



# 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

piletilevi EN V Sales Terminal Info System	
E-mail address *	
Password *	
Remember me	
LOGIN TO BO	
Forgot password?	





## 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

piletilevi	Salespoint sales Admin Reports Help	EN 🗸 🛛 🔄 Greete Uustal   * PiletiLevi kontor 🗸		
Q Event search	Salespoint sales > Event search Q. Event name			Clear all SEARCH
Transactions	Pick a date*   Venue	Organiser	Event ID	Status 🗸
Bookings	Today Current week Current month			
	November         2022         >           1         2         3         4         5         6			
	7 🔞 9 10 11 12 13			
	14 15 16 17 18 19 20 21 22 23 24 25 26 27			
	28 29 30			
	Apply			
	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:

•

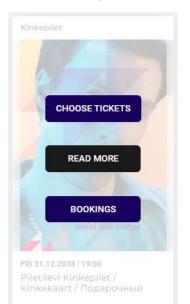
- > Earlier events: the events which take place earlier are displayed first. Default selection.
- > Later events: the events which take place later are displayed first.
- The number of events displayed in the search results at a time: 10, 20, or 30 events.
- Three views can be used to display the search results:
  - A view with images
  - A list view with images
  - A list view without images



piletilevi	Salespoint sales Admin Reports Help		EN 🖌 🏹 Greete Uu	ıstal   * <b>Piletil</b>	Levi kon	ıtor 🧹
٩	Salespoint sales > Event search > Bearch results					
Event search	Q. Event name		Clear all	SE	ARCH	
Transactions	Custom period Nov8, 2022 Venue Organiser	Event ID	Status			•
Bookings	Sort by: Oldest first 🗸 Display: 20 🗸			≡	18	
Dookiiiga	ERSO Kinkekaart	Kinkekaart (	02.06.2018 - 31.12.2022	ਬ	0	۲
	200parklt   Kaunas	ZOOPARK.LT, PLC MEGA	02.09.2018 - 31.12.2022	ਸ	0	۲
	Eesti Kontserdi kinkepilet	Kinkepilet	25.10.2018 - 31.12.2025	ਸ	0	۲
	Vaba Lava Kinkepilet	Kinkepilet 3	81.12.2018 - 31.12.2022	ਸ	0	*
	Cennusadam + näitus // Seaplane Harbour + exhibition	01.01.2019 - 31.12.2022	ਸ	0	۲	
	Alisa! "Posolon" Tallinn / Группа АлисА! "Посолонь" - Таллинн	21.09.2019 - 21.12.2022		0	۲	
	🞇 Tatjana Bulanova / Татьяна Буланова	Cathouse Nightclub & Concert Hall	13.10.2019 - 31.12.2022		0	۲
	🔜 Paks Margareeta muuseum-külastuskeskus / Музей Толстая Маргарита / Museum of Fat Margaret	Paks Margareeta, Tallinn	29.11.2019 - 31.12.2022	ਸ	0	۲
	Huumoriteater "ENSV kohvik"	Huumoriteater ENSV kohvik, Tallinn	01.01.2020 - 31.12.2023	F	0	۲
	Must komöödia "Piiri peal" - veebiteater	Piletilevi TV 3	28.04.2020 - 31.12.2022	ਬ	0	۲
<	🕎 piipjatuut.tv - Veebiteater / C-osa	piipjatuut.tv 1	12.05.2020 - 31.12.2022	ਸ	0	۲

