



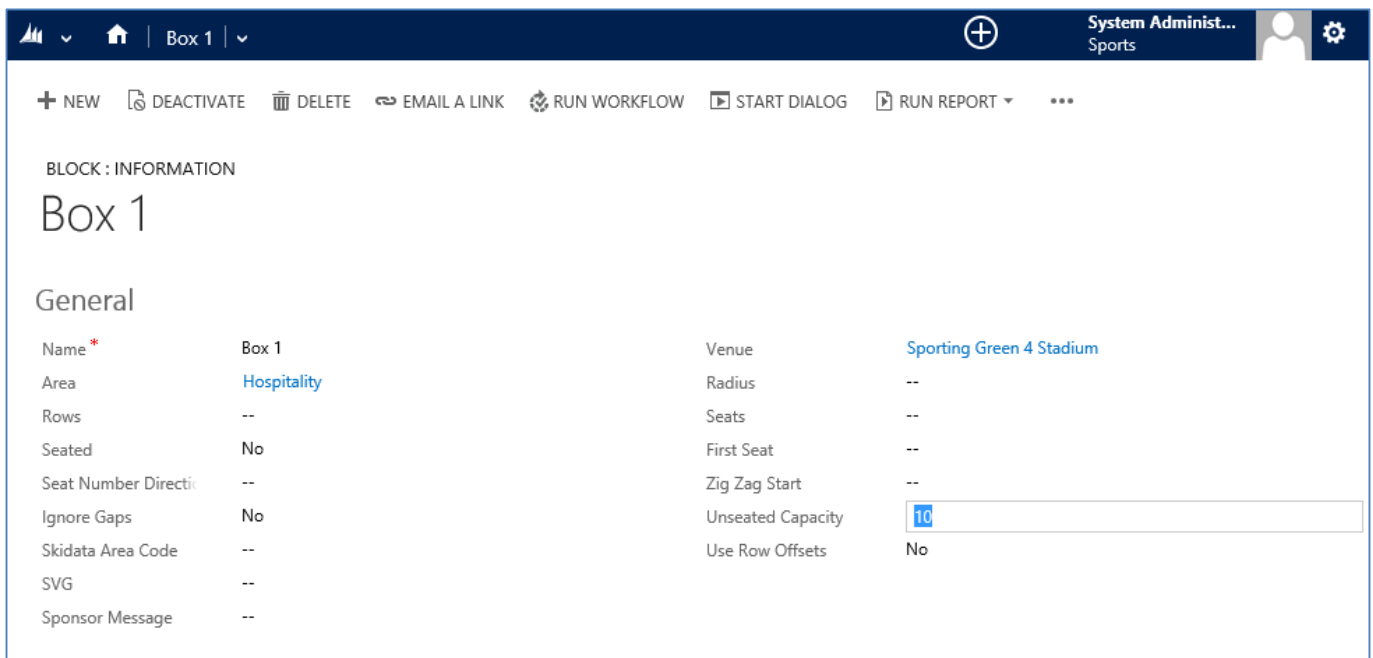
Hospitality Ticket Selling Process

HOSPITALITY TICKET SELLING PROCESS

CRM makes it possible to set up and manage the selling of tickets for all kinds of Hospitality, including individual Hospitality Boxes. The process of creating Hospitality Boxes in CRM and selling them on the POS is documented below.

CREATE THE HOSPITALITY BOXES AS BLOCKS

Each individual Hospitality Box must be created as a separate Block. This is where the capacity of the Box is entered. For example, if the Hospitality Box contains 10 people, 10 would be entered within the Unseated Capacity field of the Block. The Block must also be linked to the Venue that the Box is part of, and an Area.



