

# Organisation | Catalog | Season Tickets

**Prerequisite:** create a [Season](#), [Tariffs](#) (subscribed contact/structure), Price Level, [Ticket models](#)

**Aim:** create and manage your season tickets

Catalogue

Timeslot passes

Open Pass

Visit pass

Other products

Season tickets

Packages

Services

Voucher

Open Products

Membership

Donations

Product Profiles

Miscellaneous

Advantages

Promotional Codes

Rules

Resale advantages

Cross-Selling Profiles

Sales Restrictions

☆ Season tickets

+ NEW

— DELETE

✓ VALIDATE

▶ RUN

⏸ SUSPEND

📄 DUPLICATE

🖨 PRINT TEST TICKET

📄 EXPORT TO EXCEL

INTERNAL NAME	CODE	STATE	PRODUCT TYPE	SUBSCRIBER QUALITY	AUTOMATIC RENEWAL
▶ (A+E) - Festplatz Abonnement Oper	FPAO	Running	Abonnement libre	yes	yes
✓ Champ Libre	ChamLibr	Validated	Abonnement libre	yes	no
▶ Children Series	Enfts	Running	Abonnement libre	yes	no
▶ City of Light Paris 1900 - 1950 (Series)	ClLight	Running	Séries Courtes	yes	no
▶ Classics Series	ClasSeri	Running	Séries Courtes	yes	no
▶ Concert Series	ConcSeri	Running	Séries Longues	yes	no
✓ Contemporary dance Series	ContDanc	Validated	Séries Courtes	yes	no
▶ Dance History Series	DAHisor	Running	Séries Longues	yes	no
▶ Dance Mornings Series	MornDanc	Running	Séries Longues	yes	no
▶ Dance Open Season Ticket	Dance	Running	Abonnement libre	yes	no
▶ Discovery Season Ticket	Decouve	Running	Abonnement libre	yes	no

## 1. Definition and types

### 2. Create a new season ticket: basic settings

- General:
  - General
  - Parameters
    - Calculated price
    - Predefined/Fixed-price and Championship
- Grouping
- Line
- Quotas
- Tariffs
- Fixed price (Predefined only)
- Seat category

### 3. Other important settings

- Product Profile
- Payment methods

### 4. Advanced menus

- Charges
- Custom variables
- Transport stops
- Price breakdown
- Access control synchronization (not used)


## 5. Validation

## 6. Filters and main screen buttons

### 1. Definition and types

In SECUTIX a Season Ticket is as "Composed product".

It is defined as a contract between the organization and its customers, which offers seats for a purchase at reduced rates in return for a commitment to attend a certain number of events (all, or a subset).

Button  allows to create a new season ticket: according to your license, there are 3 types:

☆ *Choose the price type*

Season ticket price type \*

☐ Calculated price  
☐ Predefined  
☐ Championship season ticket

Competition

**NB:** once chosen, the price type cannot be modified

### Calculated price

The customer needs to choose their tickets at the time of ordering the season ticket. The price is the sum of the prices of the tickets, using a specific season ticket tariff.

### Predefined/Fixed-price

For a predefined amount, the purchaser has the right to choose at most N performances.

The customers pay upfront one overall price, which entitles them to a fixed number of seats that they can choose for themselves. Subscribers can choose seats after purchasing the season ticket, without exceeding the permitted number of seats.



#### Italian Certification | Specific behaviour

For Italian clients using a Certified S-360 license only this type of season ticket will be available. Moreover, due to the fiscal requirements, some features described below might be inhibited or hidden (like "multi-season", "Ticket printing mode", etc)

### Championship

Season tickets of this kind give the right to attend to all matches of a given championship.

It is a special type of fixed-price season ticket that does not allow the customer to choose: once purchased, it cannot be modified but offers access to every match in a championship of a given sport club

There's also a flexible championship season ticket that works like the standard fixed price (with a selection of events to attend). More info here: [Flexible Fixed Price Season card](#).

When selected it requires to specify the competition. See [Organization](#) | [Catalog](#) | [Competition](#)

☆ *Choose the price type*

Season ticket price type \*

☐ Calculated price  
☐ Predefined  
☒ Championship season ticket

Competition \*

- Arena Suite Dining
- Championship Away Games
- Championship Home Games
- Championship Parking
- Europa League Home Games
- FA Cup
- PLAY CUP - Friendship match
- Premier League
- Youth Championship Home Ga...

