



Ticketing Manual

Ticketing Agents, Coordinator, and Advanced Users



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SERVICEU™

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Creating Your Event

1.1 – Create Your Venue

To create a new venue, select the Venues link on the **Tickets > Overview** page and select **Add a Venue**. Give the Venue a name and description for easy referencing for future events.

Creating a General Admission Venue

Select the **Section** link next to your new venue on the Venue List page.

Give the section a name, do not change the row and seat name.

The starting row letter and ending row letter will accept numeric entries. Enter the desired amount of rows and seats, and select **Create Above Seats**.

Creating a Reserved Seating/Mixed Venue

Step 1: Select the **Section** link next to your new venue on the Venue List page. Enter the section name, accurate starting and ending row letters, and accurate starting and ending seat numbers. If applicable, change the row name and seat name, and select **Create Above Seats**.

Step 2: Select the **View Seats** link next to your new section. Using the command buttons at the bottom of the page, remove any applicable seats and adjust the position of the seats using the Shift Commands within each seat.

When you're done adjusting the section layout, go back to the sections page of your new venue, using the breadcrumbs at the top of the page. Repeat step 2 as needed.

Name	Seats
Section01	120
	120

[Edit Section](#) [View Seats](#)

Add a New Section:

Section Name:
(ex: Section A)

Row Name:
(ex: Row, Table, etc)

Seat Name:
(ex: Seat, Chair, etc)

Starting Row Letter:

Ending Row Letter: You are limited to a maximum of 250 rows.

Starting Seat Number:

Ending Seat Number:

[Create Above Seats](#)

Section A (30744)

	1	2	3	4	5	6	7	8
Row A Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10					Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8
Row B Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10				Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8
Row C Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10			Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8
Row D Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10		Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8
Row E Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8	Seat8 Shift -> -4 -2 :1 2 4 6 8
Row F Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8	Seat8 Shift -> -4 -2 :1 2 4 6 8
Row G Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8	Seat8 Shift -> -4 -2 :1 2 4 6 8
Row H Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8	Seat8 Shift -> -4 -2 :1 2 4 6 8
Row I Shift Up 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Shift Down 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Seat1 Shift -> -4 -2 :1 2 4 6 8	Seat2 Shift -> -4 -2 :1 2 4 6 8	Seat3 Shift -> -4 -2 :1 2 4 6 8	Seat4 Shift -> -4 -2 :1 2 4 6 8	Seat5 Shift -> -4 -2 :1 2 4 6 8	Seat6 Shift -> -4 -2 :1 2 4 6 8	Seat7 Shift -> -4 -2 :1 2 4 6 8	Seat8 Shift -> -4 -2 :1 2 4 6 8

[Refresh List](#) [Make Selected Seats Handicap](#) [Delete Selected Seats](#) [Create Seat](#) [Reverse Seating Order](#)



Step 3: Select the **Sections** link on the applicable section. This page allows you to “hot-link” your venue image using the x and y axis, assign a section rank, input Section Custom Text 1, 2, and 3 (for ticket text tokens), and assign a section as general admission. If your event has reserved seat sections and general admission sections or your event has multiple general admission sections only, set the General Admission drop down box to “Yes”.

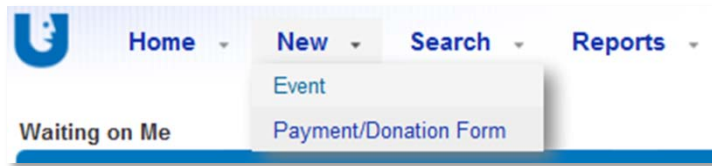
*Note: You do not need to assign a section as General Admission if it is a purely general admission event. These settings will be over-riden any time an event is enabled as general admission.

Step 4: Upload any pertinent graphics for your event to the **Graphics** section of your venue (this link is found on the venue list page).

Name	Seats	RS Sections	GA Sections		
120 GA Created 12/07/11	120	0	1	[Edit]	[Copy]

Pertinent graphics include ticket graphic, venue graphic, section graphic, and point of view graphic. Enter the new image path for all applicable images on the Edit venue page and each individual Section page.

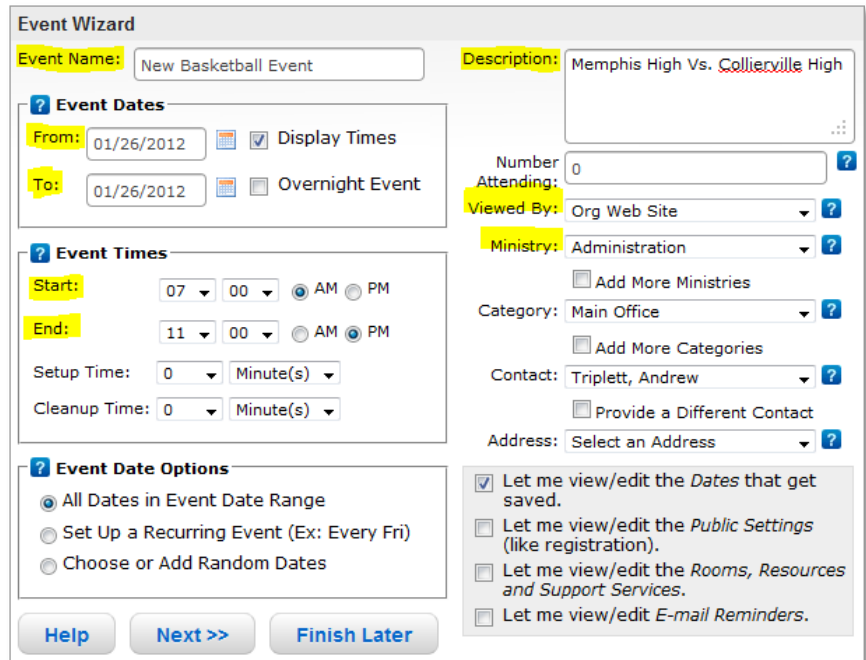
1.2 – Create Your Event



From the main navigation, go to **New > Event**.

In the event builder, give the event a name and input the date the event will occur. Set the start and end time, description, ministry, and category (if applicable). The viewed by setting **MUST** be set to Org Web Site.

Check the “Let me view/edit the Dates that get saved” option to edit dates and times of individual occurrences. This is also the best time to add resources and E-mail reminders if necessary.



