

## **Release 45.0 – Friday 14 August 2020**

### **Please press control shift R to refresh your browser to see the latest changes**

The following updates have been made since our last release on the 31<sup>st</sup> July 2020.

#### **1. Zoom integration – Beta testing phase**

Zoom is an exciting new integration with TicketSearch. We will provide further details about this new feature later next week after testing is completed in the live environment. We ask that you please not activate this feature until Beta testing is complete.

Zoom allows to host your events/activities online, with the power of reaching a wider audience both domestically and internationally from the convenience of their homes. This gives you more flexibility to provide entertainment in this current climate. The show must go on!

#### **2. Area Level Maps - Beta testing phase**

Area level maps is currently in Beta testing. This function will allow you to create areas such as 'upper' and 'lower' where the customer would first click on a particular area to then view the seat map. If you would like to be part of the Beta program, please email [support@ticketsearch.com](mailto:support@ticketsearch.com).

#### **3. Membership update to allow for adjustment of expiry date on an individual customer basis**

Once inside a customer record (Sales > Customers & Transactions) click on 'Memberships', then under expiry click the pencil icon, adjust the expiry date and click the save icon.

If the membership is a rolling membership, any associated renewal emails, letters and lapsed processes will also update.

## Memberships


2020 Memberships 456 18 July 18 July Theatre Membership Sat 4th July 2 July 2021 ABC Membership nan2-test 2021 Member  
ABC Membership ABC Membership ABC Membership ABC Membership ABC Membership


Membership Number	Membership	Date Joined	Expiry	Renewal Date	Related Confirmation Number	Email Options (Click To Email)
20200727005919981594	2020 Memberships 456	27 Jul 2020	27 Jul 2021 	27 Jul 2021	31777	Welcome Email


## 4. Seat map descriptions/rollover info added


We've added descriptions and rollover information when building seat maps under Manage Venues (Step 1: Seat map Builder) to help you understand how to successfully create your seat map. A reminder that you can also watch our training video by clicking on 'Click me for help' and then clicking 'TicketSearch Training Videos'. A summary below video 1 details the correct times to watch specific areas including seat maps at 3hrs 20 mins.


### ROW SEATING


Need Section Label? 


No. of blocks: \* 

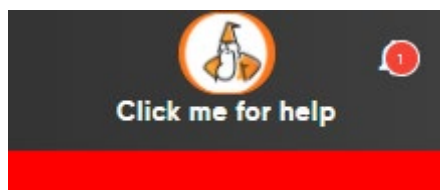
No. of rows per block: \* 

No. of seats per row: \* 

Row Label Position: \* 

Seat Spacing: \* 

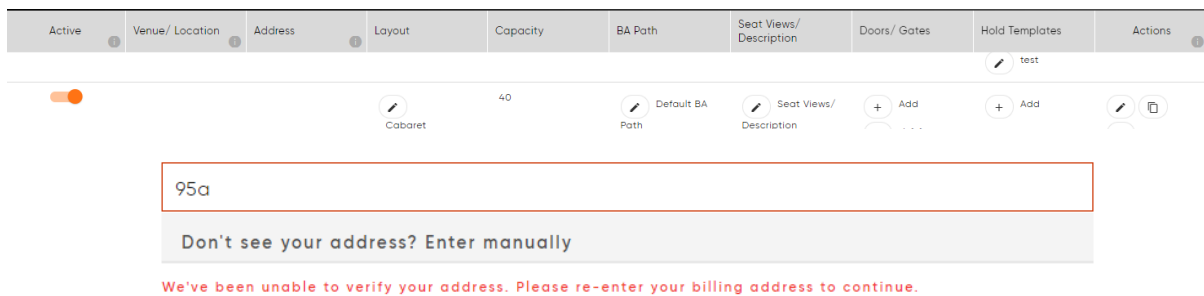
Row Labels/Numbers: \* 



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## 5. Venue scroll - Fixed header for easier use

Under Manage Venues/Manage Holds, particularly for organisations that have a number of venues, we've now fixed the menu so that as you scroll down the page to view your list, the header menu will remain visible. This makes it easier for you to view which edit options against the venue represent what heading labels (see below).