#### 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

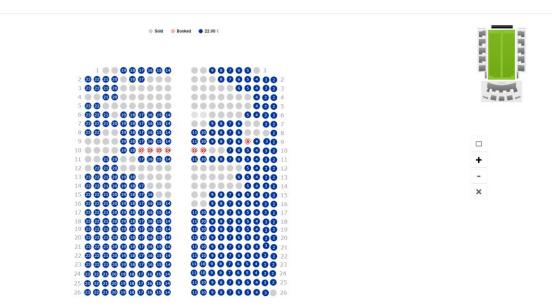




Piletilevi Kinkepilet / Kinkekaart / Подарочный билет Piletilevi	×
<ul> <li>♥ Kinkepilet</li> <li>➡ Fri 31.12.2038 ④ 19:00</li> <li>Price info for the cashier Description Event managers</li> </ul>	
Price info Piletilevi extends all Gift tickets, the acquisition date of which is between 1 January 2020 and 31 August 2021. The new deadline for using the Gift tickets is 30 September 2022! The Gift tickets is 30 September 2022! The Gift tickets is 10, 15, 20, 30, 50, and 100 euros. The value of the Gift tickets is 10, 15, 20, 30, 50, and 100 euros. The Gift ticket is valid for one year from the date of purchase. Terms of use of the PILETILEVI GIFT TICKET: • the Gift ticket is not refundable, changeable, or partially usable; • the Piletilevi Gift ticket cannot be extended or exchanged for a Piletilevi Gift ticket in the same or a different currency; • If the purchase price is less than the value of the Gift ticket, the remaining amount must be paid in cash or by card; • the Piletilevi Gift ticket can be used to pay for tickets sold at Piletilevi for one year from the time of purchase.	piletile viga
Info for the cashier	
Description The Piletilevi Gift ticket is a perfect surprise for every theatre, music, film, or sports fan! Buy the Gift ticket as a ZebraTicket (PDF) from our e-shop or order a Gift card on paper to your home or a parcel machine! You can also buy our Gift tickets at all Piletilevi sales points and Circle K gas stations. In case you would like to receive an invoice to your company name, please send an e-	
Close	EVENT MANAGERS TO 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.



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## **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

piletilevi	Salespoint sales Admin Reports Hel	Þ		EN 🗸 🗋 Greete Uustal   * PiletiLevi kontor 🗸
Q Event search	Salespoint sales > Event search > Search results > Buy Piletilevi Kinkepilet / Kinke Kinkepilet 🛱 Fri 31.12.2038 © 19:00	kaart / Подарочный (	билет Piletilevi ‡ Change ticket @ Refund tickets by ID	Selected tickets Q No tickets selected. Please choose a suitable
Transactions	PRESALE ① Additional information  Event bookings	Select ticket	number of tickets.	
😭 Bookings	Promo code	Add promo code		
	KINKEPILET			
	3204 pcs Väärtusega 10 EUR	10.00 € - 0 +		
	6952 pcs Väärtusega 15 EUR	15.00 € - 0 +		
	1488 pcs Väärtusega 20 EUR	20.00 € - 0 +	There is no assigned seating for the event (check the event information for	
	7658 pcs Väärtusega 30 EUR	30.00 € - 0 +	details).	
	7825 pcs Väärtusega 50 EUR	50.00 € - 0 +		
	9737 pcs Väärtusega 100 EUR	100.00 € - 0 + ADD TO CART		
		ADD TO CART	<	
<				Total items Total O pcs 0.00 € PROCEED TO CART

## 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.

	Cart contents				Ē	) Cancel c	art			
	Event name	Ticket type	Sector	Row	Seat	Price				
	MAMMA MIA! - The Smash Hit Mus 04.05.2023   19:00	General admission ticket	Parter	7	13	88.70€	۵	L	Ū	^
8.70 €	MAMMA MIA! - The	General	Parter	7	14	88.70€	Đ		Ticket type	
8.70 C	Smash Hit Mus 04.05.2023   19:00	admission ticket							Selected price zon	
	MAMMA MIA! - The Smash Hit Mus	General admission ticket	Parter	7	15	88.70€	Û	L	88.7 General admission ticket	/0 €
	04.05.2023   19:00								88.7	70€
	MAMMA MIA! - The Smash Hit Mus	General admission ticket	Parter	7	16	88.70€	ð		General admission ticket	Û
:::	04.05.2023   19:00	admission ticket							88.7	70€
:::	MAMMA MIA! - The	General	Parter	7	17	88.70€	Û		General admission ticket	Û
	Smash Hit Mus 04.05.2023   19:00	admission ticket							88.7	70€
	MAMMA MIA! - The	General	Parter	7	18	88.70€	Ð		General admission ticket	Û
	Smash Hit Mus 04.05.2023   19:00	admission ticket							88.7	70€
	titutite the								General admission ticket	۵
				_					88.7	70 €
		CREA	TE BOOK	ING	PRC	OCEED TO (	CART		General admission ticket	۵
									88.7	70€
									General admission ticket	Û
•••					7	20			88.7	70€
									General admission ticket	ŵ

