



PROVENUE®  
TRAINING DOCUMENTATION

*Supplier Administration –  
Price Structures*

## Revision History

Document Version	Application Version	Date	Author	Changes
1.0	PV 3.2	3/25/2014	Craig Thurmer	Document Originated
2.0	PV 3.3	4/1/2014	Susan Leslie	Updated formatting and screenshots

## Copyright Information

This document has been created, authored and/or prepared by or on the behalf of Tickets.com, Inc. The contents hereof contain trade secrets and other information that is proprietary to Tickets.com, Inc., 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, Inc. makes no warranty that the contents hereof are accurate in all respects and Tickets.com, Inc. hereby disclaims any and all responsibility for any errors or omissions in the text.

Copyright© 2015

Tickets.com, Inc.

Costa Mesa, California USA

All rights reserved.

Advantix/SQL™, ProVenue®, ProVenueElite®, ProVenueMax™, ProVenueOne™, ProVenueOnline®, ProVenuePlus™, ProVenueReports™, ProVenueGrandSlam™, and Tickets.com® are registered trademarks, trademarks and service marks of Tickets.com, Inc., 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, Inc. 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, Inc. 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

<b>Overview .....</b>	<b>1</b>
<b>Prerequisites .....</b>	<b>1</b>
<b>Price Structures.....</b>	<b>2</b>
Details .....	3
Price Scales.....	5
Non-inventoried Price Structure.....	7
Buyer Types .....	8
Pricing Matrix.....	11
Export and Import.....	13
Make the Price Structure Active .....	16
Override Dates .....	17
Associated Events .....	18
Copying a Price Structure .....	19

## Overview

A Price Structure determines the cost of a ticket in a venue based on the combination of price scales and Buyer Types. Price Structures are added to:

- Single Ticket Sales
- Group Ticket Sales
- Package Sales

The Price Structure can be separate for each sale type or can be used for multiple sales types.

The price entered into the Price Structure is the cost of the ticket and...

- includes any inclusive service charges in the ticket price – those that are not seen by the customer.
- excludes any service charges added on top of the ticket price that may be visible to the customer.

## Prerequisites

To setup a Price Structure within ProVenue<sup>®</sup>, a user must have the following Portal Roles assigned within *User Management*:

- ConfigMgmt - Configuration Management. or
- TicketingSetup – Supplier Scoped Ticketing Setup

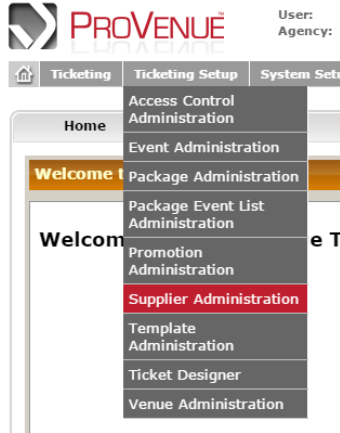
Either of these roles allow a user access to *Supplier Administration*.

Before a Price Structure is created, the following items must be available:

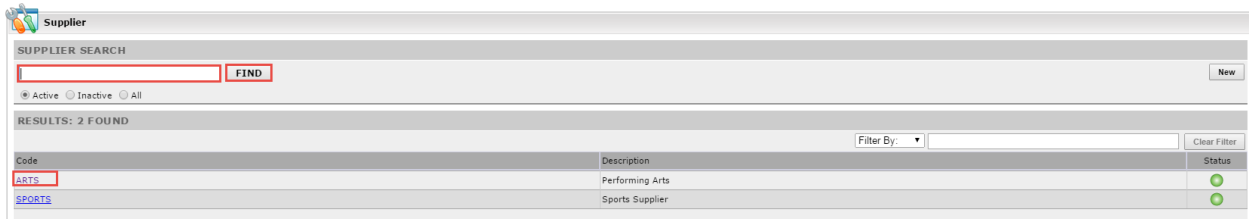
- Price Scale Configuration within *Venue Administration*
- Buyer Types within *Supplier Administration*

# Price Structures

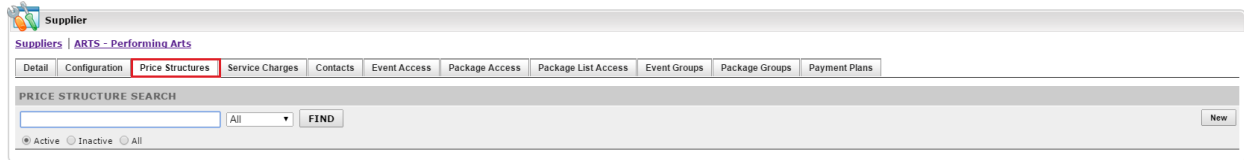
- From the *Home* screen, navigate to *Ticketing Setup > Supplier Administration*



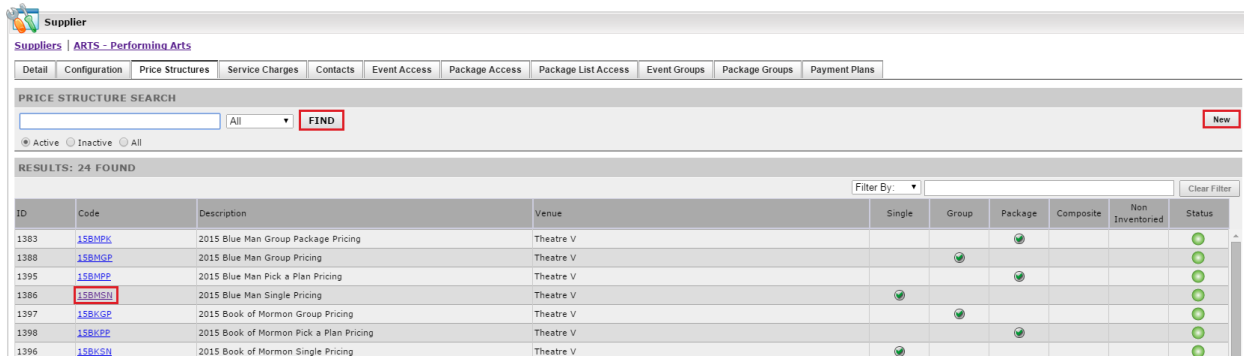
- Select the Supplier for which you want to review or create a Price Structure. Type the Supplier code into the search box and click **FIND**. If you don't know the Supplier code, click **FIND** and a list of all available Suppliers will appear. Click the hyperlink in the Code column to access the Supplier.