Event Wizard

Event Name: New Basketball Event

Description: Memphis High Vs. Collierville High

Event Dates

From: 01/26/2012 Display Times

To: 01/26/2012 Overnight Event

Event Times

Start: 07:00 AM

End: 11:00 PM

Setup Time: 0 Minute(s)

Cleanup Time: 0 Minute(s)

Event Date Options

All Dates in Event Date Range

Set Up a Recurring Event (Ex: Every Fri)

Choose or Add Random Dates

Number Attending: 0

Viewed By: Org Web Site

Ministry: Administration

Add More Ministries

Category: Main Office

Add More Categories

Contact: Triplett, Andrew

Provide a Different Contact

Address: Select an Address

Let me view/edit the Dates that get saved.

Let me view/edit the Public Settings (like registration).

Let me view/edit the Rooms, Resources and Support Services.

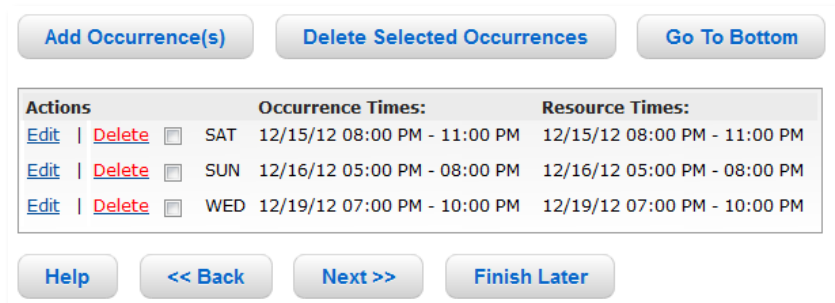
Let me view/edit E-mail Reminders.

[Help](#) [Next >>](#) [Finish Later](#)

Select **Next**.

The “Review Dates” page allows you to edit, add, and delete individual occurrences of your event.

Select **Next** and **Submit** the event for approval. Once the event has passed through the approval process, it is ready to be ready to be enabled.



[Add Occurrence\(s\)](#) [Delete Selected Occurrences](#) [Go To Bottom](#)

Actions	Occurrence Times:	Resource Times:
Edit Delete <input type="checkbox"/>	SAT 12/15/12 08:00 PM - 11:00 PM	12/15/12 08:00 PM - 11:00 PM
Edit Delete <input type="checkbox"/>	SUN 12/16/12 05:00 PM - 08:00 PM	12/16/12 05:00 PM - 08:00 PM
Edit Delete <input type="checkbox"/>	WED 12/19/12 07:00 PM - 10:00 PM	12/19/12 07:00 PM - 10:00 PM

[Help](#) [<< Back](#) [Next >>](#) [Finish Later](#)

1.3 – Enable Your Event

Once the event has been created and approved, it will be located on your homepage:

Confirmation #	Name	Current Status
5657694	New Basketball Event	Event Approved
5588629	Discount Code Testing	Not Yet Submitted

Select the event and scroll down to the Ticketing Section. Select the **Enable Ticketing** button.

Ticketing
Enable Ticketing

Coordinators Only.



[Click here to enable ticketing for this event.](#)

From Event Setup Page, fill in the information to your specifications as seen below.

Event Ticketing Setup

Event Name: New Basketball Event
Submitted By: Andrew Triplett
Description: Memphis High Vs. Collierville High

Dates to Set Up:
 01/26/12 07:00 AM

Sales Dates:
Start Date: 
End Date: 

Event Venue:

Ticket Cost:
Note: If tickets will cost different prices, please enter in the most common ticket price and then send an e-mail to support@serviceU.com explaining your pricing structure.

Seating Type:
 Reserved Seating/General Admission By Section
 Full General Admission

- Enter the dates you would like to have tickets available for purchase.
- Select the correct venue for the event.
- Enter the price for tickets. If the event has more than one ticket price, input the highest ticket price.
- Select the appropriate seating type.
- Once your information is correct, select **Submit**.
- The selected event is enabled as a ticketing event.



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Event Info Page

Once your event is enabled, the event information can be edited from the **Event Info** page. The Event Info link is found on the **Tickets > Overview** page in the Advanced Users Only section.

The **Event Info** page includes a wide variety of customization for your event. The most common functions from this page include adjusting the dates that the event is listed, adding an Event Fee, adding a Ticket Fee, and adjusting the live dates for your delivery methods.

Event Fee

Fixed Amount

Wording

Ticket Fee

Fixed Amount

Percentage *(Enter 12.34 for 12.34%)*

Wording

Pricing Options

Charge Sales Tax

Default Price Wording

Stop Delivery On

Mail

Will Call

Print

1.4 – Set Your Pricing

From the **Tickets > Overview** page, select the **Ticket Pricing** link. The Ticket Pricing page allows you to choose an event to edit pricing, edit discounts across multiple occurrences, and copy the pricing structure of one occurrence to multiple occurrences using the same venue.

Hugh - Andrew	12/3/2012 7:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Hugh - Andrew	12/4/2012 4:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Hugh - Andrew	12/4/2012 7:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Les Miserables	6/7/2012 7:30 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
The Music Man - Andrew	4/23/2012 7:30 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Singin' In The Rain - Andrew	4/14/2012 7:30 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Southern Stories - Southern Circuit Independent Film Series	3/6/2012 8:00 AM	Edit Pricing Mass Edit Discounts Copy Pricing...
This is only a test!!!	1/26/2012 7:00 AM	Edit Pricing Mass Edit Discounts Copy Pricing...
Wicked! - Andrew	1/6/2012 8:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Discount Code Testing	12/25/2011 8:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...
Carolina Mountain Christmas Spectacular - Andrew	12/3/2011 7:00 PM	Edit Pricing Mass Edit Discounts Copy Pricing...

To setup your initial pricing structure, select **Edit Pricing** button next to the applicable occurrence.

[Add New Price](#)

ID: 23545 [Edit](#)
 Default Amount: \$15.00
 Available Color:
 Legend Description: Dinner

Timed Pricing: [Add New Timed Pricing](#)

From Date	To Date	Amount	Action
1/1/1900	1/1/2100	\$15.00	Edit

Discounts: [Add New Discount](#)

Discount Type	Amount Off	Percentage Off	Code Required	Code	From Date	To Date	Discount Description	Actions
Percentage Off	\$0.00	100.00%	True	Senior Access Code is Required	1/1/1900	1/1/2100	Senior	Edit Delete

Seats: [Assign Seats for This Price](#)
 Dinner ([Show/Hide Seats](#))

ID: 23546 [Edit](#)
 Default Amount: \$9.00
 Available Color: #BA1525
 Legend Description: Front Sections

Timed Pricing: [Add New Timed Pricing](#)

From Date	To Date	Amount	Action
1/1/1900	1/1/2100	\$9.00	Edit

Discounts: [Add New Discount](#)

Seats: [Assign Seats for This Price](#)
 Section A ([Show/Hide Seats](#))
 Section B ([Show/Hide Seats](#))
 Section C ([Show/Hide Seats](#))

From this page you can:

- Add a new price point (for reserved seating events)
- Edit already established price points
- Add timed pricing
- Add new discounts
- Assign seats to your new price point

1.5 – Create Your Ticket

From the Ticketing Overview page, Advanced Users can select the **Ticket Design** option to create a ticket specific to the event that is being set up.





