



PROVENUE®
TRAINING DOCUMENTATION

*Data Protection
Units*

Copyright Information

This document has been created, authored and/or prepared by or on the behalf of Tickets.com, LLC. The contents hereof contain trade secrets and other information that is proprietary to Tickets.com, LLC., and use of this document is subject to the terms, conditions and restrictions set forth in the license agreement accompanying this document and the ProVenue software, the terms of which are incorporated herein by this reference.

This document is intended to provide the user with accurate and authoritative information relating to the operation of the ProVenue software. While every precaution has been taken to ensure its accuracy, Tickets.com, LLC. makes no warranty that the contents hereof are accurate in all respects and Tickets.com, LLC. hereby disclaims any and all responsibility for any errors or omissions in the text.

Use of Data Protection Units for marketing to consumers may be regulated by local laws; please seek legal counsel from a qualified individual in your jurisdiction.

Copyright© 2018

Tickets.com, LLC.

Costa Mesa, California USA

All rights reserved.

Advantix/SQL™, MyProVenue™, ProVenue®, ProVenueElite®, ProVenueMax™, ProVenueOne™, ProVenueOnline®, ProVenuePlus™, ProVenueReports™, ProVenueGrandSlam™, and Tickets.com® are registered trademarks, trademarks and service marks of Tickets.com, LLC, in the United States and other countries, as applicable.

Tickets.com has its own Federal and State registrations.

Adobe® and Acrobat Reader® are registered trademarks of Adobe Systems Incorporated in the United States and other countries.

BOCA® is a registered trademark of Boca Systems, Inc.

Microsoft® and Windows® are registered trademarks of Microsoft Corporation in the United States and other countries.

All other brands and products are trademarks or registered trademarks of their respective owners. The information in this document is confidential and proprietary to Tickets.com, LLC. This document may not be reproduced, republished or otherwise redistributed, in whole or in part, by any electronic or mechanical means (including without limitation, photocopying, caching or other information storage and retrieval methods) for any reason without the prior written permission of Tickets.com, LLC. All patron information used herein (which may include, but not be limited to patron name, address, phone number and account number) is strictly fictional. In the event any patron information contained herein resembles that of any real person, living or dead, such resemblance is purely unintentional and coincidental.

Table of Contents

Overview	1
Prerequisites	2
System Setup	3
Data Protection	3
Contact Methods	5
Organization Administration	6
Application Feature Permissions	9
Data Protection within ProVenue Reports	10
Reports with Data Protection Settings	11

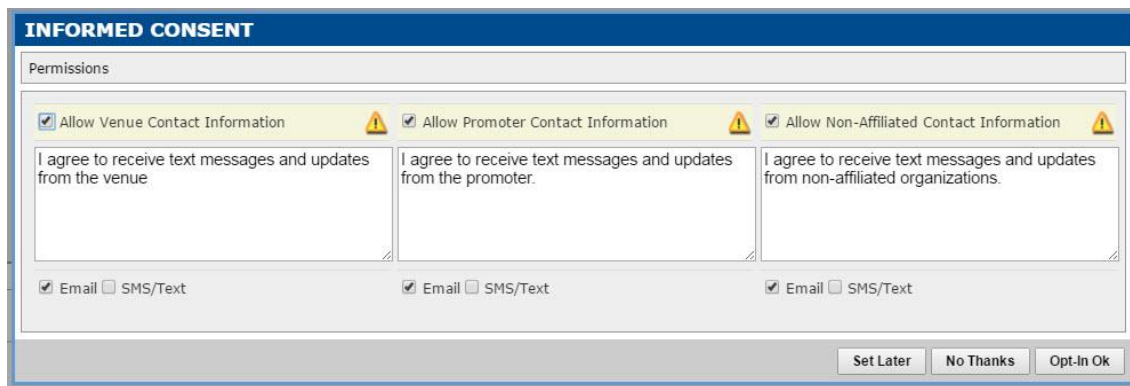
Overview

Data Protection Units record your patron’s consent when opting into various marketing efforts. Utilizing Data Protection Units, venues can control their patron’s experience when opting in or out of marketing or promotional communications from the venue, venue affiliates, or Tickets.com. Data Protection Units can be configured in ProVenue® for channels of communication including email, SMS/Text, direct mail, and/or phone calls.

