



# **Handbook**

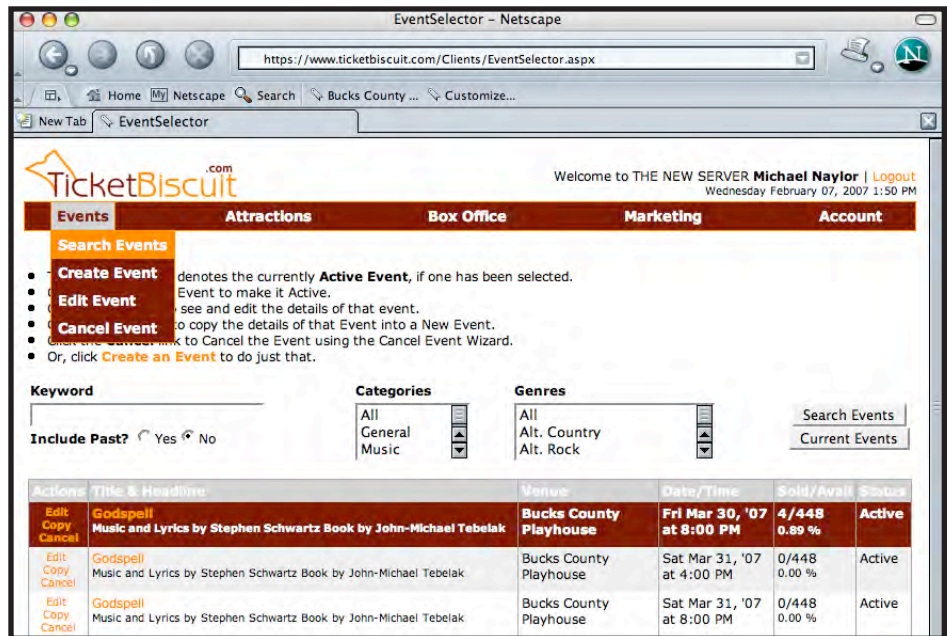
**<http://www.ticketbiscuit.com/clients>**

# PLACING AN ORDER

page 1

Go to the Events Drop Down Menu and Search Events. The complete list of shows will be displayed. If the show you are purchasing tickets for is not displayed, type the title into the Keyword space, hit enter and the dates for that particular show will be displayed in order.

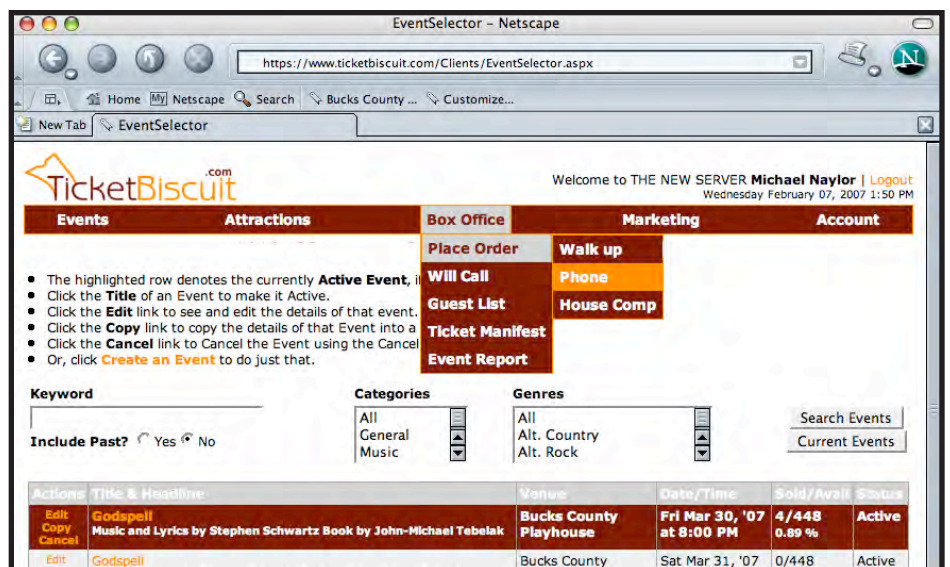
Click on the title of the show you want to purchase tickets for so that it turns red.



Go to the Box Office Drop Down Menu at the top of the screen to Place Order and pick the option you want – Walk up or Phone.

Use the phone option whenever possible so that the database can be increased with patron addresses.

The House Comp doesn't have to be used because a comp can be assigned from either Walk up or Phone.



# PLACING AN ORDER

page 2

Click on the [-] next to "By Price Tier" to collapse the prices. Click on the [+] "By Seat Section" to show seating chart.

Scroll down the screen to see complete seating chart. Click on the seats you want and then click the price you want to apply from the colored boxes or buttons on top of the seating grid. (Some web browsers may show buttons instead of the colors in the image at the left). Seats will turn color.

If a Pre-Season discount needs to be applied click "Add" next to Pre-Season. Leave the drop down box next to Pre-Season on 1. That will apply a 10% discount to all seats selected. To remove Pre-Season discount click the orange x below the drop down box. The cost of the order can be seen under "Phone Order" with any discounts applied.

To release the seats selected before payment is applied click "Release all" or "Release Selected" and select seats again.

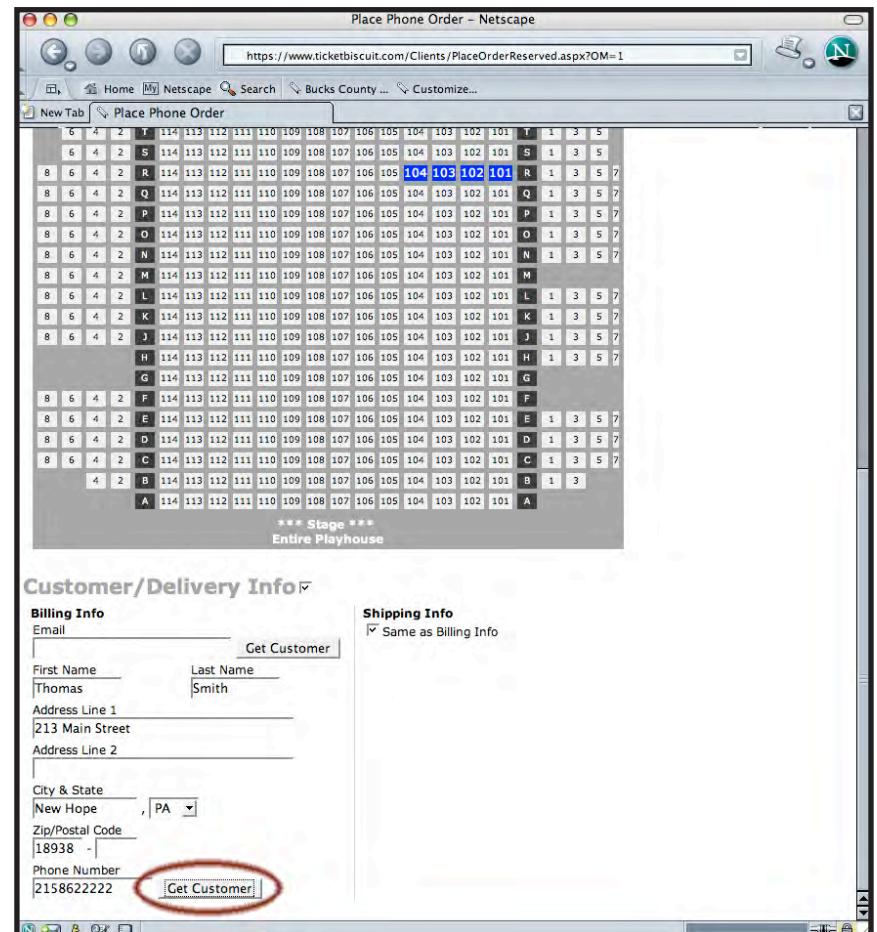
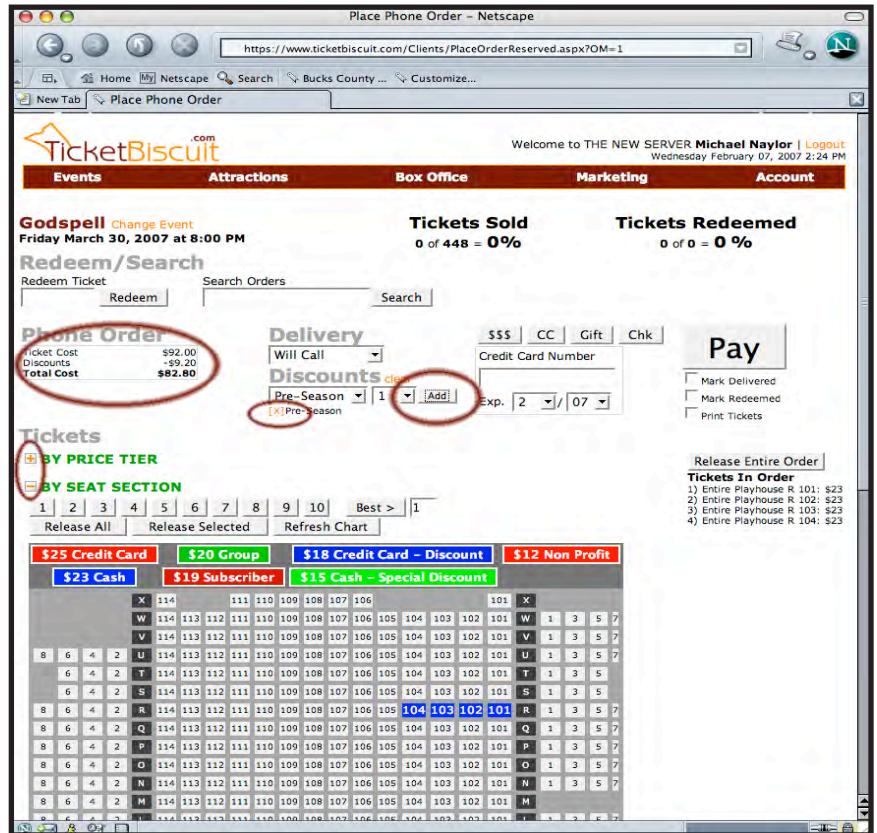
Delivery options are defined as:  
 Will Call – requires all info except for an e-mail address  
 Print at Home - requires all info and an e-mail address  
 No Delivery - requires no information at all (showtime sale)  
 The system defaults to "Will Call".

To apply to a customer in data base, make sure that the Customer/Delivery Info box is checked.

Scroll to the bottom of the screen, enter the patron phone number and click "Get Customer" or hit enter.

If customer is in database, their information will come up in the Billing Info section.

If customer is not in database, an "invalid phone number" screen will pop up at top of page. Click "ok" and enter customer info and phone number.