From the event list, you will have the option to select **Ticket Stock Design** or **PDF Ticker Design**. This option allows the user to create two different types of tickets depending on the printing method. If your organization has access to a thermal ticket printer, the ticket stock design can be utilized. If tickets will be printed by patrons or on standard computers, a PDF Ticket will be necessary. In some instances, both may be used depending on the preferences of the user.

For a PDF ticket, the Advanced User manually creates the text and images to be used on the ticket.



An image, sized under 200K and in the correct proportions of 1380x480 and 200 pixels per inch, is uploaded into the venue and used as the background of the ticket. These options are at the bottom of the design page and can be plugged into the ticket design using the appropriate path.

The following graphics are also available:

Preview	File Name	File Size(bytes)	Path
	tickettemplate.jpg	42 KB	1325/tickettemplate.jpg
	tickettemplate2.jpg	42 KB	1325/tickettemplate2.jpg

The ticket design page accepts HTML code and text tokens which allow for dynamic text that changes based on selections made by your patrons. For Example, `[FirstName] [LastName]`.



Use standard text for hard coded information such as the address of the venue.

Ticket Data Items Available
Text Tokens

- [EventName]
- [FirstName]
- [LastName]
- [Address]
- [City]
- [State]
- [PostalCode]
- [PhoneNumber]
- [EmailAddress]
- [TicketOrderID]
- [TransactionID]
- [TicketID]
- [LeftFiveOfGUID]
- [LeftTwoOfGUID]
- [Amount]
- [AmountPlusFees]
- [CardType]
- [CCLastFour]
- [MonthName]
- [MonthNumber]
- [DayName]
- [DayNumber]
- [Year]
- [Time]
- [SectionCustomText1]
- [SectionCustomText2]
- [SectionCustomText3]
- [SectionAbbreviation]
- [SectionLetter]
- [Section]
- [Row]
- [Seat]
- [AvailableColor]
- [DefaultAmount]
- [LegendDescription]
- [DiscountDisplay]

Each line of text is given a font size and font style as well as a position on the ticket as seen above.

The location of the text on the ticket is determined by the x and y axis. The x axis runs horizontally and has a far right dimension of around 450. The y axis controls the vertical location of the text and bottoms around 150. Placing the text in the exact location can require multiple manipulations and varies based on the font style and size.

Options for adding a barcode to your ticket can be found in the Advanced Options section of the Edit PDF Tickets Page.

- border:number *Border of the ticket. Default is 1.*
- width:number *Width of the ticket. Default is 500.*
- height:number *Height of the ticket. Default is 175.*
- barcodewidth:number *Width of the barcode. Default is 170.*
- barcodeheight:number *Height of the barcode. Default is 30.*
- barcodetype:number *Symbology (or style) of the barcode. Default is 17.*

Organizations that have barcode scanners can access the **Scan Ticket Barcode** section by clicking the link and logging into the public ticketing site.

[Sell Tickets](#) | [In Person Sales](#)
Go to the public ticketing site to sell available tickets.

Scan Ticket Barcodes
Go to the public ticketing site to scan ticket barcodes.

After logging in, the user will be prompted to Scan the Ticket Barcode by placing the cursor in the text box and scanning.

A ServiceU representative can set the limit for number of scans that an event would like to allow.

Scan Ticket Barcode

[Scan](#)



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Ticket Stock Design

There are two ways to generate the design for thermal tickets. Both options accept the same text tokens as the PDF ticket design. The **first option** is to manually design the ticket using HTML/DHTML. Simply select this option and input your code. Use the preview button to see a depiction of your ticket.

Use a manually filled in design (more knowledge of HTML/DHTML required)

```

</span>
<span style="position:absolute;left:15;top:60;">
<span class="CF">
<b>[EventName]</b>
</span>
</span>
<span style="position:absolute;left:15;top:76;">
<span class="EF">
<b>[DayName] [MonthName] [DayNumber], [Year] @ [Time]</b>
</span>
</span>
```

[Preview Ticket](#)

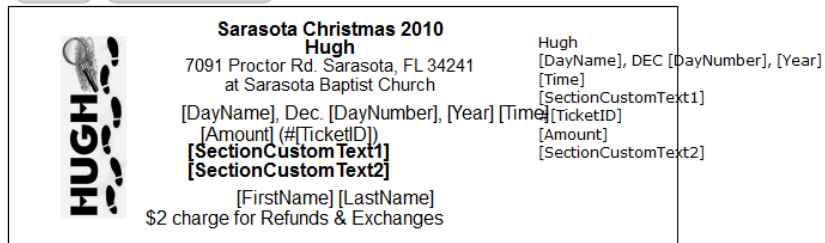
The **second option**, which is more common, is similar to the PDF ticket design option, except it doesn't accept a predetermined font or font size. Instead, you must wrap your text in a div class that is referencing a style sheet that is generated on the Ticket Preferences page (the Ticket Preferences page is for ServiceU users only).

Use a generated design (less knowledge of HTML/DHTML required)

Text to put on ticket	X-Pos	Y-Pos
<input >sarasota="" 2010"="" align="center" christmas="" df"="" type="text" value="<div class="/>	<input type="text" value="135"/>	<input type="text" value="10"/>
<input >[amount]="" (#[ticketid])
"="" align="center" df"="" type="text" value="<div class="/>	<input type="text" value="137"/>	<input type="text" value="90"/>
<input &="" charge="" df">\$2="" div>"="" exchanges<="" for="" refunds="" type="text" value="<div class="/>	<input type="text" value="105"/>	<input type="text" value="155"/>
<input [daynumber],="" [time]"="" [year]="" dec.="" df">[dayname],="" type="text" value="<div class="/>	<input type="text" value="132"/>	<input type="text" value="74"/>
<input [day"="" dec="" turn"><nobr>hugh
[dayname],="" type="text" value="	<input type="text" value="405"/>	<input type="text" value="20"/>
<input [lastname]<="" df">[firstname]="" div>"="" type="text" value="<div class="/>	<input type="text" value="174"/>	<input type="text" value="139"/>
<input "="" 9506="" http:="" images="" public.serviceu.com="" ticketing="" type="text" value="	<input type="text" value="40"/>	<input type="text" value="22"/>

[Add](#)

[Preview Ticket](#)





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1.6 – Creating Custom Text

If you would like additional text on your ticketing pages, you can add customized text via the Custom Text module which is found on **Tickets > Overview > Custom Text**. Custom text is either applicable to all events or specific events. The Custom Text module will accept HTML commands, except on the payment pages.

