

Organisation | Catalog | Season Tickets Renewal

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Introduction

Prerequisites:

- New season created, with new season tickets
- There are sold season tickets in the previous season

Goal: Renew previous season tickets for the new season in the back office.

Preparations

Once you will have run the batch, your clients will see the renewed season tickets in their account. They will be able to pay for them.

You can decide to hide this renewal on their personal space or show it to it. When you are ready, re-display the file in their personal space, inform them that the renewal has been carried out (for example with a SAM campaign, see [SecuTix Audience Management \(SAM\)](#)) and that they can proceed to payment. To hide the renewal, go to the ticketshop, and remove the saleschannel that is doing the renewal from the list of associated sales channel.

The screenshot shows the 'Sales Channel > Internet B2C' interface. On the left is a sidebar with a menu containing: Characteristics, Points of sale, Overheads grids, Storefront, Default charges, Sales channels of origin (highlighted in red), Linked Sales Entity, