

Release Notes 60

Q1: 1st March 2022

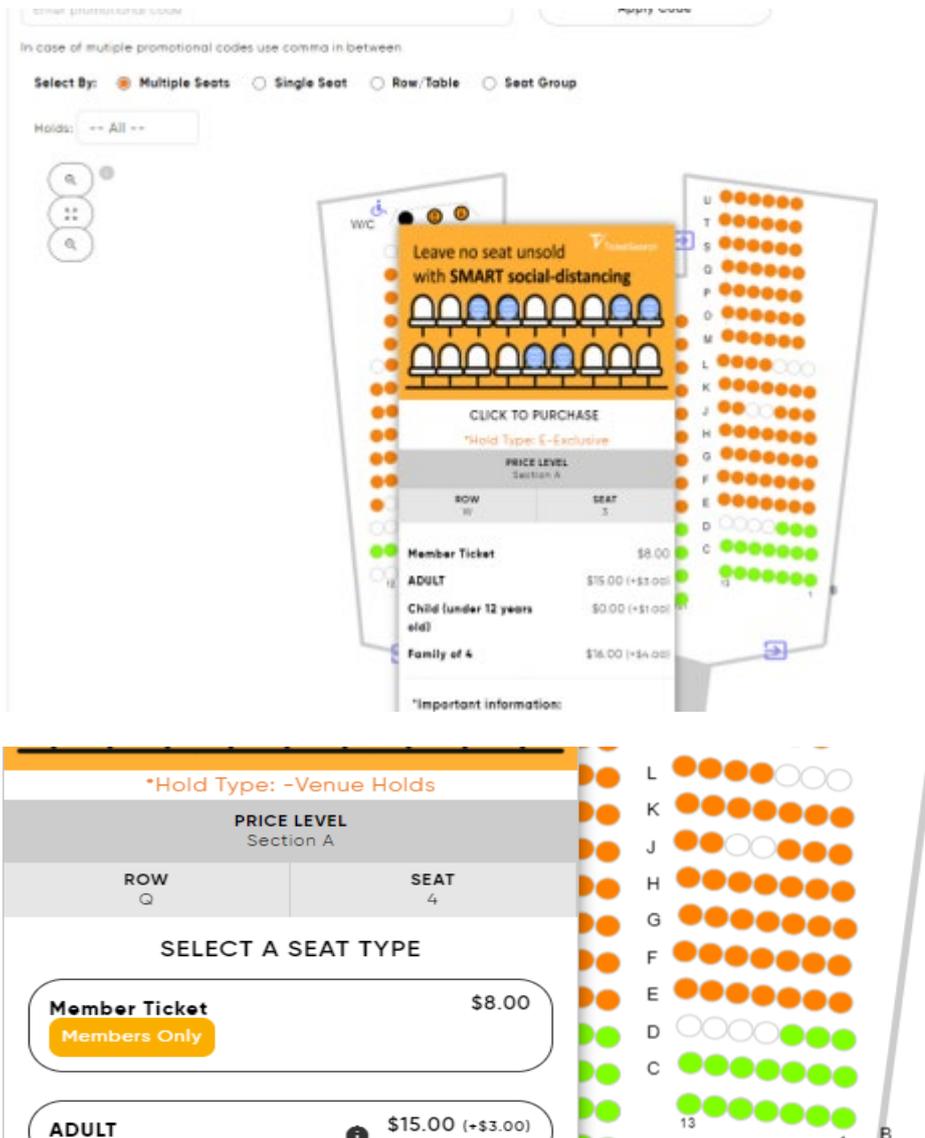
[Click here to access the latest release notes](#)

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

Please see below the items included in release 60. Please read the release notes carefully and if you have any questions, please contact support in your region.

1. Adding reserved seating holds to legend

When rolling over or clicking on a seat that is a hold type, the system now further details what the hold type is to assist operators in quickly identifying the hold type name i.e., **Hold Type: E-Exclusive**.



2. TicketSearch is now live in Indonesia with the gateway ipay88

Indonesian clients can now go live with ipay88 which is currently also operating in Malaysia. To use the service, simply click 'Yes' and enter the required information.

ipay88

Do you have a merchant account with ipay88? *

YES

NO

If you are not a ipay88 account holder, click to access [more information on ipay88](#) or [apply for your ipay88 account](#).