- Click the “Price Structures” tab.

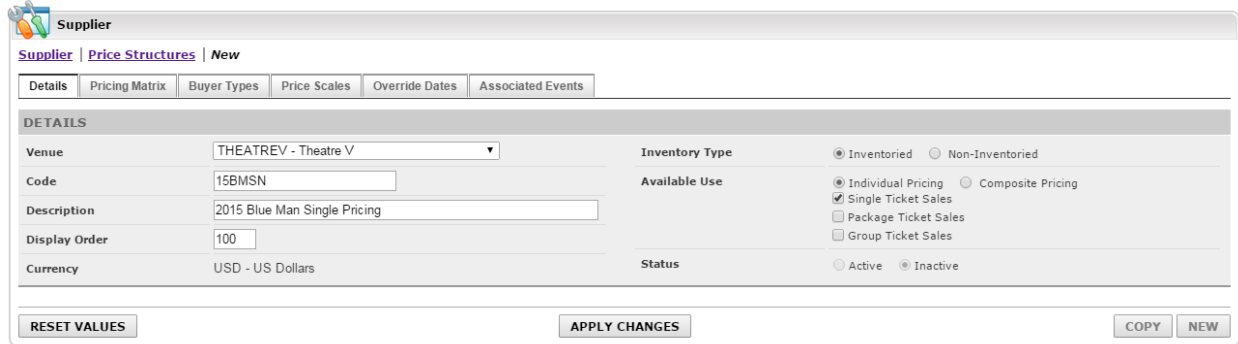


- To review a list of existing Price Structures, click **FIND**. Click the hyperlink in the Code column to access the Price Structure. To create a new Price Structure, click **NEW**.



## Details

When creating a new Price Structure the “Details” tab will be displayed. If reviewing an existing Price Structure, the “Pricing Matrix” tab will be displayed.



The information in this screen is as follows:

Details	
<b>Venue</b>	Select the venue from the drop down list that will be associated with the Price Structure.
<b>Code</b>	Enter a unique code up to 16 characters with no spaces. ProVenue® will save the code in upper case.
<b>Description</b>	Enter a description for the Price Structure. The description can contain up to 50 characters and spaces. This should be written in mixed case.
<b>Display Order</b>	This determines the position of the Price Structure when displayed in lists throughout ProVenue®. If more than one Price Structure has the same display order number, these will be sorted in alphanumeric order based on the Description field.
<b>Currency</b>	This information will be hardcoded. It is the same currency that is set on the Details page of Supplier Administration.
<b>Inventory Type</b>	Select the radio button that describes the type of inventory that will be used. The options are: <ul style="list-style-type: none"> <li>● <b>Inventoried.</b> The event will have a seating map and a capacity.</li> <li>● <b>Non-Inventoried.</b> The event will not have a seating map and no capacity is associated with the event or package.</li> </ul>
<b>Available for Use</b>	Select the radio button that describes the type of Price Structure. The options are: <ul style="list-style-type: none"> <li>● <b>Individual Pricing.</b> This is used for all Price Structures that will be associated with single events and individual pricing for packages.</li> <li>● <b>Composite Pricing.</b> Composite Price Structures are used to define the total cost of a package and reflected in the Master Event for the package.</li> </ul>


Details	
	<p>If Individual Pricing has been selected, select the type of sale that will be able to access this Price Structure when selling tickets.</p> <p>A Price Structure can be used by one or multiple sales types:</p> <ul style="list-style-type: none"> <li>● <b>Single Ticket Sales.</b> This Price Structure will be available for Single Ticket Sales</li> <li>● <b>Package Sales.</b> This Price Structure will be available for Package Sales. The pricing in a package Price Structure is the amount of money allotted to the single event based on the sale of a package.</li> <li>● <b>Group Sales.</b> This Price Structure is used to distinguish group sales for reporting and event access purpose.</li> </ul>
<b>Status</b>	<p>When a Price Structure is first created, the status is set to Inactive. You will not be able to change it to Active until you have added Price Scales, Buyer Types and a Pricing Matrix.</p>

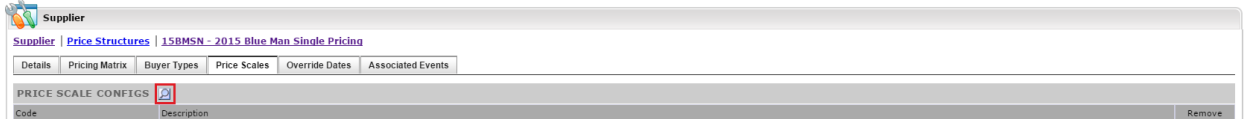
## Price Scales

The “Price Scales” tab associates the Price Scale Configuration, which includes the Price Scales, to the Price Structure. The Price Scale Configuration is setup in *Venue Administration*.

- Click the “Price Scales” tab.



- Click the  icon to select the Price Scale Configuration.



- Type the Price Scale Configuration name in the search box and click **FIND**. If you don't know the Price Scale Configuration name, click **FIND** and a list of all Price Scale Configurations to which you have access will appear. Check the box corresponding to the Price Scale Configuration you want to use. Click **OK** when complete.

