

Public Description:

Display Order:

Status:  Active  Inactive

**EVENTS INCLUDED IN GROUP** 

Code	Description	Event Date	Display Order	Remove
15WK0915T	Wicked - September 15	Tue, Sep 15, 2015 8:00 PM EDT	<input type="text" value="1"/>	
15WK0916W	Wicked - September 16	Wed, Sep 16, 2015 8:00 PM EDT	<input type="text" value="2"/>	
15WK0917R	Wicked - September 17	Thu, Sep 17, 2015 8:00 PM EDT	<input type="text" value="3"/>	
15WK0918F	Wicked - September 18	Fri, Sep 18, 2015 8:00 PM EDT	<input type="text" value="4"/>	
15WK0919A	Wicked - September 19	Sat, Sep 19, 2015 8:00 PM EDT	<input type="text" value="5"/>	
15WK0920U	Wicked - September 20	Sun, Sep 20, 2015 8:00 PM EDT	<input type="text" value="100"/>	

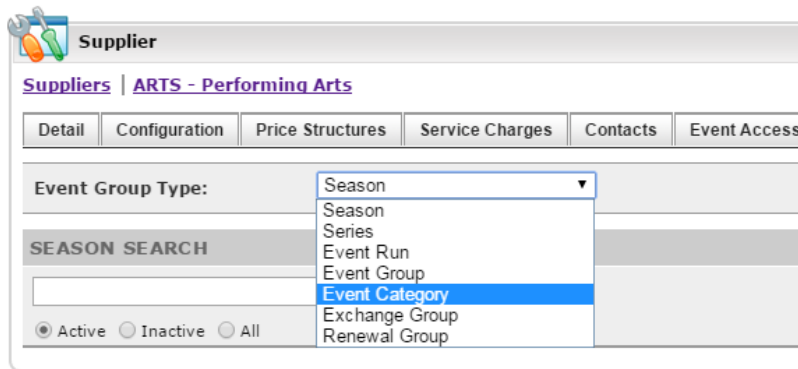
## Event Category

An Event Category provides a means for distinguishing types of events in Patron Trait Management. Event Categories are optional.

After being created, an Event Category is assigned to an Event in Event Administration through a drop-down field.

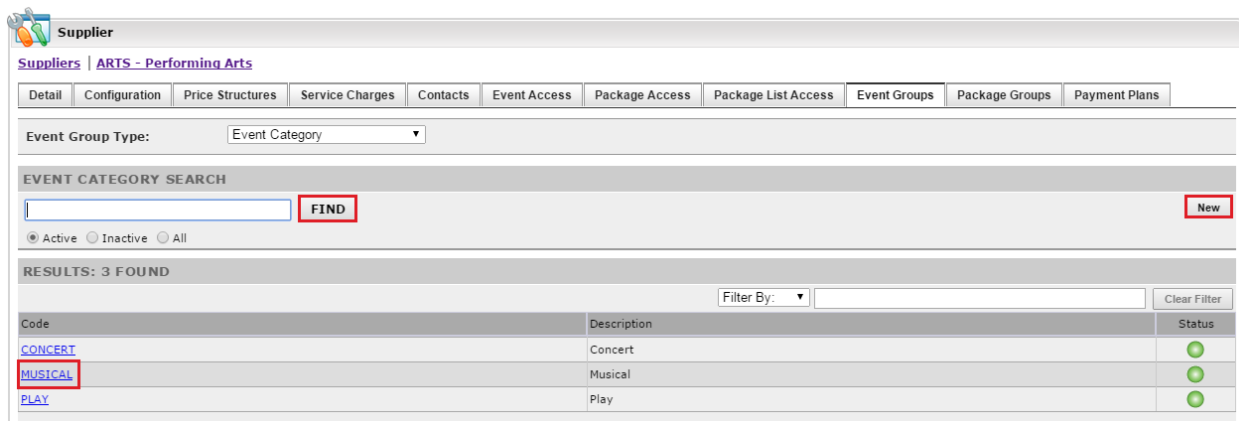
Note: An event can only belong to one Event Category.

- To create or review an Event Category, select “Event Category” from the ‘Event Group Type’ dropdown menu.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts'. The 'Event Group Type' dropdown menu is open, showing options: Season, Season, Series, Event Run, Event Group, **Event Category** (highlighted), Exchange Group, and Renewal Group. Below the dropdown is a 'SEASON SEARCH' field and radio buttons for 'Active', 'Inactive', and 'All'.