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- 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.

Parte			
pcs	er	⊞ ∕	\
Row	Seat	Ticket type Pri	
		Selected price zone	
7	13	88.70	€
		General admission ticket	Ì
7	14	88.70	€
		General admission ticket	Ì
7	15	88.70	€
		General admission ticket	ì
7	16	88.70	€
		General admission ticket	Ì
7	17	88.70	€
		General admission ticket	Ì
7	18	88.70	€
		General admission ticket	Ì
7	19	88.70	€
		General admission ticket	Ì
7	20	88.70	€
		General admission ticket	ì

- 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.

Parte 8 pcs		1
Row	Seat	Ticket type Pri
		Selected price zone
7	13	88.70
		General admission ticket
7	14	88.70
		General admission ticket
7	15	88.70
		General admission ticket
7	16	88.70
		General admission ticket
7	17	88.70
		General admission ticket
7	18	88.70
		General admission ticket
7	19	88.70
		General admission ticket
7	20	88.70
		General admission ticket
	_	

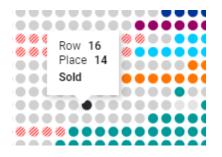
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### Displaying seats in the venue map

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.

Salespoint sales > Event search > Search results > Buy			
Piletilevi Kinkepilet / Kink ♥ Kinkepilet  ☐ Fri 31.12.2038 ③ 19:00	Selected tickets		
PRESALE () Additional information () Event bookings		与 Change ticket 🔞 Refund tickets by ID	① No tickets selected. Please choose a suitable number of tickets.
Select sector	Select ticket		
Promo code	Add promo code		
KINKEPILET			
2978 pcs classifiers.price_type.name_1814			
6922 pcs classifiers.price_type.name_2743	15.00 € - 2 +		
1404 pcs classifiers.price_type.name_1815	20.00 € - 0 +	There is no assigned seating for the event (check the event information for	
7641 pcs classifiers.price_type.name_1816	<b>30.00 €</b> - 0 +	details).	
7801 pcs classifiers.price_type.name_1817	50.00 € - 0 +		
9734 pcs classifiers.price_type.name_14085	100.00 € - 0 + ADD TO CART	<	

 Total items
 Total

 O pcs
 0.00 €

- 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.