Please note you will not be able to take credit card payment until you have a ipay88 account

[Search](#) [Release Notes/Email Campaigns](#) [TicketSearch Training Videos](#)

Release Notes/Email Campaigns

Email Campaigns

11/21/2021 - **"PROMO" PAY UPFRONT & RECEIVE UP TO 40% OFF YOUR PER TICKET FEES**
11/16/2021 - TicketSearch Upcoming Software Releases -Covid19 Tools
10/21/2021 - SecurePay and NSW Dine and Discover Update
10/04/2021 - TicketSearch Software Release 58 with New Updates!
09/30/2021 - TicketSearch Software Release 56/57 with New Updates! Version 58 to be released tonight!
09/06/2021 - Dine and Discover Update and Training Video Timings

Release Notes

October 2021: Release 58 - [click here to view](#)

August / September 2021: Release 56 and 57 - [click here to view](#)

3. TicketSearch is now live in Vietnam using the gateway Payoo

Vietnam clients can now go live with Payoo Payment. To use the service, simply click 'Yes' and enter the required information.

Payoo Payment

Do you have an account with Payoo Payment? *

YES

NO

If you have never registered with Payoo, **click here** to find out more information and register an account.

Payoo Payment

Do you have an account with Payoo Payment? *

YES

NO

Enter Business account details below.

UserName /Account *

Shop Id *

Shop Title *

Checksum Key *

4. Deactivating Secondary Terms and Conditions

You can now deactivate Secondary Terms & Conditions by flicking the switch to 'No' which will prevent it from appearing on the finalise order screen.

Will these terms and conditions change depending on the Event or Product?

YES

NO

Secondary Terms & Conditions

Here you can add and customise the text of your secondary terms and conditions. This was specifically added to highlight covid19 terms and conditions outside your standard terms and conditions. After you submit or save the changes of this page, [Show More](#) >

Would you like to activate Secondary Terms & Conditions?

YES

NO

5. Batch printing optimisation

We've optimised the batch print process to generate the PDF file of tickets faster. There is nothing you need to do to activate this feature.

6. Cloudflare Security update

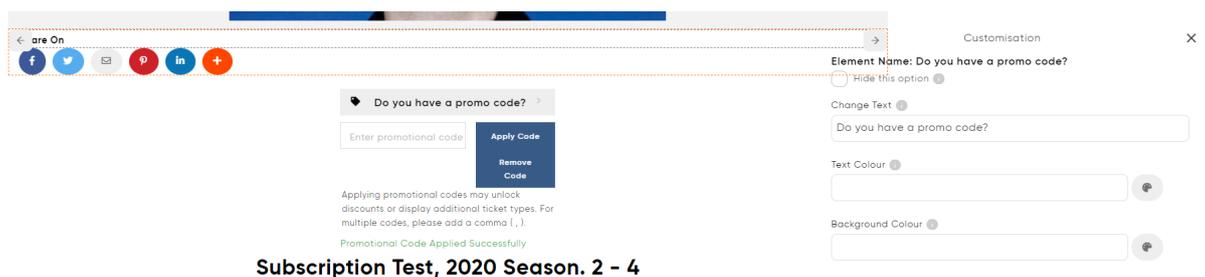
When generating reports and other functions throughout the system, any request to our Amazon servers would be terminated at 1.5 minutes. For example, reports in particular that can be heavy in data may take longer than this period causing a blank screen to appear. Clients would then have to use the 'email now' function to generate reports. In partnership with Amazon and Cloudflare, this has now been updated to 5 minutes.

7. Batch printing update when tickets printed from customer record

When printing ticket(s) from the customer record i.e., the customer has come to the venue and collected the ticket(s) rather than coming on the day of the event/activity, the ticket/item will now be removed from the batch print to avoid them being printed again.

8. Hiding promo code function for Subscription & Packages

To hide the promo code function from platform customisation, head to Settings > Platform Customization > sub menu: Subscriptions & Packages. Click the promo code field and in the right panel, check the box 'Hide this option'. Please also remember to click all the additional fields such as the promo code text to complete remove the promo code functions.



9. Marketing Tags text update

We've updated the marketing tags text to ensure that there is further clarity of when to use the 'And' compared to the 'OR' function.