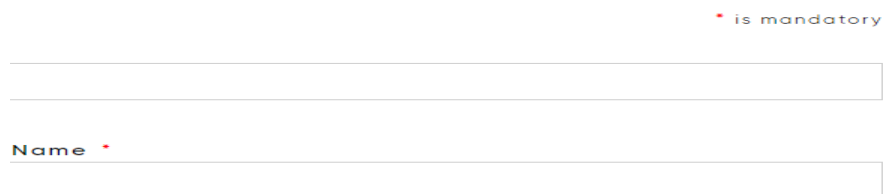
Active	Venue/ Location	Address	Layout	Capacity	BA Path	Seat Views/ Description	Doors/ Gates	Hold Templates	Actions
<input type="checkbox"/>	Cabaret	40	Default BA Path	Seat Views/ Description	+ Add	+ Add			

Don't see your address? Enter manually

We've been unable to verify your address. Please re-enter your billing address to continue.

## 6. Online sales process updated to show '\*is mandatory'

Where fields online are mandatory, e.g. email, we've now added \*is mandatory (see below) to ensure that the customer completely understands which fields are mandatory.



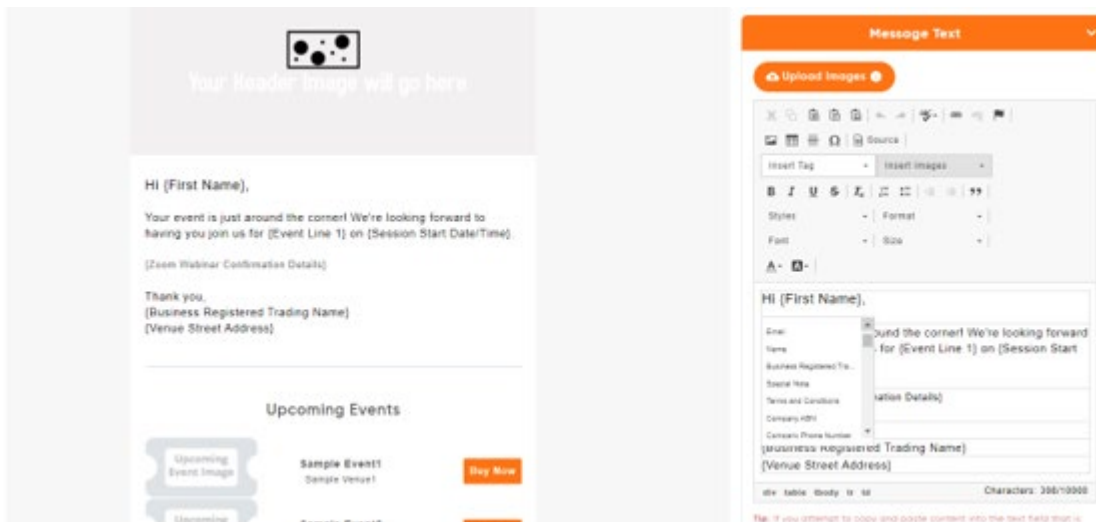
\* is mandatory

Name \*

## 7. Special Note added to pre and post emails

When building an event, Step 1: General Information > Emails & Messages allows you to enter a special note that appears in the confirmation email. This could be used to highlight important information about an event that is unique to the event.

You can now add the tag to your pre event emails rather than being restricted to the confirmation email only. Simply go to Tools & Templates > Emails/Letters/SMS Templates and adjust your pre event emails.



## 8. Faster load time when clicking on seat to view seat history

When clicking on a seat from the back end, box office application that is sold from the seat map, a pop up appears that shows the entire history of that seat. We've now improved the performance of this pop up to load instantly.

Order	Customer	Trans. Date/Time	Operator	Seat Info	Price Level	Type	Price	Fee	Ticket Status	Transaction Status
29th July Test For Scanning SeatMap - Wed 26 Aug 2020, 02:00 PM Venue: ABC Venue										
20586	Beju Bharvada	29/07/2020 02:39 PM	Dennis Dougenidis	A1	open	Adult	\$50.00	\$0.00	Confirmed	Confirmed
20580	Beju Bharvada	29/07/2020 12:58 PM	Dennis Dougenidis	A1	open	Adult	\$50.00	\$0.00	Refund	Refund of 20567
20567	Beju Bharvada	29/07/2020 12:58 PM	Dennis Dougenidis	A1	open	Adult	\$50.00	\$0.00	Refund	Refunded to 20580

## 9. Event/Module name – What is the name of the event restriction added

We've restricted the following characters |, ", <, >. from being added to the name of any of the modules. For those clients that are using documents for events against a specific ticket type, TicketSearch sends the attachment labelled with the event name. Files don't allow for these characters and were previously blocking them being sent.

You will now see the following error if trying to use these characters.

What is the name of your Event \* ?

Oops, you have used a character e.g. ">,<,> or |" that our system does not accept. Please review and try again.