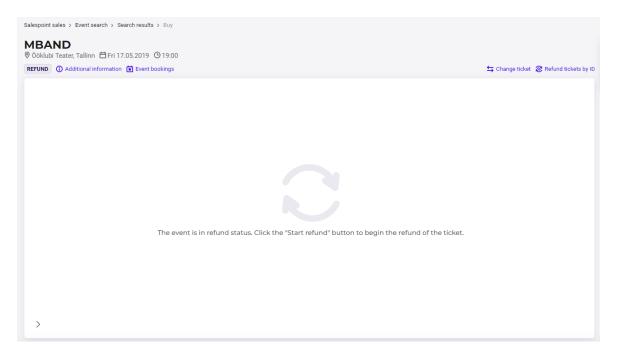


	Row Seat Ticket type Price There is no assigned seating for the ever
There is no assigned seating for the even 10.35% 10000 classifiers.price_type.name_1814 10.000 classifiers.price_type.name_1814 10.000 classifiers.price_type.name_1814 15.000 15.000	There is no assigned seating for the even
10:393     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00     10:00	
classifiers.price_type.name_1814 () 	
<ul> <li>classifiers.price_type.name_1814</li> <li>There is no assigned seating for the even 10:346</li> <li>Classifiers.price_type.name_2743</li> <li>classifiers.price_type.name_2743</li> </ul>	10.00
classifiers.price_type.name_1814	classifiers.price_type.name_1814
There is no assigned seating for the even 0:380 15.00 classifiers.price_type.name_2743 - 15.00 4 15.00 4	10.00
ID: 336 	classifiers.price_type.name_1814
classifiers.price_type.name_2743	
15.00 <del>(</del>	
classifiers.price_type.name_2743	
	classifiers.price_type.name_2743

### 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.

			EN ~	Greete Uustal   * PiletiLevi kontor 🗸
Cart content	S		间 Cancel cart	
Event name	Ticket type	Sector Row	Seat Price	
Piletilevi Kinkepilet / Kinkek 31.12.2038   19:00	classifiers.price_typ e.name_2743	KINKEPILET	15.00€	1
Piletilevi Kinkepilet / Kinkek 31.12.2038   19:00	classifiers.price_typ e.name_2743	KINKEPILET	15.00€	1
Piletilevi Kinkepilet / Kinkek 31.12.2038   19:00	classifiers.price_typ e.name_1814	KINKEPILET	10.00€	<b>ז</b>
Piletilevi Kinkepilet / Kinkek 31.12.2038   19:00	classifiers.price_typ e.name_1814	KINKEPILET	10.00€	<b>ט</b>
			Total: 50.00 €	€
	CI	REATE BOOKING	PROCEED TO CART	
Cancell	ing cart			×
When cancel	ling the cart all	tickets will be r	emoved from	the cart.

Dismiss

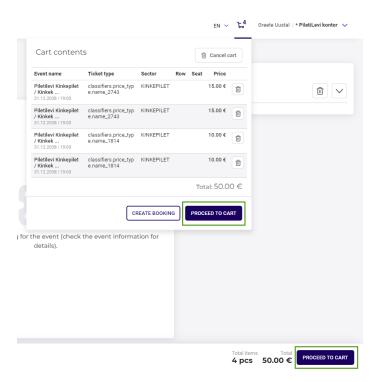
CANCEL CART



### 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'.



Salespoint sales > Shopping cart

nopping cart										Cr	eate a new booking	3
kets are not grouped V						🛞 Bulk	change	Remove	tickets 🗸		CREATE	
😵 🗹 Event name	Date	Ticket type	Sector	Roy	v Seat	Qua	intity	Price		Client notification e-mail		
PILETILEVI KINKEPILET / KINKEKAART / ПОДАРОЧНЫЙ БИЛЕТ PILETILEVI ()	31.12.2038   19:00					4	4 pcs	60.00€				
Ticket ID: 201444200		classifiers.price_type.name_1815	KINKEPIL	ET		۵	20.00	C C	1	Promo code		Add promo cod
Ticket ID: 201444201		classifiers.price_type.name_1815	KINKEPIL	ET		۵	20.00	< C	1	Gift ticket		Add gift cod
Ticket ID: 210977392		classifiers.price_type.name_1814	KINKEPIL	ET		۵	10.00	< C	Ē	Discount		Add discour
Ticket ID: 210977393		classifiers.price_type.name_1814	KINKEPIL	ET		۵	10.00	• C	Û	Total items:		11 pc
Eesti Noorsootester, Tallinn	25.11.2022   19:00					3	7 pcs	105.00€		Items price total:		165.00
Ticket ID: 215732210		General admission ticket	<ul> <li>Põrand</li> </ul>	6	13		15.00	۶ C	Û	Amount due:		165.00 €
Ticket ID: 215732211		General admission ticket	<ul> <li>Põrand</li> </ul>	6	14		15.00	¢ C	Û	Test with old solution		
Z Ticket ID: 215732212		General admission ticket	<ul> <li>Põrand</li> </ul>	6	15		15.00	• C	Ð		CARD PAYMENT	
Ticket ID: 215732213		General admission ticket	<ul> <li>Põrand</li> </ul>	6	16		15.00	۲ C	Û		CASH	
Ticket ID: 215732219		General admission ticket	<ul> <li>Põrand</li> </ul>	6	22		15.00	۲ C	Û			
Z Ticket ID: 215732326		General admission ticket	<ul> <li>Põrand</li> </ul>	10	17		15.00	• C	Ð			
Ticket ID: 215732327		General admission ticket	<ul> <li>Põrand</li> </ul>	10	18		15.00	¢ C	1			

