


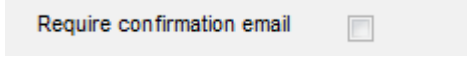
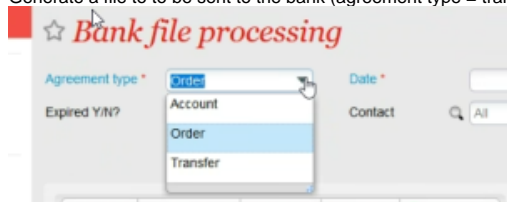
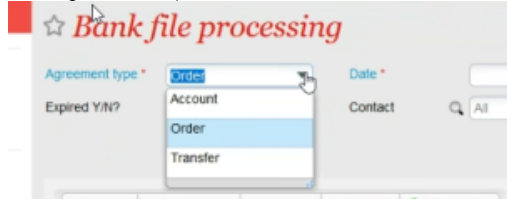
Which document is sent when?

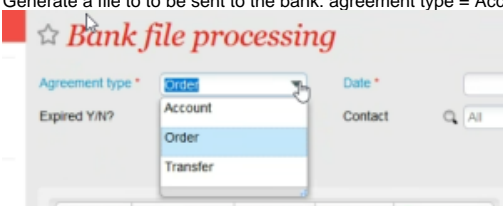
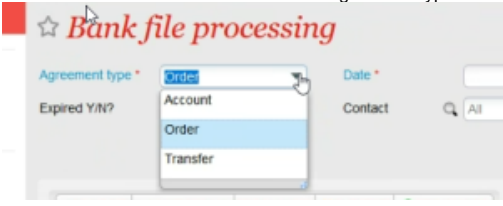
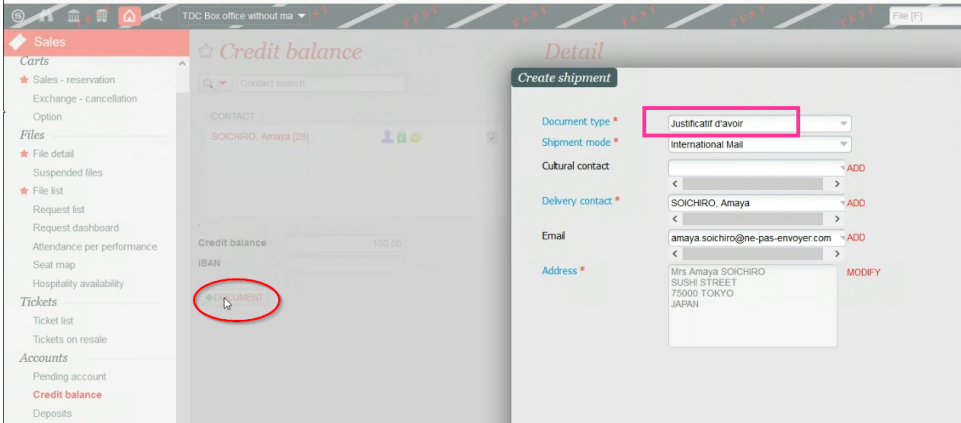
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Table of documents

This page aims to provide more context and information to the existing document classes (66 as for end of October 2023). A few of them might be related to specif integrations/clients or not used anymore.


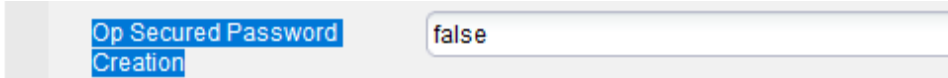
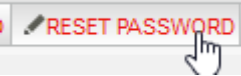
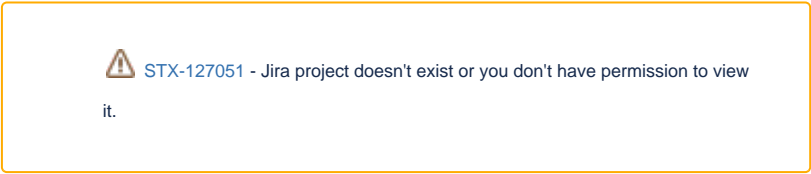
Standard codes are the recurrent ones as found in CUBE/MOSA or other most used institution templates. Some may not be present.