## PLACING AN ORDER

page 3

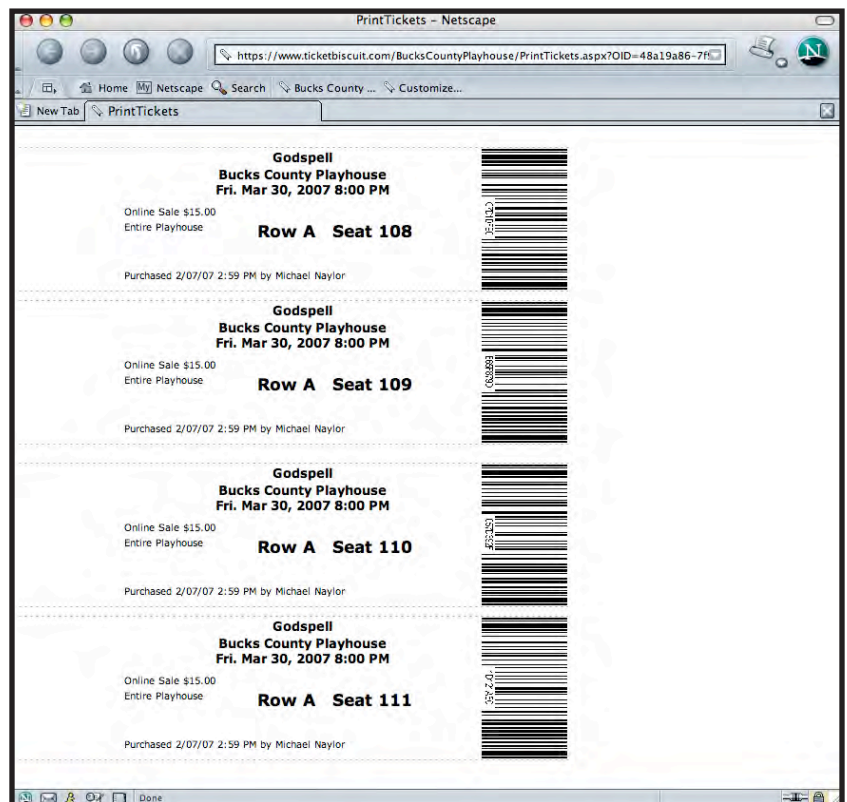
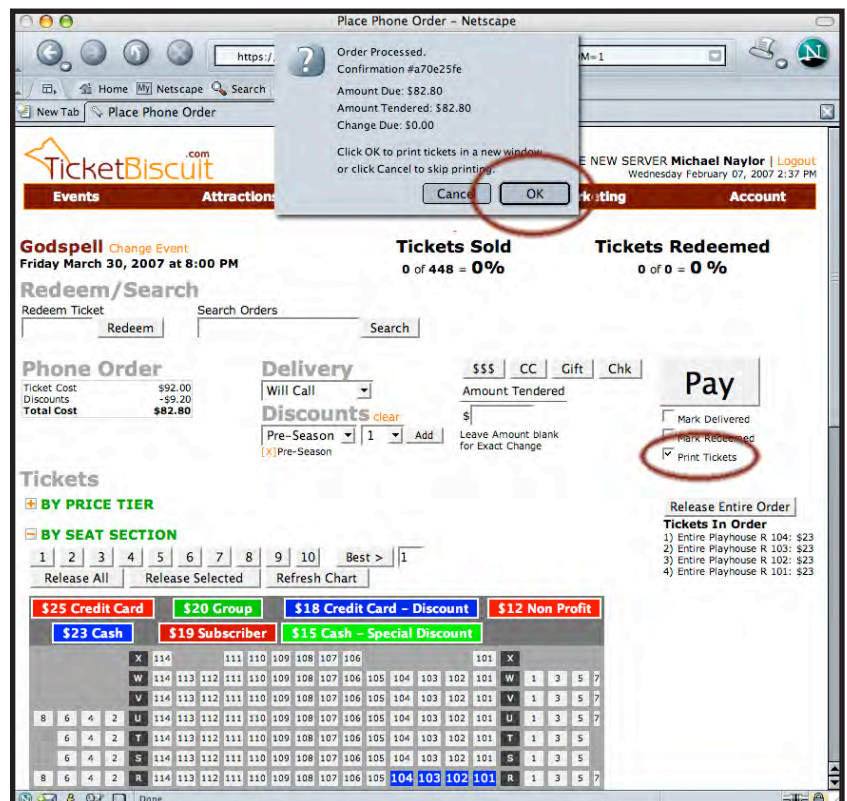
In order to print tickets, the Print Tickets box (under the "Pay" button) must be checked.

To complete sale, hit the "\$\$\$" button. There is no need to enter an Amount Tendered if the amount paid is exact. If you need the system to determine the amount of change to be given back, enter the amount paid by the customer in the "Amount Tendered" space, click the "\$\$\$" button and then the "Pay" button.

The Print Tickets box will stay checked for the next order if the next order is placed within 20 minutes of the last one. If the next order is after 20 minutes, the box will need to be checked again in order to print the next set of tickets.

A pop up box will appear at the top of the order page stating that the order has been processed and show the amount due. To print tickets, click on "OK". A new screen will at the top of the order page stating that the order has been processed and show the amount due. To print tickets, click on "OK". A new screen will appear showing the tickets to be printed. Click the red x in the left corner of the screen showing the tickets to close that screen.

To place a new order Click on the words "Change Event" in orange next to the show title and and you will go to the Events List or just go to the Events Drop Down Menu to Search Events and the list of all shows will be displayed. To see a specific list of shows, type the show title into the Keyword space.



# SHOWTIME SALE

page 4

A Showtime sale can be used directly before a show if there is a line and you don't have time to get patron information.

Go to the Events Drop Down Menu and Search Events. The complete list of shows will be displayed. If the show you are purchasing tickets for is not displayed, type the title into the Keyword space, hit enter and the dates for that particular show will be displayed in order.

Click on the title of the show you want to purchase tickets for so that it turns red.

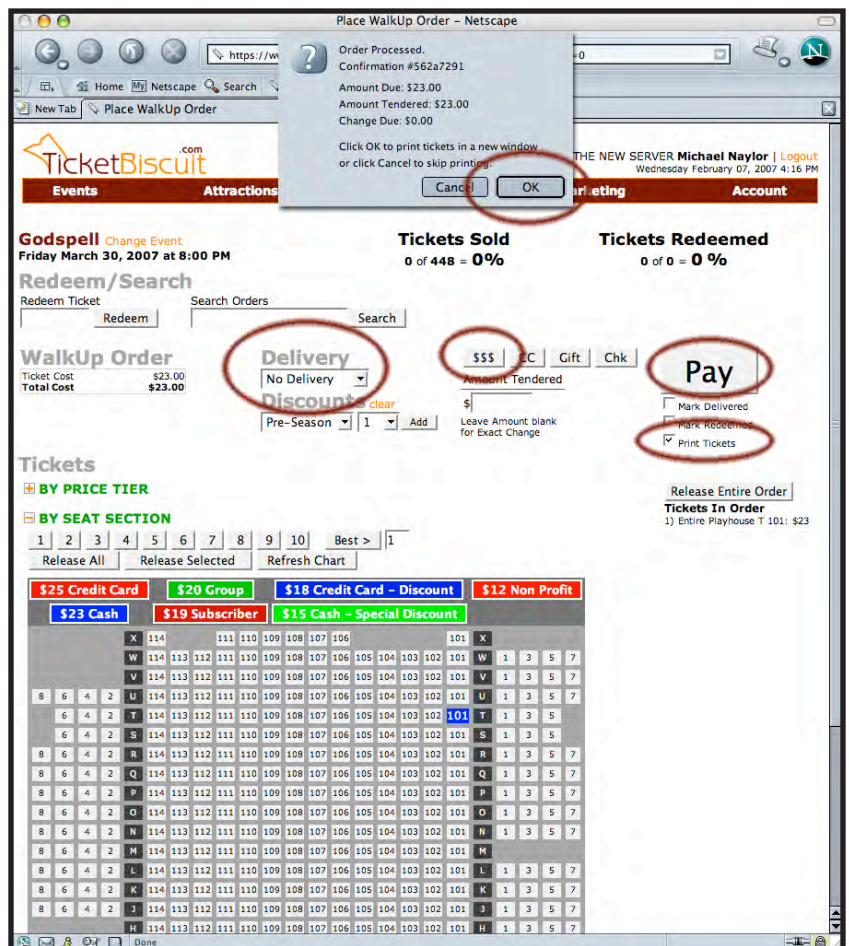
Go to the Box Office Drop Down Menu and Place Order and pick the option "Walk Up".

Click on the seats desired and apply the correct price by click on the price buttons above the seating chart.

Under the "Delivery" drop down menu select "No Delivery".

Make sure "Print Tickets" is checked.

Click on the "\$\$\$" button and click on the "Pay" button. Tickets will print.



# EXCHANGE AN ORDER ALREADY PLACED

page 5

Go to the Accounts Drop Down Menu to "Search Orders" Type in the Last Name of the person with the tickets to be exchanged. Click the "Search Orders" button.

In the OrderID column, click on the orange Order ID# of the patron for the date to be exchanged.

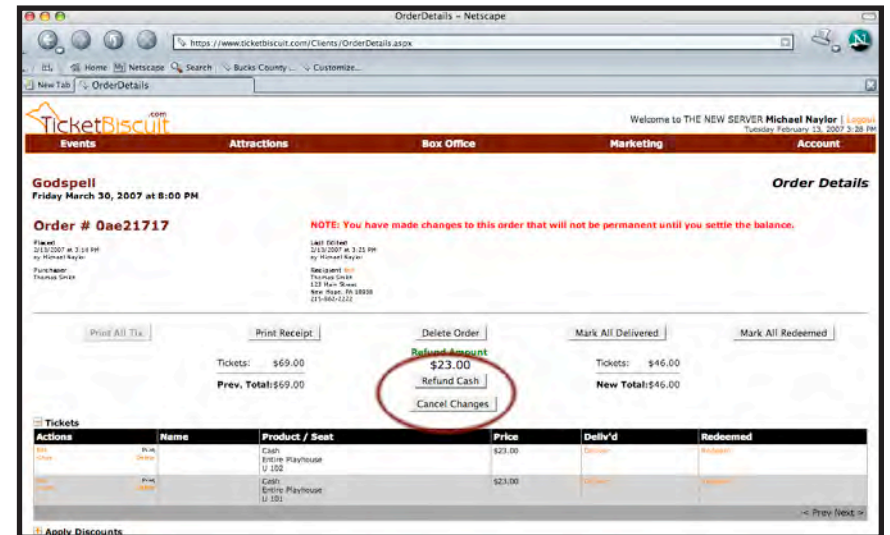
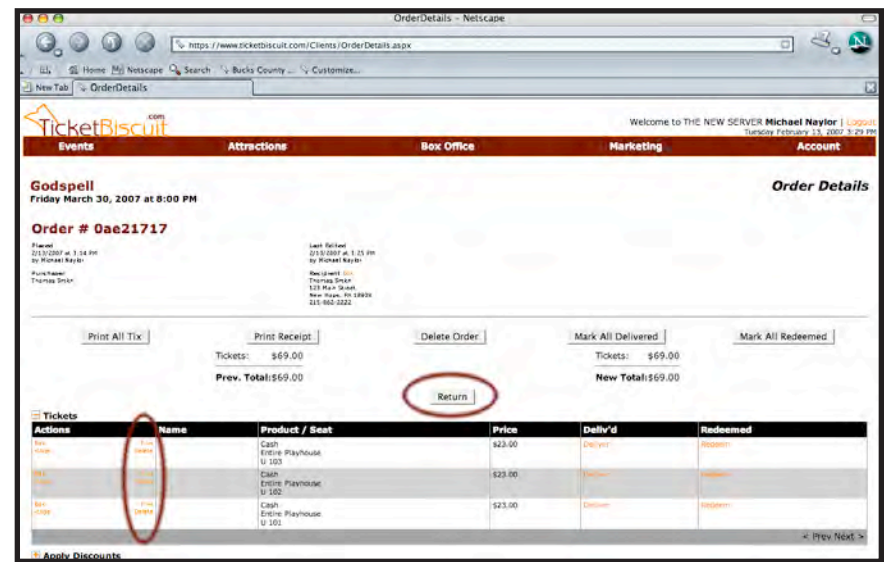
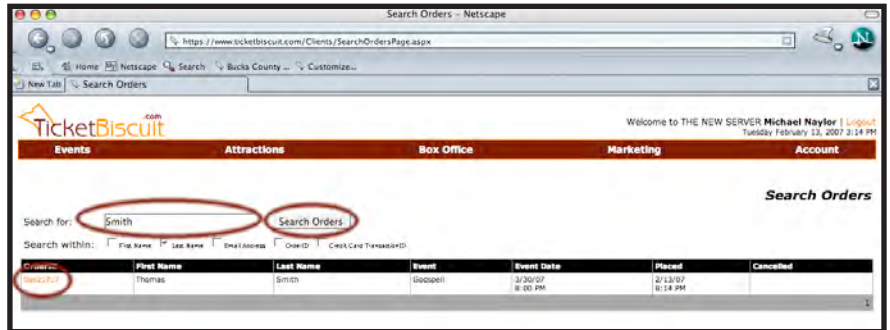
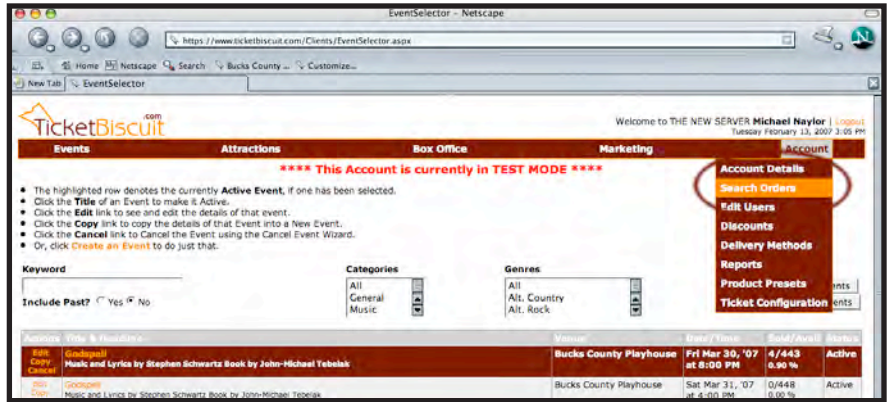
A screen will open up with each individual ticket listed.