To add a custom text, select the appropriate placement from the drop down menu. This will indicate where you want the text to appear and also give you a preview. After inputting your text, you can choose whether to apply it to all events or a specific one. If you choose specific, provide the event confirmation number in the box.

The screenshot shows the 'Add/Edit Custom Text' interface. At the top, it says 'Add/Edit Custom Text'. Below that is a 'Placement' dropdown menu with the selected option '01) Event Listing Page: Replace Intro'. A large text area labeled 'Custom Text' is empty. Underneath, there are two radio buttons for 'Event': 'Applies to All Events' (which is selected) and 'Change to another Specific Event' (with an empty text box next to it). At the bottom of the form are '<< Back' and 'Submit >>' buttons.

Below the form is a preview window titled 'Choose the Performance - Mozilla Firefox'. The browser address bar shows 'http://public.serviceu.com/ticketing/default.asp/orgID=9134'. The preview shows a red curtain background with stage lights. The text in the preview reads: 'CUSTOM TEXT: Event Listing Page: Replace Intro', followed by 'FFH Concert', 'Friday, November 25, 2005 7:00 PM', 'Concert (Best Available by Section)', 'Saturday, November 26, 2005 8:00 PM', and 'Concert (General Admission, Premium Pricing Section)', 'Tuesday, December 20, 2005 7:00 PM'. To the right of the preview is a 'Text Token' section with a list of tokens: '[Sect]', '[Sect]', '[Sect]', '[Sect]', '[Sect]', and '[Sect]'.



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Selling Tickets from the Box Office

2.1 – Selling Tickets

To sell tickets from your internal box office go to the **Tickets > Overview** page and select **Sell Ticket**. You can also access this page using the short cut in Tickets drop down.

Both options will take you to the internal sales page where you will be asked to select an occurrence of your event.

*Note - This internal page is very similar to the public sales page, however these internal pages allow coordinators to sell held tickets and change the price of tickets.

In reserved seating events, you will be asked to choose a section and the individual seats you would like to sell, seen here.

Home Ticketing

Ticketing Box Office

This page is the central location for all your ticketing needs. If you

[Search Orders](#)
Search by first name, last name, phone number, e-mail address.

0 [Ticket Orders](#) to be reviewed.
Quickly review new orders and print tickets from here.

[Sell Tickets](#) | [In Person Sales](#)
Go to the public ticketing site to sell available tickets.

Performances for Individual Tickets

Please click on the performance you would like to attend.

[Christmas Concert](#)

Friday, December 23, 2011 7:30 PM

[Christmas Concert](#)

Saturday, December 24, 2011 7:30 PM

[Christmas Concert](#)

Sunday, December 25, 2011 2:00 PM

Christmas Concert
Friday, December 23, 2011 7:30 PM

Please select a section from the list below.

Section	Prices	Availability
Section A	\$30.00	107 Available
Section B	\$30.00	126 Available
Section C	\$30.00	116 Available
Section D	\$10.00	80 Available
Section E	\$20.00	110 Available
Section F	\$20.00	94 Available
Section G	\$20.00	98 Available
Section H	\$10.00	80 Available

Christmas Concert
Friday, December 23, 2011 7:30 PM

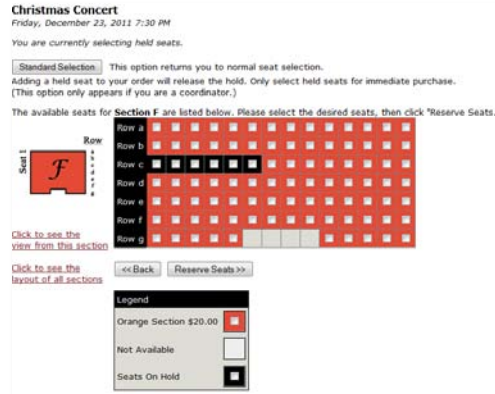
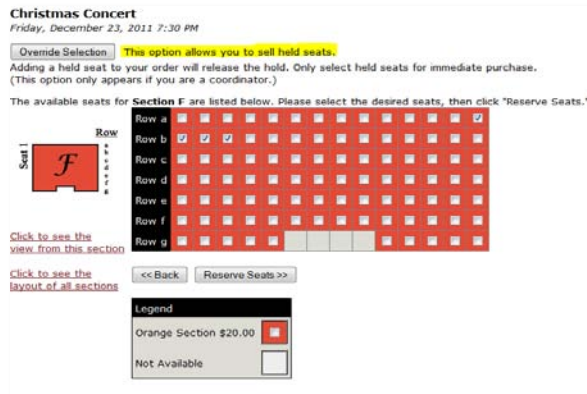
The available seats for **Section F** are listed below. Please select the desired seats, then click "Reserve Seats."

Row	Seat	Available
Row a	1	Available
Row a	2	Available
Row a	3	Available
Row a	4	Available
Row a	5	Available
Row a	6	Available
Row a	7	Available
Row a	8	Available
Row a	9	Available
Row a	10	Available
Row a	11	Available
Row a	12	Available
Row a	13	Available
Row a	14	Available
Row a	15	Available
Row a	16	Available
Row a	17	Available
Row a	18	Available
Row a	19	Available
Row a	20	Available
Row a	21	Available
Row a	22	Available
Row a	23	Available
Row a	24	Available
Row a	25	Available
Row a	26	Available
Row a	27	Available
Row a	28	Available
Row a	29	Available
Row a	30	Available
Row a	31	Available
Row a	32	Available
Row a	33	Available
Row a	34	Available
Row a	35	Available
Row a	36	Available
Row a	37	Available
Row a	38	Available
Row a	39	Available
Row a	40	Available
Row a	41	Available
Row a	42	Available
Row a	43	Available
Row a	44	Available
Row a	45	Available
Row a	46	Available
Row a	47	Available
Row a	48	Available
Row a	49	Available
Row a	50	Available
Row a	51	Available
Row a	52	Available
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Row a	420	

Sell Held Tickets

Coordinators can sell held ticket by selecting the **Override Selection** button on the seat selection page.