## 10. Consecutive date range update to online sales flow

We've updated the consecutive date range sales flow (an event that runs from 'x' date to 'x' date e.g. festival), to a cleaner design. We've removed the date and time reference (as shown in the first picture below) of the start of the event. For a consecutive date range, it is best to include the dates in the event title e.g. 'Summer Festival 2021 18-20 June'. We've also corrected a bug where details in online sales were still showing even when you chose to hide them.

**Aug 12, 2020 Wed**

**11:30pm (avail: 4991)**

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STEP 2: DATES & TIMESSTEP 3: SCHEDULE EDITORSTEP 4: ON

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### Step 2: Dates & Times

You've landed on this page after selecting that you have multiple dates and times. Select from one of the 3 options

1. Performances/Sessions (default)
2. Consecutive Date Range
3. Open Pass

Please read our HELP wizard carefully before adding Dates & Times.

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PERFORMANCES ?CONSECUTIVE ?

Select commencement date and time

--:-- -- 🕒

Select end date and time

--:-- -- 🕒

Hide these details in online sales



## Festival 01 Sept to 03 Sept

State Theatre  
280 Pitt Street, Sydney, 2011  
[Share this](#)

### Select your Tickets



Are you a member? [Sign in](#) for member pricing

Do you have a promo code? >

General Admission (AVAIL: 4998)

## 11. Online customer account - Correction to random error undefined

In the online customer account, on rare occasions, the word undefined would display when the currency symbol was unable to load. This has been fixed.

<b>12 AUG 2020</b>		<b>CONFIRMED</b>
Purchased	18th July GA	
Confirmation	#35197 <a href="#">Resend Confirmation Email</a> 	
	undefined24.64	
Method	Cash	
	<input type="text"/>	
<b>13 AUG 2020</b>		<b>CONFIRMED</b>
Purchased	18th July GA	
Confirmation	#35210 <a href="#">Resend Confirmation Email</a> 	
	\$24.64	
Method	Cash	
	<input type="text"/>	
	<input type="button" value="View Invoice"/>	
	<a href="#">Show less</a>	

## 12. Seat map loading addition

While the seat map is loading in the seat map builder section or displaying in sales online and back end, we've included a loader message, 'Please wait a moment' to

ensure that the customer/user understands the seat map is loading. This may show for 1-2 seconds depending on the customer's internet speed.

Seatmap promocode testing Feb 18th venue

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Mon 01 Feb 2021, 12:00 AM - (76 AVAIL, 0 HOLD)  
Capacity:80, Available:76, Holds:0, Sold:4, Sales pending:0

• • •  
Please wait a moment

**CHOOSE MY OWN SEATS** **CHOOSE SEATS FOR ME**

This is the area that allows you to customise the 'Best Available' path for customers/patrons to purchase seats i.e. how the system will sell seats and in what order. It's important to note that when c  
[Show More](#) >

Edit BA Path Template

1. Template Name \*

2. Select BA Path Type \*

• • •  
Please wait a moment

### 13. 'Operator' field column in Transactions report expanded to fit name

The operator field in the 'Transactions' report has been made bigger/wider to correctly fit full names of users who completed the transaction.

TRANSACTION NUMBER	TRANSACTION DATE & TIME	OPERATOR	CUSTOMER ID
35205	13 Aug 2020, 09:02 AM		34543543541
35206	13 Aug 2020, 09:03 AM		34543543541
35207	13 Aug 2020, 09:03 AM		34543543541
35208	13 Aug 2020, 09:58 AM	Dennis1 doulgeridis1	34543543534
35209	13 Aug 2020, 10:09 AM	Dennis1 doulgeridis1	34543543534

### 14. Membership email/letter templates: **\*\*Update required\*\***

If you are looking to reprint or resend any existing membership email/letters, then you will need to go in and change the {date and time} tags as, by default, they choose the current date and time. In the situation that you are resending/reprinting emails and letters from the past, this will not correctly reflect the transaction/expiry date and time. Please see the below steps to change the tag to the transaction date and time or membership expiry – this will only have to be completed once. **New clients on the system will not need to make these changes, existing clients will need to action this as you may have created custom templates already. By releasing the**

changes to existing systems, it would override any custom templates hence why it's not practical to do so.