The Delete option under the Actions column must be orange to delete a ticket. If it is already orange, just click on the ticket you want to delete.

It is important to NOT use the back button on your browser to return to a previous screen. This may cause you to cancel more seats than you intended. To get back to the previous page.

Individual removals of tickets to an order will not become permanent until the "Refund Cash" button is clicked. When that is clicked, you will be taken back to the original Search Events page. If you click on the same order number, the number of tickets listed will be reduced.

To return to the previous screen, click on the "Cancel Changes" button. Do not hit the back button on your browser.

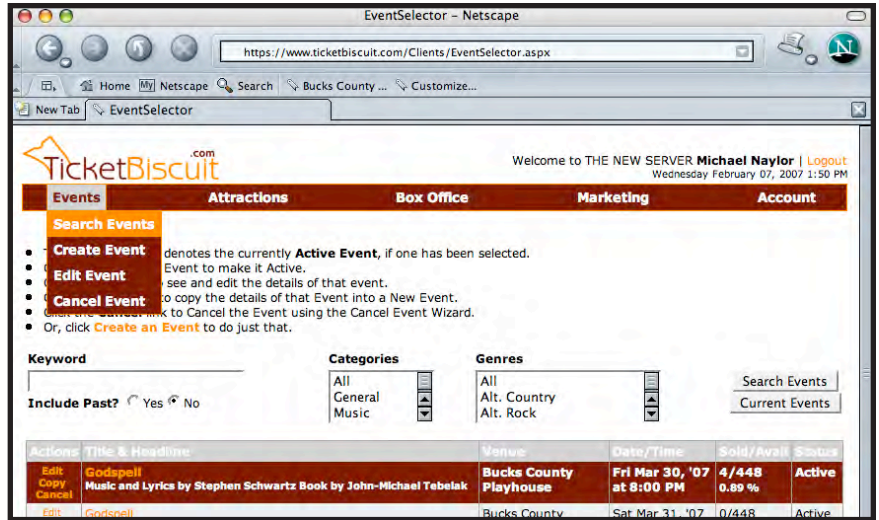


# RESERVING AN UNPAID GROUP RESERVATION

page 6

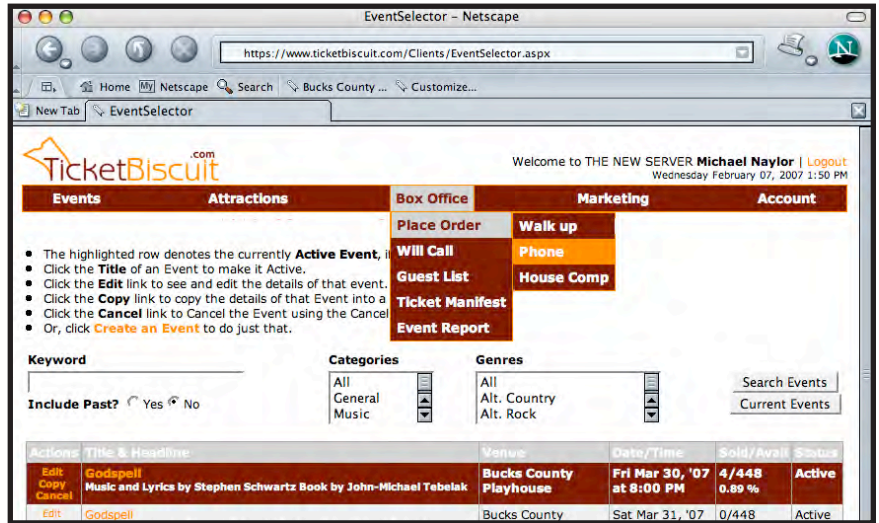
Reserve seats as normal by going to the Events Drop Down Menu and Search Events.

If the show and date to be reserved are not already on the screen, type the Show Name into the Keyword Space and hit enter.



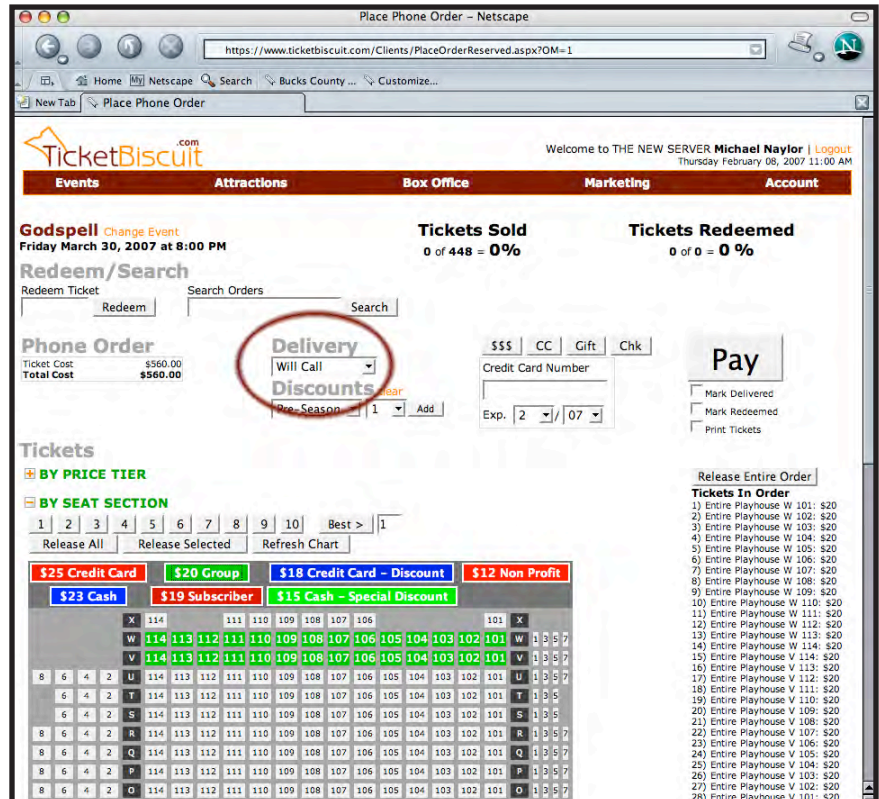
Click on the Show Name of the desired date to turn the event red.

Go to the Box Office Drop Down Menu and to Place Order and Phone Sale



Under "Delivery" leave "Will Call" selected in the drop down box. Do not selected the "Print At Home" option.

Select seats desired and apply the "Group Price" to the selection. The complete list of seats chosen will be displayed on the right of the screen.



# RESERVING AN UNPAID GROUP RESERVATION

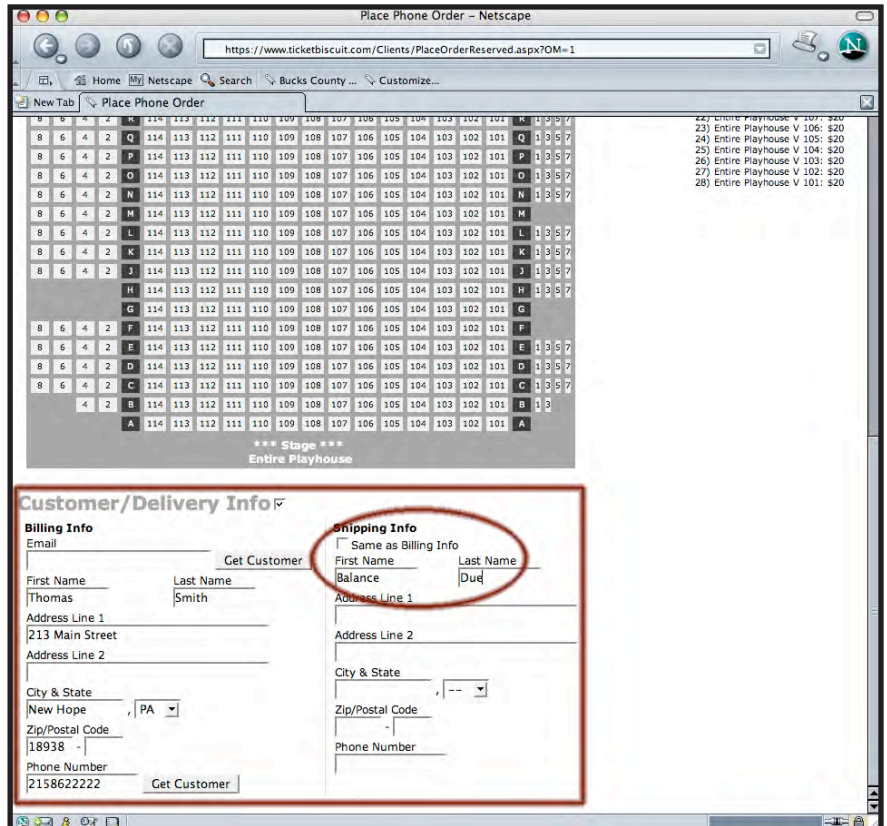
page 7

Scroll to the bottom of the screen to Customer/Delivery Info.

Uncheck the box under "Shipping Info"

Search the database with patron's phone number. If info doesn't appear, then enter it.

Under "Shipping Info" enter the word "Balance" in the First Name space and the word "Due" in the Last Name space



Return to the top of the screen and click the "Chk" button to set Check as the method of payment.