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#### 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.

nopping cart										Cre	eate a new booking	
vets are not grouped						😵 Bulk	change	🗊 Remove	tickets 🗸		CREATE	
Event name	Date	Ticket type	Sector	Ro	w Seat	Qua	antity	Price		Client notification e-mail		
PILETILEVI KINKEPILET / KINKEKAART / ПОДАРОЧНЫЙ БИЛЕТ PILETILEVI ()	31.12.2038   19:00						4 pcs	60.00€				
Ticket ID: 201444200		classifiers.price_type.name_1815	KINKEP	LET		۵	20.00	¢ C	1	Promo code		Add promo co
Ticket ID: 201444201		classifiers.price_type.name_1815	KINKEP	LET		۵	20.00	۲ C	Û	Gift ticket		Add gift co
Ticket ID: 210977392		classifiers.price_type.name_1814	KINKEP	LET		۵	10.00	¢ C	Û	Discount		Add discou
Ticket ID: 210977393		classifiers.price_type.name_1814	KINKEP	LET		۵	10.00	¢ C	Û	Total items:		11 p
ININASARVIK     Leesi Hooreouter, allinn	25.11.2022   19:00						7 pcs	105.00 €		Items price total:		165.00
Ticket ID: 215732210		General admission ticket	<ul> <li>Põrand</li> </ul>	6	13		15.00	¢ C	Û	Amount due:		165.00
Ticket ID: 215732211		General admission ticket	<ul> <li>Põrand</li> </ul>	6	14		15.00	۲ C	Ð	Test with old solution		
Ticket ID: 215732212		General admission ticket	<ul> <li>Pőrand</li> </ul>	6	15		15.00	€ C	Û		CARD PAYMENT	
Ticket ID: 215732213		General admission ticket	<ul> <li>Põrand</li> </ul>	6	16		15.00	۲ C	Û		CASH	
Ticket ID: 215732219		General admission ticket	<ul> <li>Põrand</li> </ul>	6	22		15.00	۲ C	Û			
Ticket ID: 215732326		General admission ticket	<ul> <li>Põrand</li> </ul>	10	17		15.00	• C	Ð			
Ticket ID: 215732327		General admission ticket	<ul> <li>Põrand</li> </ul>	10	18		15.00	٤Ĉ	â			

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

Salespoint sales > Shopping cart		
Shopping car	t	
Tickets are not grouped	]	
<ul> <li>Tickets are not grouped</li> </ul>		Data
Group tickets by price type	:T / KINKEKAART / ПОДАРОЧНЫЙ БИЛЕТ PILETILEVI 🛈	Date
Group tickets by row		31.12.2
✓ Licket ID: 20144	4200	
Ticket ID: 20144	4201	
Ticket ID: 21097	7392	
Ticket ID: 21097	7393	
NINASARVIK () Eesti Noorsooteater, Talli	nn	25.11.2

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### 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.

nopping cart								Cr	eate a new booking	
kets are not grouped 🗸 🗸						😵 Bulk change	💼 Remove tickets 🗸		CREATE	
Event name	Date	Ticket type	Sector	Row	Seat	Quantity	Remove selected ticket:	s Dient notification e-mail		
ININASARVIK ()     Eesti Noorsooteater, Tallinn	25.11.2022   19:00					7 pcs	Galicer curt			
Ticket ID: 215732210		General admission ticket	<ul> <li>Pőrand</li> </ul>	6	13	15.0	• • • • •	Promo code		Add promo o
Ticket ID: 215732211		General admission ticket	<ul> <li>Põrand</li> </ul>	6	14	15.0	• • C 🗊	Gift ticket		Add gift o
								Discount		Add disc

- 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.