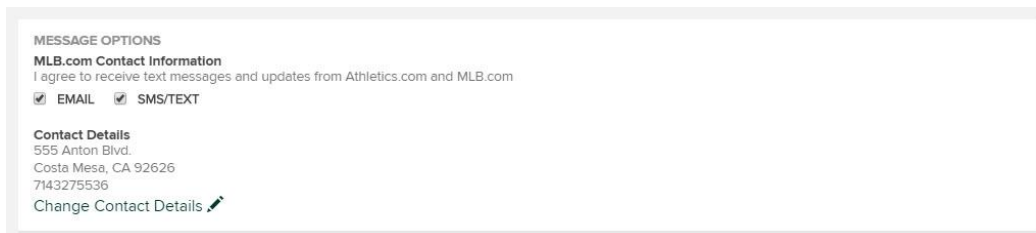
The key aspect of a Data Protection Unit is that a message is read to/by the patron, and the patron is agreeing to share (or not share) his or her personal data based on the message.

A Data Protection Unit can be set as compulsory every time a new patron account is created. The information can also be added or updated when a customer contacts the organization.

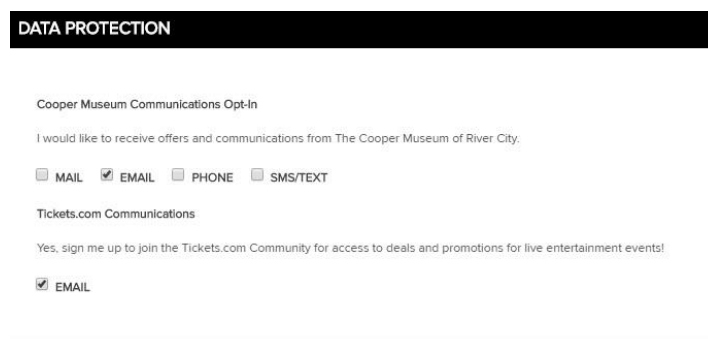
If enabled, Data Protection Units are displayed in the *Informed Consent* screen in ProVenue® after creating a new patron account.



Data Protection can also be enabled for MyProVenue™.



Data Protection can also be set up in ProVenueOnline®.



A patron’s response is stored in the patron account under the “Data Protection” tab. Each time the Data Protection Unit is asked or updated, the information is date and time stamped along with the user’s name and agency.

Code	Description	Mail	Email	Telephone	SMS/Text	Last Updated By	Date Modified
TRAINVENUE	Venue Contact Information	-	x	-	-	sleslie, Box Office Manager	4/20/2017 9:02 AM
TRAINPROMO	Promoter Contact Information	-	x	-	-	sleslie, Box Office Manager	4/20/2017 9:02 AM
TRAINNONAA	Non-Affiliated Contact Information	-	x	-	-	sleslie, Box Office Manager	4/20/2017 9:02 AM

Reports that hold personal patron data have an option to include all customer details or include only those customers who have responded positively to a specific contact method for a Data Protection Unit.

Prerequisites

To set up Data Protection within ProVenue, a user must have the following Portal Roles assigned within *User Management*:

- ConfigMgmt - Configuration Management;
- or
- DPUAdmin – Data Protection Administration; and
 - OrgAdmin – Organization Administration

This will give the user access to the following areas:

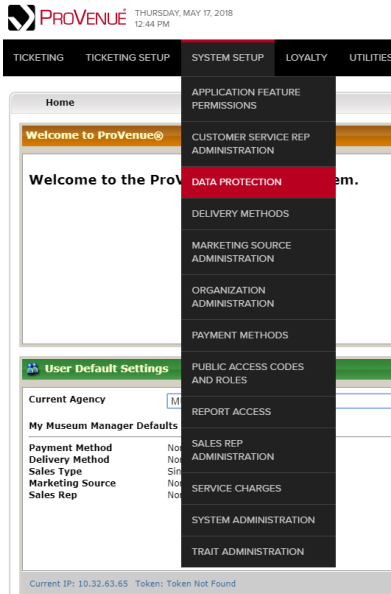
- Data Protection
- Organization Administration

In order to access Data Protection information within a patron account, a user must have the *Application Feature Permissions > Patron Permissions > “Can Access Patron Data Protection Tab”* enabled.