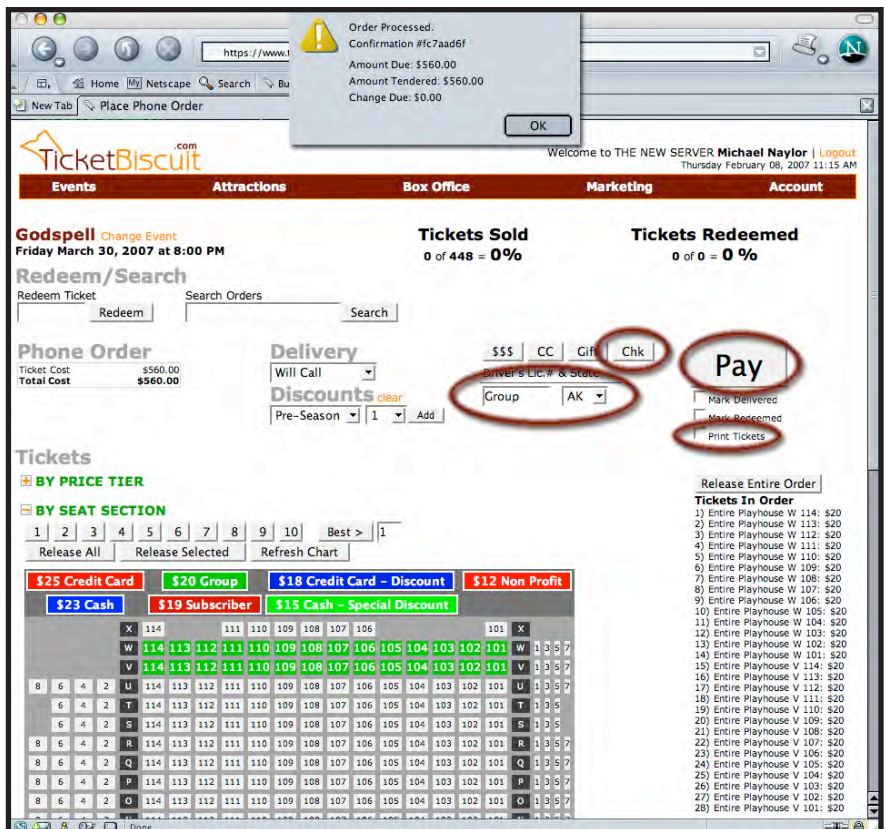
Below the button, a Driver's License and State space will appear.

In the Driver's License space, type the word "Group" and in the "State" drop down menu, for the sake of ease, click on the first state in the list, "AK"

Make sure that the "Print Tickets" box is unchecked.

Click "Pay"

A confirmation screen will pop up saying the order has been processed. Seats are now reserved and waiting for payment.





# UNRESERVING AN UNPAID GROUP RESERVATION OR INDIVIDUAL SEATS IN A GROUP

page 8

Go to the Box Office Drop Down Menu and to Will Call for the date the group is reserved for.

A list of patrons holding tickets will appear.

Find the Customer Name.

To delete an entire order, simply click on the orange "Delete" in the Actions column.

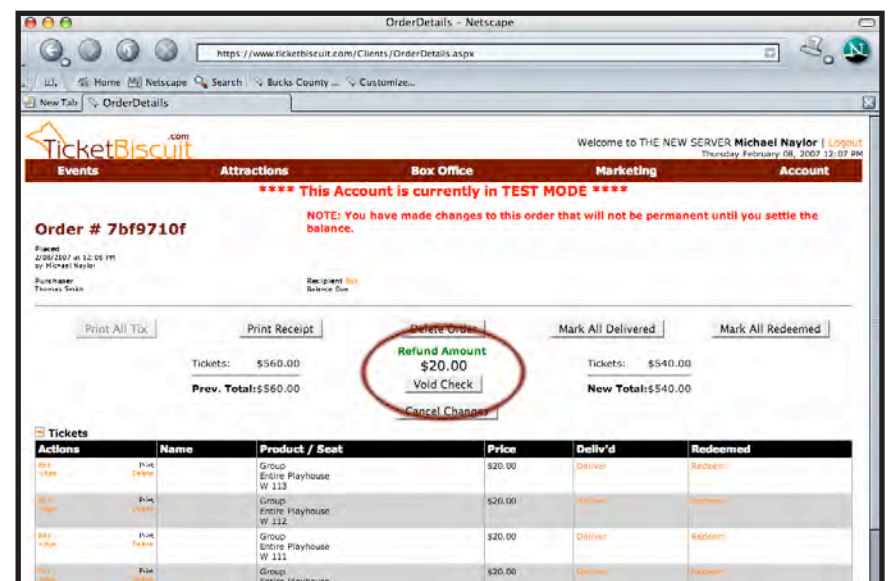
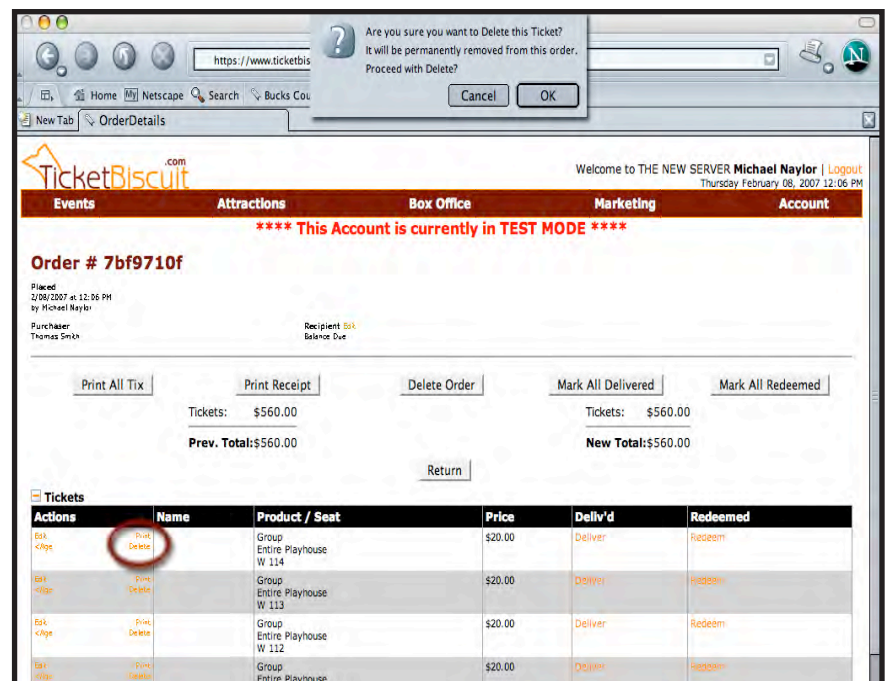
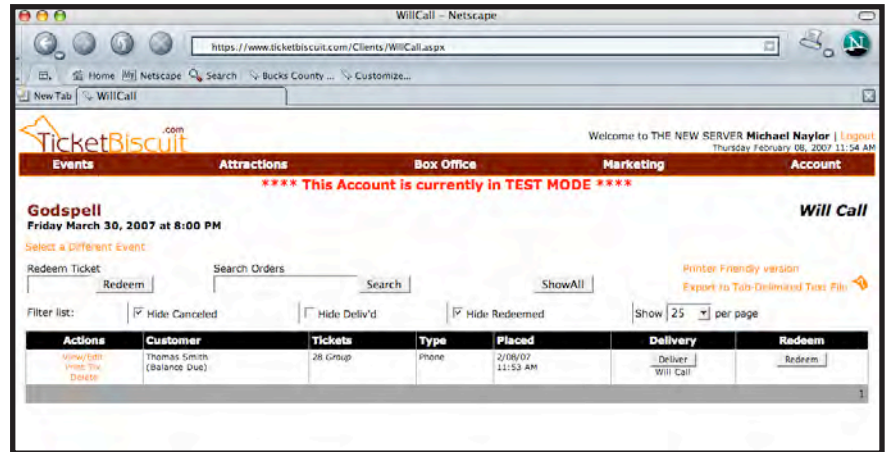
To delete individual seats from a group reservation, click on the orange "View/Edit" option under the Actions column.

A complete list of all seats in the reservation will be displayed. In the actions column, click on the orange "Delete" for the seats to be released. A pop up screen will ask if you want to proceed with the deletion. Click on "OK".

The seat will be removed from the complete list. Continue the process for each seat to be deleted.

When all seats are removed, click on the "Void Check" button in the middle of the screen. This will make the change in the order permanent.

The screen will return an updated Will Call listing.



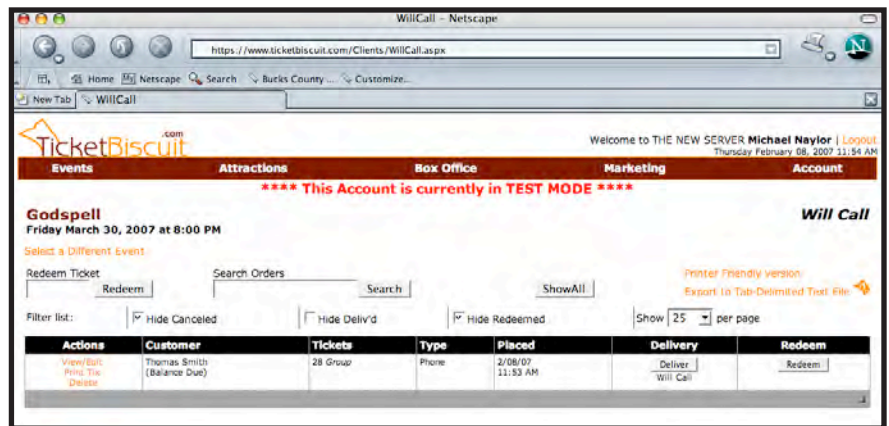
# APPLYING PAYMENT TO A GROUP ON RESERVE

page 9

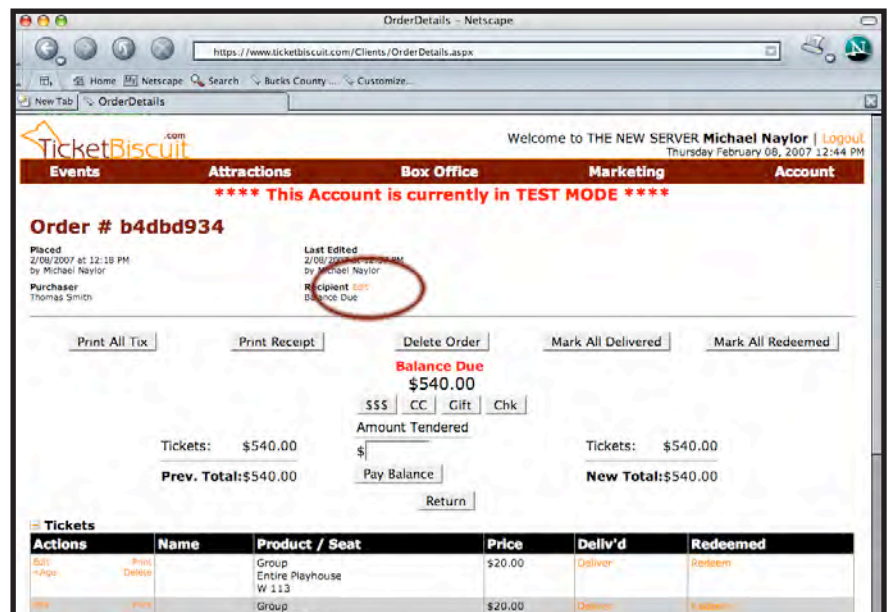
Go to the Box Office Drop Down Menu and to Will Call for the date the group is reserved for.

A list of patrons holding tickets will appear.