Document Class	Standard Code	Info and purpose	Set/sent from / when
Accompanying letter	Letter	Generic email for backoffice	Set <i>Org>Document to send</i> or manually sent from <i>File Details</i>
Account creation email	Nov Cpte	Preprod only (before GDPR) - Email sent when a new account is created in backoffice	not to be used in production (pw is visible!)
Advantage notification email	Advant	Email sent to notify a contact-type advantage is active	Sent from <i>Org>Contact>Advantage targeting</i>
Artist waiting list	Art Wt Lst	Waiting list related - Alert email informing about artists' tours (implemented for German client/Myticket)	users must be registered through a widget implemented on external website (not on TS) email are sent manually from <i>Org>Contact > Waiting list</i>
Authorization confirmation	AuthC onf	Double opt in verification email (also waiting list related)	Set on TS > POS > Internet parameter > 
B2B account creation confirmation	Act Cpte	Email confirming of refusing B2B account creation	Set on TS > POS > Internet parameter > 
Bank transfer order recap	Vir Cm de	Limited to few French customers (ONP)/specific SEPA payment implementation - Email confirming a refund will be processed with a bank transfer	<ol style="list-style-type: none"> 1. Order refund with banktransfer 2. Generate a file to be sent to the bank (agreement type = transfer, meaning refund)  <ol style="list-style-type: none"> 3. Click on Generate File 3. Doc is sent when clicking on validate (to be tested)
Bank withdrawal order recap	Pré IC mde	Likely not used anymore Limited to few French customers (ONP)/specific SEPA payment implementation - Email confirming an order (direct debit) will be paid via bank account	<ol style="list-style-type: none"> 1. Order refund with banktransfer 2. Generate a file to be sent to the bank (agreement type = order, meaning direct debit)  <ol style="list-style-type: none"> 3. Click on Generate File 3. Sent when clicking on validate (to be tested)

Basic email	RE ST EM1	not used / SAM related doc	not to be used
Cancellation confirmation email	CanC onf	Email sent by front-office for all cancellations (sales, reservations, options)	Sent by ticketshops
Code list within email	Code	Email with a list of single usage codes sent to structure relays	Sent from <i>Sales > Generate and distribute codes</i>
Confirmation email	ReqC onf	Option related - Email confirming or refusing the request	Automatically sent according to option management
Confirmation product waiting list	CfmP rd Wt	Waiting list related - Email confirming subscription to alert emails for given product	When users subscribe to the waiting list online
Confirmation waiting list	Cfm Wt Lst	Waiting list related - Email confirming subscription to alert emails for given event /artist	When users subscribe to the waiting list online
Contact document	[N ON E]	likely not used anymore	
Credit note bank transfer recap	Vir Av	limited to few French customers (ONP)/specific SEPA payment implementation - Email confirming the credit note has been refunded with bank transfer	<ol style="list-style-type: none"> 1. Generate a file to be sent to the bank: agreement type = Account  <p>Generate File</p> <ol style="list-style-type: none"> 2. Doc is sent when clicking on validate (to be tested)
Credit note bank withdrawal recap	Pré IAv	limited to few French customers (ONP)/specific SEPA payment implementation - Email confirming a direct debit form bank transfer is performed to put money on credit note	<ol style="list-style-type: none"> 1. Generate a file to be sent to the bank: agreement type = Account  <p>Generate File</p> <ol style="list-style-type: none"> 2. Doc is sent when clicking on validate (to be tested)
Credit note receipt	Jus Av oir	PDF providing balance info related to the credit note	<p>Manually triggered from <i>Sales > Credit balance</i></p> 