System Setup

Data Protection

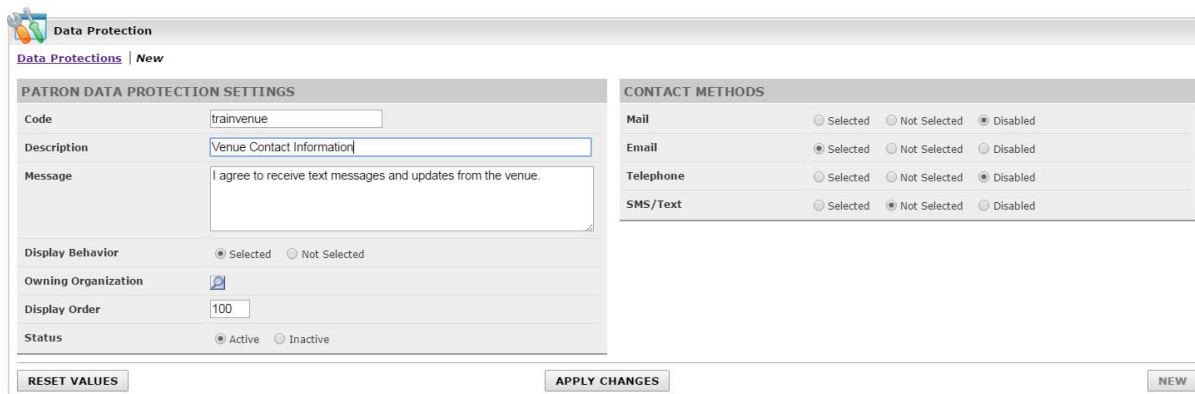
- To set up Data Protection Units, navigate to *System Setup > Data Protection*.



- To find an existing Data Protection Unit, click **FIND**. Click the code hyperlink to access the existing Data Protection Unit. To create a new Data Protection Unit, click **NEW**.



- The following screen holds the Data Protection Unit details:



The information in this screen is as follows:

Patron Data Protection Settings	
Code	Enter a unique code up to 12 characters with no spaces.
Description	<p>Enter a description for your Data Protection Unit. The description can contain up to 50 characters and spaces. This should be written in mixed case.</p> <p>The description will be included in the title when the Data Protection Unit is displayed via the <i>Informed Consent</i> screen. It will follow the word "Allow." For example, if you set your description as "Venue Privacy". The information will appear as "Allow Venue Privacy" throughout the user interface.</p>
Message	Enter the Data Protection message you want read to/by the patron. This will be displayed in the <i>Informed Consent</i> screen for the user to read to the patron. This is also what will be displayed in MyProVenue and ProVenueOnline.
Display Behavior	<p>Set the radio button for the default option:</p> <ul style="list-style-type: none"> Selected. This will default to agreeing to the message and saving the Data Protection responses for each contact method. If a patron does not agree to the message, the box can be unticked in the <i>Informed Consent</i> screen. Not Selected. This will default to not agreeing to the message. This box will need to be ticked in the <i>Informed Consent</i> screen in order to record the customer's Data Protection responses. If it is not selected in <i>Informed Consent</i> screen, all Data Protection responses will be saved as negative responses.
Display Order	Determines the position of the Data Protection when displayed in lists throughout ProVenue. If more than one Data Protection has the same display order, these will be sorted in alphabetical order based on description.
Status	Select the radio button to determine if the Data Protection is active or inactive.

Contact Methods

Contact Methods create the default system responses to the Data Protection Unit for Mail, Email, Telephone, and SMS/Text. A user is then able to make changes as required within the *Informed Consent* Screen or within a patron’s account.