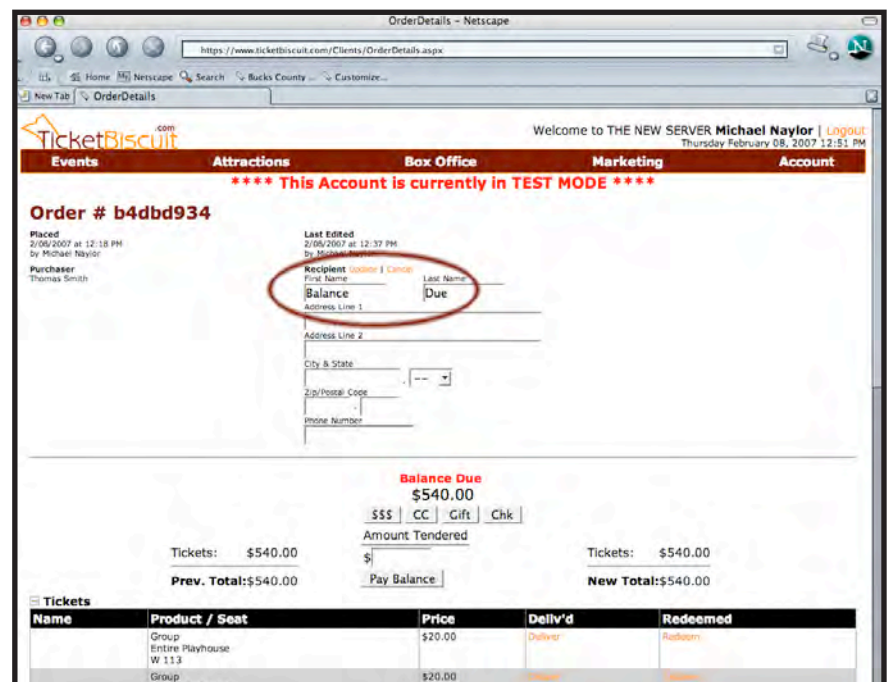
Find the Customer Name. It will say "Balance Due" under the buyer's name. Click on the "View/Edit" option in the Actions column to go to the list of seats in the order.



Click on the orange "Edit" option next to the word "Recipient".



Erase the words "Balance" and "Due" from the First and Last name boxes and click on the orange "Update" link above.

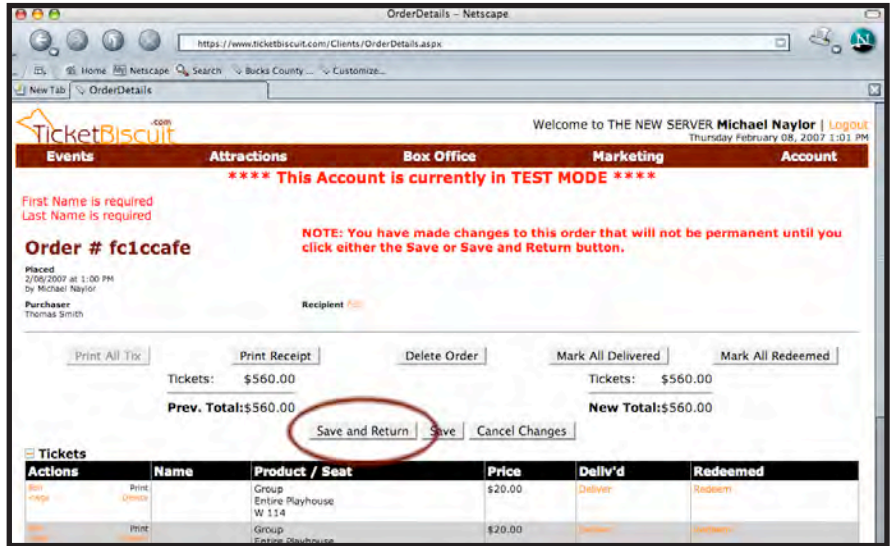


# APPLYING PAYMENT TO A GROUP ON RESERVE

page 10

On the next screen click on "Save and Return"

Payment has been applied.



Erase the words "Balance" and "Due" from the First and Last name boxes and click on the orange "Update" link above.

# PRINTING TICKETS PURCHASED ONLINE AND HELD AT WILL CALL

page 11

Customers have the ability to either print tickets at home on their computer or complete the purchase and request that their tickets be waiting at the Box Office for pick up.

To determine tickets that need to be printed for will call:

If the show in question is not on the screen, type the name of the show in the Keyword space. Select the show by click on the show title so it turns red.

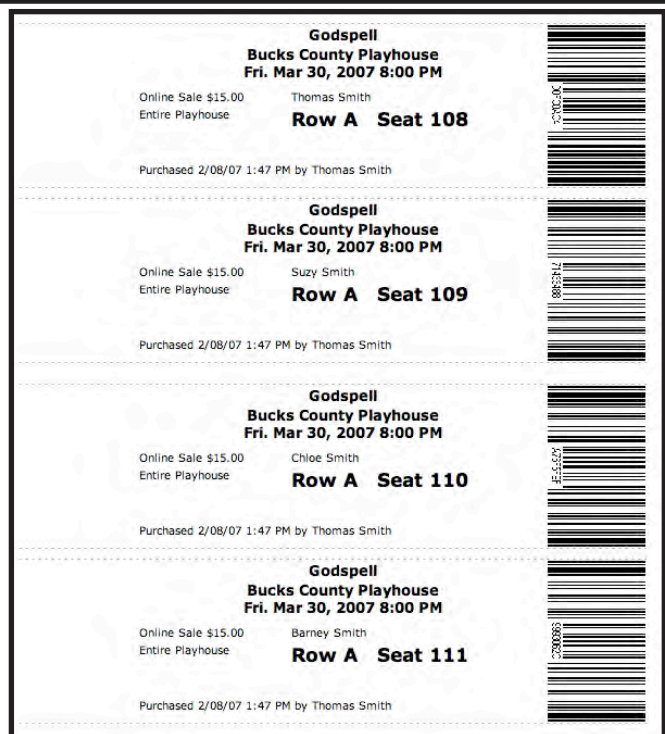
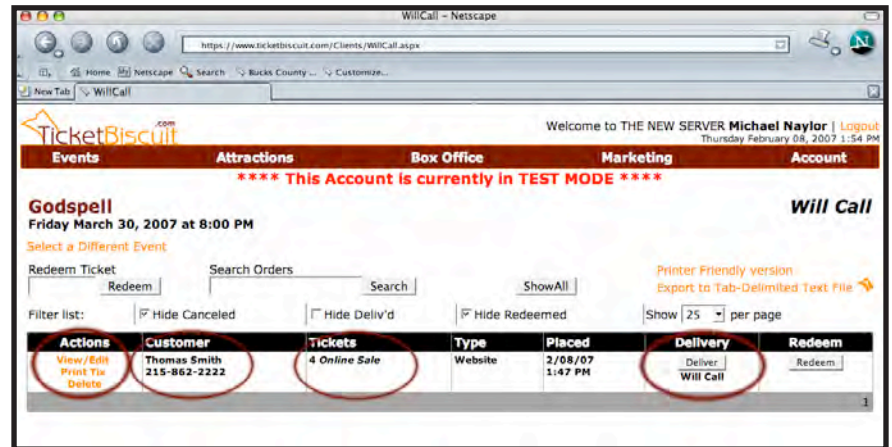
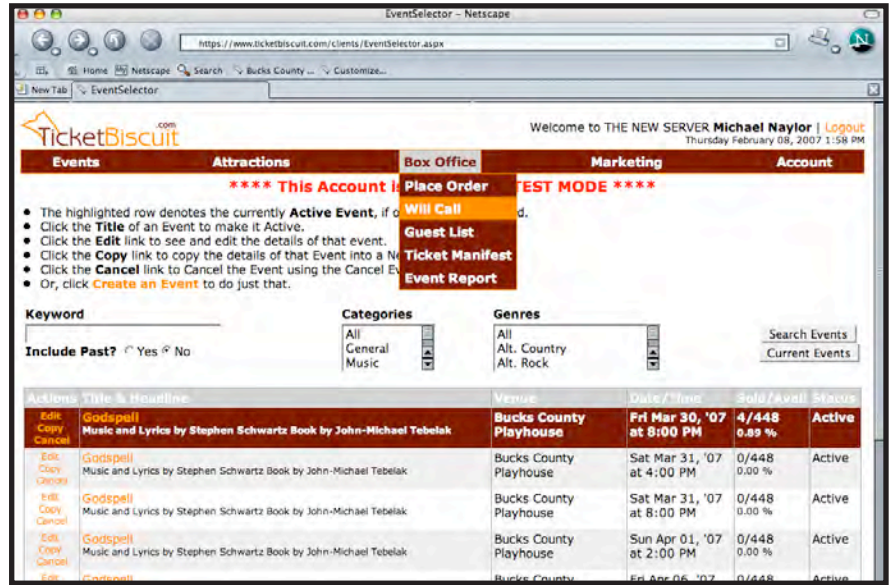
Go to the Box Office Drop down menu to Will Call to see a list of patrons for the performance.

In the Delivery column, any patrons with a "Delivery" box and the words "Will Call" underneath need to have their tickets printed.

Click on the "Deliver" button.

Go to the Actions column and click on the orange "Print Tix". Tickets will print

Tickets may or may not have individual names of customers on them. Patrons buying tickets online have the option of putting a name on each ticket if they so choose.



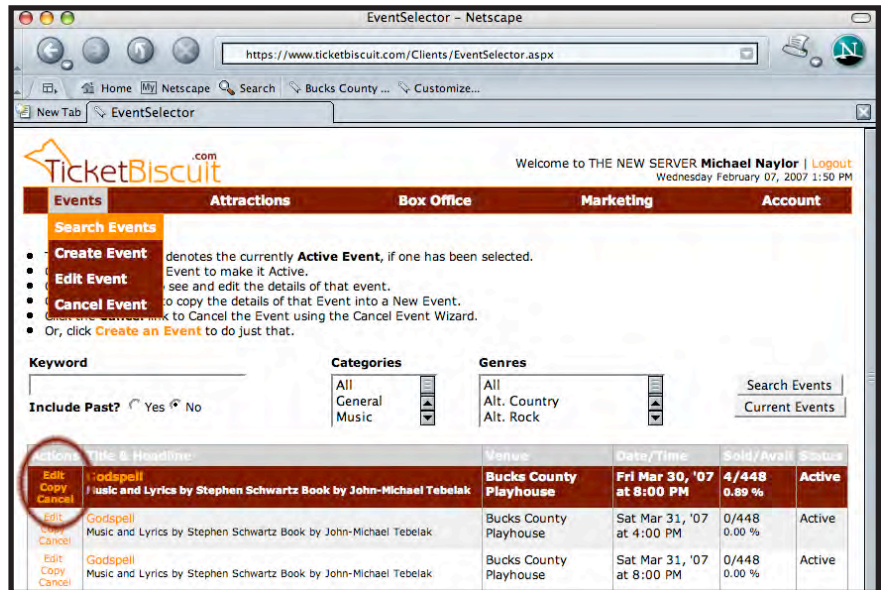
# RESERVING HOUSE SEATS

page 12

To assign house seats for a given performance:

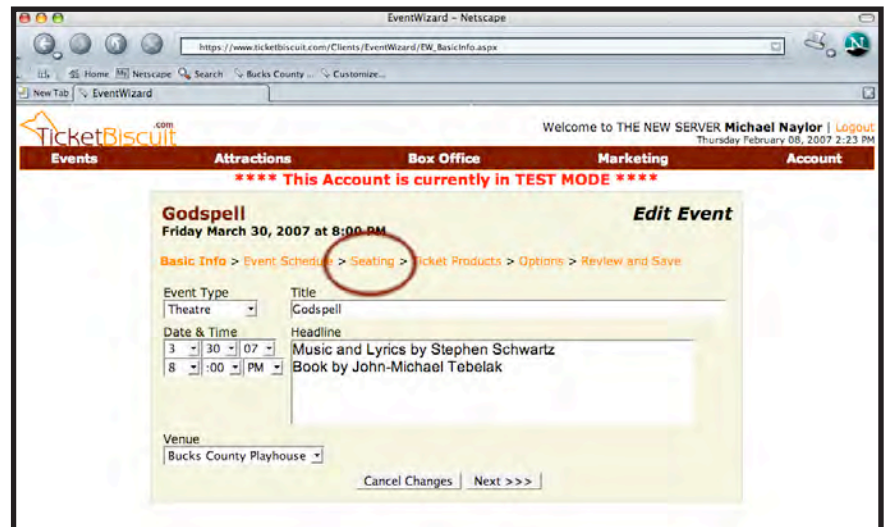
Go to the Events Drop Down Menu and Search Events. If the Event is currently on the screen, click the show title to make it red. Otherwise, type the show title in the Keyword space and hit enter to bring up a list of dates for the show you want.