Set Basic Triggers

***Tip: The tags trigger is using the function of "AND" when more than one trigger is selected i.e. If you select Sales Channels "Internet" and then also by minimum spend, the system will allocate the tag to a customer based on the customer purchasing on the internet and also spending the minimum amount. To set "OR" triggers, please click on "Set Advanced Triggers".

Sales Channels

INTERNET x WALK-UP x

(2) Clear All

All ANY

10. Pre-event email update for Event/Activity date range

We've updated the pre-event email template so that when you activate the function to show upcoming events, the system will now display the date range of the events/activities.

Display Date Range ON

Hide Venue Name OFF

Upcoming Events

Upcoming Event Image

Sample Event1
28 Apr 2021 to 28 May 2021
Sample Venue1

Buy Now

Upcoming Event Image

Sample Event2
28 Apr 2021 to 28 May 2021
Sample Venue2

Buy Now

11. Email address added to Invoice/Reservation Report

The invoice/reservation report is now displaying by default the customers email address. This can be used to then email the customer to follow-up on reservation payments. The customers email address will now appear directly after the last name field.

Administrative/Operations Reports

- Operator End Of Shift [i](#)
- Operator Login [i](#)
- Sales Channel Ticket Type (Performance Statement) [i](#)
- Doorlist/Questionnaire [i](#)
- Invoice Reservation Report [i](#)
- Scanning Report [i](#)
- Holds Report [i](#)
- WaitList Report [i](#)

Invoice Reservations

Report Generated: 02 Mar 22, 04:47 PM

Sales From Date	Nov 9 2021 12:00AM
Sales To Date	Feb 28 2022 11:59PM

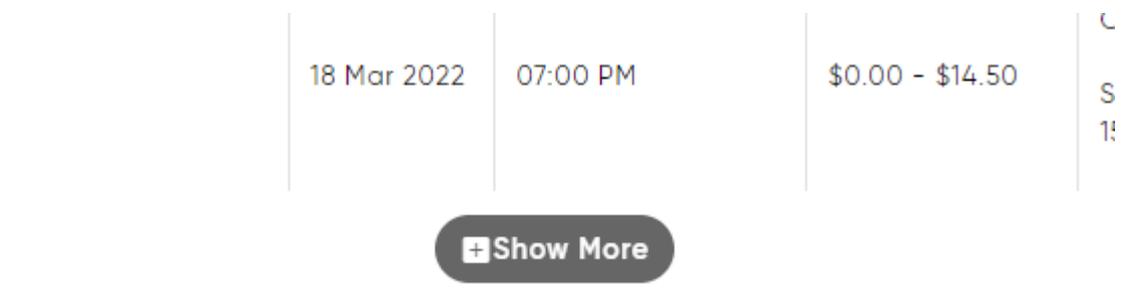
Customer Id	First Name	Last Name	Email Address	Transaction Date	Operator	Event Name
3454354353 7	Optin Customer	Optin Customer	sachins@tixtechnology.com	17 Nov 21, 05:34 PM	sachin sachin	18th July GA line 123, All in One, Theatre Membership
Total					Total Invoices	

12. Customer Evaluation Report update

The Customer Evaluation Report has been updated in response to the various field options that are available. You can now generate the report to view first time attendees by sales date range, events/activities and more. The system will analyse the customer created date and first purchase date to ensure that they are on the exact same date. You can only generate one module at a time i.e., by event only, by membership ... Modules will analyse data by sales date range.