Create a new booki	ng
CREATE	
Client notification e-mail	
Promo code	Add promo code
Gift ticket	Add gift code
Discount	Add discount
Total items: Items price total:	7 pcs 105.00 €
Amount due:	105.00 €
Test with old solution	
CARD PAYMENT	
CASH	

• 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.

Create a new bookin	ng
CREATE	
Client notification e-mail	
Promo code	Add promo code
Gift ticket	Add gift code
Discount	Add discount
Total items: Items price total:	7 pcs 105.00 €
Amount due:	105.00 €
Test with old solution	
CARD PAYMENT	
CASH	

### 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 %.

opping cart											Create a new b	ooking
is are not grouped							🕲 Bulk cl	hange	Remove	tickets 🗸	CREATE	
Event name	Date	Ticket type		Sector	Row	Seat	Quantity		Price		Client notification e-mail	
NINASARVIK () Eesti Noorsooteater, Tallinn	25.11.2022   19:00						7 pcs		105.00 €			
Ticket ID: 215732210		General admission ticket	~	Põrand	6	13		15.00	< C	÷	Promo code	Add promo-
Ticket ID: 215732211		General admission ticket	~	Põrand	6	14		15.00	¢ C	Ð	Gift ticket	Add gift
Ticket ID: 215732212		General admission ticket	~	Põrand	6	15		15.00	٢C		Discount	Add disc
Ticket ID: 215732213		General admission ticket	~	Põrand	6	16		15.00	¢ C	Ê	Total items:	2
Ticket ID: 215732219		General admission ticket	~	Põrand	6	22		15.00	• C	8	Items price total:	105.
Ticket ID: 215732326		General admission ticket	~	Põrand	10	17		15.00	¢ C	8	Amount due:	105.00
Ticket ID: 215732327		General admission ticket		Põrand	10	18		15.00	< C	÷	Test with old solution	
											CARD PAYMEN	т

- 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.

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## 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.

ransactions												
j Pick a date	~	X Ticket ID		Trans	saction ID		Event status	~	Event			
ayment type 🗸 🗸	Buyer		Buyer e-mail		Invoice No.	Salespoi	nt ~	Seller	~	Issuing type	Clear	SEARCH
earch results												
3 3)1	Pick a date	Pick a date v	Pick a date V Ticlet ID Text type V Bayer arch results	Pick a date v X Toiset D ment type v Buger Buger email arch results	Pick a date V X Ticket ID Trans ment type V Buyer e-mail	Pick a date V X Tolet ID Transaction ID Tent type V Buyer Buyer Buyer email Invoice No.	Pick a date V Ticket ID Transaction ID Tent type V Buyer e-mail Invoice No. Salespo	Pick a date V Ticket ID Transaction ID Event status  ment type V Buyer Buyer e-mail Invoice No. Salespoint V  arch results	Pick à date V X Tolet D Transaction D Event status v ment type V Bayer Bayer e mail Invice No. Salespoint V Seler arch results	Pick à date V X Tolet ID Transaction ID Event status V Event ment type V Buyer Buyer email Invoice No. Salespont V Seller V arch results	Pick à date V X Tocet ID Transaction ID Event status V Event ment type V Buyer Buyer Buyer email Invoice No. Salespoint V Seller V Issuing type arch results	Pick à date V X Tocet ID Transaction ID Event status V Event ment type V Buyer Buyer Buyer email Invoice No. Salespoint V Seller V Issuing type Cear arch results