E-commerce email	RE ST EM3	not used / SAM related doc	not to be used
Exchange tickets	ResaleOK	Email sent to seller, when ticket is sold on resale platform	
Expired soon options	AIE xp Op	Options related - Email reminder about options' deadlines	Triggered by <i>Org > Follow up options/reservation</i> screen 
File proforma	[N ON E]	Similar to an invoice	(no standard model)
File recap	RecapDOS	Generic summary of file contents, generated (& possibly sent) for any order	<i>Set Org>Document to send or manually sent from File Details</i>
Follow shipment	FolwShip	Related to old integration with DHL - Email with shipment tracking code	likely no longer working
Goods voucher	Cmdbout	Merchandising related - Summary including orders by goods/suppliers	Generated from <i>Org>Goods>Purchase orders</i>
Installment payment failure email	PFI nst	Email sent to notify payment failure in multiple installments by Credit Card	Sent according to installments management
Installment payment success email	PS Inst	Email sent to notify payment success in multiple installments by Credit Card	Sent according to installments management
Installment reminder email	Rem nst	Email sent to remind installments	Sent according to installments management
Marketing SMS	[N ON E]	Related to SAM SMS campaigns sent via Orange operator	How to activate SAM SMS campaigns#Demo
Newsletter email	RE ST EM2	Repository document generated after SAM email campaign	Sent according to option management
Option order confirmation	Conf Op	Option related - Email overview about the request (refused or accepted)	Sent according to option management
Option request ack /acknowledgment	Ac cR ec Op	Option related - Email confirming the request has been submitted	Sent according to option management
Option request cancellation ack /acknowledgment	Su ppr Op	Option related - Email confirming the cancellation of the request	Sent according to option management
Option request modification ack /acknowledgment	Mod if Op	Option related - Email confirming the modification of the request has been submitted	Sent according to option management
Options /bookings reminder	OptRem	Option related - Email alert regarding deadlines of the reservation (coming from a request)	Sent according to option management

Option setting and refusal recap	Re ca pOp	Option related - Summary and details about seats reserved	Sent according to option management
Order ack /acknowledgment	Ac cR éc	Email sent acknowledging an order is still in progress / to be paid, and confirmation will be sent later	Sent by ticketshops when PSP takes a long time to confirm the payment (also sent by back office when using MOTO payment)
Order ack /acknowledgment with confirmation	Ac Re cCf	Email sent by the ticketshop in case of reservation of <u>free</u> products only, plus other information related to shipment mode.	When users reserve free products online
Order confirmation	Co nfC md	Email automatically sent after a sale with digital tickets	Sent by ticketshops in case of sale or sent by box/back office when digital shipment is selected
Order invoice	Fa ctC mde	Invoice, generated (& possibly sent) at sale time, for all front-office and back-office sales orders. Can be used as "courtesy paper" invoice for countries needing electronic invoices	Set <i>Org>Document to send</i> or manually sent from <i>File Details</i>
Order recap (static state)	Re ca pC md	Order summary not used by default, but HAS TO BE PRESENT for orders to be created	Set <i>Org>Document to send</i> or manually sent from <i>File Details</i>
	Re çu Cmd	Order summary in TXT format to print summary on EPSON printers	Set <i>Org>Document to send</i> or manually sent from <i>File Details</i>
Order refusal	Ref us Cmd	Email sent by the ticketshop in case or order refused due to payment problem	
Partner	[N ON E]	Related to CH/SBB only	
Password change	Ch an gM dP	Preprod only (before GDPR) - Email sent when changing the user pw from backoffice	<u>not to be used in production</u> (pw is visible!)
Pending account invoice	Fa ctA tt	Invoice regarding pending account status	
Pending account invoice (final state)	[N ON E]	Invoice regarding pending account final status	
Pre-request reminder	Re qR em	Option related - Email reminder about pre-request	Sent according to option management
Product waiting list	Prd Wt Lst	Email sent to notify new availability for given product	Users must have subscribed for waiting list
Refund payment	Rf Pa yA ck	Email sent to confirm refund on credit card or credit note account	Mainly Triggered by MOTO refund; also, tickets bought on TS and refunded from box office (to be added in Document to send); also, mass refund after event cancellation (batch)
Refund payment notification email	Rfd Not if	Related to mass refund - Email sent to confirm the refund is in progress	Automatic email notification of refund payments
Registered mail	[N ON E]	unclear/not used	