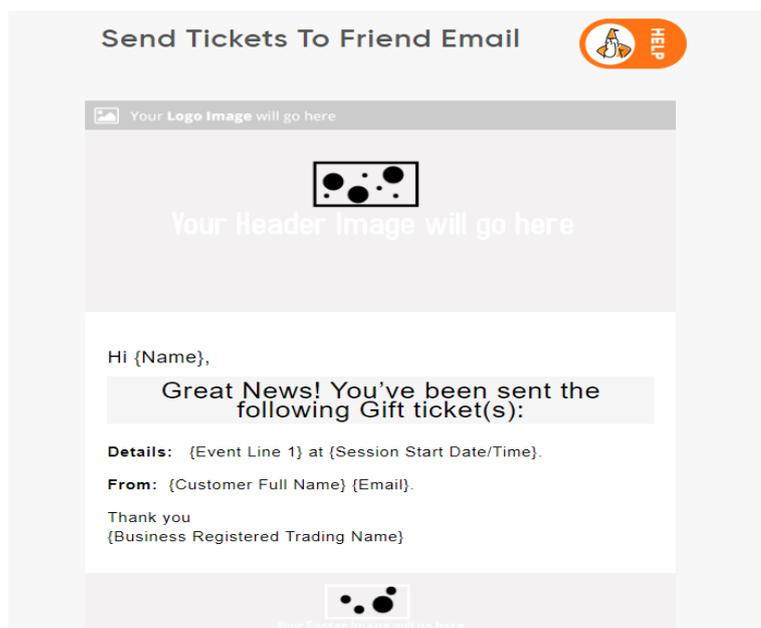
13. Show more tab in fast sales

When there are more than 50 dates/times to shown in you fast sales list, the show more button was in some instances not responding to a mouse/keyboard click to display events/activities above 50. This has been fixed.