### **NEW** Fixed seat season ticket

This season tickets is thought to meet some specific needs for German and Austrian markets. See more details [here](#).

## 2.Create a new season ticket: basic settings

☆ *Season tickets > Open card for 6 seats*

**General**

Custom variables

Transport Stops

Grouping

Line

**Basic offers**

Quotas

Tariffs

Fixed price

Price breakdown

Charges

Seat categories

**Access control**

Synchronisation

Product profiles

Payment methods

Validation

CA

B I S 12px

More languages

Code

Tax VAT

Product type

Audience type

Ticket model

Percentage deposit

Producer / Promoter / Partner

Additional Producer / Promoter / Partner

Merchant id

SHA Key

Logo

Internet description URL

Include in shipment fee

This field is only relevant if you define a shipment fee per ticket instead of a global shipment fee

Remark

Alert threshold

Seat category mapping

Ticket printing mode

Invoice Producer / Promoter / Partner

a) General | General


**Internal name** (max 60 char.): name of your season ticket as it will appear in SECUTIX screen (backoffice)

**External name** (max 60 char.): name of your season ticket as it will appear to your clients (online, documents, tickets)

**Short public name** (max 15 char.): name of your season ticket as it will appear online when accessed from a device with small resolution (smartphone...)

**Public Description:** it will be used by the ticketshop.

There will be as many descriptions as the numbers of external languages set at [Institution | Initialization | Institution characteristics](#): if left empty, the Ticketshop will use the main language description.



Customization are possible on the inserted elements, including external content insert like images or video with the Source code button  and the use of html codes.

B I S

Paragraph

**Code** (max 8 char.): STX code of the product. This code must be unique per entity (example: it's not possible to have the same code for two events, but possible for 1 rate table and 1 event)

### Italian Certification | Specific behaviour

 Italian clients using a Certified S-360 license will need to define it as a 4-characters code, **unique by Institution**.  The system will automatically add 4 more characters (8 in total) that will be displayed in C2 reports.

Another mandatory field is "Data di validità (scadenza)"

Codice	AB11	Data di validità (scadenza)	30/09/2023
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**Tax VAT:** VAT rate that will be used for your season ticket. To be selected among the drop down elements. It cannot be changed afterwards.  
See : [Institution](#) | [Initialization](#) | [VAT Rates](#)

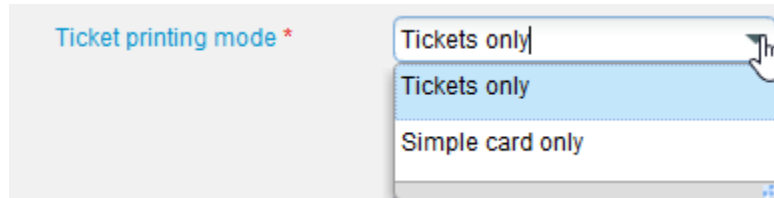
**Product types:** it is possible to choose among the values created in [Organization](#) | [Initialization](#) | [Product Types](#)

**Alert ratio (%):** Threshold of remaining availability from which the season ticket will be considered as with "limited availability". This will trigger the availability color used on the ticketshop (it will become orange as soon as the level is reached) and display the Alert Quota message in the back office.

STATE	FIRST PERFORMANCE DATE	LAST PERFORMANCE DATE	NUMBER OF PERFORMANCES	GROUPING
Running	05/01/2020	30/01/2020	3	QUOTA ALERT

**Seat category mapping:** allows to select among the values defined in [Organization](#) | [Venue](#) | [Mapping tables](#)

**Ticket printing mode:** it is required to choose among two options: 1) Ticket only, to skip the printing of the season ticket itself (no card), 2) Simple card only, to avoid the printing of tickets;





**Ticket model:** Ticket model that will be used for the season ticket (Simple card type / e-simple card only). When Ticket printing mode is set to "Tickets only", the system will use the ticket models of the events.

**Producer / Promoter / Partner:** useful when using the producer portal. Producer contact (structure of type producer) can be linked to the product. This contact will be able to access data related to this product in his producer portal.