Held seats will become available, along with a table that lists all held ticket for that section.



After you have selected the tickets to reserve, you will have ten minutes to make the purchase before those tickets are released back to the public.

The “cart” (shown below) will show the performance selected, the section, row, seat and price of the tickets selected. If the event is general admission, there will be no Sections listed; instead it will reflect the general admission wording (general admission wording can be edited on the Event Details page).

Before continuing, please review this list to make sure each selection is correct. Once you are satisfied, click "Continue."

You have 10 minutes to purchase the items below.

Performance	Selection	Price	Remove All
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 1	\$20.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 2	\$20.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 3	\$20.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 4	\$20.00	[Remove]
Sub Total:		\$80.00	
Mailing Fee:		\$0.00	
Total:		\$80.00	
Delivery Method: <input checked="" type="radio"/> Mail to customer <input type="radio"/> Leave at will call			
Would you like to add more selections? <input type="radio"/> Yes, for this Performance <small>(Christmas Concert - 12/23/2011 7:30 PM)</small> <input type="radio"/> Yes, for a different performance <input checked="" type="radio"/> No, I am ready to check out			
<input data-bbox="748 1686 805 1703" type="button" value=" << Back "/> <input data-bbox="821 1686 878 1703" type="button" value=" Continue >> "/>			

From the cart page, the user can select a delivery method. Mail, Will Call, and print to local printer are the options available depending on the event setup. Users may also add more tickets to their order, proceed to checkout, and remove tickets from their order.



Per Ticket Price Adjustment

Coordinators have the ability to change the price of individual ticket by selecting the **Manual Pricing** button, as shown below.

By selecting manual pricing, coordinators can input any price for each ticket or manipulate the fees as necessary. This

can be used for “comp tickets” or discounted prices/ free tickets that are handled on an individual basis. Enter the appropriate value in the price category and click apply for the changes to update. Click Update Total at the bottom to have the correct value reflected.

Current Selections (Order 7410438)

This option allows you to manually override pricing.
 (This option only appears if you are a coordinator.)

Before continuing, please review this list to make sure each selection is correct. Once you are satisfied, click "Continue."

You have 10 minutes to purchase the items below.

Performance	Selection	Price	Remove All
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 1	\$20.00	[Remove]

Current Selections (Order 7410438)

This option returns you to normal order pricing.
 (This option only appears if you are a coordinator.)

Before continuing, please review this list to make sure each selection is correct. Once you are satisfied, click "Continue."

You have 10 minutes to purchase the items below.

Performance	Selection	Price 20.00 Apply	Ticket Cv Fee 0.00 Apply	Remove All
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 1	20.00	0.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 2	20.00	0.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 3	20.00	0.00	[Remove]
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F, Row b, Seat 4	20.00	0.00	[Remove]
Sub Totals:		\$80.00	\$0.00	
Sales Tax:		\$0.00		
Event Fee:		0.00		
Order Fee:		0.00		
Mailing Fee:		0.00		
Total:		\$80.00		[Update Total]

Delivery Method:

Mail to customer
 Leave at will call

Would you like to add more selections?

Yes, for this Performance
 (Christmas Concert - 12/23/2011 7:30 PM)
 Yes, for a different performance
 No, I am ready to check out



The next page is the Payment page. Here, you will enter the patrons payment information. Coordinators can accept cash or check by selecting the corresponding radio button. Both agents and coordinators can process the patrons credit card online.

Secure Online Payment

The total due is **\$80.00** (USD). Please enter your payment information and click the "Submit Payment" button.

Payment Options:

- Pay by Cash (available to ticket coordinators only)
- Pay by Check (available to ticket coordinators only)
- Pay by Credit Card Online

Payment Information

(available to ticket coordinators only)

Payment Information (ex: Check Number):

Full Name:

Address:

City:

State:

Postal Code:

Country:

Phone Number:

E-mail Address:

If a coordinator is using the cash or check method, they can use the “quick fill” option which will fill in the each field automatically for faster order fulfillment.

The final page in the sales process is the receipt page. Here you can print the orders thermal tickets, print PDF tickets, or start a new order.

At this point, the purchase is complete and the seller can give the tickets to the customer if they have printed them.

Online Receipt

Your selections have been confirmed. Please [print this receipt](#) for your records.

Confirmation Number: 7411003-0
Sold To: ServiceU
Date of Sale: 12/13/2011 5:17:52 PM
Number of Items: 4
Delivery Method: Print on my printer.

Your Items:

Performance	Selection	Price
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F Row b Seat 1	\$0.00
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F Row b Seat 2	\$0.00
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F Row b Seat 3	\$0.00
Christmas Concert Friday, December 23, 2011 7:30 PM	Section F Row b Seat 4	\$0.00

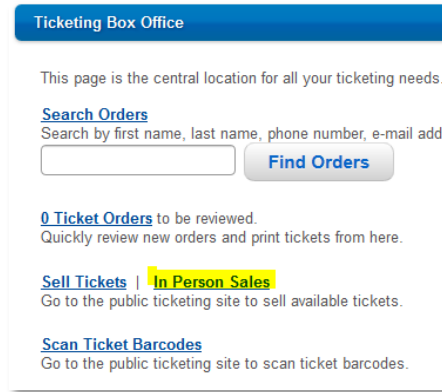


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2.2 – In Person Sales

The **In Person Sales** option allows the seller to move more efficiently through the sales process by combining steps. The event listings page and Section Selection page are combined to allow for quicker sales.

To access this option select **Tickets > Overview > In Person Sales**.



In Person Sales

Christmas Concert 12/23/2011 7:30:00 PM	
Section <input type="text" value="Section B"/>	Seats <input type="text" value="2"/> <input type="button" value="Select"/>
Christmas Concert 12/24/2011 7:30:00 PM	
Section <input type="text"/>	Seats <input type="text" value="0"/> <input type="button" value="Select"/>
Christmas Concert 12/25/2011 2:00:00 PM	
Section <input type="text"/>	Seats <input type="text" value="0"/> <input type="button" value="Select"/>

Make selections for seat sections and number of seats depending on event dates and sections desired.

The next screen is the Seat Selection Page and the available options to select from will show exactly as seen in the previous sales process. At this point, the sale continues with the same steps described in section 2.1.



Managing Your Event (Coordinators Manual)

3.1 – Reserve Tickets

The **Reserve Tickets** option allows you to adjust the amount of tickets that are available to the public. A held ticket is generally held with the intention of selling it later, either to a specific patron or simply released at a later date. A removed ticket, by contrast, is removed with the intention of never selling it for that event.