**PRICE SCALE CONFIGURATION SEARCH**

FIND

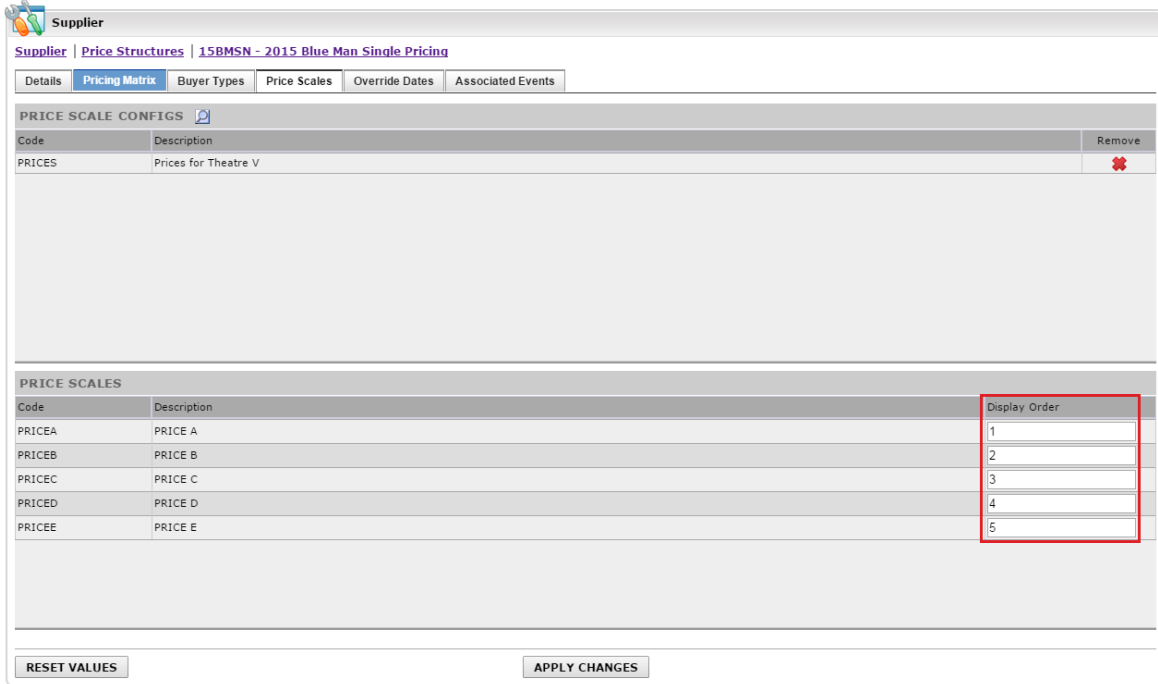
Filter By: ▼ Clear Filter

Select	Code	Description
<input type="checkbox"/>	PRICE	Price Scale
<input type="checkbox"/>	PRICES	Prices
<input checked="" type="checkbox"/>	PRICES	Prices for Theatre V
<input type="checkbox"/>	TESTAR	Test AR
<input type="checkbox"/>	TESTAR	Test AR

OK Cancel

**Note:** When you select a Price Scale Configuration for an Inventoried Price Structure, all price scales in that configuration will be included in the structure, none can be removed.

The Price Scales will now appear in the bottom half of the screen. Review the Display Order of the Price Scales to determine the order they will appear in ProVenue®. The Display Order will default to the Display Order of the Price Scales.




Supplier

Supplier | Price Structures | 15BMSN - 2015 Blue Man Single Pricing

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

PRICE SCALE CONFIGS

Code	Description	Remove
PRICES	Prices for Theatre V	


PRICE SCALES

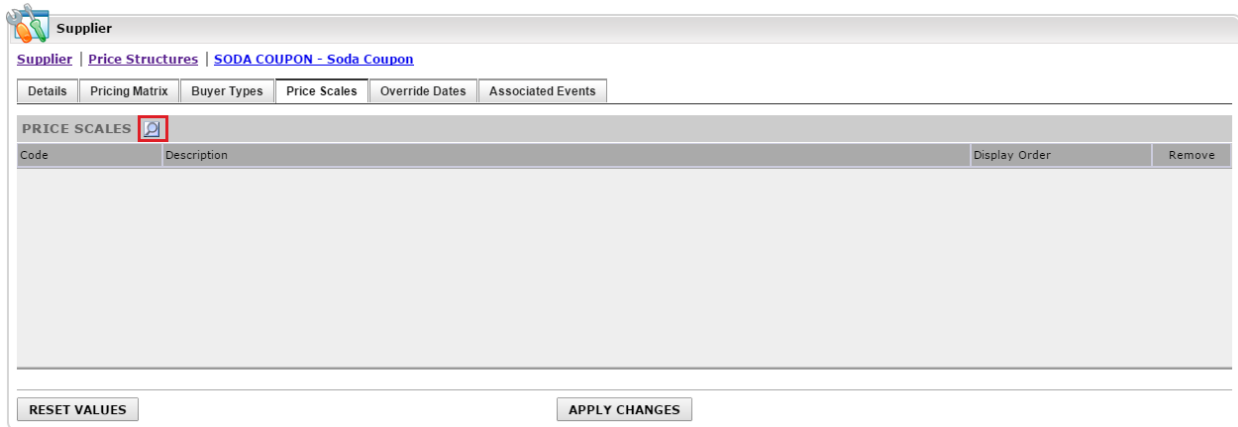
Code	Description	Display Order
PRICEA	PRICE A	1
PRICEB	PRICE B	2
PRICEC	PRICE C	3
PRICED	PRICE D	4
PRICEE	PRICE E	5

RESET VALUES      APPLY CHANGES

## Non-inventoried Price Structure

For a non-inventoried Price Structure, price scales are added à la carte style. Only the needed price scales can to be selected for the price matrix.