For example, with the 'Membership Welcome Email Template' you will need to:

**Go to Tools & Templates > Email/Letter/SMS Templates > Membership Emails and Letters > Edit Membership Welcome Email > Go to message text on the right hand side and replace {Date}, {Time}...**

The screenshot shows the email template editor. On the left, the message text includes: "You have purchased the following membership(s)", "Membership: {Membership Name} {Membership Type}", "Total Amount: {Membership Price}", "Expires: {Membership Expiry}", "{{Special Note}}", "If you wish to login to your account, Click here. To make an additional purchase, Click here.", "Thank you for your order, {Business Registered Trading Name}", and a logo. On the right, the preview shows: "Membership Details", "Your Confirmation number is: {Membership Confirmation Number}", "Hi {First Name},", "Thank you for purchasing a Membership.", "Below is a confirmation of your purchase made on {Date}, {Time}.", "Please keep this email for your records.", and "You have purchased the following membership(s)".

**with {Trans Date}, {Trans Time} > Click Save.**

This screenshot is similar to the previous one but with modifications. The left-hand message text is identical. The right-hand preview is also identical, except for the confirmation text: "Below is a confirmation of your purchase made on {Trans Date}, {Trans Time}." The placeholders {Trans Date} and {Trans Time} are highlighted with red boxes. At the top right of the preview, "GST/Inx ID: {Company ABN}" is visible.

**Please follow the above steps for the 'Membership Welcome Letter' as well.**

With the 'First Membership Renewal Reminder Email Template' you will need to:

**Go to Tools & Templates > Email/Letter/SMS Templates > Membership Emails and Letters > Edit First Membership Renewal Reminder Email > Go to message text on the right hand side and replace {Date}, {Time}...**



It's simple to renew. Click "Renew membership now", enter your email address and password then click on Memberships. Select the "Renew Membership Now" button to complete the process online. Alternatively, you can contact us on {Company Phone Number}.

### Renew Membership Now

If you wish to login to your account, [Click here](#). To make an additional purchase, [Click here](#).

Thank you,  
{Business Registered Trading Name}



Your Postal Address Information

Hi {First Name},

This is a friendly reminder that your membership ({Membership Name} and {Membership Type}) is due to expire on {Date}, {Time}.

It's simple to renew. Click "Renew Membership Now", enter your email address and password then click on Memberships. Select the "Renew Membership Now" button to complete the process online. Alternatively, you

with {Membership Expiry} > Click Save.

address and password then click on memberships. Select the "Renew Membership Now" button to complete the process online. Alternatively, you can contact us on {Company Phone Number}.

### Renew Membership Now

If you wish to login to your account, [Click here](#). To make an additional purchase, [Click here](#).

Thank you,  
{Business Registered Trading Name}



Hi {First Name},

This is a friendly reminder that your membership ({Membership Name} and {Membership Type}) is due to expire on {Membership Expiry}.

It's simple to renew. Click "Renew Membership Now", enter your email address and password then click on Memberships. Select the "Renew Membership Now" button to complete the process online. Alternatively, you

**Please follow the above steps for 'Second Membership Renewal Reminder Email' as well. Moreover, the same steps will also apply to 'Lapse membership Email Notification' with the {Membership Expiry} tag even though the text in the email is different.**

## 15. Complimentary reason update

Where an order had a complimentary ticket with a questionnaire that had an upsell, the system was removing the complimentary reason which is the reason why you are issuing a complimentary ticket. This has been rectified.

Send confirmation email.

[View Terms & Conditions](#) [Add an order note?](#)

[Click here to add a reason for the complimentary ticket\(s\)/item\(s\)](#)

Enter note

## 16. Reports – Door List/Questionnaire report: Other responses

The Door List/Questionnaire report has been updated so that where 'other' has been selected as a response against a questionnaire, we've now included the word other (e.g. Other: Letter) and the text for clarity.

Other: Veg	
Other: No Fish	

## 17. Marketing Code report sorting

The Marketing Code report now sorts by number of tickets/items rather than marketing code name. This will allow you to quickly identify your best performing marketing codes (i.e. how did you hear about this event/product?).

**Marketing Code Summary**

Marketing Code	Transactions	No. of Items	Revenue
Radio	203	425	\$46,056.00
Facebook	41	108	\$14,845.00
Direct Mail	6	18	\$210.00
postcode	2	8	\$86.00
Twitter	29	61	\$15,963.00
Newspaper1	9	24	\$13,960.00

## 18. Postcode report not showing data if event status is off sale: Fixed

If an event was off sale and still active, the system was not generating any data against the postcode report. This issue has been fixed.

## 19. Help rollover text added to Door List/Questionnaire report for upsells

We've added help text against the upsell check boxes to help clarify how each field works. Please read these help tips carefully.