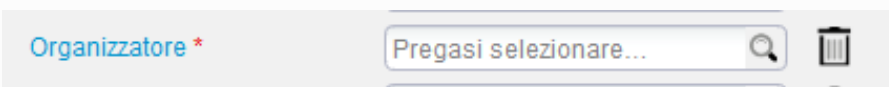
**Additional Producer / Promoter / Partner:** useful when using the producer portal. Additional producer contact (structure of type producer) can be linked to the product. This contact will be able to access data related to this product in his producer portal.

**Invoice Producer / Promoter / Partner:** useful when using the producer portal. This producer contact will be invoiced for the product. The contact set in this field has no access to the producer data in the portal but can be the same as defined in the producer fields. Needs to be defined even if the producer has been set.

#### Italian Certification | Specific behaviour

 Italian clients using a Certified S-360 license will also have to define: 

- "Organizzatore": a structure contact that must have both an Italian address and VAT/"Codice fiscale". Name and VAT are included in ticket template and C1 reports.



**Merchant Id:** in case of split payment (installments), configuration of the merchant ID (instead of having it inherited from ePC)

**SHA Key:** related to the merchant ID, hash key to finalize the setup of the merchant ID

**Logo:** (max size 1 Mb) image that will be used to illustrate the product. This image will appear on the landing page and on different pages of the ticket shop. Depending on the setup of your landing page, you may want to pay attention to the ratio or to where you position the main element in your image. More info on [A dynamic shop window](#)

**Internet description URL:** link to an external page that will appear behind the More Information link. This link is displayed after the Public description on the ticketshop. It aims at directing people to a page where you would usually present the event. To be used with care as it takes users out of the funnel.

**Include in shipment fee:** for cases where shipment fees were set to be Per ticket, you can choose if the product will be applying the shipment fees or not. This provides the flexibility to say that some products are not eligible for shipment fees. See [Organization](#) | [Initialization](#) | [Shipment Fees](#)

**Remark:** text field to insert comment. This will remain at back office level.



**Additional seats (tab):** in this specific tab it is possible to define the rules for additional seats, with dedicated limits (global and per performances), as well as tariffs.

**Additional seats**

Allow additional seats \* ☒ yes ☐ no

Max global

Max per performance \*

**Subcategories selection**

☐ All "Occasional" tariffs

☒ List

*Unassociated tariffs*

- Invited
- Occasional
- Community
- Individual
- Baby
- Carnet Jove
- Gutschein
- Kid accompanied

*Associated tariffs*

- Occasional>Individual>Child
- Occasional>Individual>Full rate

*Predefined/Fixed-price and Championship*

Number of authorised tickets \*

Maximum number of tickets per event

Maximum number of tickets per performance

Min subscription lines \*

Max subscription lines \*

**Number of authorized tickets:** is the total number of tickets that a customer could select inside this season ticket product

**Maximum number of tickets per event:** defines how many tickets per event are allowed by the product

**Maximum number of tickets per performance:** defines how many tickets per performance are allowed by the product

**Min subscription lines\*:** defines how many lines (events) must be chosen at the same time the season tickets is purchased. If set to 0 it means the subscriber can buy just the season tickets without using it contextually.

**Max subscription lines\*:** defines how many lines (events) can be chosen at most

\*Lines are specified in the homonym menu

Example: In the configuration shown above the product allows max. 6 tickets, to be used for no more than 4 events (among which 2 must be chosen straightaway at the box office).

Since there's a max limit per event and performance equal = 2, the customer can use the season ticket in several combinations, like:

- i) 1 tickets for 2 different events + 2 tickets for the same performance of 2 other different events
- ii) 1 tickets for 2 different events + 2 tickets for two separated performances of 2 other different events
- iii) 2 tickets for the same performance of 3 different events
- etc etc

b) Grouping

General  
Custom variables  
Transport Stops  
**Grouping**  
Line  
Basic offers  
Quotas  
Tariffs  
Charges  
Seat categories  
Access control  
Synchronisation  
Product profiles  
Payment methods  
Validation

INTERNAL NAME	CODE
Opera	Opera
Ballet	Ballet
Concert	Concert
Open	Open

### Season ticket grouping: Opera/Ballet /Concert Open S

Internal name
FR Opera
EN
DE
ES
IT

External name
FR Opera
EN
DE
ES
CA
More languages

Code
Opera

Min value
0

Max value
20

Rank
1

Base definition
☒ yes ☐ no

The screen (optional) allows to defines groups of lines, for which set specific min and max limits.