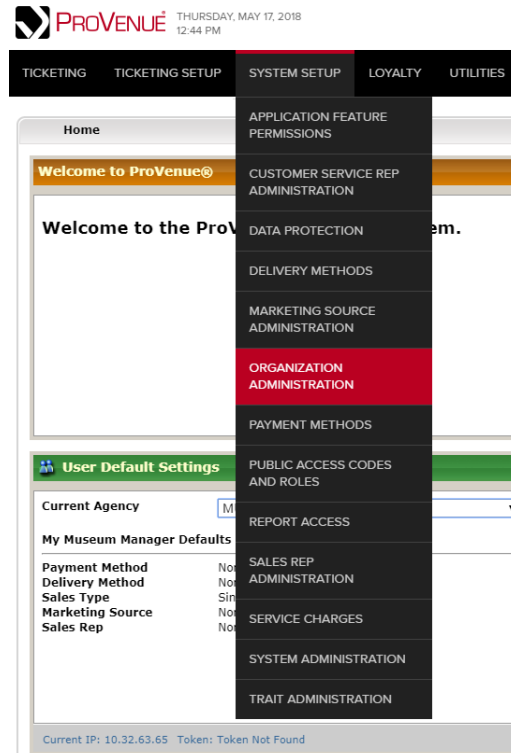
CONTACT METHODS		
Mail	<input type="radio"/> Selected	<input type="radio"/> Not Selected <input checked="" type="radio"/> Disabled
Email	<input checked="" type="radio"/> Selected	<input type="radio"/> Not Selected <input type="radio"/> Disabled
Telephone	<input type="radio"/> Selected	<input type="radio"/> Not Selected <input checked="" type="radio"/> Disabled
SMS/Text	<input type="radio"/> Selected	<input checked="" type="radio"/> Not Selected <input type="radio"/> Disabled

The information in this screen is as follows:

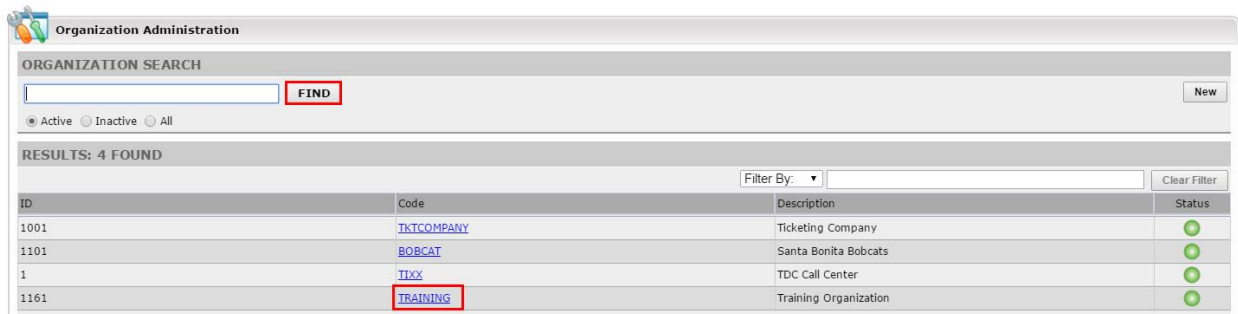
Contact Methods	
Selected	The contact method will automatically be checked by default resulting in a positive response from the patron. A user will need to manually change this to be a negative response in the <i>Informed Consent</i> screen.
Not Selected	The contact method will not be checked by default resulting in a negative response from the patron. A user will need to manually change this to be a positive response in the <i>Informed Consent</i> screen.
Disabled	A response will not be requested for this contact method. No communication will be allowed by this contact method in relation to the Data Protection Unit.

Organization Administration

- To associate Data Protection Units with an organization, navigate to *System Setup > Organization Administration*.



- Click **FIND** for a list of active organizations within ProVenue. If you only have one organization within ProVenue you will automatically advance to that organization. If you have multiple organizations within ProVenue, a list of organizations will be displayed. Click the hyperlink in the 'Code' column for the desired organization.



The screenshot shows the 'Organization Administration' search results page. At the top, there is a search bar with a 'FIND' button. Below the search bar, there are radio buttons for 'Active', 'Inactive', and 'All'. The results section shows 'RESULTS: 4 FOUND'. A table displays the search results with columns for ID, Code, Description, and Status. The 'Code' column contains hyperlinks for each organization. The 'TRAINING' organization is highlighted with a red box.

ID	Code	Description	Status
1001	TIXCOMPANY	Ticketing Company	Active
1101	BOBCAT	Santa Bonita Bobcats	Active
1	TIXX	TDC Call Center	Active
1161	TRAINING	Training Organization	Active

- From the “Details” tab, click the icon to search for and select the Data Protection Units.

Organization Administration
 Organizations | TRAINING - Training Organization
 Detail Agencies Users Access Permissions Access Codes Access Roles Access Role Assignments Configuration

TRAINING - Training Organization updated successfully.