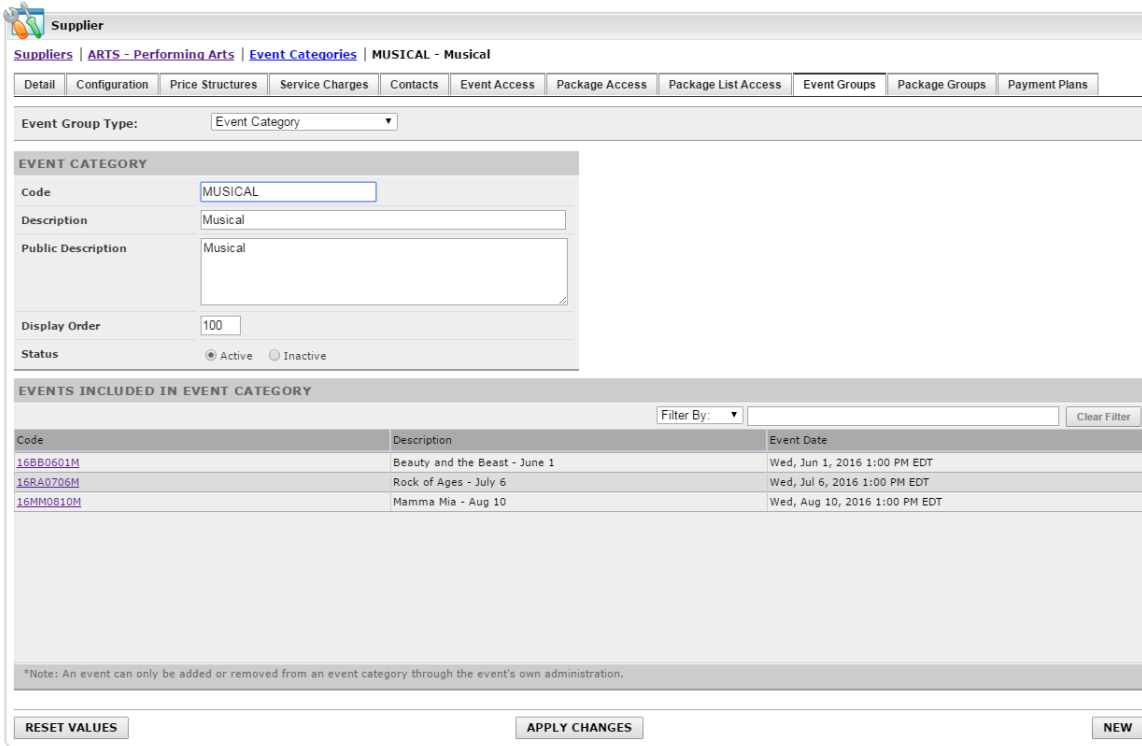
- To review a list of existing Event Category, click **FIND**, and then click the code hyperlink to access an existing Event Category. To create a new Event Category, click **New**.



The screenshot shows the 'Supplier' interface for 'ARTS - Performing Arts' with the 'Event Group Type' set to 'Event Category'. The 'EVENT CATEGORY SEARCH' section includes a search field, a 'FIND' button, and a 'New' button. Below the search section, it displays 'RESULTS: 3 FOUND' and a table of results.

Code	Description	Status
<a href="#">CONCERT</a>	Concert	●
<a href="#">MUSICAL</a>	Musical	●
<a href="#">PLAY</a>	Play	●

The following screen will appear:



**Supplier**

Suppliers | ARTS - Performing Arts | Event Categories | MUSICAL - Musical

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Event Group Type: Event Category

**EVENT CATEGORY**

Code: MUSICAL

Description: Musical

Public Description: Musical

Display Order: 100

Status:  Active  Inactive

**EVENTS INCLUDED IN EVENT CATEGORY**

Filter By: [ ] Clear Filter

Code	Description	Event Date
<a href="#">16BB0601M</a>	Beauty and the Beast - June 1	Wed, Jun 1, 2016 1:00 PM EDT
<a href="#">16RA0706M</a>	Rock of Ages - July 6	Wed, Jul 6, 2016 1:00 PM EDT
<a href="#">16MM0810M</a>	Mamma Mia - Aug 10	Wed, Aug 10, 2016 1:00 PM EDT

\*Note: An event can only be added or removed from an event category through the event's own administration.