- Show Questionnaire Info
- Show Tags
- Show Event Upsell Name ⓘ
- Show Upsell Date/Time ⓘ
- Include Reservations-Pay Later
- Show Sales Channel

MODULE AND OTHER FILTERS (CLICK TO SHOW/HIDE) >

OTHER FILTER OPTIONS (CLICK TO SHOW/HIDE) >

MARKETING FILTERS (CLICK TO SHOW/HIDE) v

Show Upsells With Event  Show Upsells Only

WHAT FIELDS/OPTIONS WOULD YOU LIKE TO DISPLAY ON THE REPORT?

Show Customer ID  Show First Name  Show Last Name

To use this option, you must first select an event/performance above. By selecting this checkbox, ONLY the upsells associated with the chosen event/performance will display. For example, if you had pre-show dining, and you wanted to send off the list of upsells to catering for a particular event and performance only, this is the option you would choose.

## 20. Door List/Questionnaire update to image reference

Where an image is uploaded against a questionnaire response, rather than showing the image id code that we store, we are now displaying the file upload name.

Per Txn Questionnaires		
File Upload	File Upload Q10	Multi
OE35A5E8-DD52-4A43-97AB-DB0334ED1865.jpg	final.xlsx	

## 21. Customer Evaluation report update

Where a customer had multiple tags (i.e. VIP, Donor, Sponsor), the system was creating multiple lines with the same information for the customer evaluation report. This has now been updated to group together.

## 22. Holds report update

We've now added a 'Total' column to the holds report which is particularly useful if you have multiple price scales.

### Holds

18th July GA

Fri, 14 Aug 20, 11:00 AM

Hold Types	General Admission	VIP	Total
Hold House seats	30	50	30
<b>Total Holds</b>	<b>30</b>	<b>50</b>	<b>80</b>
<b>Total Capacity</b>	400	100	500
<b>Capacity Less Holds</b>	370	50	420
<b>Sold</b>	260	2	262
<b>Total Left To Sell</b>	110	48	158

## 23. Marketing Code report – ‘Transaction’ column update for postcode summary

The Marketing Code report displays marketing codes and also has a postcode summary. The report was showing incorrect transaction quantities. This has been fixed.

**Postcode Summary**

Postcode	Items	Transactions	Revenue
	30	16	\$1,620.00
2000	446	180	\$86,898.00
2011	5	2	\$130.00
2065	1	1	\$0.00
2093	33	21	\$160.00
2135	1	1	\$10.00
2145	6	5	\$125.00
2216	17	4	\$901.00
2223	1	1	\$50.00
2261	27	7	\$14,031.00
2291	37	7	\$2,055.00
2345	8	1	\$80.00
2665	21	3	\$325.00
302033	3	2	\$115.00
4306	27	9	\$2,316.00
4556	32	6	\$3,332.00

## 24. Pre & Post Email report update

The Pre & Post Email report has been updated with wider columns. When filtering by performance date, the content is now displaying only the specific date selected.

### Pre & Post Email/SMS Statistics

Performance From Date	Aug 14 2020 12:00AM
Performance To Date	Aug 14 2020 11:59PM

Event Name	Date/Time	Reminder Type	Email SMSTemplate Name	Schedule Time	Status	Customer Count
18th July GA	14 Aug 20, 11:00 AM	Pre-Reminder 1	Default Pre Event Email1	13 Aug 20, 11:00 AM	Sent	12
18th July GA	14 Aug 20, 11:00 AM	Pre-Reminder 2	Default Pre Event Email1	14 Aug 20, 09:00 AM	Sent	12
18th July GA	14 Aug 20, 11:00 AM	Pre-Reminder 2	Pre Event SMS 2 Template	14 Aug 20, 09:00 AM	Sent	0
18th July GA	14 Aug 20, 11:00 AM	Pre-Reminder 1	Pre Event SMS 1 Template	14 Aug 20, 10:00 AM	Sent	0
18th July GA	14 Aug 20, 11:00 AM	Post-Reminder 1	Default Post Event Email	14 Aug 20, 12:00 PM	Sent	6
18th July GA	14 Aug 20, 11:00 AM	Post-Reminder 1	Post Event SMS Template	14 Aug 20, 01:00 PM	Sent	0

## 25. Door List/Questionnaire report - Upsell data correction

Where an event/module had an upsell and the upsell had a questionnaire assigned, the questionnaire responses were displaying twice. This has been corrected.

Chocolate	35219	2		1111	11111	Dark	2	1
				1111	11111	Dark	4	22