From the **Tickets > Overview** page, select the **Reserve Tickets** link in the Coordinators Only section.

- 1) Choose the section where you want to hold or remove tickets.

Section	Prices	Seats Available
Section A	\$30.00	116
Section B	\$30.00	140
Section C	\$30.00	116
Section D	\$10.00	80
Section E	\$20.00	112
Section F	\$20.00	94
Section G	\$20.00	112
Section H	\$10.00	80

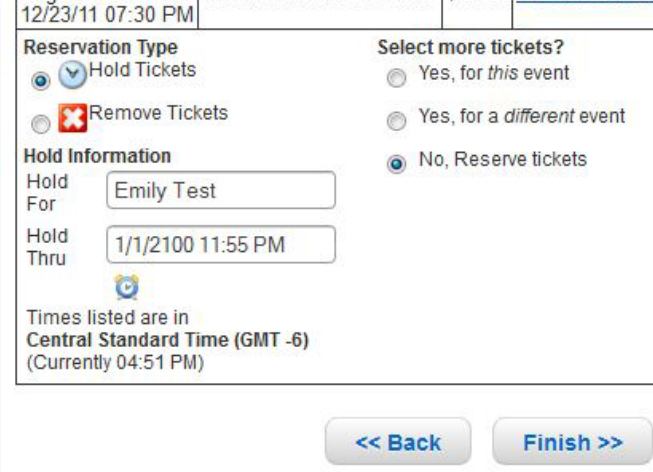
- 2) Select tickets on the grid and select **Reserve Tickets**.

Your seats in **Section A** may be selected below. Select the desired seats and press the "Reserve Tickets" button.

Row	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Row A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Row B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row F	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row G	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row H	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Row I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<< Back Reserve Tickets >>

- 3) Select the reservation type. If you are placing tickets on hold, you will also be prompted to give a reason., which is generally the name of the customer for which you are holding the ticket. You can also set a date for the ticket to release. If you need to hold or remove additional tickets for the same or another event, you may do so here.



The screenshot shows a web interface for managing reservations. At the top, it displays the date and time: 12/23/11 07:30 PM. Below this, there are two main sections: "Reservation Type" and "Select more tickets?".

Reservation Type:

- Hold Tickets (with a blue arrow icon)
- Remove Tickets (with a red 'X' icon)

Hold Information:

- Hold For:
- Hold Thru:

Select more tickets?:

- Yes, for *this* event
- Yes, for a *different* event
- No, Reserve tickets

At the bottom, there is a note: "Times listed are in Central Standard Time (GMT -6) (Currently 04:51 PM)". Below the note are two buttons: "<< Back" and "Finish >>".

- 4) Once tickets are publicly available for sale, coordinators can then sell held tickets by following these steps.
 - a) Go to **Tickets > Sell** or use the **Sell Tickets** link from the Overview page.
 - b) Choose the performance and section.
 - c) Click the **Override Selection** button at the top.
 - d) The tickets you held are now available.
 - e) Complete the ticket order.



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3.2 – Copy Ticket Reservations

The **Copy Ticket Reservations** function allows you to quickly copy any held or removed ticket schematic to other occurrences of your event.

A common reason for using this feature includes having multiple occurrences for an event where you have the same held seats for special guests or members of your church orchestra. Please note that copying ticket reservations function only works across events or occurrences using the same venue.

Copy Ticket Reservations

Please choose the occurrence you would like to copy ticket reservations from.

Copy ticket reservations from:
Hugh (5577793): 12/23/2011 7:30 PM ▾

Copy ticket reservations to: **This occurrence will be edited!**
Hugh (5577793): 12/24/2011 7:30 PM ▾

Reservation Type

Held Tickets

Removed Tickets

Both Held and Removed Tickets

[Copy Ticket Reservations](#)

Select the event that you would like to copy from and the event that you would like to copy the reservations to. You can then choose what kind of ticket reservation to copy.



3.3 – Manage Reserved Tickets

In this section, you can:

- 1) Edit or release Held Tickets
- 2) Release Removed Tickets
- 3) Release In Process Tickets

In Process Tickets are tickets that a customer has selected and is in the process of purchasing.

We recommend that you use “List View,” because it is a concise listing of the tickets you are currently holding, have removed, or that are in process. “Graphical View” will also show the tickets on a section grid, in addition to listing them.

Manage Reserved Tickets

Select the type of reservation from the links below.

Manage Held Tickets [List View](#) or [Graphical View](#)
You can edit or release tickets that are currently on hold.

Release Removed Tickets [List View](#) or [Graphical View](#)
You can release tickets that have been removed.

Release In Process Tickets [List View](#) or [Graphical View](#)
You can release tickets that are currently part of an open order.
* WARNING! Releasing in process tickets can cause errors if payment is not received.

Held Tickets

Listed below are all the seats currently held for the event you chose on the previous screen.

<input type="checkbox"/>	Section	Row	Seat	Held By	Hold Until	Hold Reason
<input type="checkbox"/>	Section A	Row A	Seat 2	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 3	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 4	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 5	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 6	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 7	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 8	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 9	Emily Lin	1/1/2100 11:55 PM	Emily Test
<input type="checkbox"/>	Section A	Row A	Seat 10	Emily Lin	1/1/2100 11:55 PM	Emily Test

Hold Information

Hold For

Hold Thru

Times listed are in
Central Standard Time (GMT -6)
(Currently 5:15:05 PM)

Edit Selected Holds
Release Selected Holds

After clicking on **List View** or **Graphical View**, choose the event. The screen will then display the tickets that are on hold, removed, or in process. Check off the ticket(s) you want to release and proceed. For Held tickets, you can also edit the “hold reason”, such as changing the customer’s name to someone else who would like those tickets.



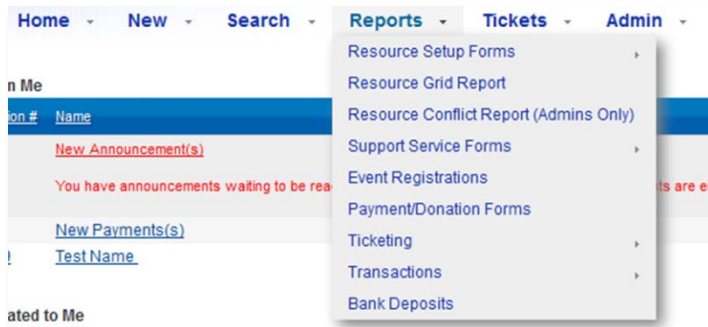
3.4 – Reporting

The system’s reporting features are reserved for Ticketing Coordinators only. Ticketing Agents do not have the ability to view ticket specific reports.