RESET VALUES | APPLY CHANGES | NEW

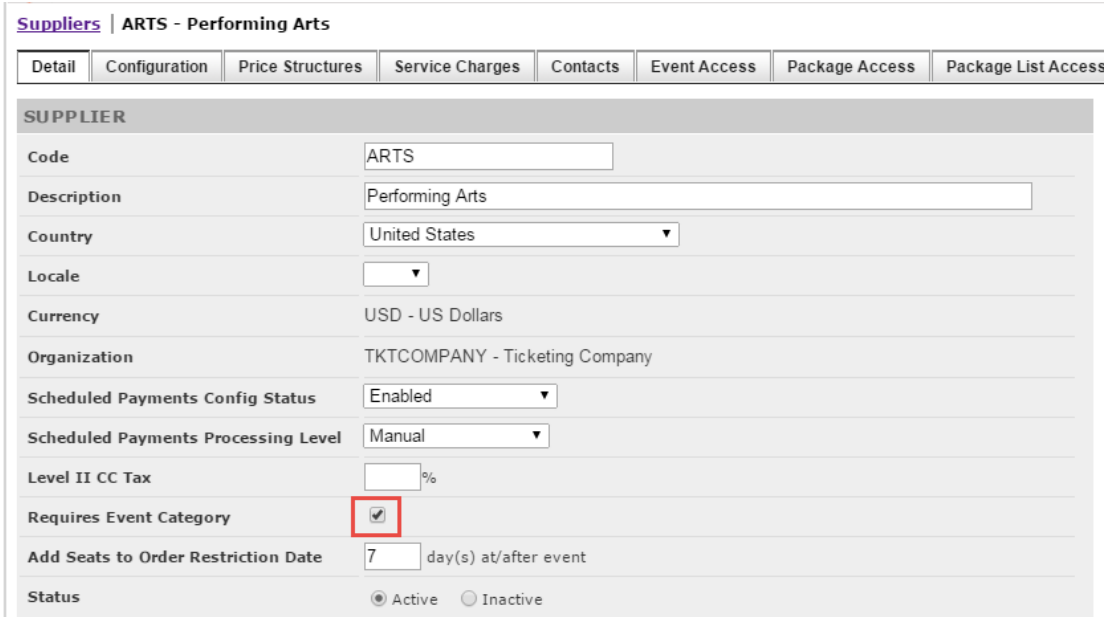
The information in this screen is as follows:

Event Group	
<b>Code</b>	Enter a unique Code up to 6 characters with no spaces
<b>Description</b>	Enter the Description of the Event Run up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the Event Run
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive
<b>Events Included in Event Category</b>	When events have been added to an event category in Event Administration, they will appear in the list. It is possible to click the event code hyperlink to be taken to the event in Event Administration.

## Require an Event Category

Although Event Categories are not required, you do have the ability to mark (per Supplier) that an Event Category is required for any new and updated events within that supplier.

- To set this requirement, you will go to “Detail” tab for the Supplier within *Supplier Administration*. Check the box for ‘Requires Event Category.’



The screenshot shows the 'Suppliers' page for 'ARTS - Performing Arts'. The 'Detail' tab is selected. The 'SUPPLIER' section contains the following fields:

Code	ARTS
Description	Performing Arts
Country	United States
Locale	
Currency	USD - US Dollars
Organization	TKTCOMPANY - Ticketing Company
Scheduled Payments Config Status	Enabled
Scheduled Payments Processing Level	Manual
Level II CC Tax	%
Requires Event Category	<input checked="" type="checkbox"/>
Add Seats to Order Restriction Date	7 day(s) at/after event
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive

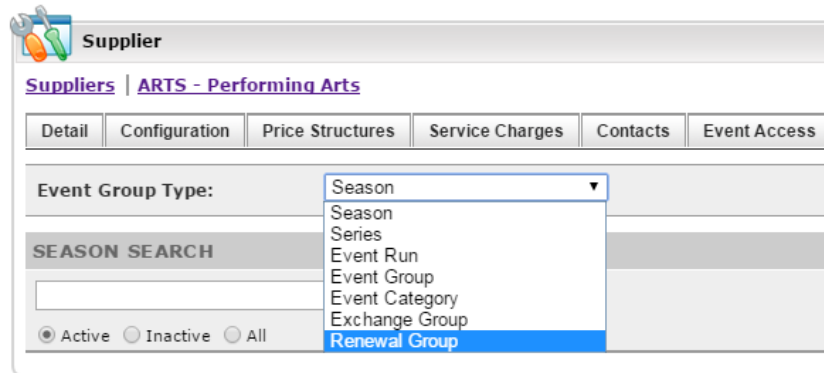
By checking this box, all events (new and updated) within this supplier will now require an Event Category be selected within *Event Administration*.

