

# Release 53.0

May 2021

**Please press control + shift + R to refresh your browser and see the latest changes.**

The below items are currently available right now to all clients.

**1. The Ability to Purchase Multiple Subscriptions in One Transaction**

Subscriptions now allow online and box office sales to purchase multiple subscriptions/packs. For example, if you've built separate subscriptions for a 4-play music pack and a 5-play subscription pack, customers simply need to click 'Continue Shopping' and they will be able to add additional subscriptions to their order.

**2. The Ability to Add Single Tickets to Other Events in Addition to a Subscription**

You can now add single tickets to other events in addition to a subscription. Previously, you had to add events/items as a cross-sell within a subscription package to allow them to be purchased within the same transaction.

**3. Allow Customers to Pay for Their Reservations Online**

Customers can now pay for their reservations online. To do this, they simply need to log into their online accounts.

**4. Batch Printing Update – New Batch Print Date Range Search**

Batch printing now has a new 'print date range' filter. Currently, batch printing displays the last 20 batch prints by an organization. We've introduced this new filter if you need to go back and reprint a batch that could have occurred several weeks ago.

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[Print Batch](#)

**Print** ⓘ

Showing last 20 batches FROM 15 Sep 2020, 10:53 AM To 05 Mar 2021, 02:58 PM

SEARCH (CLICK TO SHOW/HIDE)

Get Batches Of

Event x Voucher x Merchandise x Membership x (4) Clear All

Print Date Range

[Search](#) [Reset](#)

Batch Id	Qty.	Operator	Batch By	Date	Printing Status
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5. **Events & Post Event Emails**

If a performance/date had passed, and a post event template was added to an event, the system would not send the post event email. We've updated this so that no matter what the instance is, the template will send unless the event is inactive.

6. **Method of Payment Added to Refund Report**

We've added the Method of Payment to the refund report (see below) which can be used as a form of reconciliation or cross verification.

Operator	GL Account	Method of Payment	Refund Amount
nology.co m		VISA	150.00

7. **Customer Evaluation Report Upgrades – Ranking, Total Spend & Billing, and Mailing Address Updates**

We've added to the Customer Evaluation Report the following:

- a. Ranking- this is already listed against the customer's account and now available via reporting.
- b. Billing & Mailing Address has been added to the report in case you want to market this particular customer base.
- c. Sort by added to allow you to sort by Total Spend (highest spend to lowest spend).

**MARKETING FILTERS** (CLICK TO SHOW/HIDE)

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**SORT BY** (CLICK TO SHOW/HIDE) ▾

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Total Spend

**SCHEDULE REPORT** >

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Customer Evaluation

Report Generated: 27 Apr 21, 02:42 PM

Sales From Date	Apr 1 2021 12:00AM
Sales To Date	Apr 27 2021 11:59PM

Customer Id	First Name	Last Name	Email	Mobile	Overall Ranking	Total Spend	Total Items	Event Spend	Events	Products
34543543553	Madhavi	Latha	madhavib@tixtechnology.com		22	\$279.00	29	\$277.00	Hall of Fame, Hall of Fame1, The Wiggles	
34543543537	Optin Customer	Optin Customer	sachins@tixtechnology.com		08	\$241.00	13	\$39.00	18th July GA line 123, copy of 18th, GA report, The Wiggles	
2	Amit	Bhatia	amitb@tixtechnology.com		9	\$220.00	4	\$20.00	The Wiggles seating	
34543543534	dennis	dougeridis	dennisd@seatadvisor.com.au	dennisd@seatadvisor.com.au	5	\$42.00	7	\$42.00	Capacity test evnt, report check	
34543543535	Madhavi	Bhatia	madhavib@tixtechnology.com		177	\$25.00	1	\$25.00	Hall of Fame1	

	Billing Address	Billing Suburb	Billing Zip	Billing State	Billing Country	Mailing Address	Mailing Suburb	Mailing Zip	Mailing State	Mailing Country
1	324 Military Road	Semaphore Park	5019	SA	Australia	U 4 1 Pitt St1	sydeny	123343	CA	UNITED STATES
1	208 Pitt St	MERRYLANDS	2100	NSW	AUSTRALIA	208 Pitt St	MERRYLANDS	2100	NSW	AUSTRALIA
1	12 Holbeche Rd	ARNDELL PARK	2148	NSW	AUSTRALIA	12 Holbeche Rd	ARNDELL PARK	2148	NSW	AUSTRALIA
1	32 Darlinghurst Road	Potts Point	2011	NSW	Australia	32 Darlinghurst Road	Potts Point	2011	NSW	Australia

8. Event & Session/Performance date added to transaction overview

You can now roll over the 'i' info tip against a confirmation number to view all the events and their dates/times that have been added to the order. This is particularly useful if you are trying to ascertain the date the customer is attending an event or if a customer has purchased tickets to multiple dates/times of the same event - what those dates/times are.

