piletilevi

Instructions for using the sales platform of Piletilevi
Salespoint

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LOGGING IN

Upon creating a new user in the system, an e-mail is sent to the e-mail address associated with the user, which prompts the user to create a password.

The password must comply with the following criteria:

- Contain uppercase and lowercase letters
- Contain at least one number
- Consist of at least 8 characters

SALESPOINT SALES

After logging in, the ticket sales view is opened for the user, which includes all events of the respective user.

**The events can be filtered by the following characteristics:**

1. Event name
2. Calendar view

3. Venue
4. Organiser
5. Event ID
6. Event status

- At least three characters must be entered on the search line.
- A search can be launched by pressing Enter or clicking the 'Search' button.
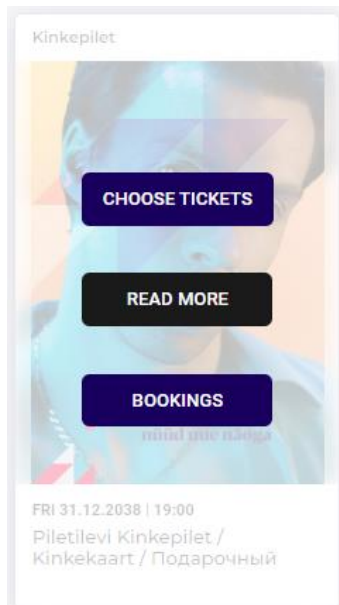- In the end of the search field is the 'Delete all' button, which clears all fields at once.

Search results can be filtered as follows:

- By the time of the event:
  - ➢ Earlier events: the events which take place earlier are displayed first. Default selection.
  - ➢ Later events: the events which take place later are displayed first.
- The number of events displayed in the search results at a time: 10, 20, or 30 events.
- Three views can be used to display the search results:
  - ➢ A view with images
  - ➢ A list view with images
  - ➢ A list view without images
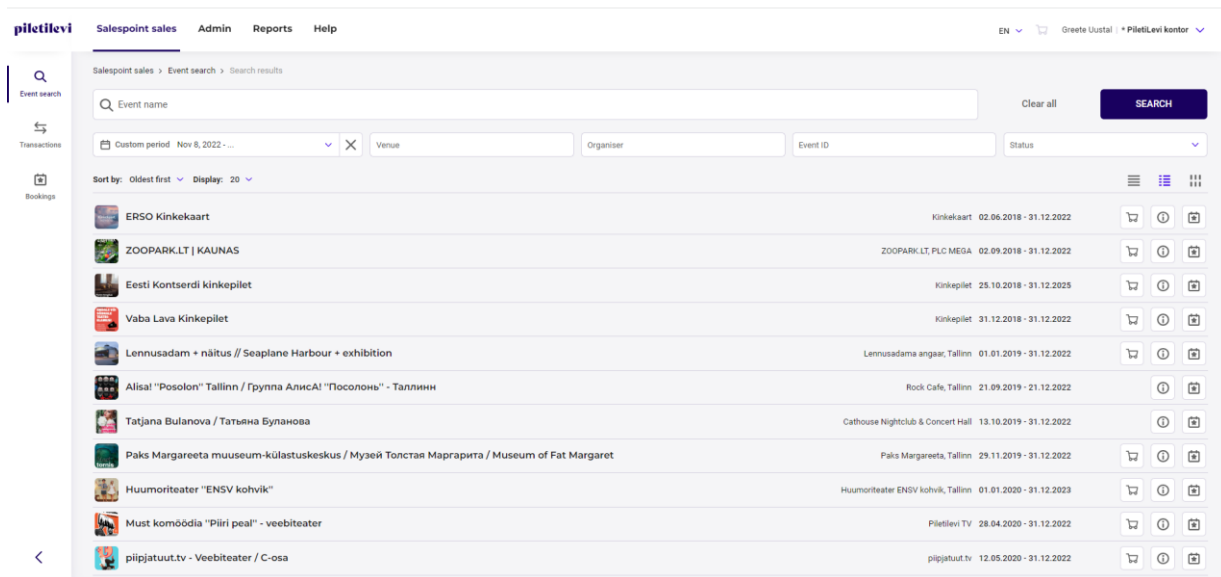
If a suitable event is found, three choices are displayed on the event box:

- Buy now – the user can proceed to select their tickets
- Read more – introduction of the event, i.e. price information with separate information for the cashier, description of the event, project managers of the organiser
  - ➢ The 'To the event page' button – redirects the user to the event view, where tickets can be selected.
- Bookings – the bookings for a specific event

Customer screen

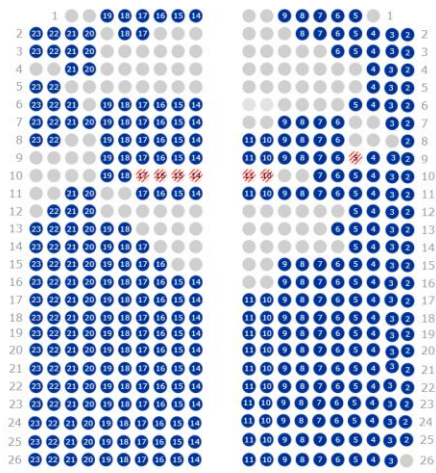If the salespoint also has the customer screen, the customer screen must be opened by using the 'Customer screen' button and the customer screen is opened on another screen.

EVENT VIEW

The event view includes the following details:

- Venue of the event
- Date and time of the event
- Event status
- Event details, including the price information, information to the cashier, description, project managers of the organiser
- Bookings for the event
- Venue map of the event / selection of tickets: selection of tickets to the cart depending on whether the event has a venue map or available seats, i.e. no venue map.
- Sector(s) and price groups of the event

Selection of tickets from the venue map

In the case of an event with designated seats, the list of the sectors on sale is displayed with an image of the venue map.

- In order to select ticket(s), the sector must be selected to which the user wishes to purchase tickets.
- All ticket types of the selected sector and the venue map are displayed.
- Seats can be selected on the venue map by clicking on a specific seat and the seat/seats selected are automatically added to the cart, which is displayed on the right on the screen.
- On the bottom right of the page, the number and total amount of the tickets selected for the respective event are displayed.

- Once the desired tickets have been selected, they are displayed on the right grouped by sector and price zone.
- The price types of the tickets can also be changed under the tickets selected.
- From under the tickets selected, tickets can be removed one by one by clicking on the trash can icon behind the respective ticket or all together by clicking on the trash can icon on top.

- When tickets are added to the cart, the total amount of all tickets in the cart is displayed next to the name of the user on the upper right corner of the page.
- When the tickets of a specific event are added to the cart, those tickets are also displayed in the bottom corner of the page in the event view. In the event view, only the tickets to the selected event are displayed on the bottom of the page. If the cart also contains tickets to other events, those tickets can be seen on the top of the page under the cart icon.
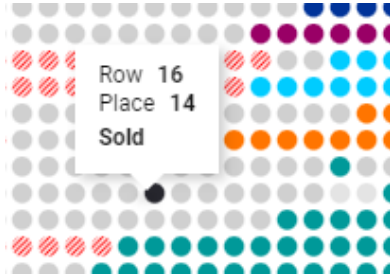
Displaying seats in the venue map

Issued tickets are displayed as grey on the venue map and marked with the text 'Sold'.

Selecting seats to an event without a venue map

If an event does not have a venue map, an image with an explanatory text is displayed instead.
- By default, all ticket types are available.
- In the case of an event with available seats or without a venue map, the number of tickets can be selected by using '+' or '−' and by clicking the 'Add to cart' button.