## Renewal Group

The system allows creation of Renewal Groups, which can be assigned to packages and/or events, and define various rules for patron-initiated online renewals. For example, events/packages within the same Renewal Group can be renewed together in the same online cart.

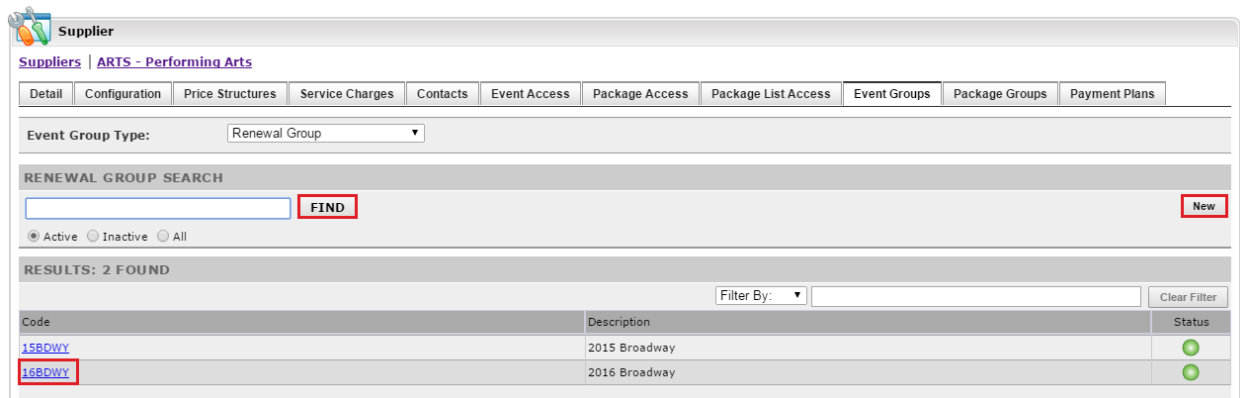
After being created, a Renewal Group is assigned to an event or package in *Event Administration* or *Package Administration* through a dropdown field.

- To create or review a Renewal Group, select “Renewal Group” from the ‘Event Group Type’ dropdown menu.



The screenshot shows the 'Supplier' interface with the 'Event Group Type' dropdown menu open. The dropdown list includes: Season, Season, Series, Event Run, Event Group, Event Category, Exchange Group, and **Renewal Group** (highlighted in blue). Below the dropdown is a 'SEASON SEARCH' field and radio buttons for 'Active', 'Inactive', and 'All'.

- To review a list of existing Renewal Groups, click the **FIND** button, and then click the hyperlink in the Code column to access an existing Renewal Group. To create a new Renewal Group, click **New**.



The screenshot shows the 'Supplier' interface with the 'Event Group Type' dropdown set to 'Renewal Group'. The 'RENEWAL GROUP SEARCH' section includes a search field, a **FIND** button, and a **New** button. Below the search section, it displays 'RESULTS: 2 FOUND' and a table of results.

Code	Description	Status
<a href="#">15BDWY</a>	2015 Broadway	●
<a href="#">16BDWY</a>	2016 Broadway	●

The following screen will appear:

**Supplier**

Suppliers
ARTS - Performing Arts
Renewal Group
16BDWY - 2016 Broadway

Detail
Configuration
Price Structures
Service Charges
Contacts
Event Access
Package Access
Package List Access
Event Groups
Package Groups
Payment Plans

Event Group Type: Renewal Group

RENEWAL GROUP

ID 1021

Code

Description

Public Description

Display Order

Status  Active  Inactive

OPTIONS

Consume Credit During Online Renewal

Renew Together

INCLUDED IN RENEWAL GROUP

Filter By:

Clear Filter

Type	Code	Description	Event Date / Reference Date	Can Be Released Online
Package	<a href="#">16BDWYFRI</a>	2016 Broadway Friday	Fri, Jan 1, 2016 12:00 AM CST	false
Package	<a href="#">16BDWYSAT</a>	2016 Broadway Saturday	Fri, Jan 1, 2016 12:00 AM CST	false
Package	<a href="#">16BDWYTHURS</a>	2016 Broadway Thursday	Fri, Jan 1, 2016 12:00 AM CST	false

\*Note: Events and packages can only be added or removed from a renewal group through the event or package's own administration.