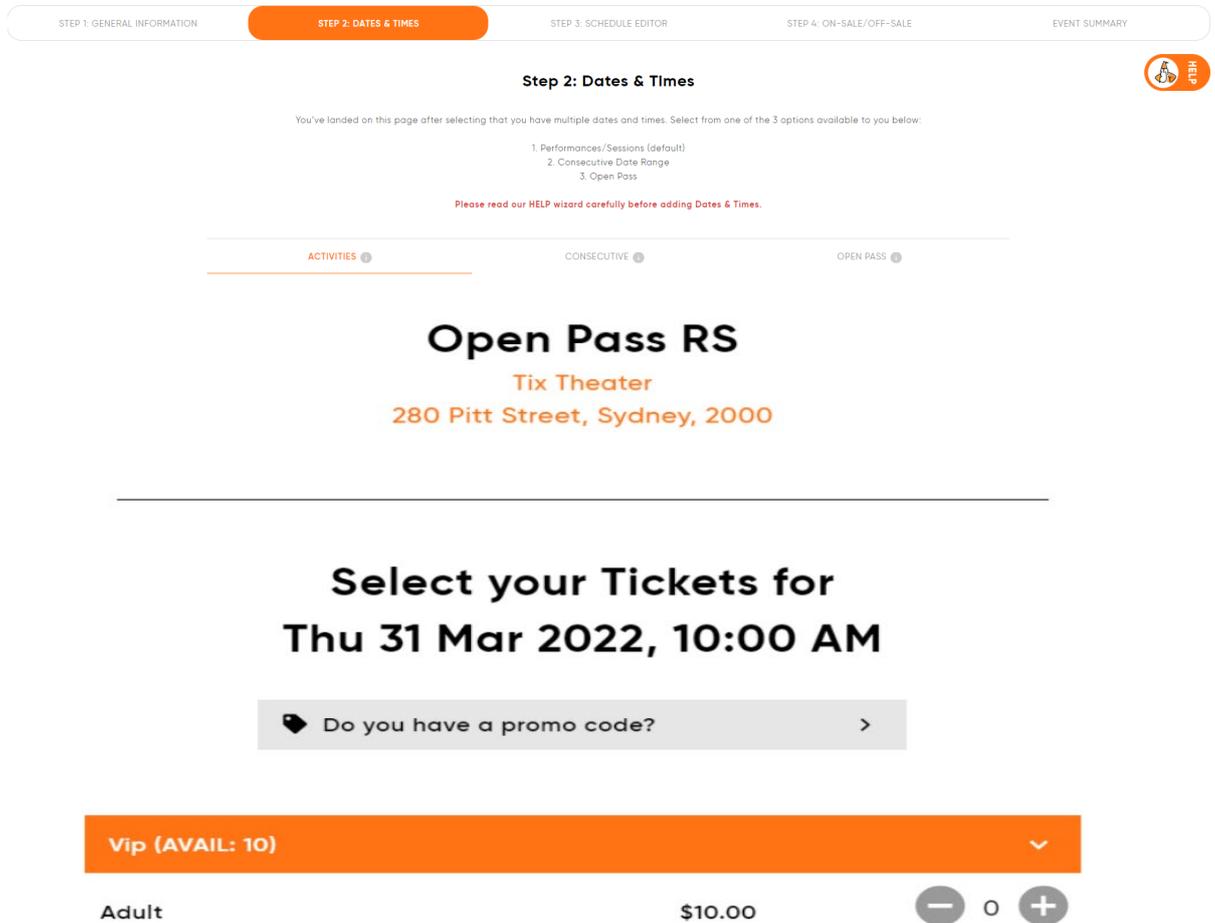
14. Send to a friend template update

The send to a friend template has been updated to include the event/activities session date/time. This function is used for customers to send their ticket(s) to their friends directly at the time of order rather than having to distribute the PDF tickets(s).



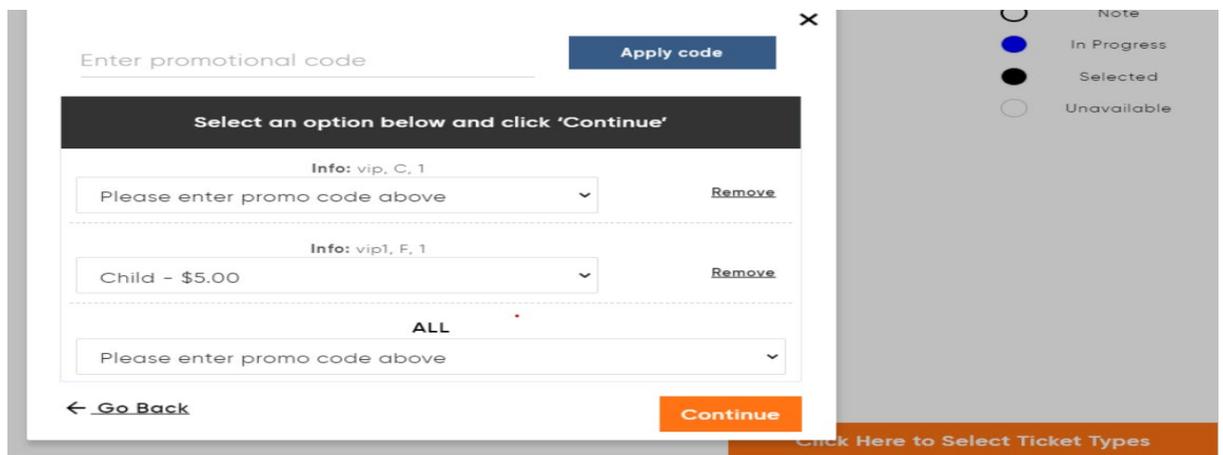
15. Open Pass Style event update

Open Pass events/activities i.e., valid to 30 June 2022 no longer display a calendar.



16. Promo Code update

When a price scale is only accessible via a promo code, when viewing ticket types, the system now clarifies that a promo code is required to continue with the text 'Please enter promo code above'. If the continue button is clicked and a promo code is entered, danger text is displayed, 'Please enter promo code' to further help the customer understand what is required.



17. Shopping cart timer update for gateways Cybersource and Ipay88

When using the 3d security aspect of Cybersource and ipay88 that refers customers to a payment page from the finalise order screen to complete payment, the system now adds an extra 1 minute buffer to the timer to ensure that there is enough time to enter credit cards details and rivert back to TicketSearch.

18. Covid19 Health Declaration update

The Health Declaration that has questions relating to a customers potential covid exposure has been updated from a link to a button 'Complete Now'. Once updated, the button will display in green 'COMPLETED'.

The screenshot shows a web form titled "Ticket Holder Information" for an event on March 3, 2022. It contains two rows of ticket holder details. The "Health Declaration Survey" column for each row contains a red button labeled "COMPLETE NOW". A red box highlights these buttons. At the bottom right, there are "Cancel" and "Save Ticket Holder Details" buttons.

Ticket Details	Title	First Name *	Last Name *	Email *	Gender	Health Declaration Survey
Adult , A, 1		Sumit	Sain	ssain4680@gmail.com	<input checked="" type="radio"/> Male <input type="radio"/> Female	COMPLETE NOW
Adult , A, 2		Sumit	Sain	sumits@tixtechnology.cor	<input checked="" type="radio"/> Male <input type="radio"/> Female	COMPLETE NOW