Request contact connection consent	Ctc Cn snt	F&F related - Email sent to children contacts to confirm the connection	Request explicit consent to use the Friends & Family feature
Request summary	Re qSum	File recap related to options	Sent according to option management
Reservations reminder	[N ON E]	Email reminder about reservations' deadlines	Triggered by <i>Org > Follow up options/reservation</i> screen 
Reset operator password	Re sOPass	Reset pw email for back office operators	Sent from backoffice both for new operators or to manually send a reset pw (if forgotten) to be enabled on Elcadmin > Institution parameters 
Reset password	Pass Res	GDPR compliant password reset email with token	When users click on "forgot pw" on ticketshop and when operators reset the pw on behalf of them (<i>ORG>Contact</i>)  <u>Must be used in production</u>
Resold ticket notification for cultural contact	[N ON E]	Email sent to notify cultural contact about ticket resale	
Season ticket subscription acknowledgment	So usc Abo	not longer used / mainly related to France (ONP) to request a season ticket (order to be created manually)	
Summary with ISR	BVR	CH only	
Tax Refund Summary	TaxRef	US/LATAM only Recap including information useful to ask refund for donation or membership	To be added at Document to send level or form File details 
Ticket acknowledgment	Ré cBill	Distribution related - Email sent to confirmed tickets have been distributed	When users distribute tickets on B2B ticketshops, or B2C with distribution feature activated
Ticket details email	Tkt Dtl	Sport/UEFA related - Email sent to confirm tickets have been printed	unclear/manually
Ticket printing receipt	[N ON E]	Sport/UEFA related - Receipt stating the correct reception of tickets by the contact (who's supposed to sign it)	unclear/manually
Ticket put on resale notification	ResaleOn	Email sent to confirm tickets have been put on resale	
Ticket removed from resale notification	Resal Off	Email sent to confirm tickets have been removed from resale	

Waiting list options	List At Op	Option related - Email sent to notify the request has been put on hold/waiting list	Sent according to option management
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special thanks to OP @lbu and @cpf for crosschecks

Troubleshooting

Documents may not be sent for several reasons. Please double-check the following points:

- SPF is not properly set: [Setup SPF](#)
- DKIM is not properly set: [Setup DKIM \(prof serv process\)](#)
- Elcadmin > Institution > General > Institution parameter tab: client's email domain is not set (separated by comas):

The screenshot shows the 'Institution parameter' tab with the 'Allowed Email Domains' field set to 'secutix.com, clientdomain.com'.

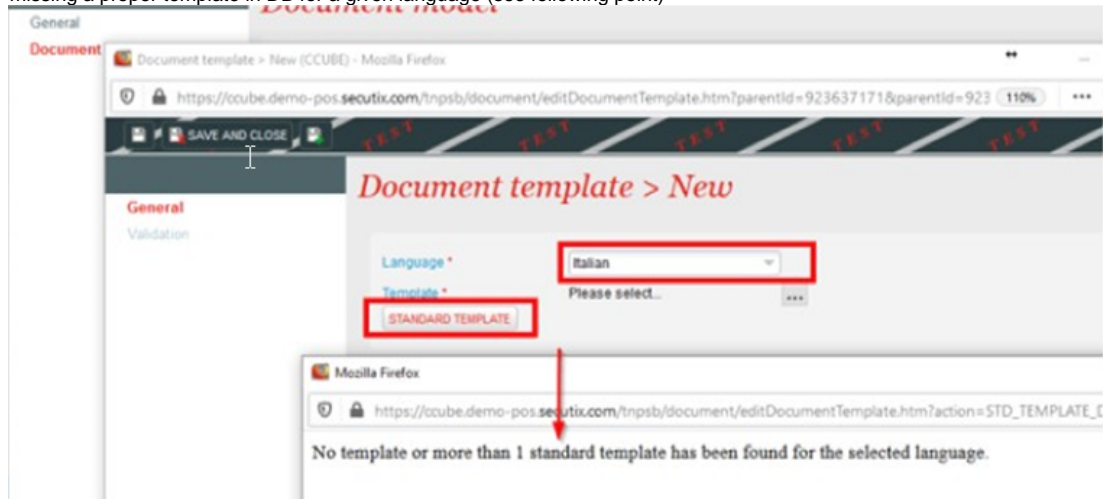
- Institution > Initialization > Inst. Characteristics > Address tab: email is not set (this appears to be mandatory for some documents like "Cancellation confirmation email", though not for others)

The screenshot shows the 'Institution characteristics' page, Address tab. The email field is filled with 'clientemail@clientdomain.zz'.

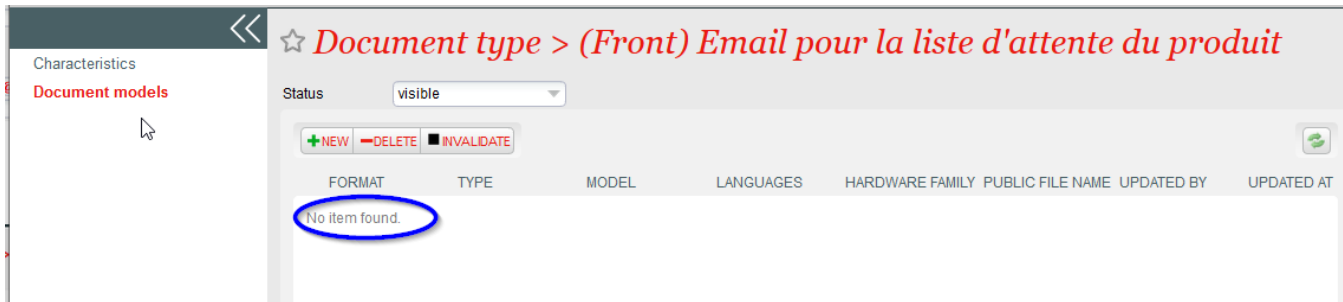
- Institution > Initialization > Documents: documents might be
 - missing or masked
 - missing the document class (service needed)

The screenshot shows the 'Document type > (New Options) Rappel de pré-demande' page. A red arrow points to the 'Please select...' dropdown menu.

- missing a proper template in DB for a given language (see following point)



- missing a custom template (necessary if a template is missing):



- not linked to the proper sales channels:

☆ Document types

Status visible

+NEW

-DELETE

■ INVALIDATE

DOCUMENT CLASS	INTERNAL NAME	CODE	ORGANISATIONS	SALES CHANNELS
👁 Accompanying letter	Accompanying letter	Lettre	All	All
👁 Accompanying letter	accompanying lettere ITA test	Lettre2	All	Box office
👁 Accompanying letter	Address document BOCA	AddLett	All	All
👁 Account creation email	Account creation email	NouvCpte	All	All
👁 Artist waiting list	Artist waiting list	ArtWait	All	All

- (ONLINE) Organization > Initialization > Sales Channels > POS > General > Internet parameters: set the ticketshop full domain + "/account" in the fields below:

Characteristics

Internet theme

Main navigation

Social network

Mobile Applications

iBeacons configuration

Contact characteristics

Point of sale > .

Ticketshop

Internet addresses

Terminate subscription

Institution website

Help page

Root redirection URL

General terms and conditions

Confidentiality guarantee

Data privacy policy summary explicitly shown to the contact

Security commitment

Contact email

Contact us

Menu 1

Menu 2

Menu 3

Menu 4

Client account url

Individual client account Url

Cancellation insurance

Custom SSO Session Cookies

Show 5 Ticket banners

https://ticketshopURL.xy

/account

https://ticketshopURL.xy

/account

keywords: what is sent when ?