RESET VALUES
APPLY CHANGES
NEW

The information in this screen is as follows:

Event Group	
<b>Code</b>	Enter a unique Code up to 6 characters with no spaces
<b>Description</b>	Enter the Description of the Renewal Group up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the Renewal Group
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive
<b>Consume Credit During Online Renewal</b>	<p>The 'Consume Credit During Online Renewal' setting defines whether/how account credits are consumed during an online renewal.</p> <ul style="list-style-type: none"> <li>• <b>Full-Auto</b> – the order total is divided into installments. The full credit amount is applied to the installments, beginning with the first installment.</li> <li>• <b>Full-Optional</b> – the order total is divided into installments. The patron has the <u>option</u> to apply the full credit amount to the installments, beginning with the first installment.</li> <li>• <b>Due Amount-Auto</b> – the order total is divided into installments. Credit is applied only to any 'Due Now' amount/installment. Leftover credit amount is not applied to future installments.</li> <li>• <b>Pre-Apply</b> – the credit is applied to the order total, reducing the total amount owed. The new balance is divided into installments.</li> <li>• <b>Not Allowed</b> – no credit is consumed as part of the reservation claim or installment payment process.</li> </ul>
<b>Renew Together</b>	<p>The 'Renew Together' setting specifies the rules for renewing the events/packages that belong to the same Renewal Group.</p> <ul style="list-style-type: none"> <li>• <b>Optional</b> – the patron has the option to select the individual events/packages to be renewed in a single transaction.</li> <li>• <b>Required</b> – the events/packages must be renewed in a single transaction.</li> <li>• <b>Not Allowed</b> – the events/packages cannot be renewed in a single transaction. The patron must renew each item in a separate transaction.</li> </ul>
<b>Included in Renewal Group</b>	When events have been added to a renewal group in Package Administration or Event Administration, they will appear in the list. It is possible to click the event code hyperlink to be taken to the package or event in Package Administration or Event Administration.

## Exchange Group

ProVenue® uses the concept of Event Equivalence to determine which events can be selected when choosing the new seats for an exchange. When the source event belongs to an Exchange Group, the system uses the 'Exchange Eligibility' setting and 'Ranking' value described below to determine the valid target event options.

For example, an event is assigned to a "WEEKDAY" Exchange Group that has a ranking of 3 and an 'Exchange Eligibility' setting of "Same or Lower Rank."

In this case...

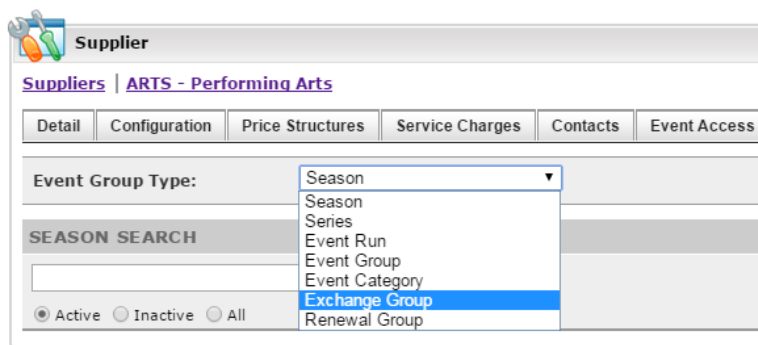
- The event could be exchanged for an event in the same Exchange Group or any other group that has a ranking of 1, 2, or 3.
- An event assigned to an Exchange Group with a ranking of 5 would not be available for selection for the Exchange Sale portion of the exchange.
- Increasing the Event Group's ranking in this case would increase the number of events that are eligible for exchanges.

Exchange Groups work in conjunction with Package Event List Equivalence when relevant. This differs from other event context 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. When no Package Event List Equivalence is defined, or is not relevant to the transaction, Exchange Groups work in conjunction with the exchange context rules.

Exchange Groups are an optional addition to the Event Administration process, where an event can be assigned to one Exchange Group. If the source event in an exchange has no assigned Exchange Group, then only other events with no Exchange Group shall be eligible as the target event, using any other rules and filters to narrow the options. As such, for organization where the existing context rules provide enough filtering, the exchange groups do not need to be configured or assigned.

Exchange Group filtering governs both online exchanges and those processed directly in core ProVenue®.

- To create or review a Exchange Group, select "Exchange Group" from the 'Event Group Type' dropdown menu.



- To review a list of existing Exchange Groups, click **FIND**, and then click the hyperlink in the Code column to access an existing Exchange Group. To create a new Exchange Group, click **New**.