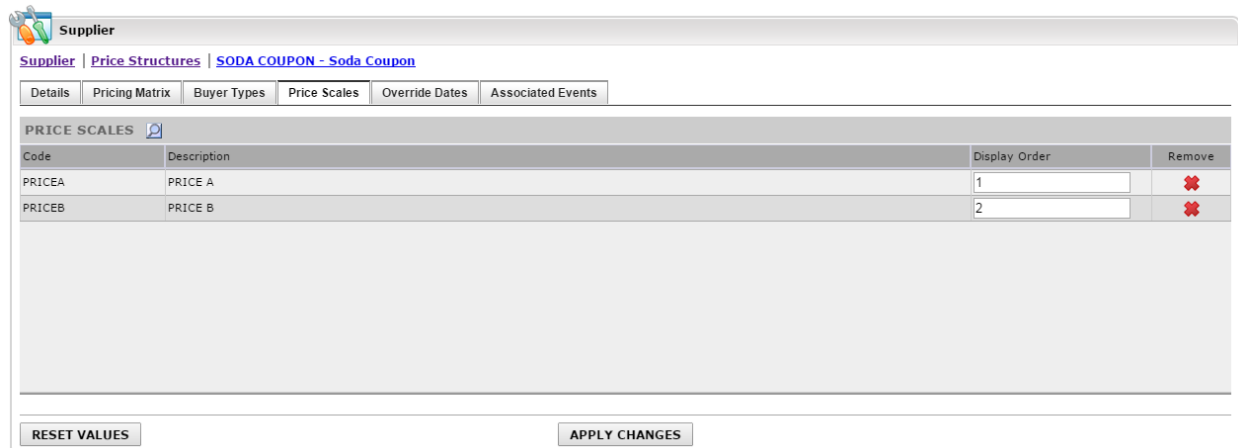
- To add price scales click on the  icon.



- Enter price scale search criteria, if needed, and then click **FIND**. Select the price scales you want to use and click **OK**.



The Price Scales will now appear in the bottom half of the screen. Review the Display Order of the Price Scales to determine the order they will appear in ProVenue®. The Display Order will default to the Display Order of the Price Scales.




## Buyer Types

The “Buyer Types” tab lets you choose which Buyers will be able to purchase tickets.

- Click the “Buyer Types” tab.



- Click the  icon to select the Buyer Types.







- Type the Buyer Type name in the search box and click **FIND**. If you don't know the Buyer Type name, click **FIND** and a list of all Buyer Types to which you have access will appear. Check the box(es) corresponding to the Buyer Type(s) you want to use. Click **OK** when complete.

**BUYER TYPE SEARCH**

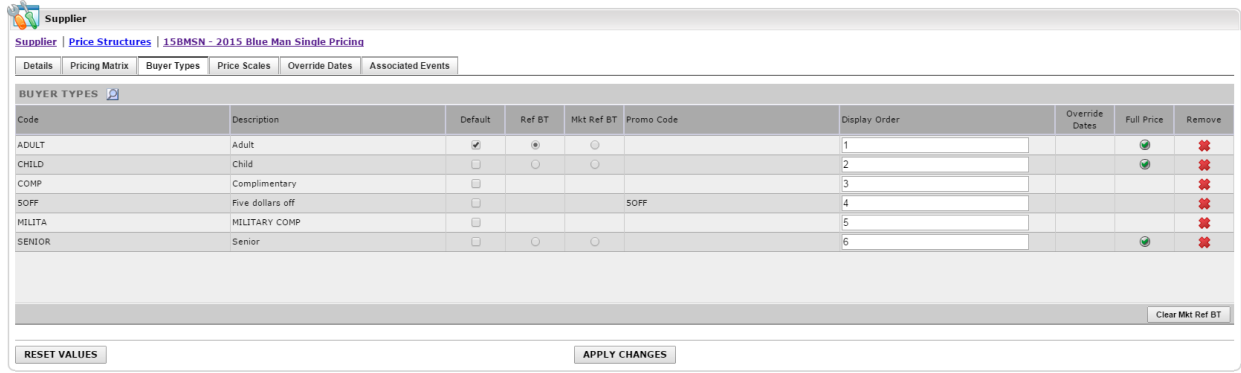
**FIND**

Filter By:  [Clear Filter](#)

Select	Code	Description	Full Price	Promotion
<input checked="" type="checkbox"/>	SOFF	Five dollars off		
<input checked="" type="checkbox"/>	MILITA	MILITARY COMP		
<input checked="" type="checkbox"/>	ADULT	Adult		
<input checked="" type="checkbox"/>	CHILD	Child		
<input checked="" type="checkbox"/>	SENIOR	Senior		
<input checked="" type="checkbox"/>	COMP	Complimentary		
<input type="checkbox"/>	GRPAD	Group Adult		
<input type="checkbox"/>	GRPCH	Group Child		

[Select All](#) | [Clear All](#) **OK** [Cancel](#)

The following screen will appear:



The information in each column is as follows:

Buyer Type	
<b>Code</b>	This column lists all Buyer Type codes.
<b>Description</b>	This column lists all Buyer Type descriptions as they will appear in ProVenue®.
<b>Default</b>	Tick the checkbox of the Buyer Type that will act as a default for this Price Structure. If two or more Buyer Types are marked as the default, the display order within the Price Structure will determine which default Buyer Type will be used.
<b>Ref BT</b>	If creating a Single Price Structure, select which Buyer Type is going to act as the Reference Buyer Type. A Reference buyer is one that is marked as Full Price and must be priced in all Price Scales.  The reference Buyer Type is used in reports and can also be printed on a ticket.
<b>Mkt BT</b>	This field is optional when creating a Single Price Structure. It is possible to define a specific Market Reference Buyer Type for the secondary market. If a Market Reference Buyer Type is not defined, the Reference Buyer Type will be used.
<b>Promo Code</b>	If the Buyer Type is associated with a promotion code, the promotion code will appear in this column.
<b>Display Order</b>	This determines the position of the Buyer Type when displayed in lists throughout ProVenue® in conjunction with the Price Scale. If more than one Buyer Type has the same display order number, ProVenue® will automatically renumber the display order when the <b>APPLY CHANGES</b> button is clicked.
<b>Override Dates</b>	If a Buyer Type has any Override Dates, which are set in the Overrides Tab, a green tick will appear in this column for each Buyer Type.
<b>Full Price</b>	If a Buyer Type is a Full Price Buyer Type, a green check will appear in this column.
<b>Remove</b>	To remove a Buyer Type from the Price Structure, click the red

---

Buyer Type	
	cross. The Buyer Type will only be removed when the <b>APPLY CHANGES</b> button has been selected.