In the Actions column, click on the orange "Edit".

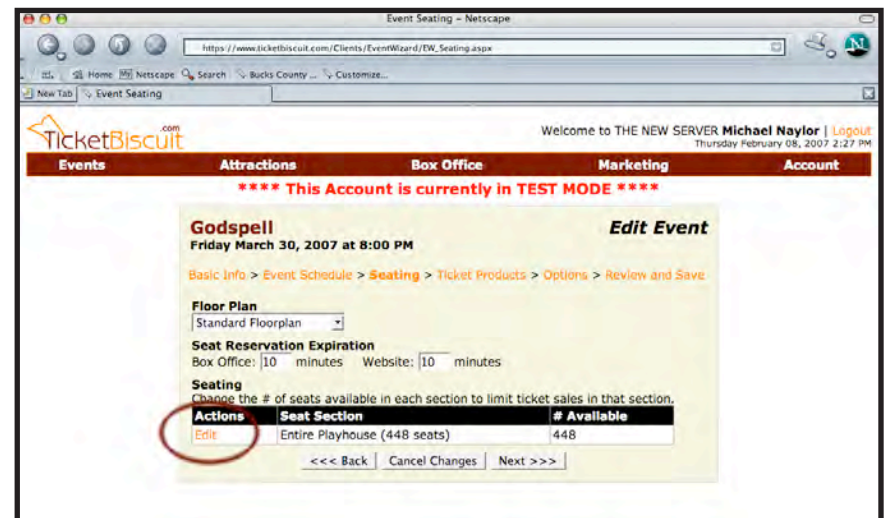


An Edit Event Screen appears. At the top of the screen, underneath the show title, date and time, is a list of options in orange type.

Click on "Seating".



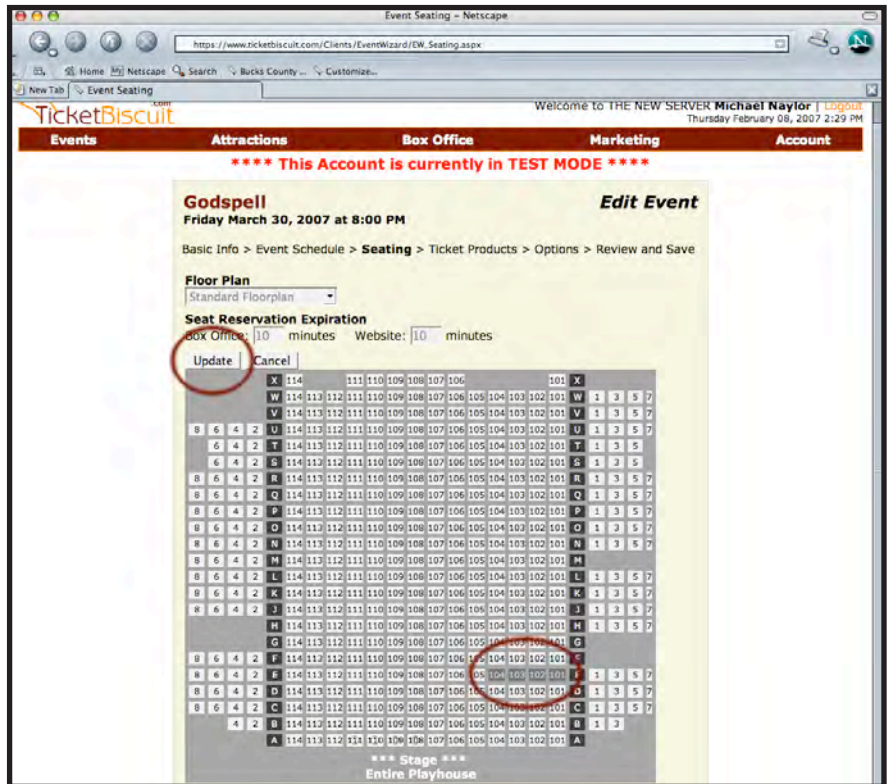
In the Actions column, click on the orange "Edit".



# RESERVING HOUSE SEATS

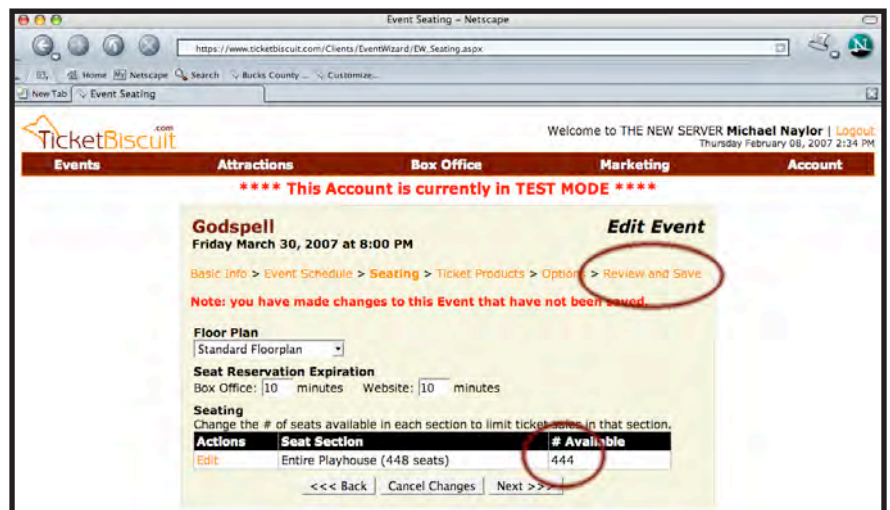
page 13

A Seating Chart will appear. Click on any seats that are to be considered House Seats. They will turn Gray. When the selection is finished, click on the "Update" button, above the grid on the left.



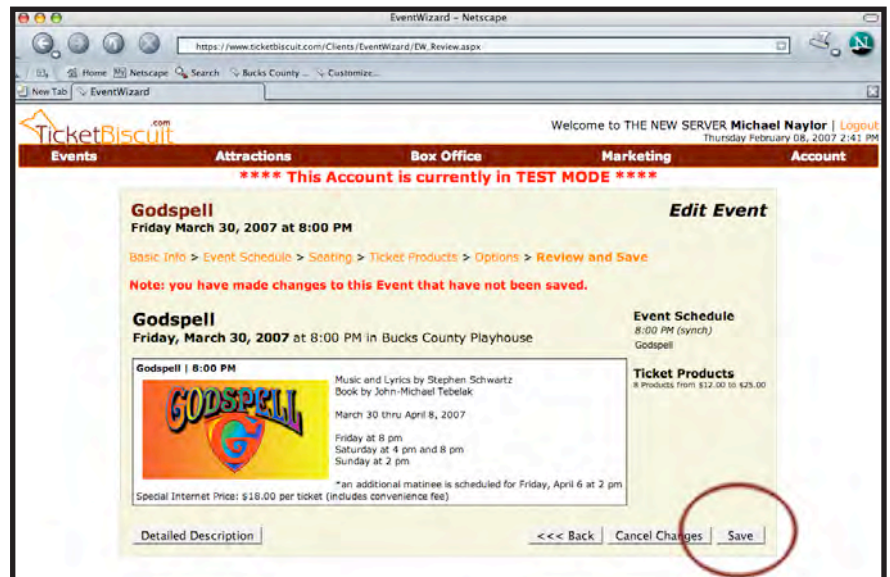
The original Seating Screen will reappear with the number of available seats decreased because of holding house seats.

Click on the orange "Review and Save".



On the next screen click on the "Save" button in the lower right corner of the Edit Event Screen to apply changes in the event.

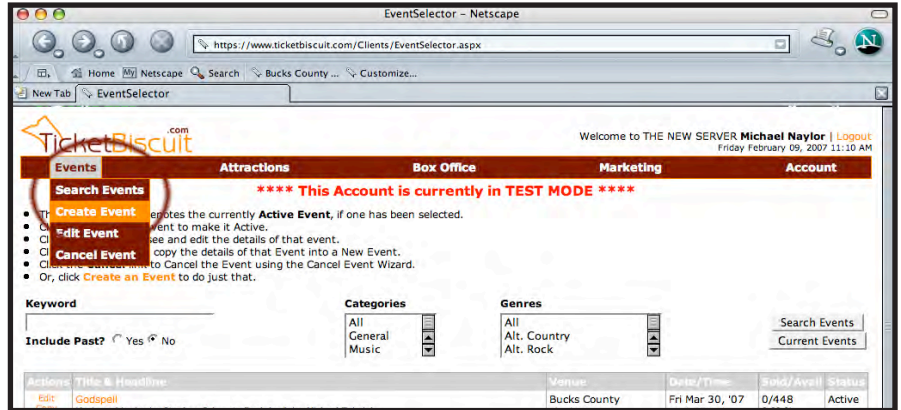
If the "Save" button is not clicked, seats will not be saved.



# CREATING EVENTS

page 14

To create a new event, go to the Events Drop Down Menu to Create Event which will move to the Create Event screen



## Step 1: Basic Info

This screen allows the input of basic information on the event being listed.

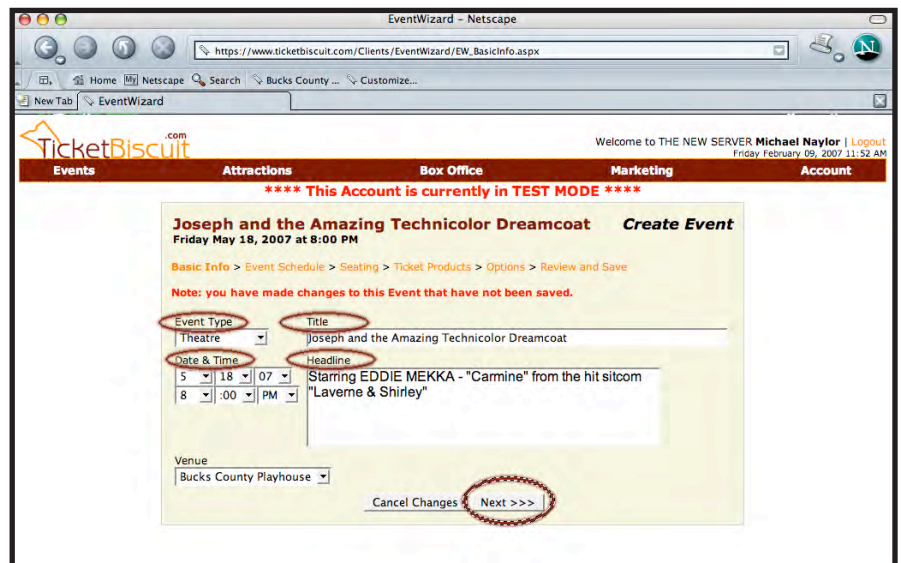
Event Type has a pull down menu to classify the type of event being presented.

Date and Time pull down menus allow the month, date and year to be set as well as the event's showtime.

In the title space type the name of the presentation.

In the headline space, type an attention grabbing line that will help sell the presentation.

After info is entered, click on the "Next" button.