To view the system’s various canned reports, click on the **Reports** link from the **Tickets > Overview** screen.

A synopsis of each report is provided below each report link.

- [Sales Summary by Event](#)
Tickets sold per event.
- [Sales Details](#)
Sales filtered by date or event and grouped by order, date, or agent.
- [Sales by Ticket Price \(Event Settlement Report\)](#)
View sales for each event broken down by ticket price. This report can also be used for settlement at the close of the event.
- [Sales by Order](#)
Ticket orders by date and agent.
- [Delivery Method](#)
Delivery details by order date and delivery method.
- [Sales by Agent](#)
Settle the cash drawer at the end of the day.
- [Discount Code Summary](#)
View the usage of discount codes for all events.
- [Access Code Usage](#)
View the usage of access codes.
- [Scanned Tickets Report](#)
View scanned ticket transactions.
- [Availability by Section](#)
View the sections for an event and see how many seats are available and sold.
- [Available Tickets](#)
View and print available tickets for your events



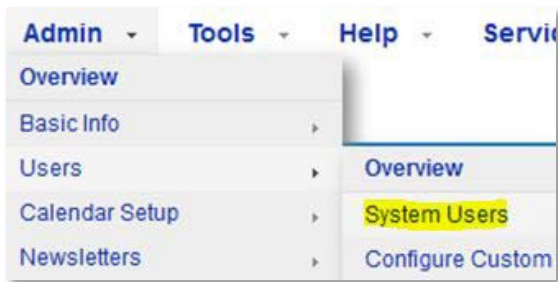
There are two reports that do not appear on this list, but may be pertinent when reconciling your event. The transaction report and deposit report can be found in the Reports dropdown of the system’s main navigation.

The transaction report is available to ticketing coordinators and all ServiceU Giving users that are set up as their organizations financial administrators. This report displays all transactions that occurred within your set criteria. For our Sage Merchant Account clients, we also provide a deposit report that can be exported to any member management software.



3.5 – Ticketing Users

Ticketing users must first be created as users in the **Admin** section (Admin > Users > System Users).



Once the user is created, he/she can then be designated as one of three types of ticketing users. Go to **Tickets > Overview > Ticketing Users**. Please note that only ServiceU administrators can create advanced users.

Current Coordinators/Agents	Type	Actions
Munson, Courtney	Agent	Remove
Lin, Emily	Coordinator	Remove
Triplett, Andrew	Advanced User	Remove

Available Users:	
Lin, Emily	Coordinator Agent Advanced User
Munson, Courtney	Coordinator Agent Advanced User
Overholser, Stephen	Coordinator Agent Advanced User
Triplett, Andrew	Coordinator Agent Advanced User

The three types of ticketing users:

- 1) **Agents** –users that can sell tickets at the box office. They are considered basic users. Agents cannot manipulate ticket prices, accept cash/check payments, view ticketing reports, sell held tickets, or release removed tickets.
- 2) **Coordinators** – users that manage ticketed events. Coordinators have access to everything on the Overview page in the Coordinators Only section. They can also manipulate ticketing prices, sell held tickets, release removed tickets, and view ticketing reports.
- 3) **Advanced Users** – users that have the ability to manipulate and edit all aspects of the ticketing event including pricing, ticket design, and venues. They also have the same permissions as Coordinators.



3.6 – Submitting Refunds

Submitting a refund is done on the Order Info Page (see section 4.2). From the Order Info Page, simply select the Refunds/Cancellations link above the ticket order info table.

Select the ticket you wish to refund. The order will turn yellow to confirm your selection. You can refund any amount up to the price of that ticket, as well as any tax or fees associated with the order. You also have the option to send an email with personalized text to the patron and put the ticket on hold once the refund is submitted. Many users will place a refunded ticket on hold to ensure it is not available to the public.

You also have the option to **Refund and Cancel** a ticket or simply **Refund Only**.

The **Refund and Cancel** option voids the patron’s ticket and refunds the money. That ticket then goes back on sale to the public.

If you select the **Refund Only** option, the patron’s ticket is still valid and can be used to gain access to your event.

A successfully refunded transaction appears as shown.

Tickets Logging Info Refunds/Cancellations

Ticket #	Event	Section	Row	Seat	Ticket Price	Ticket Cv Fee	Sales Tax	Total
18526471	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
18526472	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
18526473	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
						\$30.00	\$0.00	\$30.00
								Event Fee \$0.00
								Order Fee \$0.00
								Mailing Fee \$0.00
Grand Total								\$30.00

Tickets Logging Info Refunds/Cancellations

Tickets Still Held By This Customer:
Select tickets and fees to refund or cancel

Ticket #	Event	Section	Row	Seat	Price Paid	Ticket Refund	Fee Refund	Tax Refund		
18526471	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	8.00	0.00	0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18526472	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	10.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>
18526473	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	10.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Event Fee \$0.00						0.00			<input type="checkbox"/>	
Order Fee \$0.00						0.00			<input type="checkbox"/>	
Mailing Fee \$0.00						0.00			<input type="checkbox"/>	
Total Refund						\$8.00				

Cancellation Notice:
Send an email notifying customer of cancellations and refunds?
 Yes No

Include personalized text on the cancellation email below:
Your refund has been submitted.

Hold Information:
Place hold on tickets being cancelled?
 Yes No

Total Refund: \$8.00
Selected Tickets: 1

Tickets Logging Info Refunds/Cancellations

Refund Successful
Since the original transaction for this order was not processed by ServiceU, we cannot process the refund on your behalf.
Please manually refund \$8.00 to the customer.

Cancellation Successful

Email Successful
The notification email was sent.

Cancellations and Refunds:

Ticket #	Event	Section	Row	Seat	Paid	Refund Amount	User	Date
18526471	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$15.00	\$8.00	Andrew Triplett	12/9/2011 4:14:20 PM



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Reviewing Purchased Tickets

4.1 – Orders to Be Reviewed Report

All Will Call and Mail Order ticket purchases funnel into a report that we call the **Orders to Be Reviewed Report**. This report can be found on the **Tickets > Overview** page.

Whenever a patron purchases a ticket and requests that the ticket is either mailed to them or held at Will Call, the number on the link will dynamically increase.

Ticketing Box Office

This page is the central location for all your ticketing needs. If you have any questions or comments, please contact [ServiceU Support](#).