RED = Refund BLUE = Reservation

Confirmation #	Event Name/ Product	First Name	Last
47530 	Hall of Fame Hall of Fame- Line 2,The Wiggles testlso	dennis	douli

## Transaction Overview - #47530

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Resend Confirmation Email 

Confirmation Range:

From

To

RED = Refund BLUE = Reservation

Confirmat #	Event Name/ Product	Action Time	Sales Channel	Transa Status
47530 	Hall of Fame Hall of Fame- Line 2 The Wiggles testlso	Wed 14 Jul 2021, 05:08 PM	WALK-UP	Confir
		Wed 08 Sep 2094, 02:03 AM		

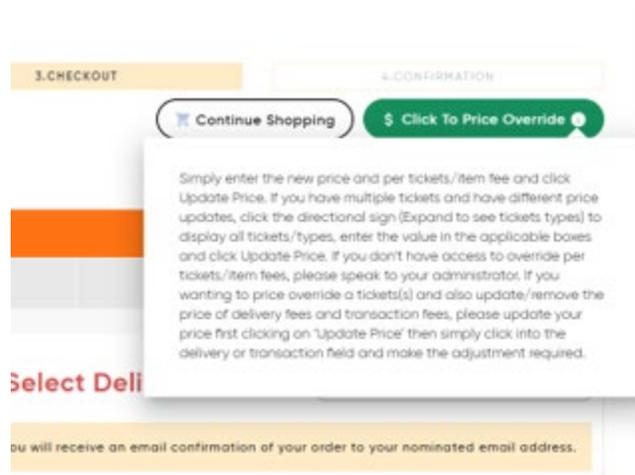
### Transaction Overview - #47530

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Resend Confirmation Email 

#### 9. Price Override Help Tip Update - Finalize Order Screen

We've updated the help tip to make it clearer that clicking the button 'Click to price override' does not apply to transaction & delivery Fees. To change the price of these fees, simply click into the box provided. It's that simple.



## 10. Promoter & Sold Out Status Report Update

The Promoter Access Basic & Detailed as well as the Sold Out Status Report have been updated to not include any dates of events that are outside of the sales date range selected.

We've also introduced a new check box 'Exclude Events/Items that don't have any quantity sold'. If you check this box, any events with no sales will be excluded from the report.

## 11. Address Verification Update

Where a customer enters their address incorrectly and does not verify it with Google, we are now displaying the error message both at the top of the page and right underneath the address verification field.

The message text has also been updated with an 'action required' prompt to click the option 'Don't see your address? Enter manually to continue'. This will further reduce any confusion where a customer may enter an address and not understand the verification process.

280 Turf Street

Don't see your address? Enter manually

We've been unable to verify your address. Please re-enter your billing address OR click the option 'Don't see your address? Enter manually' to continue.

 YOU HAVE 1 ERROR(S):

We've been unable to verify your address. Please re-enter your billing address OR click the option 'Don't see your address? Enter manually' to continue.

## 12. Membership Renewal Update - Keeping Same Number

Customers who renew memberships within the renewal period are now allocated the same membership number.

## 13. Reporting Codes Not Saving on Gift Vouchers

Reporting codes were not sticking to the Gift Voucher build - this has been rectified.

## 14. Customer Field Setup Fast Sales

When adding a customer during a fast sale, you can now limit the fields collected. For example, to speed up the process, simply collect First Name, Surname, Email and Mobile. Previously, the system would display your backend customer fields. This will speed up the sales process on event night.

Sales > CUSTOMERS & TRANSACTION

# Add Customer

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**Tip: To add a customer, any fields marked as \* are mandatory and you will not be able to save the r**

First Name

Last Name

Mobile

   
+61

Email

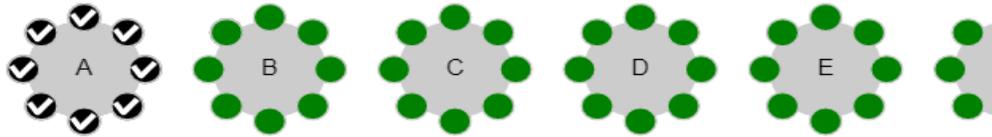
Confirm Email

## 15. Forcing All Seats to be Selected on a Table

Via your seat map, you can now enable the ability to force all seats to be selected on the table automatically. When a customer selects 1 seat, every seat on the table is selected and must be purchased. Customers have no ability to de-select any seats.

Online, you can see below, all seats being selected.

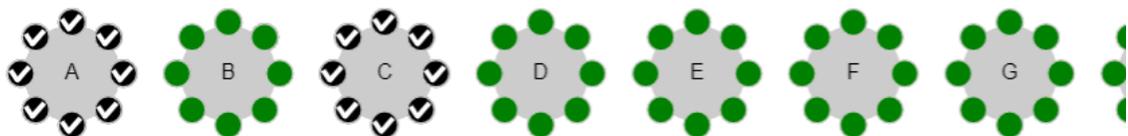
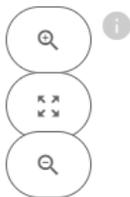
**Online:**



In the backend sales flow, if an operator tries to select single seats, the system will auto select all seats on the table and divert the function to multiple seat selection.

In case of mutple promotional codes use comma in between

Select By:  Multiple Seats  Single Seat  Row/Table  Seat Group



**How to set this up:**

Head to Event > Manage Venues/Manage Holds. Once you create a seat map, you'll notice when you create multiple tables, there's a new 'force selection process of all seats on table' that can be activated. During the sales process, when you select 1 seat, all seats will be selected on the table automatically.

Start Table Label With:  ⓘ

Seat Labels/Numbers:  ⓘ

Start Seat Label With:  ⓘ

Seat Label Direction:  ◀  ▶

Activate Force selection of all seats on table during sales?  ⓘ

If you create multiple tables rather than single tables, see screen shot below, head down to 'Settings' and click the 'Activate Force selection of all seats on table during sales'. The system will turn **all tables** into the new force selection process rather than having to select Individual tables.

## SETTINGS

(CLICK TO SHOW/HIDE) ▼

Activate Force selection of all seats on table during sales?



( \* 0 out of 5 tables selected) [Clear all](#)

In another scenario, if you had a requirement that some tables were force selection and others weren't, you can select the activation of forcing all seats on table function then head into each individual table that shouldn't be part of the force all seats function and uncheck this box. If someone buys this table, they will not be forced to select all seats.

There is no change to price structures. You simply build your price structure and allocate the cost per seat. Once all seats are selected on the table, the system will do the calculation of the total cost.