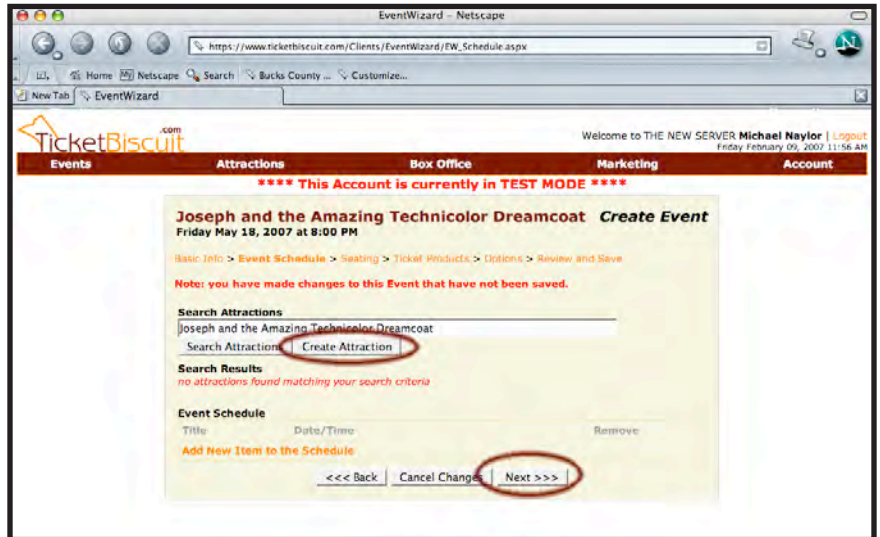
# CREATING EVENTS

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## Step 2: Event Schedule

This screen will create an attraction that serves as a description of the event. Included in this step is the uploading of images if desired. Other pertinent information could be dates, celebrities appearing, production credits or a synopsis of the event.

To create an attraction associated with the event, click on "Create Attraction".

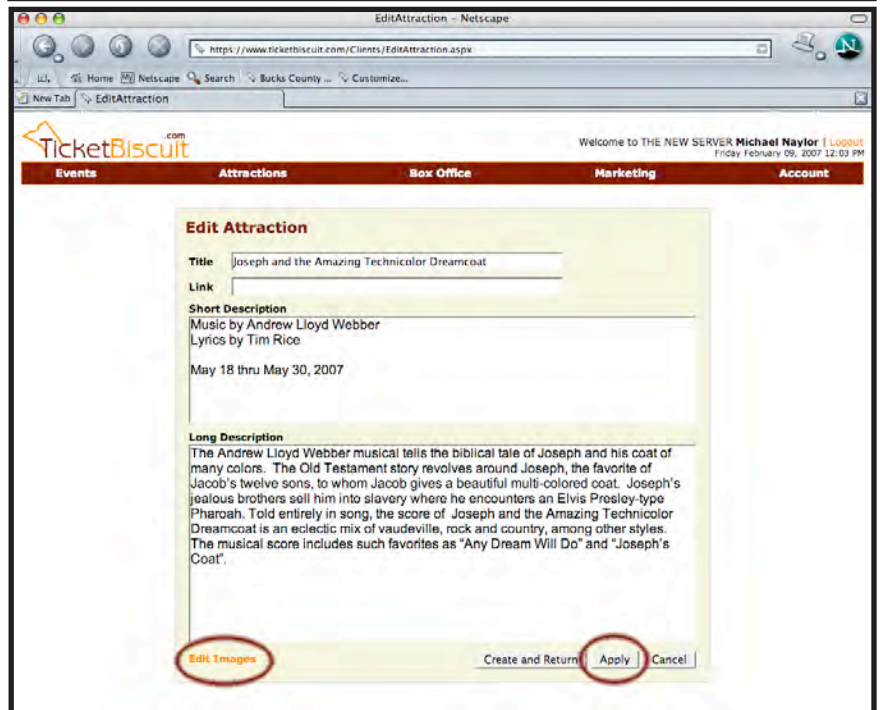


The Edit Attraction screen allows information to be entered such as Title, Short Description and Long Description. Descriptions and the completed attraction will be seen by online purchasers.

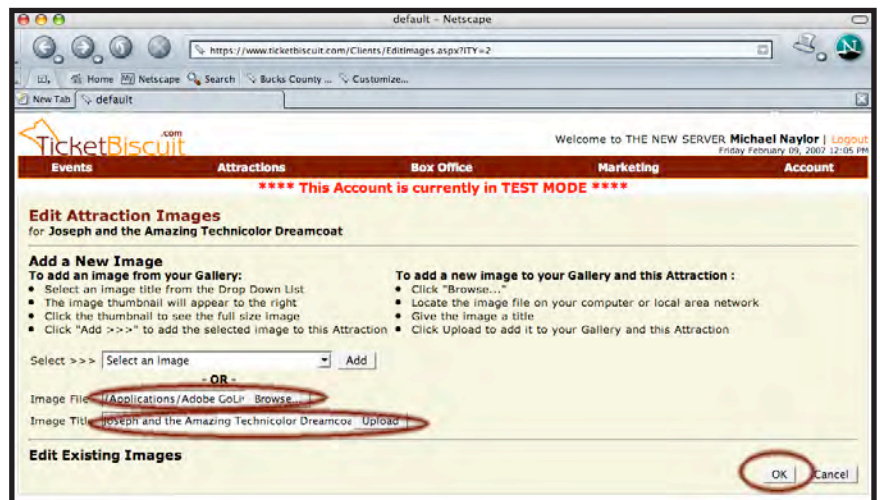
When all information has been entered, click apply.

When apply has been clicked, the "Edit Images" link will turn orange.

When it is orange, click to upload images. If no images are to be uploaded click on the "Create and Return" button.



Images already uploaded can be accessed through the pull down menu next to the word "Select". If an image that has already been uploaded is to be used, click on the "Add" button and then "OK".



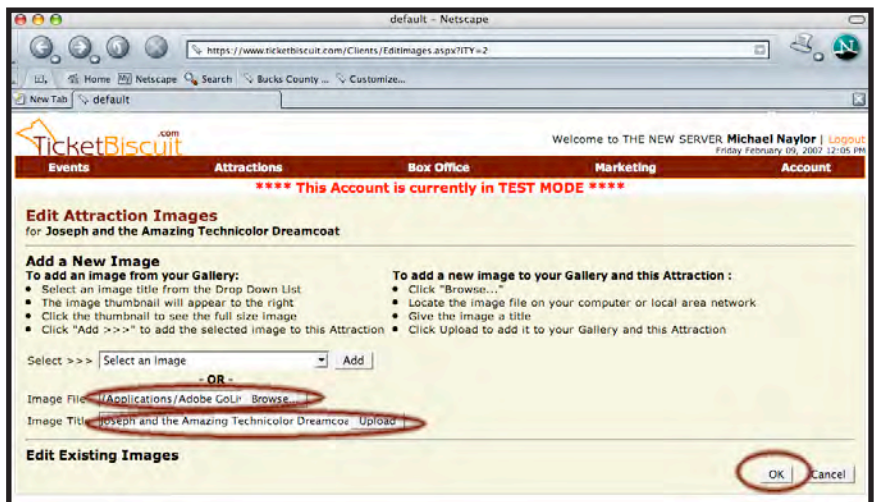


# CREATING EVENTS

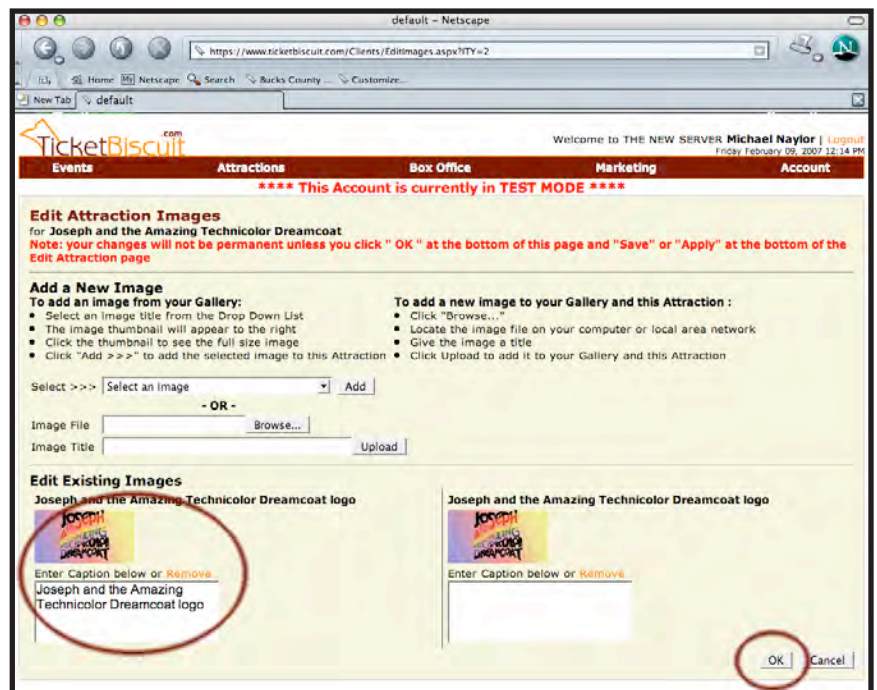
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Step 2: Event Schedule (continued)

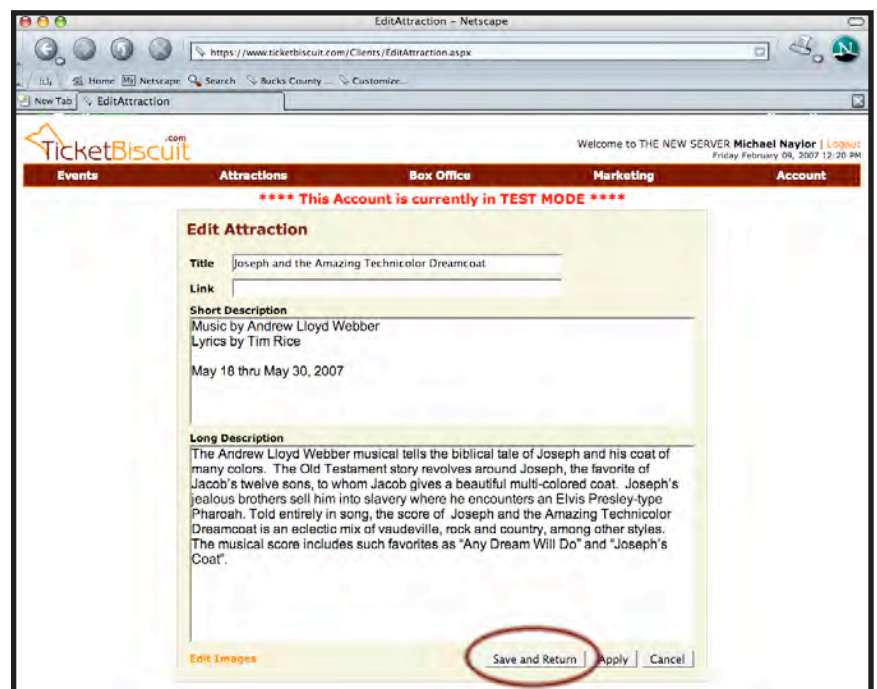
To upload an image to be associated with the attraction, click on the "Browse" button to search your computer for the image to be used. In the Image Title box, type in a title to be associated with the image. Click the "Upload" button.



The image will become attached and appear below. Add a caption to the image and click the "OK" button.