- When tickets are added to the cart, all tickets in the cart are displayed on the right of the page.
- When the tickets of a specific event are added to the cart, those tickets are also displayed in the bottom of the page in the event view. In the event view, only the tickets to the selected event are displayed on the bottom of the page. If the cart also contains tickets to other events, those tickets can be seen on the top of the page under the cart icon.
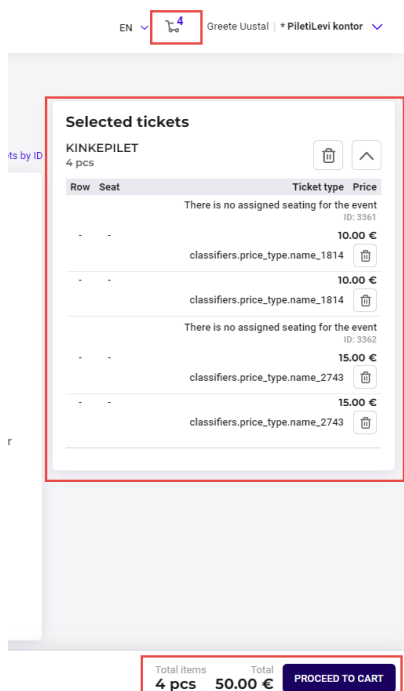
An event with a refund status

If an event has the refund status, an image is displayed with an explanatory text on how to initiate refund of the tickets:
The event is in refund status. Click the "Start refund" button to begin the refund of the ticket.
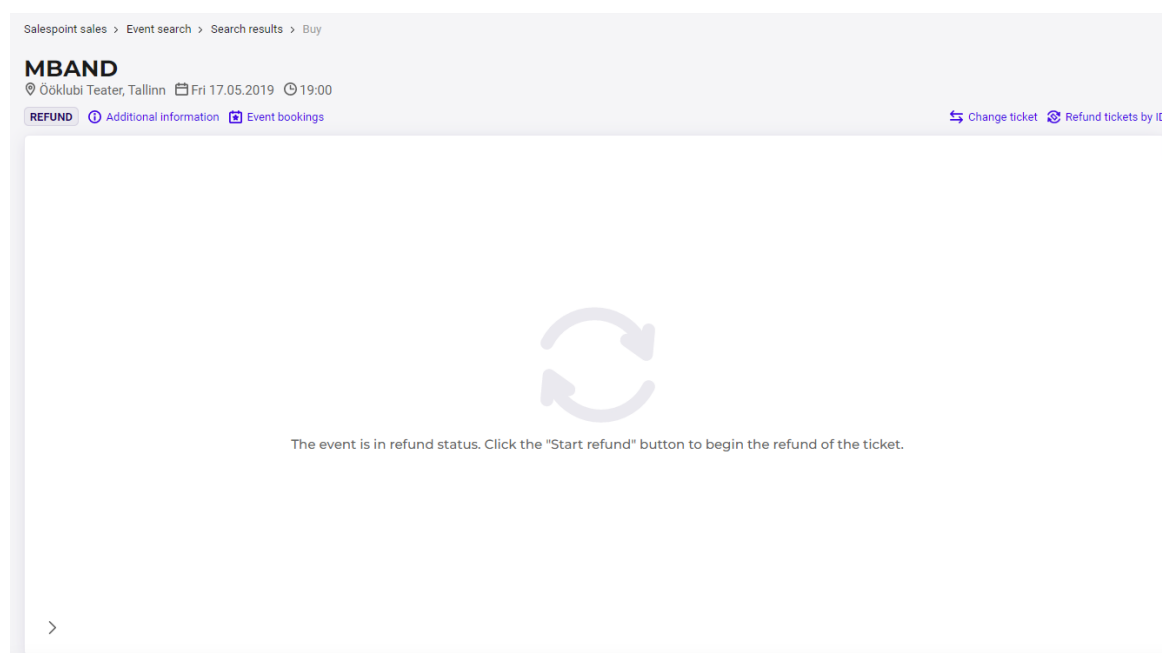
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SHOPPING CART

The content of the shopping cart can be viewed as a quick view or a detailed view.