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

Salespoint sales > Transactions

## Transactions

Pick a	date						^	×	Ticket I
Today	y (	Current	week	Cur	rent m	onth	-		
<		Novem	nber		2022	>			
	1	2	3	4	5	6			
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
21	22	23	24	25	26	27			
28	29	30							
					A	pply			



### 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.

					Transaction time: 11.11.2022 16:07:42	
Ticket ID	Event name	Date	Ticket type	Price	Salespoint: Linnateater KESKUS Seller: Greete Uustal	
219312569 Not exchangeable / Refundable	Õed Saime Kultuurikeskuse väike lava	13.04.2024   19:00	classifiers.price_type.name_217	25.00 €	general.api_transaction_invoice: 20001320	
219312570 Not exchangeable / Refundable	Õed Saime Kultuurikeskuse väike lava	13.04.2024   19:00	classifiers.price_type.name_217	25.00 €	Discount: 20%	
219312690 Not exchangeable / Refundable	Mineku eel Saime Kultuurikeskuse väike lava	11.05.2023   19:00	classifiers.price_type.name_217	25.00 €	Change invoice Send Invoice via e-mail Payment type	
219312691 Not exchangeable / Refundable	Mineku eel Salme Kultuurikeskuse väike lava	11.05.2023   19:00	classifiers.price_type.name_217	25.00 €	Card payment	~
					Client notification e-mail marimaasikas@piletilevi.ee	
					Internal comment	
					Total items	4 pcs
					Items price total	100.00 €
					Discount total	-20.00 €
					Total	80.00 €

## **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.

Salespoint sales > Event search Klaveritrio Pol © Võru kultuurimaja KANNE PRESALE ① Additional infor	I-Varema-Poll □	to Start refund ∽	Selected tickets ① No tickets selected. Pletickets.
Select sector Promo code	Select ticket Add promo code	● Sold ⊗ Booked ● 10.00 € © Start refund from venue map	
< Teatrisaal, põran	d	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2	

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Refund ticket	s by ID	×
Ticket ID *	Ticket ID	
Insert ticket IDs to start refund process!		
	Dismiss STAR	r Refund

- 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.

piletilevi	Salespoint sales	Reports	Help	
Daily reports	Reports > Dashboard Reporting			
	Daily repo	orts	VIEW	

## Daily sales report

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

	E Custom period Nov 7 - Nov 13, 2022 V Seller		✓ Payn	nent type							
	Show issued to promoter										
	Salespoint turnover	33 pcs 9	43.00 € 🔨	Cash payments total	0 pcs 4	41.40 € 🔨	Card payments total	33 pcs 9	01.60 €		
	Sales	35 pcs	1050.80 €	Sales in cash	2 pcs	99.20 €	Sales with card	33 pcs	951.6		
	Tickets	35 pcs	1011.40 €	Tickets	2 pcs	90.00 €	Tickets	33 pcs	921.4		
	Salespoint service fee	17 pcs	20.40 €	Salespoint service fee	2 pcs	2.40 €	Salespoint service fee	15 pcs	18.0		
	Extra fees	14 pcs	19.00 €	Extra fees	4 pcs	6.80 €	Extra fees	10 pcs	12.2		
	Refund	-2 pcs	-107.80 €	Refund in cash	-2 pcs	-57.80 €	Refund with card	0 pcs	-50.0		
	Tickets	-2 pcs	-56.00 €	Tickets	-2 pcs	-56.00 €	Paid with gift tickets	-5 pcs	-50.0		
	Paid with gift tickets	-5 pcs	-50.00 €	Extra fees	-2 pcs	-1.80 €	Exhange with card				
	Extra fees	-2 pcs	-1.80 €	Exchange with cash							
	Exchange										

• 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.





Reports > Dashboard > Daily reports	
Daily sales report	🕁 CSV 🕞 Print 🗹 Send report to email
Salespoint V 🗎 Custom period Nov 7 - Nov 14, 2022 V Seller V Payment type V	
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.