Such setting has to be consistent with the basic limits defined in *General / Parameter* otherwise the season ticket might not work as expected or at

all.

### c) Line

In this menu you link the of your season's events to the season ticket. Other lines can be added after the product is validated/run, though it must be set as suspended first.

General  
Custom variables  
Transport Stops  
Grouping  
**Line**  
Basic offers  
Quotas  
Tariffs  
Charges  
Seat categories  
Access control  
Synchronisation  
Product profiles  
Payment methods  
Validation

### Season tickets > Opera/Ballet /Concert Open Season Ticket

Status: visible

SUBJECT	PRODUCT FAMILY	EVENT	STATE	CHOICE
Ballet	Event	Ballet du Théâtre du Bolchoï	Running	Optional
Ballet	Event	Ballet for Life - Switzerland tour	Running	Optional
Ballet	Event	Romeo and Juliet	Running	Optional
Ballet	Event	Don Quixote	Running	Optional
Ballet	Event	Swan Lake	Running	Optional
Ballet	Event	The Sleeping Beauty	Running	Optional
Ballet	Event	The Song of the Earth	Running	Optional
Ballet	Event	Cinderella	Running	Optional
Ballet	Event	The Rite of Spring	Running	Optional
Ballet	Event	Bergt Cullberg/Agnes de Mille	Validated	Optional
Ballet	Event	Notre-Dame de Paris	Running	Optional
Concert	Event	City of Light L'Enfant et les Sortilèges	Running	Optional
Concert	Event	City of Light Ravel & Stravinsky	Running	Optional
Concert	Event	City of Light Pelléas et Mélisande	Running	Optional
Concert	Event	City of Light Stravinsky the Firebird	Running	Optional
Concert	Event	Philippe Jordan - Symphonie de Beethoven n° 1 et n° 3	Running	Optional
Concert	Event	Philippe Jordan - Symphonie de Beethoven n° 2 et n° 7	Running	Optional
Concert	Event	Philippe Jordan - Symphonie de Beethoven n° 4 et n° 5	Running	Optional
Concert	Event	Philippe Jordan - Symphonie de Beethoven n° 6 et n° 8	Running	Optional
Concert	Event	Philippe Jordan - Beethoven Symphony No. 9	Running	Optional

### Season ticket line: Opera/Ballet /Concert Open Season Ticket > New

Status: Visible

Organisation: The Cube, Center of Arts - TEST

Activity: Events

Grouping: Concert

Event: Cats

Choice: ☐ Mandatory ☒ Optional

Allow seat category upgrade/downgrade (used for online sales only): ☒ Inherit from season ticket ☐ Yes ☐ No

Performances selection: One performance

Filter rate types: ☒ All ☐ Selection

Rate types:

Unassociated: Monday - Friday, Normal, Normal, Standard visit, Visit Monday to Friday, Weekend, Weekend


Associated:

Performances: ☒ All performances for the selected rate types ☐ Selection

Performances: Not included Included

Status  
Organisation  
Activity \*  
Grouping \*  
Event \*  
Choice \*  
Allow seat category upgrade/downgrade (used for online sales only) \*  
Performances selection \*

Visible  
The Cube, Center of Arts - TEST  
Events  
Concert  
Cats  
☐ Mandatory ☒ Optional  
☒ Inherit from season ticket ☐ Yes ☐ No  
One performance

In order add (  ) the events the following screen requires the selection of the Activity first and the Grouping (if configured).

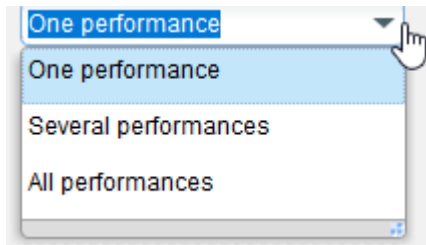
**Choice:** if Optional, the subscriber have the possibility to choose the given event, picking among the available dates defined by "Performance selection".

if Mandatory, the customer must select the event as defined by "Performance selection".

NB: this setting must be consistent with the basic limits defined in *General | Parameter* and *Groupings* (when used), otherwise the season ticket might not work as expected or at all.

