How to get ready for my next event ?

1. Check the end sales date of your product if you want to continue to sell it for instance 15 minutes after the starting hour of your event

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1. Check you have enough availability
2. Check that your sales figures are as you expect i.e., are you sold out but sold figure is lower than expected? Look through the contingents on hold and reservations, can any of these be released?
3. Review the whole configuration of the Access control and check with the Support menu
4. Test the Access control the same day of the event

Access Control – Check 1

- This can be done from the office as it's reconciling numbers and details between SecuTix and your Access Control System
- Reconcile SecuTix/ Access Control System (ACS) if it's not TNAC to ensure you have the correct number of Card ids /Match Tickets in both systems. A Product Revenue report will give you high-level numbers whereas a ticket list report will give you more detail
- Make sure whitelisted barcode number match between Access Control System (ACS) and S 360
- Check the barcode number is the correct format supported by the Access Control System (ACS)
- Check cancelled tickets e.g., refunded tickets are invalid in the Access Control system (see checks further down)

Access Control – Check 2

For the following checks you will need to print off several season tickets at different tariffs and in a variety of areas (for TNAC you can use the helpdesk screen for this no need to print tickets), remember to refund after your testing is complete. The product will need to be live in your Access Control system as you will be scanning tickets to check you're getting the expected responses. You'll be checking:

- Valid Tickets scan and pass access control check all tickets category/contingent to be checked with TIXNGO to avoid NFC issue or Barcode de encryption issue
- Season Tickets that fail return the correct failure
  - Wrong Entrance
  - Card Invalid
  - Already Scanned

Access Control – Check 3

For the following checks you will be required to re-print Season Tickets and Match Tickets other other product Tickets

- Re-print a Season Ticket card
  - Check the original is invalid
  - Check the new card is valid
    - It may take the new card a few minutes before being valid.
  - Check a Season Ticket Card printed as a Match Day Ticket
    - Card is invalid for the game
    - Match Day Ticket is valid
  - Check a re-printed Match Day Ticket
    - Original Match Day Ticket is invalid
    - New Match Day Ticket Scans

- Injection interface set up & errors if any
- Cancellation interface set up & errors if any
- Feedback interface set up & errors if any
- Controlled interface set up & errors if any
- Set up & check emergency email batch in case TIXNGO is down

- Check your BOCAs and Card Printers are operational
- Ensure scanners are charged and tested and have Wifi access
- Check that your payment terminals are operational
- Fully check a ticket of each type (PDF, mobile, Boca, ...)
- If TIXNGO and beacons are used, check BT activation and deactivation

- Check Operators have access to the correct printers
- Check that your selling point are correctly working and connected to the printer with no pending windows update
- Check Operators can access SecuTix and have the correct permissions
- Check the operator access to TIXNGO

- Test any reports you will need to run on the day of the event to ensure they are generated as expected

- Test tickets main actions the day before the event and on D day by doing log in / log out, ticket transfer and assignment (RBL case), manual activation & deactivation (eventually resell if resell is enable)
- Check TIXNGO Download rate x days before the event and activation number on D Day
- Check that you have a plan B in case of disaster situation (for access control issue, network issue, ticket injection issue)
- Check AC control executions for errors
- Check that all e-tickets have downloaded – send email reminder if required