Supplier

Suppliers | ARTS - Performing Arts

Detail | Configuration | Price Structures | Service Charges | Contacts | Event Access | Package Access | Package List Access | Event Groups | Package Groups | Payment Plans

Event Group Type: Exchange Group

EXCHANGE GROUP SEARCH

**FIND** **New**


Active  Inactive  All

RESULTS: 5 FOUND

Filter By:  Clear Filter

Code	Description	Status
<a href="#">MATINEE</a>	Matinee Events	
<a href="#">WEEKDAY</a>	Weekday Events	
<a href="#">SAME</a>	Same Group	
<a href="#">WEEKEND</a>	Weekend Events	
<a href="#">MATCH</a>	Matching Rank	

The following screen will appear:


Supplier

Suppliers
ARTS - Performing Arts
Exchange Groups
WEEKEND - Weekend Events

Detail
Configuration
Price Structures
Service Charges
Contacts
Event Access
Package Access
Package List Access
Event Groups
Package Groups
Payment Plans

Event Group Type: Exchange Group

**EXCHANGE GROUP**

Code:

Description:

Public Description: 

Weekend Events

Ranking:

Exchange Eligibility: Same or Lower Rank

Eligible as Target:  Never Eligible as Target

Display Order:

Status:  Active  Inactive

**EVENTS INCLUDED IN EXCHANGE GROUP**

Filter By:   Clear Filter

Code	Description	Event Date
<a href="#">16BR0604</a>	Beauty and the Beast - June 4	Sat, Jun 4, 2016 8:00 PM EDT
<a href="#">16BR0605M</a>	Beauty and the Beast - June 5	Sun, Jun 5, 2016 1:00 PM EDT
<a href="#">16RA0708</a>	Rock of Ages - July 8	Fri, Jul 8, 2016 8:00 PM EDT
<a href="#">16PO0909</a>	Phantom of the Opera - Sept 9	Fri, Sep 9, 2016 8:00 PM EDT
<a href="#">16PO0910</a>	Phantom of the Opera - Sept 10	Sat, Sep 10, 2016 8:00 PM EDT
<a href="#">16SE1106M</a>	Starlight Express - Nov. 6	Sun, Nov 6, 2016 1:00 PM EST
<a href="#">16SE1106</a>	Starlight Express - Nov. 6	Sun, Nov 6, 2016 8:00 PM EST

\*Note: An event can only be added or removed from an exchange group through the event's own administration.

RESET VALUES
APPLY CHANGES
NEW

The information in this screen is as follows:

Event Group	
<b>Code</b>	Enter a unique Code up to 14 characters with no spaces
<b>Description</b>	Enter the Description of the Exchange Group up to 30 characters with spaces
<b>Public Description</b>	Enter the Public Description of the Exchange Group
<b>Ranking</b>	<p>A numeric value between 1 and 100.</p> <p>The system uses the ranking and the 'Exchange Eligibility' setting to determine whether events in a given group can be exchanged with events in other groups or only those with the same or a lower numeric ranking.</p> <p>An Exchange Group's ranking can be changed to make an Exchange Group more or less restrictive as needed.</p>
<b>Exchange Eligibility</b>	<p>In combination with the 'Ranking' value, an Exchange Group can be set to require how its events be exchanged:</p> <ul style="list-style-type: none"> <li>• <b>Same Group Only</b> – events in this group can only be exchanged with other events in the same group</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Matching Rank Only</b> – events in this group can be exchanged for events in any group that has the same ranking as this group</li> <li>• <b>Same or Lower Rank</b> – events in this group can be exchanged for events in any groups that have the same rank or a lower rank than this source group OR any events that do not have an exchange group assigned. A 'null' exchange group at the event level shall be considered the lowest 'rank' possible.</li> </ul>
<b>Eligible as a Target</b>	To prevent all of the events assigned to the Exchange Group from being selectable as a target event for an exchange, enable the 'Never Eligible as Target' checkbox. Events in a group marked as such may be eligible for an Exchange Return, but are not available for selection in the Exchange Sale.
<b>Display Order</b>	The order in which an entity is displayed in a list. Decreasing the display order number causes the entity to rise in a list. Increasing the display order number causes the entity to fall in a list.
<b>Status</b>	Indicates whether the corresponding entity or attribute is active or inactive
<b>Events Included in Exchange Group</b>	<p>When events have been added to an exchange group in Event Administration, they will appear in the list. It is possible to click the event code hyperlink to be taken to the event in Event Administration.</p> <p>The ability to assign events to an Exchange Group is only available via the Event Administration menu option.</p>