After returning to the Edit Attraction screen, click on the "Save and Return" button



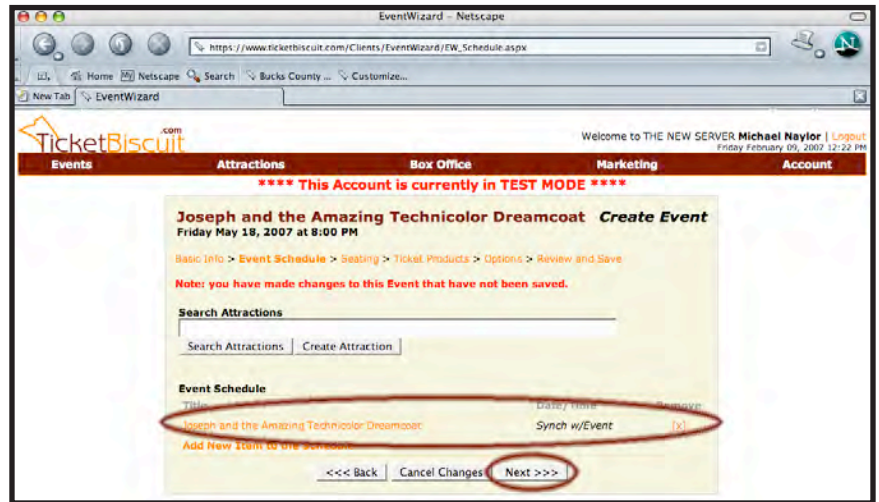
# CREATING EVENTS

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## Step 2: Event Schedule (continued)

The attraction will appear under Event Schedule with the words Synch w/Event appearing under Date/Time. Synch w/Event will allow the dates to roll off the full events list once the show is over with.

Click the "Next" button to continue.

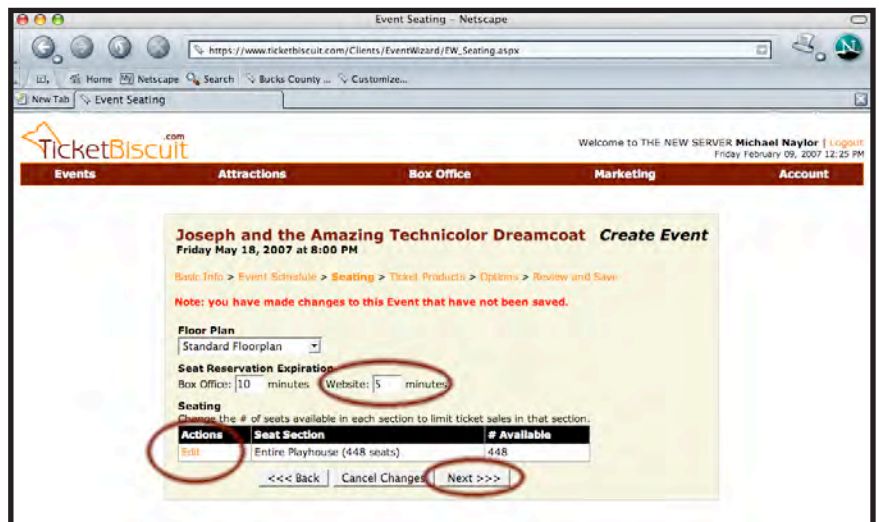


## Step 3: Seating

This screen allows times to be set with regards to how long the Box Office or an online purchaser has to complete a sale. If 5 minutes doesn't seem long enough, increase the time.

The orange "Edit" link allows house seats to be assigned. (see previous section).

Click the "Next" Button to continue.



# CREATING EVENTS

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## Step 4: Ticket Products

Ticket Products are dollar amounts and price classifications added to an event. Ticket Products can be assigned to an event in two ways - by clicking on the orange "Add New Ticket Product" or applying a Ticket Product that is created in the Product Preset under the Account Drop Down Menu. (Shown in next section.)

The "Add New Ticket Product" option is shown below. Click on the orange "Add New TicketProduct"

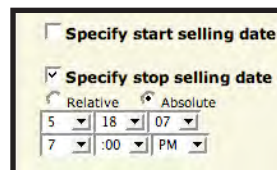
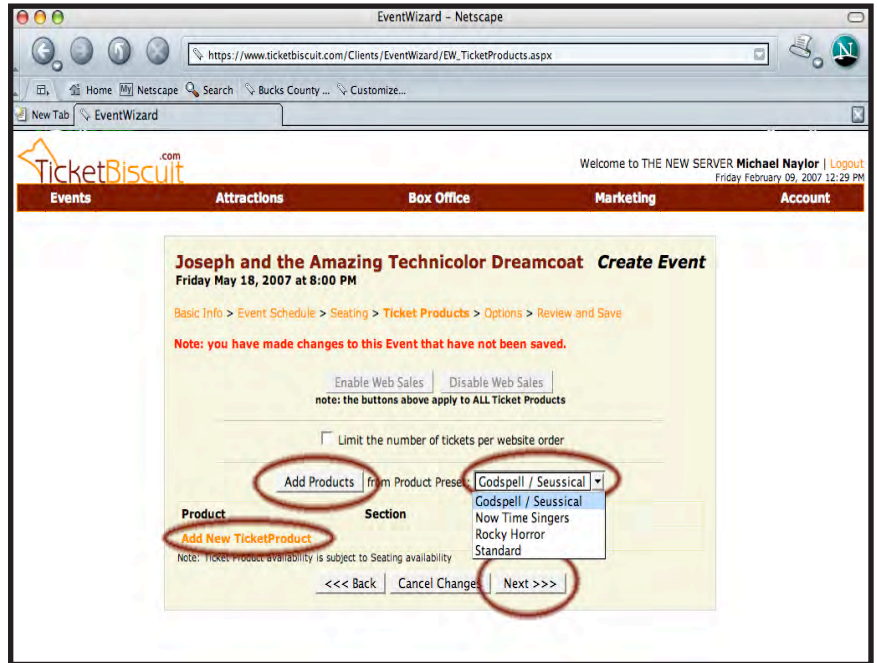
Step 1: To specify a start selling date or a stop selling date click the appropriate box. Times can be set as "Relative" or "Absolute". The relative option uses drop down menus to set the start/stop time according to Hours, Minutes and Days before or after the event. The absolute option (seen below) allows the exact date and time to be set for starting or stopping sales.

Step 2: Enter the Base Price of the ticket. The Base Price is the price prior to any associated convenience fees.

Step 3: Click the appropriate Sales Tax Option.

Step 4: Click the order methods to be associated with the event. For example, if tickets are only available online, uncheck the other options. Add any Convenience Fees to be applied underneath the Order Methods. If no fee is to be applied, enter "0".

When complete click the "Finished" button, return to the above screen and click the "Next" button.



### Helpful tip:

It is generally a good idea to allow sales to continue a few hours after showtime in the event of late sales. If the stop selling time is set to showtime, sales will end at showtime.

## CREATING EVENTS

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Step 5: Options

The Options screen allows functionality to the event. In the Status Drop Down menu three options are available:

Pending - Pending events are not displayed but TicketSales are allowed through Box Office

Active Events are displayed and Ticket Sales are allowed through Box Office and online

Cancelled Events are displayed with a notice that the Event has been cancelled and Ticket Sales are not allowed.

Spotlight should be checked to allow the event to be featured on the Spotlight page. If a series of events are the same (i.e. 8 performances of a play) only check the Spotlight box on the last event of the run. The Spotlight page will list all events in the run but only display one logo.

The original classification of the event is done on the Basic Info screen. Further description can be assigned in the Theatre Genres column. Classifications assist patrons in searching through all events for a specific genre. For example, if an online patron wanted to just see a show from Shakespeare, the system would search through events to find only shows with the classification "Shakespeare" attached to it.

Once done, click the "Next" button.

The screenshot shows a web browser window titled "EventWizard - Netscape" with the URL "https://www.ticketbiscuit.com/Clients/EventWizard/EW\_Options.aspx". The page header includes the TicketBiscuit logo and navigation links for Events, Attractions, Box Office, Marketing, and Account. The main content area is titled "Joseph and the Amazing Technicolor Dreamcoat Create Event" and shows the event date "Friday May 18, 2007 at 8:00 PM". A breadcrumb trail reads "Basic Info > Event Schedule > Seating > Ticket Products > Options > Review and Save". A red note states "Note: you have made changes to this Event that have not been saved." The form includes a "Status" dropdown menu with "Pending" selected, a "Spotlight?" checkbox, and a "Theatre Genres" list with "Shakespeare" checked. Other fields include "Minimum Age" (0), "Adj. Price if Under Age" (21), and "Underage Price Adj." (\$ 0). Navigation buttons at the bottom include "<<< Back", "Cancel Changes", and "Next >>>".

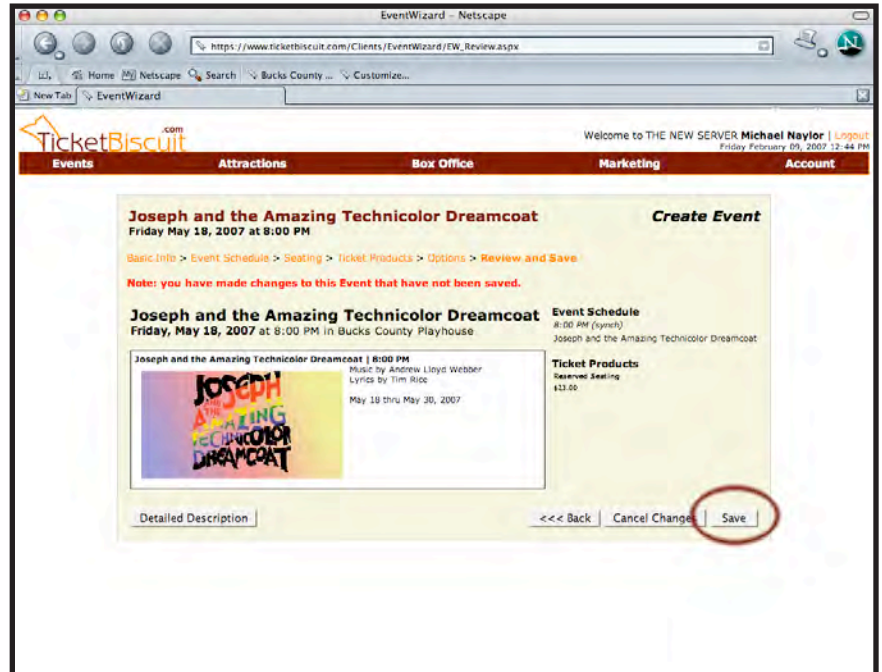
# CREATING EVENTS

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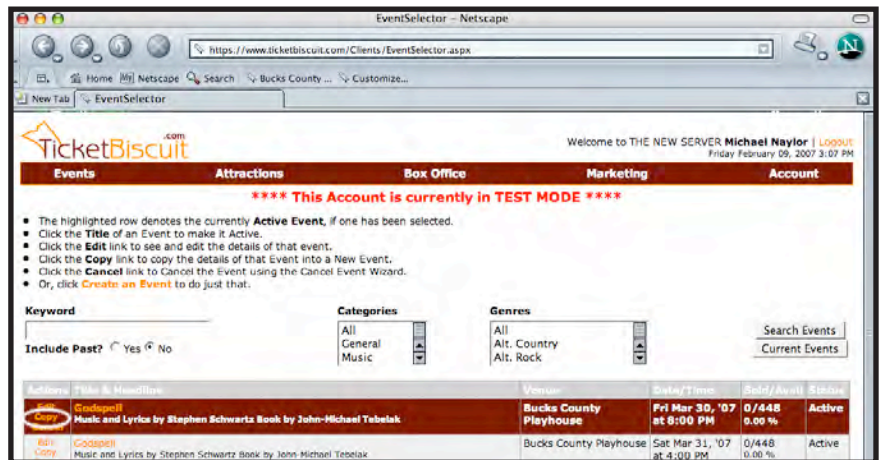
Step 6: Review and Save

The Review and Save screen shows the information entered for the event including the date, time, ticket products associated with it and headline information.

To have the event saved, the "Save" button must be clicked.



Once saved, TicketBiscuit returns to the Events screen. To enter multiple dates/times of the same show, simply click on the orange "Copy" in the action column.



The Create Event screen of the event will appear. Change the Date and Time and go directly to the orange "Review and Save" option. The Review and Save screen shows the previous listing with a different date and time. Click "Save" and return to the Events List. Repeat the "Copy" function for each date of the same event. All other attributes applied to the first event (i.e. Ticket Products, House Seats) will be copied to all other events.