Quick view of the cart

- The 'Proceed to cart' button takes to the detailed view of the cart, where price types can be changed or and prices can be overwritten, if the user has respective privileges.
- The 'Create booking button redirects the user directly to making the booking.
- The 'Cancel cart' button empties the entire cart. If the respective button is clicked, the system will ask the user to confirm emptying the cart.

Detailed view of the cart

After clicking 'Proceed to cart', the user is redirected to the detailed view of the cart, which includes an overview of the shopping cart.

- The user can be redirected to the detailed view of the cart from the top of the page or the bottom of the page by clicking 'Proceed to cart'.

The following operations can be performed in the detailed view of the cart:

- By clicking the name of the event, the system will redirect the user to the view of the same event, in which further tickets can be added to the cart.

- Tickets can be grouped by the ticket price type or ticket row.

Removing tickets from the cart

Several different methods can be used to remove tickets from the cart:

- There is a trash can icon in the end of each ticket row, which can be clicked to delete the specific ticket from the cart.
- Clicking 'Remove tickets' provides two options:
    1. 'Remove selected tickets': only the tickets which were selected before are removed from the cart.
    2. 'Cancel cart': all tickets are deleted from the cart.
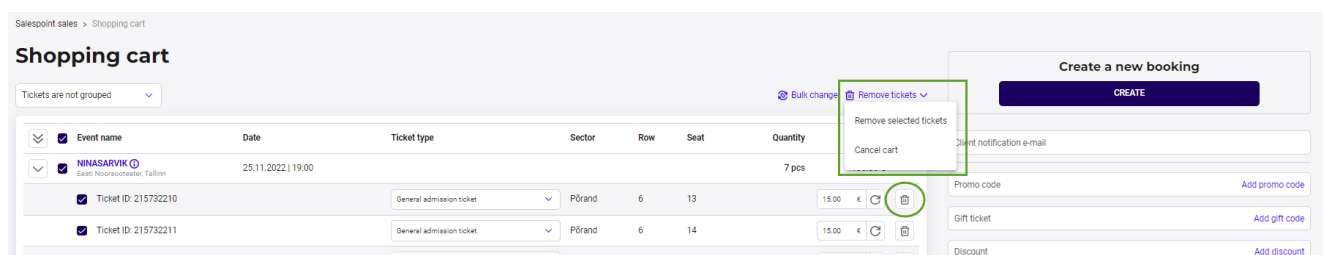
- If a discount code is entered, it is applied to the entire shopping cart, depending on the restrictions applicable.
- If a gift ticket code is entered, the value of the gift ticket is deducted from the total amount of the shopping cart.
- The discount % is applied to the entire amount of the shopping cart.

- Using the customer notification e-mail field allows collecting the e-mail addresses of the ticket owners to notify the customers quickly in the event of potential changes.

- ➢ The e-mail addresses of the customers are accumulated in the 550 report. If there is an issue with an event, those customers who have purchased their tickets from a salespoint can also be notified of any changes.
- ➢ The e-mail addresses of customers can be changed or deleted under transactions. In order to delete an e-mail address, remove the e-mail address and click on 'Save changes'.
- ➢ The e-mail address for sending customer notifications is specified in the personalisation report.

Payment for tickets in the cart

The payment methods, the total number of tickets in the cart, and the total amount are displayed on the right side of the page.

- The fields for applying the discounts referred to above can also be found on the right: discount code, gift ticket code, discount %.

- After selecting the payment method, the user is redirected to selecting the format of the ticket.
    - ➢ A regular ticket is a physical ticket which can be printed physically if there is a ticket printer.
    - ➢ A zebra ticket or a PDF ticket can be downloaded on a computer or sent directly to the e-mail address of the customer.

TRANSACTIONS

In the view of the list of transactions, users can search events by using different filters, incl. without using the date filter.

- The transaction search filters are located above the search results.
- Automatic search is not permitted, which means that the user must set at least one filter to launch a search of transactions.

- If a specific period is selected, only the transactions of the specific period are displayed.

Detailed view of transactions

By opening a specific transaction in the list of transactions, the details of the specific transaction can be viewed and the user can change or add to the data, if they wish.