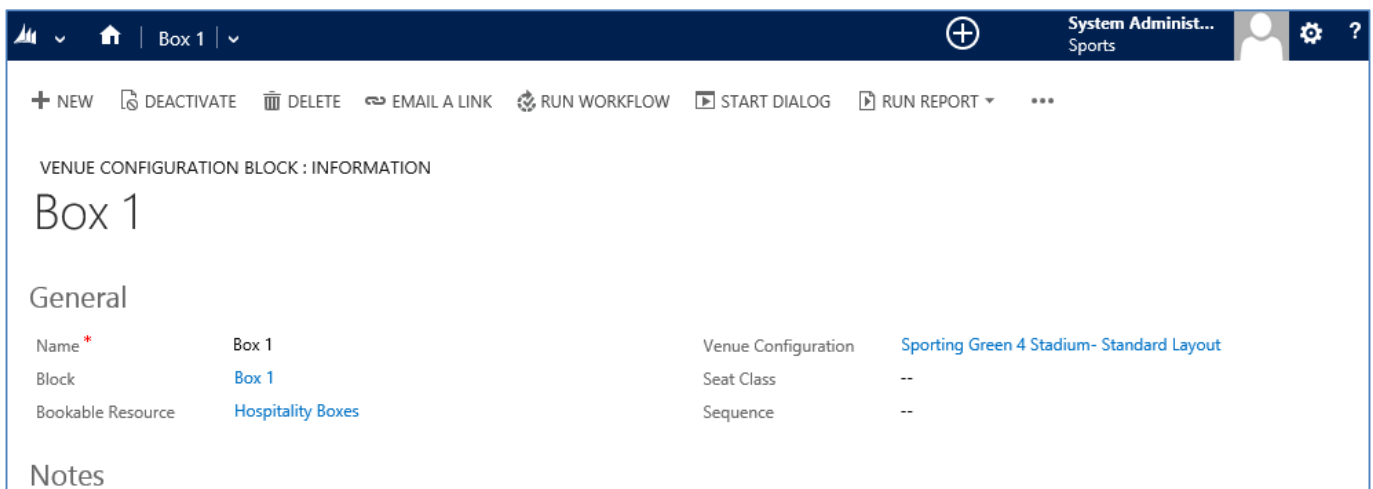
BLOCK : INFORMATION

Box 1

General

Name *	Box 1	Venue	Sporting Green 4 Stadium
Area	Hospitality	Radius	--
Rows	--	Seats	--
Seated	No	First Seat	--
Seat Number Direction	--	Zig Zag Start	--
Ignore Gaps	No	Unseated Capacity	10
Skidata Area Code	--	Use Row Offsets	No
SVG	--		
Sponsor Message	--		

For each Box that is created as a Block, a Venue Configuration Block must be created, this will link the Block (The Box) to the Venue Configuration (Layout of the stadium), as well as a Bookable Resource to hold the Hospitality Boxes under and a Seat Class.