ORGANIZATION

ID 1161
 Code TRAINING
 Description Training Organization
 External Description Training Organization
 Digital Access Card Disable
 Display Order 100
 Status Active Inactive
 PCA Key

DATA PROTECTION SETTINGS

Code	Description	Opt-In Settings	Remove

Remove All

RESET VALUES APPLY CHANGES NEW

- Enter search criteria as needed, and click **FIND**. Select the Data Protection Units you want to associate with the organization, and then click **OK**.

DATA PROTECTION SEARCH

FIND

Filter By: Clear Filter

Select	Code	Description
<input checked="" type="checkbox"/>	TRAINVENUE	Venue Contact Information
<input checked="" type="checkbox"/>	TRAINNONAAFF	Non-Affiliated Organization Contact Information
<input checked="" type="checkbox"/>	TRAINPROMOTE	Promoter Contact Information

Select All Clear All **OK** Cancel

- To add the units to the *Informed Consent* screen, and therefore set them as compulsory when a new account is created, select a level in the ‘Opt-In Settings’ column for each Data Protection. The levels determine how the units will appear within the *Informed Consent* screen. Once the levels are set, click **APPLY CHANGES**.

Organization Administration
 Organizations | TRAINING - Training Organization
 Detail Agencies Users Access Permissions Access Codes Access Roles Access Role Assignments Configuration

ORGANIZATION

ID 1161
 Code TRAINING
 Description Training Organization
 External Description Training Organization
 Digital Access Card Disable
 Display Order 100
 Status Active Inactive
 PCA Key

DATA PROTECTION SETTINGS

Code	Description	Opt-In Settings	Remove
TRAINVENUE	Venue Contact Information	Level 1	
TRAINNONAAFF	Non-Affiliated Organization Contac...	Level 3	
TRAINPROMOTE	Promoter Contact Information	Level 2	

Remove All

RESET VALUES **APPLY CHANGES** NEW

The Data Protection settings in the “Detail” tab will inherit to all agencies belonging to the organization by default. The Data Protection Units can be disabled for individual agencies as needed.

- To disable a Data Protection Unit for an agency, select the “Agencies” tab and search for and select the agency.

Organization Administration

Organizations | TRAINING - Training Organization

Detail Agencies Users Access Permissions Access Codes Access Roles Access Role Assignments Configuration

AGENCY SEARCH

FIND New

Active Inactive All

RESULTS: 5 FOUND

ID	Code	Description	Parent Agency	Channel	Status
1721	TRAINBOMGR	Box Office Manager	None	Box Office	
1724	TRAINB2B1	Training B2B1	None	Internet	
1725	TRAINB2B1ADA	Training B2B1 ADA	None	Internet	
1722	TRAINWEB	Training Web	None	Internet	
1723	TRAINWEBADA	Training Web ADA	None	Internet	

- Select the “Data Protection Override” tab and untick the ‘Inherit Data Protection Settings’ box. Click the icon to remove the Data Protection Units, and then click **APPLY CHANGES**.

Organization Administration

Organizations | TRAINING - Training Organization | Agencies | TRAINBOMGR - Box Office Manager

Detail Agencies Users Access Permissions Access Codes Access Roles Access Role Assignments Configuration

AGENCY

ID: 1721

Code: TRAINBOMGR

Description: Box Office Manager

Channel: BOXOFF - Box Office

Settlement Sales Channel: Box Office

Timezone: America/Los_Angeles - America/Los_Angeles

External Client:

Display Order: 100

Status: Active Inactive

OTHER DETAILS

Parent Agency:

CASH CARD FORMATS

Cash Card Revenue Format:

Cash Card Payment Format:

RESET VALUES **APPLY CHANGES** NEW

MAPPING

Access Role Supplier Sales Rep **Data Protection Override**

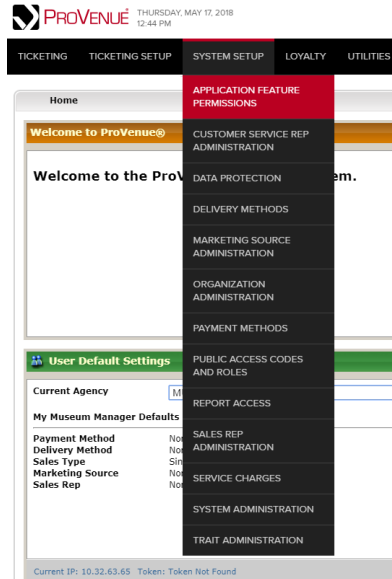
Inherit Data Protection Settings

Code	Description	Opt-In Settings	Remove
TRAINVENUE	Venue Contact Information	Level 1	
TRAINNONAFF	Non-Affiliated Contact Informat.	Level 3	
TRAINPROMOTE	Promoter Contact Information	Level 2	

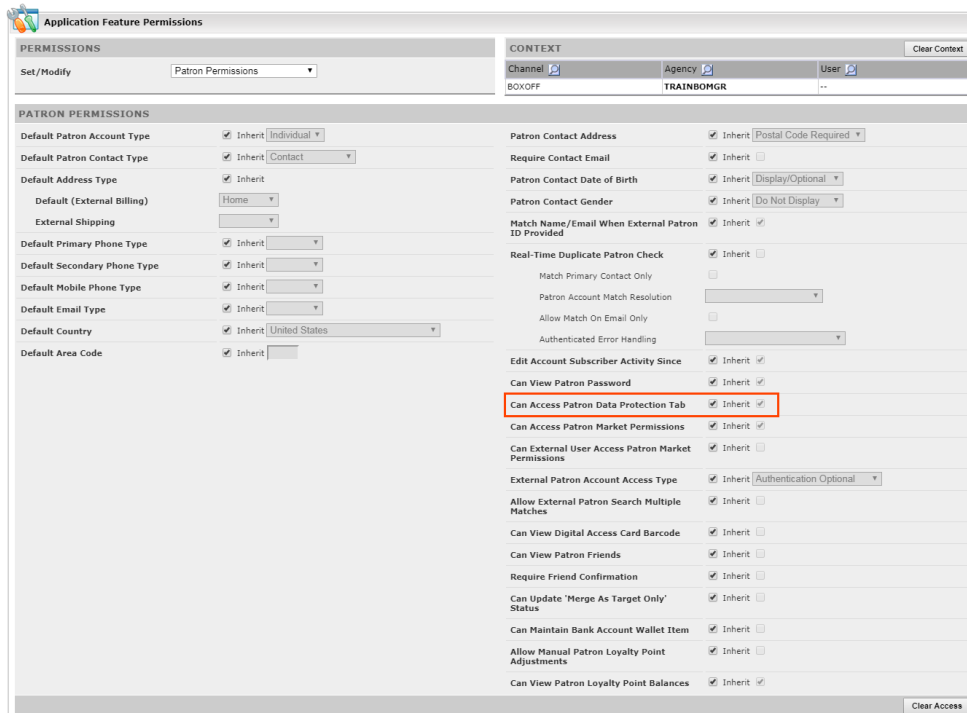
Remove All

Application Feature Permissions

- To allow a user to access the “Data Protection” tab in *Patron Management*, where a user can view and edit Data Protection Unit details for a patron, navigate to *System Setup > Application Feature Permissions*.



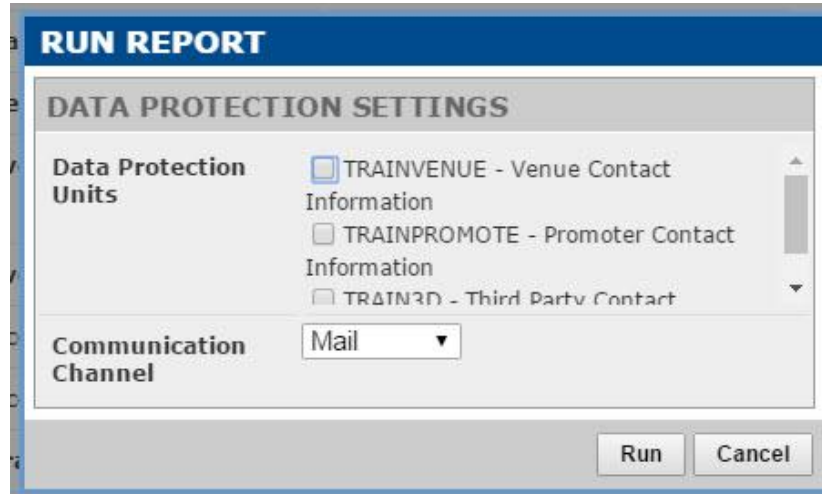
- Select “Patron Permissions” from the ‘Set/Modify’ dropdown. Search for and select the Channel, Agency, or User to which you want to enable access. Ensure the “Can Access Patron Data Protection Tab” permission is set to allow.