Search Orders
Search by first name, last name, phone number, e-mail address, or confirmation number. Run an [advanced search](#) for additional options.

34 Ticket Orders to be reviewed.
Quickly review new orders and print tickets from here.

[Sell Tickets](#) | [In Person Sales](#)
Go to the public ticketing site to sell available tickets.

From the **Orders to Be Reviewed Report** you can print thermal tickets, print PDF tickets, print mailing labels, and view the order info.

To print thermal tickets or mailing labels in bulk, simply check all orders that apply and select the **Print Selected Tickets** or **Mailing Label** button. *Note: you cannot print PDF tickets in bulk. You must select the **Print to PDF** link next to each individual order. To reprint PDF Tickets once an order is reviewed, please see section 4.3.

You can also choose to export this report to Excel using the export link in the top right corner of the report. Once you have reviewed each order and printed the applicable ticket and/or mailing label, check the order and select the **Mark as Reviewed** button. This does not delete the order, it simply removes the order from the report.

Ticket Orders to Review

Listed below are all the ticket orders pending your review. You can mark more than one order as reviewed at a time by selecting multiple checkboxes and then clicking the "Mark as Reviewed" button.

Print Receipt Ticket as Well
 Include Page Break after each Label

All Events

[Export Orders](#)
[Export Individual Tickets](#)

Actions:	Confirmation Number	Event Name and Occurrence Time	Number of Tickets	Date Ordered	Name:	Phone:	Email:	Delivery:	Custom Answer Text
<input type="checkbox"/> View Order Info <input type="checkbox"/> Print to Ticket Printer <input type="checkbox"/> Print to PDF	4716400-0	WOW 2011 Women's Dinner - 3/7/2012 6:00:00 PM	1	6/7/2011 4:29:41 PM	Sean George	9018695023	sean@serviceu.com	Postal Mail	
<input type="checkbox"/> View Order Info <input type="checkbox"/> Print to Ticket Printer <input type="checkbox"/> Print to PDF	4723575-0	Bob Egan's Showcase Night - 1/13/2012 8:00:00 PM	1	6/8/2011 9:28:22 AM	Sean George	9018695023	sean@serviceu.com	Postal Mail	
<input type="checkbox"/> View Order Info <input type="checkbox"/> Print to Ticket Printer <input type="checkbox"/> Print to PDF	4723731-0	Kristian Rex - "Daydream Believers" - 1/15/2012 8:30:00 PM	1	6/8/2011 9:49:47 AM	Sean George	9018695023	sean@serviceu.com	Postal Mail	
<input type="checkbox"/> View Order Info <input type="checkbox"/> Print to Ticket Printer <input type="checkbox"/> Print to PDF	4723984-0	Bob Egan's Showcase Night - Andrew - 1/13/2012 8:00:00 PM	1	6/8/2011 10:23:50 AM	Andrew Test	9018695000	ATriplett@serviceu.com	Postal Mail	



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4.2 – Search Ticket Orders

There are two ways to view all ticket orders. The first is from the **Ticket > Overview** page using the **Search Orders** link.

Ticketing Box Office

This page is the central location for all your ticketing needs. If you have any questions or comments, please contact [ServiceU Support](#).

Search Orders
Search by first name, last name, phone number, e-mail address, or confirmation number. Run an [advanced search](#) for additional options.

The second option is to go to **Search > Ticket Orders** from the main navigation, as shown.

Home | New | Search | Reports | Tickets

- Search
 - Ticket Orders
 - Events / Calendar
 - Available Resources

Ticketing > Ticket Order Search

From the ticket orders page you can find specific orders by name, phone number, confirmation number, date, event, section, row, and/or seat.

Ticket Order Search

Here are the orders that matched your search. We use First Name, Last Name, Phone Number, Email Address, and Confirmation Number when running the search.

First Name: From Date:
 Last Name: To Date:
 Phone Number: Event: Include Archived Events
 Dinner Testing: All Dates
 E-mail Address: Section Name:
 Confirmation Number: Row Name:
 Output Type: By Ticket Order By Individual Ticket
 Seat Name:

Event: Dinner Testing: All Dates [View In Excel](#)

Actions	Confirmation #	Tickets	Date Ordered	Performance	Name	Address	Email Address	Phone Number	Custom Answer Text
View Order Info Print This Order	6993232-0	5 for \$0.00	11/22/2011 8:50:19 AM	Dinner Testing - Mar 15 2012 8:00PM	Andrew Test	60 Germantown CT. Cordova, TN 38018 US	ATriplett@serviceu.com	9018695000	
View Order Info Print This Order	6993256-0	3 for \$0.00	11/22/2011 8:51:54 AM	Dinner Testing - Mar 15 2012 8:00PM	Andrew Test	60 Germantown CT. Cordova, TN 38018 US	ATriplett@serviceu.com	9018695000	

From the individual orders, you can **View Order Info** or **Print This Order** (thermal tickets only).



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4.3 – Order Info Page

Select the **View Order Info** link found in either Section 4.1 or 4.2 (each goes to the same place).

From the order info page you have the ability to print tickets, print mailing label, resend confirmation email, view online receipt, edit order info, and refresh order info.

The **Print Tickets Button** on this page refers to printing thermal tickets only. To reprint a PDF Ticket, select **View Online Receipt**.

From the receipt page, you can **Print Thermal Tickets, Print PDF Tickets, or Start A New Order**.

[Ticketing](#) [Search Results](#) Ticket Order Details

Confirmation Number: 7323190-0

Name: Andrew Test

Address: 60 Germantown CT.
Cordova, TN 38018

Phone: (901) 869-5000

Email: ATriplett@serviceu.com

Payment Info: Cash at Box Office

Sold by Andrew Triplett

Delivery Method: Customer has Printed Tickets

Order Started: 12/9/2011 3:53:23 PM

Order Completed: 12/9/2011 3:53:38 PM

Print Receipt Ticket as Well

[Print Tickets](#)

[Print Mailing Label](#)

[Resend Confirmation Email](#)

[View Online Receipt](#)

[Edit Order Info](#)

[Refresh Order Info](#)

[Tickets](#) [Logging Info](#) [Refunds/Cancellations](#)

Ticket #	Event	Section	Row	Seat	Ticket Price	Ticket Cv Fee	Sales Tax	Total
18526471	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
18526472	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
18526473	Hugh - Andrew - 12/3/2012 7:00 PM	Section C			\$10.00	\$0.00	\$0.00	\$10.00
							Event Fee	\$0.00
							Order Fee	\$0.00
							Mailing Fee	\$0.00
Grand Total								\$30.00