**Allow seat category upgrade/downgrade (used for online sales only):** only available in Calculated price Season Ticket, if you have a category season ticket it allows to change it by event (online only)

**Performance selection:** the dropdown menu allows to choose one performance only, among several ones, or all (always in light of the already defined filters)



**Filter rate types:** this filters allows to select among the possible different rate types used by the event's performances

**Performances:** allows to select the list of available dates

#### d) Quotas

In this screen you set how many season ticket of this kind you intend to sell. This value can be modified ongoing.

*Calculated price*

SEAT CATEGORY		QUOTA	ALERT THRESHOLD IF AVAIL <=	AVAIL
Without	<button>MODIFY QUOTA</button>	100 000	0	99 813

Quota is defined "without" category.

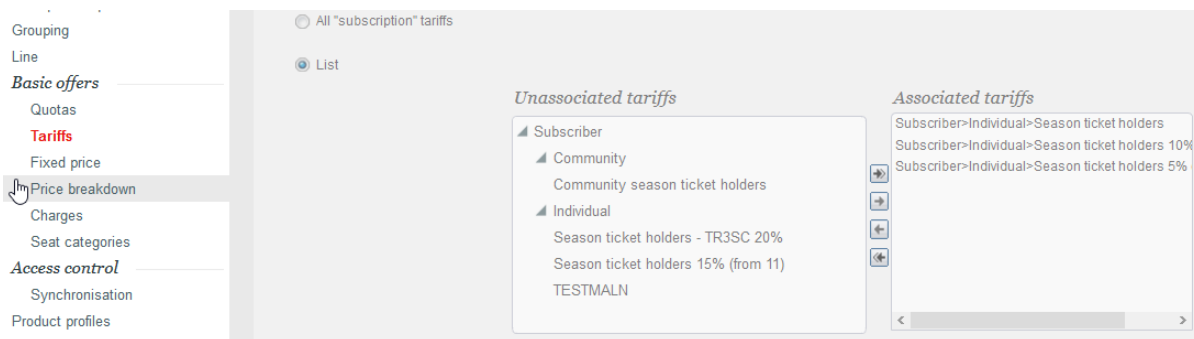
*Predefined/Fixed-price and Championship*

SEAT CATEGORY		INCLUDED	QUOTA	ALERT THRESHOLD IF AVAIL <=	AVAIL
1	<button>MODIFY QUOTA</button>	Yes	100	0	89
2	<button>MODIFY QUOTA</button>	Yes	100	0	100
3		No			
4		No			
5		No			
6		No			

Quotas must be defined per each seat category for which the season ticket is allowed to be used.

#### e) Tariffs





In this screen you can select specific subscriber-type tariffs, or consider all the available ones. **NB:** at least one Subscriber Contact Tariff must have been configured first

#### f) Fixed price (Predefined and Championship only)

		SEAT CATEGORIES (EUR)		
AUD CAT	TARIFF	1	2	3
Contact inside season ticket	Season ticket holders	80.00	60.00	50.00
	Season ticket holders 5% (from 4)	76.00	67.00	45.00
	Season ticket holders 10% (from 7)	72.00	54.00	45.00

This is a mandatory screen for predefined season tickets: it is required to set the total prices of whole season ticket, by permitted tariffs and seat categories.

#### g) Seat category

An informative screen that displays all the seat categories selected (with a quota) for any given Site/Space/Logical configuration used by the selected events (Lines)

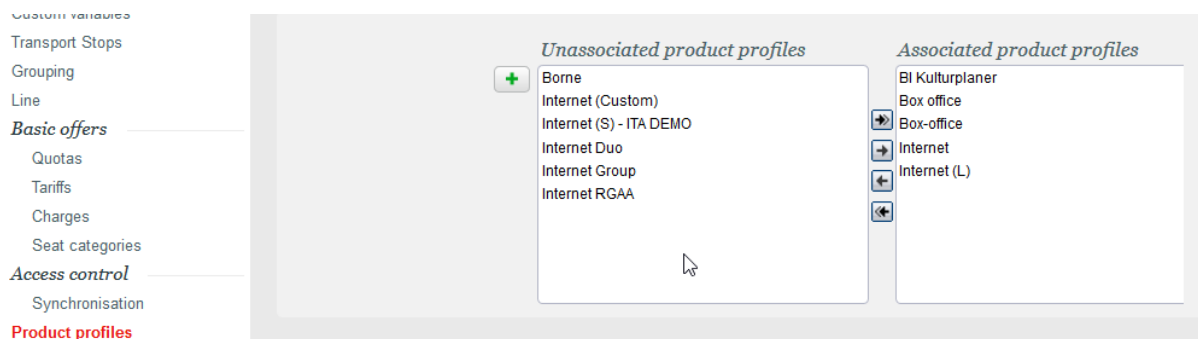
### 3. Other important settings

Among the other menus be sure you define, or review, accordingly:

