

1. Ticket Injection or Ticket External Printing

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☆ <i>Batch > TIXnGO</i>				
<div>+NEW -DELETE ▶MODIFY/START ▶ACTIVATE ■INACTIVATE</div>				
FUNCTION	LAST EXECUTION	INTERNAL NAME	SCHEDULE	STATE
Push cancelled and invalidated tickets		Home match	Mon, 8 Nov 2021 - 5 minutes	Active
Push controlled tickets			Manual	-
Retrieve ticket status from TIXnGO		Home match	Mon, 8 Nov 2021 - Wed, 9 Nov 2022 - 5 minutes	Active
Tickets external printing		Home match	5 minutes	Active

The ticket injection process pushes the designated tickets to the TIXnGO system, and then to the wallets of the final users.

To activate it, create a schedule to choose which tickets to process.

Recommended frequency

Every 5 minutes.

Batch size

Recommended value: 1000

Non-dated ticket injection

This new feature has been built in order to be able to inject other products such as Services in TIXnGO.

For non-dated ticket injection, please set custom variables in the chosen product following the format on the following table. Then try to inject tickets, as usual, filtering by the product instead of an activity.

Comfort variables affecting TIXnGO data.

Comfort variable code	Format	Example	Injected field inside TIXnGO	Notes
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TIXAct	start_of_season end_of_season +1d/-1w dd/mm/yy hh:mm	start_of_season end_of_season 2w 22/10/23 21:15	activationParameters. time	If not defined, nothing special happens Parts in blue will be implemented with : blocked URLSTX-128539 - Not dated ticket injection - implementation DELIVERED
TIXStart	start_of_season end_of_season +1d/-1w dd/mm/yy hh:mm	start_of_season end_of_season 2w 22/10/23 21:15	event.startTime	If comfort variable is not defined, then the value is taken from the start time of the performance or the start validity date of the ticket. Parts in blue will be implemented with : blocked URLSTX-128539 - Not dated ticket injection - implementation DELIVERED
TIXExp	start_of_season end_of_season +1d/-1w dd/mm/yy hh:mm	start_of_season end_of_season 2w 22/10/23 21:15	event.expirationDate	If comfort variable is not defined, then the value is taken from the end date of the performance + duration (or +24 hours if duration not defined), or the end validity date of the ticket. Parts in blue will be implemented with : blocked URLSTX-128539 - Not dated ticket injection - implementation DELIVERED

Further information and more detail:

Point of sales configuration

As this schedule must mark some tickets as printed, as if it had been done by a point of sales, you must set up (once) the sales channel and point of sales codes that will be used for that task.

Point of sales
(salesChannelCode;posCode) *

BO;STX_M068

Filtering

Many filtering options exist by-product(s), by performance(s), by tariff or category code... They are all cumulative (AND logical relation)

Barcode format

Allows adding a prefix/post-fix to the barcode

File number filtering

File number

This one is exclusive to all the other ones. If a file number (file id) is provided, it will exclude all the other fields.

Mandatory ticket holder fields

Mandatory ticket holder fields

Please enter here one or many of the following values, separated by commas

FIRSTNAME, LASTNAME, BIRTHDATE, ID_NUMBER, COUNTRY_CODE, BIRTH_REGION, BIRTH_PLACE

Only the tickets having those beneficiary values filled will be sent to TIXnGO.

Main Applicant

Set mainApplicant flag

☐

Will send the main applicant flag to true to TIXnGO only when the beneficiary's first name, last name and email (and NOT the cultural contact's) are matching those of the buyer.

Simulation mode

Simulation mode



If this box is checked, the tickets won't be sent to TIXnGO.

File and contact filter

If file or contact filter are selected, only the tickets associated to the file (resp. tickets associated to the contact) are exported.

Customization of data sent to TIXnGO using the template editor

If you use the ticket template editor to inject tickets, you must configure the following on the Technical tab.

Check the custom ticket details and put `{"":""}` in the fields.

Please refer to that specific page on how to use the ticket template editor for TIXnGO.

To which contacts are the tickets assigned?

1. The tickets are assigned to the person defined in the **spectatorDetails** data pushed to TIXnGO, identified through its **email**.
2. By default, the tickets are assigned to the cultural contact, with fallback to the purchaser contact..
3. But, IF the tickets has been reprinted, it will be assigned to its last known holder, as retrieved from TIXnGO.

In which orders are the ticket pushed?

The tickets are pushed ordered by ticket id. This likely means that ticket from a same order will come together.