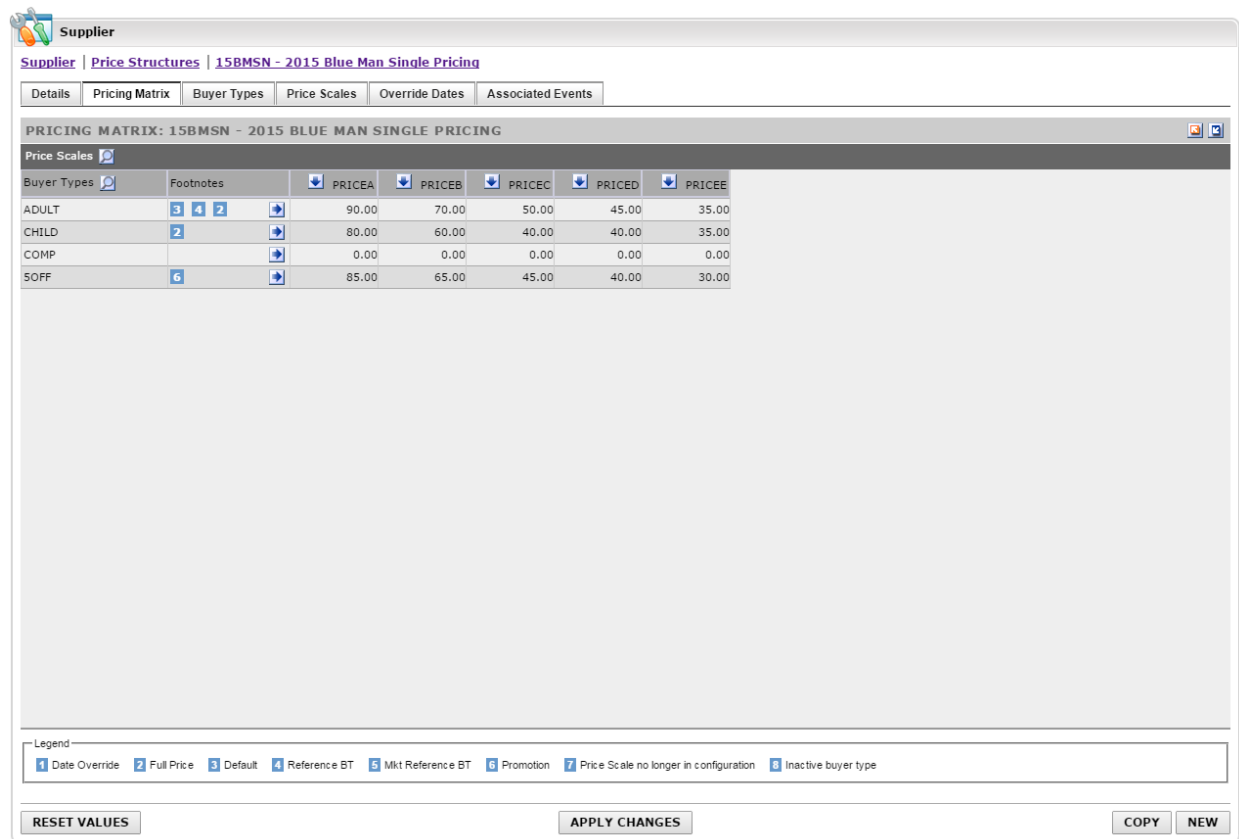
## Pricing Matrix

The “Pricing Matrix” tab determines the price paid by the customer. Each price is entered:

- excluding any service charges that are in additional to the face value of the ticket; and
  - including all inclusive per ticket charges.
- Click the “Pricing Matrix” tab.



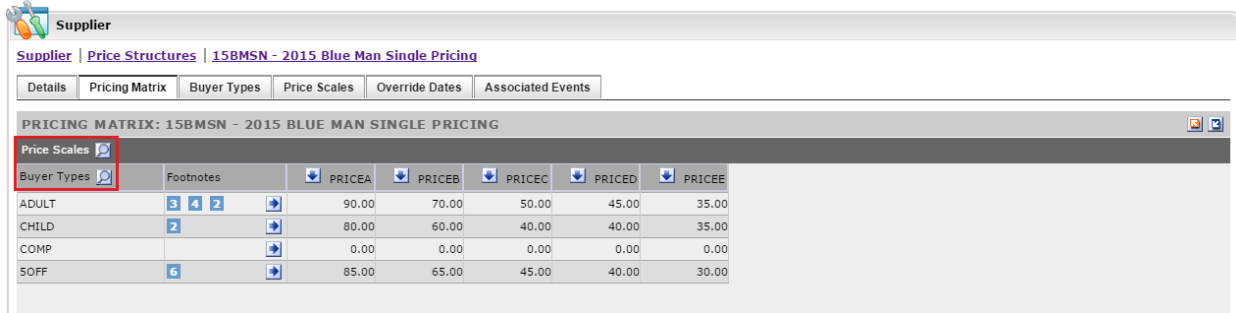
- Click in each field to insert the price for the relative Buyer Type and Price Scale. If the Buyer Type is not available in a particular Price Scale, then the field should be left blank. If the Buyer Type is a complimentary ticket, enter 0 for the price.



- Save changes via the **APPLY CHANGES** button at regular intervals and when all changes are complete.

New Buyer Types and Price Scales can be added to the Price Structure while in the Pricing Matrix screen.

- To add a new Buyer Type or Price Scales, click the  icon to search and select.




Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	35.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

- Once the prices or scales have been selected, click **APPLY CHANGES** to lock them into the grid, and then add the prices.

Note: To set a Buyer Type as a Default or Reference Buyer Type you will need to add those values in the "Buyer Types" tab.

## Export and Import

The ability to export and import a Price Structure can be useful when you need to edit a structure with many scales and Buyer Types or want to change prices at a specific time.

- To export the Price Structure, click on the  icon.

Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	35.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

- Edit the file in a text editor or in Excel, and save as a .csv file.

	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	90	70	50	45	35
CHILD	80	60	40	40	30
COMP	0	0	0	0	0
SOFF	85	65	45	40	30

- Import the Price Structure by clicking the  icon.

Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	35.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

- Choose the .csv file that you edited.

Supplier | Price Structures | 15BMSN - 2015 Blue Man Single Pricing

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

PRICING MATRIX: 15BMSN - 2015 BLUE MAN SINGLE PRICING

Price Scales

Import File Choose File No file chosen Import

Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	35.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

- To import the file, click **Import**.

Supplier | Price Structures | 15BMSN - 2015 Blue Man Single Pricing

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

PRICING MATRIX: 15BMSN - 2015 BLUE MAN SINGLE PRICING

Price Scales

Import File Choose File pricestructure-exp...-1428493050368.csv Import

Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	35.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

- After the file loads, click **APPLY CHANGES**.

Supplier | Price Structures | 15BMSN - 2015 Blue Man Single Pricing

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

15BMSN-2015 Blue Man Single Pricing was successfully imported from file but the price point changes were not saved. Please click Apply changes to save your changes.

PRICING MATRIX: 15BMSN - 2015 BLUE MAN SINGLE PRICING













Price Scales

Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	90.00	70.00	50.00	45.00	35.00
CHILD	2	80.00	60.00	40.00	40.00	30.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6	85.00	65.00	45.00	40.00	30.00

Legend  
 1 Date Override 2 Full Price 3 Default 4 Reference BT 5 Mkt Reference BT 6 Promotion 7 Price Scale no longer in configuration 8 Inactive buyer type

APPLY CHANGES COPY NEW

Icons that appear on this page include the following:

Pricing Matrix Icons	
	Click on this icon to copy all prices in the first cell to all other cells for the same Buyer Type.
	Click on this icon to copy all prices in this cell to all other cells for the price scale.
	Click on this icon to export the price matrix to a csv file.
	Click on this icon to import a csv to this price matrix.
	The Buyer Type has an associated Date Override.
	The Buyer Type is a full price Buyer Type.
	The Buyer Type is the default Buyer Type for this price matrix.
	The Buyer Type is the reference Buyer Type for this price matrix.
	The Buyer Type is the market reference Buyer Type for this price matrix.
	The Buyer Type has an associated promotion.
	The price scale is no longer associated with the Price Scale Configuration.
	The Buyer Type is inactive.

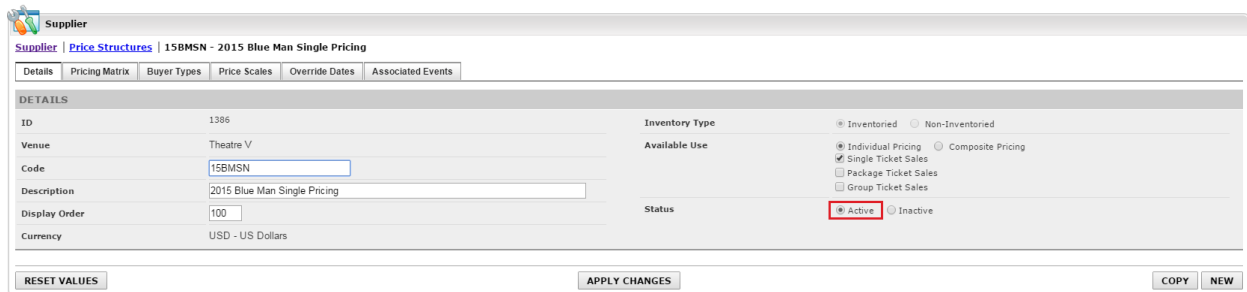
## Make the Price Structure Active

If the Price Structure is now complete, you should take the following steps to make the Price Structure active.

- Click the “Details” tab.



- Click the “Active” radio button.



- Click **APPLY CHANGES**.

**APPLY CHANGES**

The Price Structure is now available for use.

## Override Dates

By default, all Buyer Types have no date and time restriction. Override Dates will turn on and off a Buyer Type. They can be turned on and off at:

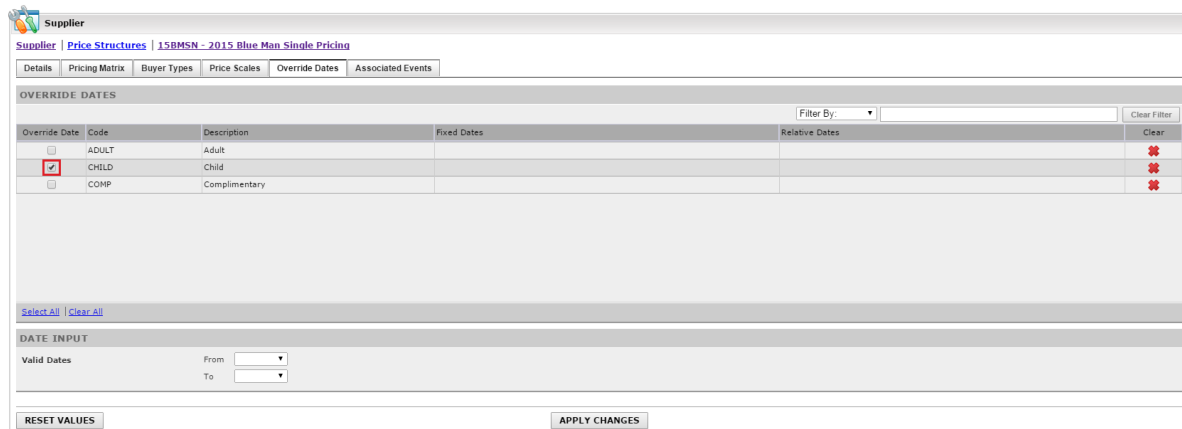
- specific dates and times; and / or
- times relative to the start time of an event or reference time for a package.
- There are no permissions to change an override date based on Channel, Agency or User

Override Dates can be used to ensure a Buyer Type used in a promotion is turned off when the promotion is no longer available. They can also be used to switch an advance Buyer Type to a day of sale Buyer Type. Both may be set as the default buyer.

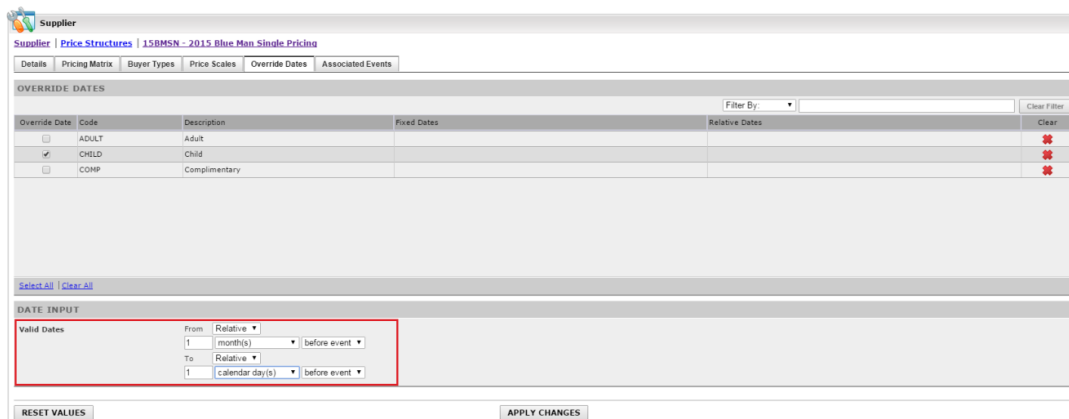
- Click the Override Dates tab.



- Place a tick in the Override Date box for the Buyer Type that will only be available for a specific period of time. In the example below we will be setting the date override for the CHILD Buyer Type. More than one Buyer Type can be selected and the Dates will be applied to all selected.



- In the DATE INPUT box, select the From and To dates and times.



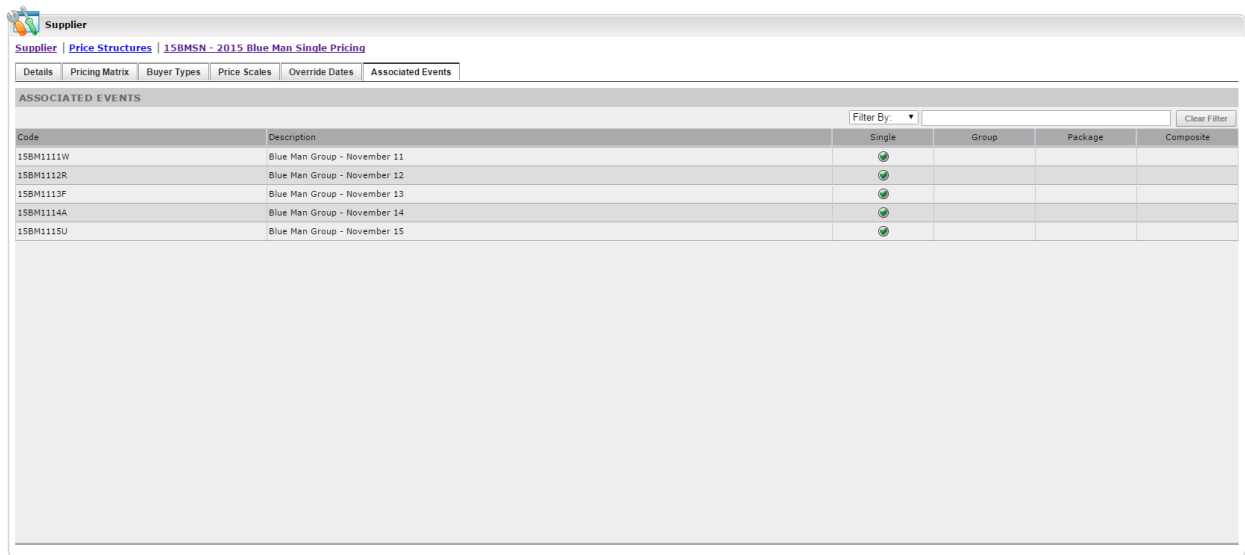
## Associated Events

Associated Events lists all Events and Packages using the Price Structure.

- Click the Associated Events tab.



The following screen will appear and list all Events and Packages that are associated with the Price Structure.



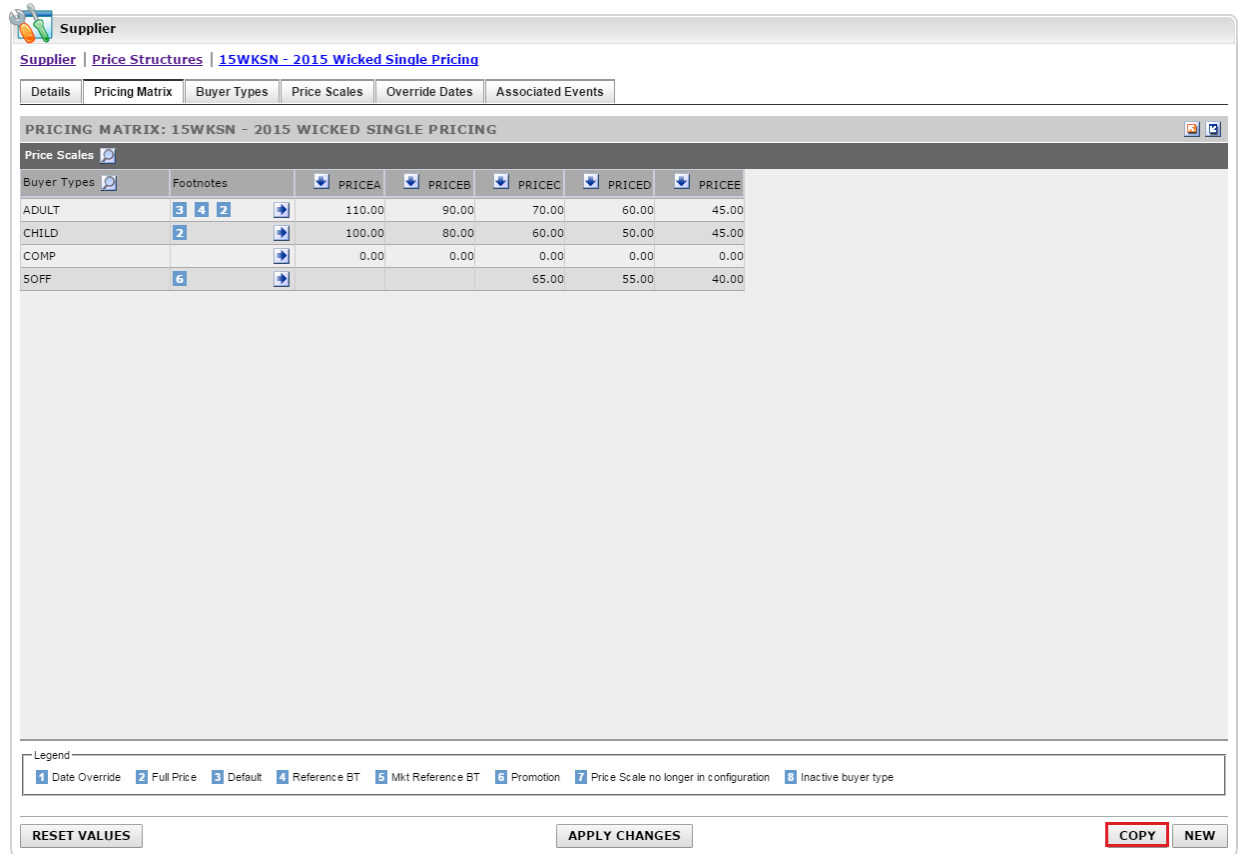
The screenshot shows the 'Associated Events' table in the ProVenue interface. The table has columns for Code, Description, Single, Group, Package, and Composite. There are five rows of data, each with a green checkmark in the 'Single' column.

Code	Description	Single	Group	Package	Composite
15BM1111W	Blue Man Group - November 11	✓			
15BM1112R	Blue Man Group - November 12	✓			
15BM1113F	Blue Man Group - November 13	✓			
15BM1114A	Blue Man Group - November 14	✓			
15BM1115U	Blue Man Group - November 15	✓			

## Copying a Price Structure

If you need a unique Price Structure that is similar to an existing Price Structure you can use the copy feature. This will create a new structure with all of the same price points as the original.

- To copy a Price Structure, go the source Price Structure and click COPY.



Supplier

Supplier | Price Structures | 15WKS - 2015 Wicked Single Pricing

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

PRICING MATRIX: 15WKS - 2015 WICKED SINGLE PRICING

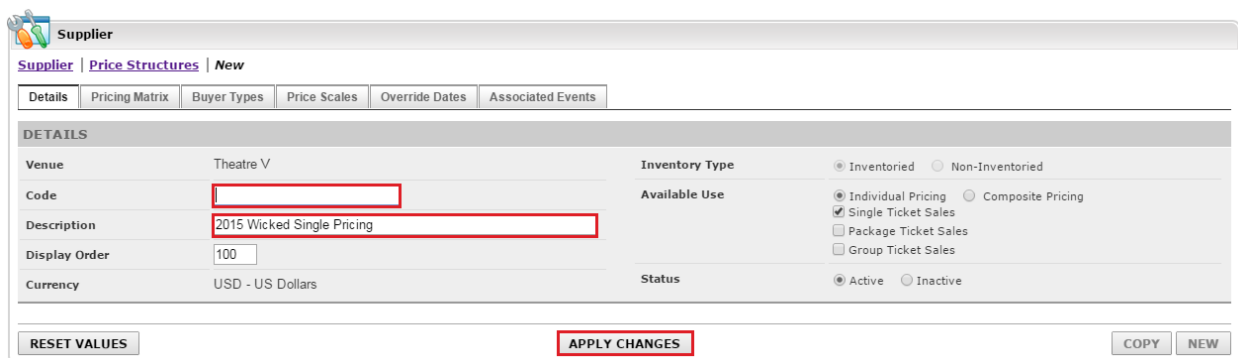
Buyer Types	Footnotes	PRICEA	PRICEB	PRICEC	PRICED	PRICEE
ADULT	3 4 2	110.00	90.00	70.00	60.00	45.00
CHILD	2	100.00	80.00	60.00	50.00	45.00
COMP		0.00	0.00	0.00	0.00	0.00
SOFF	6			65.00	55.00	40.00

Legend

1 Date Override 2 Full Price 3 Default 4 Reference BT 5 Mkt Reference BT 6 Promotion 7 Price Scale no longer in configuration 8 Inactive buyer type

RESET VALUES      APPLY CHANGES      COPY      NEW

- In the new Price Structure, define a new code and description, and click APPLY CHANGES.



Supplier

Supplier | Price Structures | New

Details | Pricing Matrix | Buyer Types | Price Scales | Override Dates | Associated Events

DETAILS

Venue Theatre V      Inventory Type  Inventoried  Non-Inventoried

Code       Available Use  Individual Pricing  Composite Pricing

Description 2015 Wicked Single Pricing       Single Ticket Sales

Display Order 100       Package Ticket Sales

Currency USD - US Dollars      Status  Active  Inactive

RESET VALUES      APPLY CHANGES      COPY      NEW

Once saved, you can edit the price matrix as needed. The new structure will use the same price scale configuration. New buyers types can be added and unnecessary ones can be deleted.