#### h) Product profile

This is where you associate the set of rules regarding the selling of your season ticket. Among the rules, it will determine tariffs, quantities and sales date ranges for which the product will be available per sales channels.

See: [Organization | Catalog | Product Profile](#)



#### i) Payment methods

From this menu, you can define payment methods that can be used to purchase this product.

The rule is as follow: it is the intersection of Point of Sales Payment Methods, Product Family Payment Methods (see: [Institution | Initialization | Payment Methods](#)) and Product Payment Methods.

Thus, if you associate no payment methods in this screen, SECUTIX will check for specific Payment Methods set at Product Family level. If none, it means that any Payment methods available on the point of sales will be usable for the product. The payment method you associate at product level must be available at least on the point of sales. Otherwise nothing will happen.

So if you want to have a payment method that is only available for your season tickets for example, you need to associate this payment method to your point of sales AND associate it at product family level.

That way this payment methods will only be available for your season tickets products on your point of sales.

Custom variables  
 Sub-Groupings  
 Calendar  
 Charges table allocation  
 Activity profiles  
**Payment methods**  
 Shipment Modes  
 Transport Stops  
 Interface mappings  
 Ticket logos

Supported payment methods

Bank transfer	↑
Cancel bank card	↑
Cash	↑
Credit note	↑
Direct Debit	↑
Direct payment (Bank card)	↑
External payment methods	↑
ISR	↑
Pay in three times (bank card)	↑
Pending account	↑

## 4. Advanced menus

### j) Charges

When using Charges (fees that apply per ticket), you can associate one or more of your existing charges tables, by time and sales channel. Either All sales channels or a List you can set up. You can apply different charges table on different sales channels.  
 See : Organization | Catalog | Charges tables



### Italian Certification | Specific behaviour

Italian clients using a Certified S-360 license can configure presale prices in Price Breakdown menu (point j, below) as described here

### k) Custom variables

Custom variables are to be created in Organization | Initialization | Custom Variables. Custom variables are element you can display on ticket. They are usually used to display static information that can not be setup elsewhere in SECUTIX.

They are related to the fields "Free text" (1 to 6) in the ticket editor. See List of variables in the Ticket Editor (auto translated to English)

They can also be used through API and interfaces between SECUTIX and 3rd party system, in order to setup in SECUTIX sets of information that will be pushed and handled by the 3rd party system.

### l) Transport stops

This options are for customers selling combined offers including leisure and public transportation. Only for SBB. They may define which stations or stops belonging to a public transportation network allow to reach the product associated.

### i) Price breakdown

This screen allows to define multiple price components (ticketing, food, parking, promoter...) for prices defined previously. Relevant information on the configuration can be found here and here for price breakdown bottom-up.

### k) Access control synchronisation

Not used at season ticket level.

## 5. Validation

The validation step will make sure that you did not forget to set any mandatory information. In such a case, the message displayed will refer to what is missing.

If nothing is missing it will proceed in the actual creation that will become available for Running.

## 6. Filters and main screen buttons

The screen buttons perform the following actions:

Delete	Validate	Run	Suspend	Cancel	Duplicate	Print test ticket	Export to excel
Delete the chosen Season Ticket (only if in "Preparing" of "Validating" state")	Validate the chosen Season Ticket (only if in "Preparing" and all the mandatory fields are accordingly set).  It works as the validation function included on the creation screen (point 5)	Activate the season ticket so it can follow rules set in Product Profile.	Stop (temporarily) the following of the rules set in the linked Product profile(s) for the given season ticket.  Used to perform a few changes while on sale	Cancel the season ticket (this does not perform any refund).	Duplicate the selected season ticket	Print a sample ticket.	Export the screen t season ticket as an