VENUE CONFIGURATION BLOCK : INFORMATION

Box 1

General

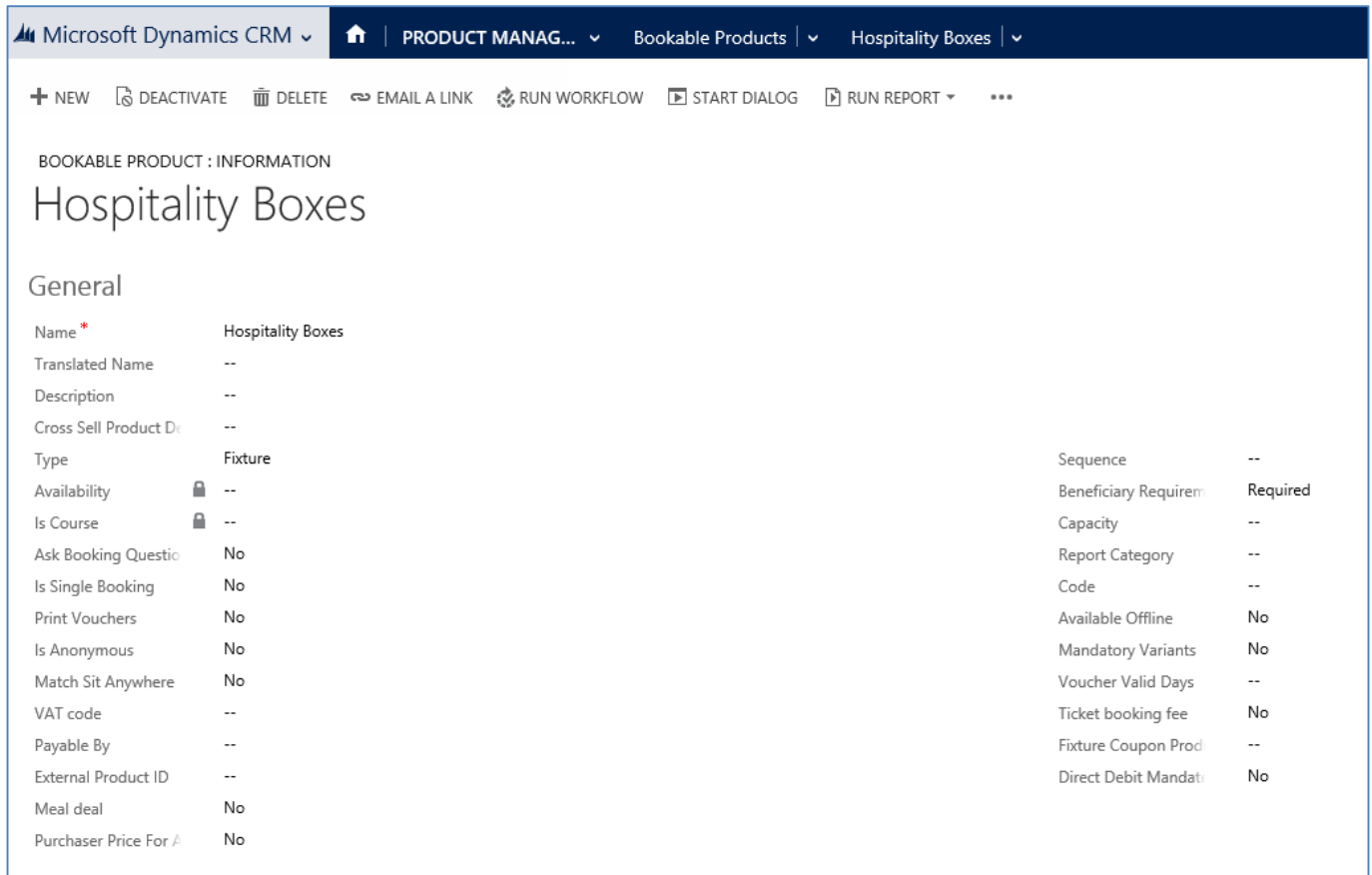
Name *	Box 1	Venue Configuration	Sporting Green 4 Stadium- Standard Layout
Block	Box 1	Seat Class	--
Bookable Resource	Hospitality Boxes	Sequence	--

Notes

All the Hospitality Boxes can use the same Bookable Resource. This will create a Bookable Resource that has a link to each Hospitality Box which can then be added to the Bookable Product form where the Price and Channels the Boxes are to be sold on can be added.

CREATE THE HOSPITALITY BOXES BOOKABLE PRODUCT

The Bookable Product form controls the Channel the Hospitality Boxes are to be sold on as well as their Price. If selling Hospitality Boxes for individual Fixtures, ensure the Type Fixture has been selected. If selling the Boxes for an entire Season, choose Series.



Microsoft Dynamics CRM | PRODUCT MANAG... | Bookable Products | Hospitality Boxes

+ NEW | DEACTIVATE | DELETE | EMAIL A LINK | RUN WORKFLOW | START DIALOG | RUN REPORT

BOOKABLE PRODUCT : INFORMATION

Hospitality Boxes

General

Name *	Hospitality Boxes	Sequence	--
Translated Name	--	Beneficiary Requirement	Required
Description	--	Capacity	--
Cross Sell Product Description	--	Report Category	--
Type	Fixture	Code	--
Availability	--	Available Offline	No
Is Course	--	Mandatory Variants	No
Ask Booking Question	No	Voucher Valid Days	--
Is Single Booking	No	Ticket booking fee	No
Print Vouchers	No	Fixture Coupon Product	--
Is Anonymous	No	Direct Debit Mandate	No
Match Sit Anywhere	No		
VAT code	--		
Payable By	--		
External Product ID	--		
Meal deal	No		
Purchaser Price For All	No		

The Bookable Resource that has all the Boxes linked via the use of Venue Configuration Blocks should be added to the Bookable Resource field while the Series field should be completed with the appropriate Season.

Referring Entities			
Bookable Resource	Hospitality Boxes	Category	Hospitality
Series	Sporting Green 4 Season Ticket- Season 1	Product Calendar	--
Coupon Type	--	Variant Type Category	--

The Channel area of the Bookable Product form should be used to select which Channel(s) the product is to be sold under, whilst the Variant & Pricing area is where the Variant Price List(s) which control the cost of the Boxes are selected and prices entered.