Note: When the 'Can Access Patron Data Protection Tab' setting is disabled for a user, the user can still view previously-set Data Protection Units at the *Patron Management* menu option *>ACCOUNT* screen section by clicking the 'Data Protection' field hyperlink.

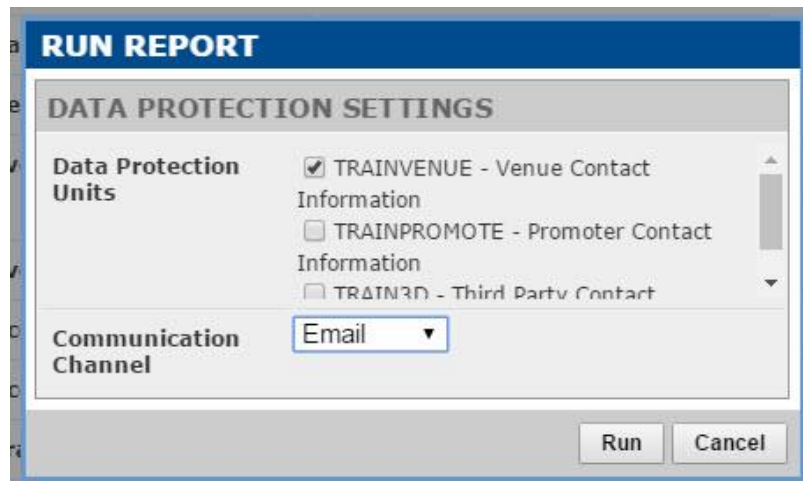
Data Protection within ProVenue Reports

Reports in ProVenue use Data Protection settings for all reports that include customer contact details as part of the output. When running a report with customer contact details, after clicking **VIEW REPORT**, the following screen will appear:



The screenshot shows a dialog box titled "RUN REPORT" with a "DATA PROTECTION SETTINGS" section. Under "Data Protection Units", three options are listed: "TRAINVENUE - Venue Contact Information" (unchecked), "TRAINPROMOTE - Promoter Contact Information" (unchecked), and "TRAIN3D - Third Party Contact" (unchecked). The "Communication Channel" dropdown menu is set to "Mail". "Run" and "Cancel" buttons are at the bottom right.

To run the report using the Data Protection settings, choose the Data Protection Unit and corresponding communication channel you want to apply to the output, and then click **Run**. The report will now display only those patrons who have answered the Data Protection Units and agreed to receive information via that communication channel.



The screenshot shows the same "RUN REPORT" dialog box. In this instance, the "Communication Channel" dropdown menu is set to "Email". The "Data Protection Units" section shows "TRAINVENUE - Venue Contact Information" selected with a checked checkbox, while "TRAINPROMOTE - Promoter Contact Information" and "TRAIN3D - Third Party Contact" remain unchecked. "Run" and "Cancel" buttons are at the bottom right.

- To run the report and include all patron details, irrespective of Data Protection settings, leave the Data Protection Units unselected and click **Run**. The report will now display all patrons regardless of their Data Protection Unit responses.

Reports with Data Protection Settings

The following reports in ProVenue use Data Protection settings:

- Account Patron List Sales Export
- Account Review by Sales Rep
- Account Sales Status Export
- No Show Export
- No Show Report
- Order Line Item Note Export
- Order Summary Event Export
- Order Summary Export
- Order Summary Note Export
- Order Line Item Section Note Export
- Order Summary Service Charge Export
- Package Sales Seat Export
- Package Subscriber Listing
- Patron Account List
- Patron Account List Export
- Patron Contact List
- Patron Contact List Export
- Patron Event Listing
- Patron Event Listing Export
- Ticket List Export
- Ticket Seat Range Export
- Tickets By Account

Data Protection settings can also be used in Patron Trait Management utility.