- In the detailed view of transactions, the details of a specific invoice or the method of payment of a transaction can be changed.
  - ➤ If the user changes the payment method in the detailed view of transactions, the payment method will also change in the view of the list of transactions.
- It is also possible to change or add an internal comment and the e-mail addresses of the customer notification or gift ticket.
- If changes have been made in the detailed view of transactions and the 'Save' button has not been clicked, the system will ask if you wish to leave without saving the changes.

Ticket refund

Ticket buyback in the event view

- The buyback operation can be initiated by clicking the 'Begin buyback' button.
  - ➤ If the user has the 'Buyback by ticket ID' privileges, the buyback procedure can be initiated.

- If the customer has 1 ticket, the ticket ID must be entered into the left ticket ID field.
- If the customer has 2 or more tickets, the ticket IDs should be observed and entered based on the sequence of numbers. The lower ticket ID should be entered into the left and the higher ID number into the right field.
- If the ID numbers are not sequential, the buyback operations must be performed as separate transactions.

REPORTS

The 'Reports' section includes operational reports, which provide summarised or detailed data by specific periods and/or events.
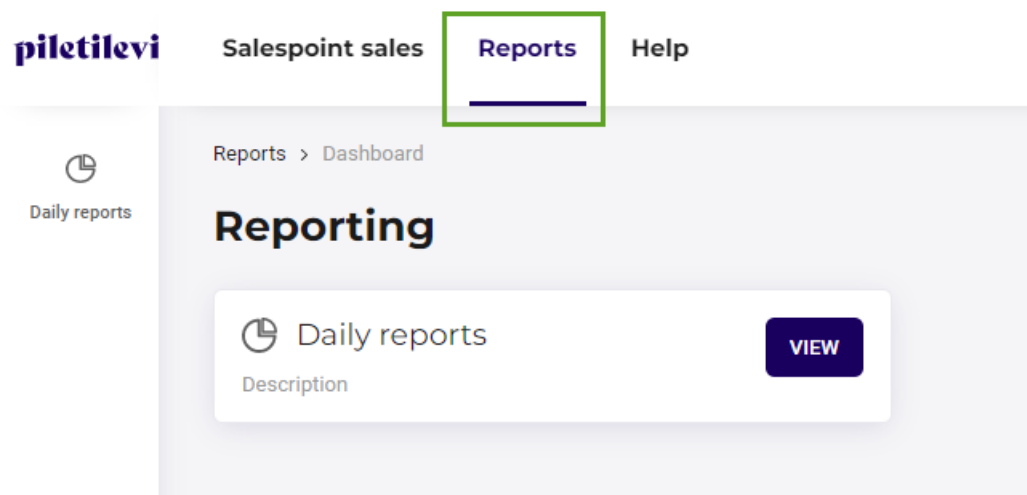
Daily sales report

The daily sales report provides a detailed overview of the sales in a specific period.

- In the daily sales report, it is possible to filter the data desired by seven-day periods. For a period longer than 7 days, the report can be e-mailed.

Daily sales report

Reports › Dashboard › Daily reports

⬇ CSV 🖨 Print ✉ Send report to email

| Salespoint ▼ | 📅 Custom period Nov 7 - Nov 14, 2022 ▼ | Seller ▼ | Payment type ▼ |

○ Show issued to promoter

Detailed report

Report period is longer than 7 days. To generate a longer report, use the e-mail function.

- The selection of periods includes the default choices of 'Today', 'This week', and 'This month'. The reporting period can also be selected based on specific dates. If you would like to select a period which is not immediately displayed on the screen, select the appropriate reporting period by clicking on the month or year in the calendar field.
- The summarised part of the reporting period is located in the header of the report to make important data visible without having to scroll to the end of the page.
  - ➢ The summarised part includes the turnover from cash, card payments, and transfers. Clicking on the blocks of different payment methods opens the detailed view. The blocks of payment methods can be opened or closed separately or together.