If Hospitality Boxes are only sold as a complete box, then a Variant type of 'Box' which allocates X amount of people should be created. For example if all Boxes hold 10 people X should be 10. This will mean that individual Variant Types (Adult, Junior, Senior etc.) are not applicable as the Box is sold as a whole and can only be allocated a certain amount of people.

PURCHASING HOSPITALITY BOXES ON THE POS

After selecting the Fixture the Hospitality Box is to be purchased for on the POS, it will be possible to choose the type of ticket that is to be purchased e.g. Standard Ticket, Disabled Ticket or Hospitality Boxes. The name here will reflect the name of the Bookable Product that is being used to represent the Hospitality Boxes.

The screenshot shows the 'StadiumTest' POS interface. At the top, there's a header with 'D1, SH1' and buttons for 'Cash Skim' and 'Till Report'. Below the header is a navigation bar with tabs: 'Current Booking', 'Find Booking', 'Find Seat', 'Tabs', 'Customer', 'Coupon', 'Cashless Accounts', 'Other', and 'Access Gate'. The main area displays 'Foxes > Green 4 FC vs 4Sight FC'. Below this, there are two buttons: 'Hospitality Boxes' (highlighted with a red box) and 'Leicester City FC Fixtures 2014/15'.

After selecting the Hospitality Box ticket type, the quantity of the product can be chosen. If a single Variant was added to the Bookable Product form, but represents an entire box that can contain X amount of people, the X amount will be shown below the cost of the product, in the example below this being 10. Please note the X amount (10 in this example) will still be printed even if the quantity added is 1 as this shows that the capacity of the product is for X amount (10 in this example) people.

The screenshot shows the 'StadiumTest' POS interface. At the top, there's a header with 'D1, SH1' and buttons for 'Cash Skim' and 'Till Report'. Below the header is a navigation bar with tabs: 'Current Booking', 'Find Booking', 'Find Seat', 'Tabs', 'Customer', 'Coupon', 'Cashless Accounts', 'Other', and 'Access Gate'. The main area displays 'Foxes > Green 4 FC vs 4Sight FC > Hospitality Boxes'. Below this, there's a section for 'Hospitality Boxes (Box)' with a price of '£ 2000.00' and a quantity selector showing '1' (with '-' and '+' buttons). Below the price, it says '10 Person(s)'. A 'CONTINUE' button is at the bottom right.

Upon adding the quantity it will be possible to select the Block (The Hospitality Box) that is to be purchased. These will be shown by selecting the drop down and choosing the Box before clicking Add To Cart.

The screenshot shows the 'StadiumTest' POS interface. At the top, there's a header with 'D1, SH1' and buttons for 'Cash Skim' and 'Till Report'. Below the header is a navigation bar with tabs: 'Current Booking', 'Find Booking', 'Find Seat', 'Tabs', 'Customer', 'Coupon', 'Cashless Accounts', 'Other', and 'Access Gate'. The main area displays 'Foxes > Green 4 FC vs 4Sight FC > Hospitality Boxes'. Below this, there's a section for 'Please Select a Block' with a dropdown menu showing 'Box 2' (highlighted with a red box). To the right of the dropdown are buttons for 'Stadium Image', 'Add To Cart' (highlighted with a red box), and 'Add Best Available'.

The Hospitality Box will then be added to the shopping cart where the normal payment process can be performed.

ADDING A COMPANY NAME TO HOSPITALITY BOX TICKETS

Print Transforms (Templates) make it possible to simply add a Company Name which will be printed on all of the tickets that are for a Hospitality Box. Upon selecting, Add Payment after the Hospitality Box has been added to the cart the Edit Purchaser window will be displayed.

Edit Purchaser

First Name Last Name Postcode

Mobile Telephone Street 1

Email Title Street 2

Company Street 3

Birthdate dd/mm/yyyy City

Bulk E-mail ☐ Allow ☒ Not Allow County

Customer Reference Reason for No Purchaser

Where did you hear about us?

Depending on the Print Transform (Template) being used to print tickets in your system, then it is possible to set various fields which by default will print onto any tickets, therefore it is possible to create a Transform to take the First Name and Last Name field of the Edit Purchaser window and print whatever is displayed on these onto the tickets.

Consequently, a Company's Name could be entered into the First Name and Last Name fields and this will then print onto the tickets.

Alternatively additional changes could be made to the Print Transform so other fields of the Edit Purchaser window will print onto the tickets when complete.

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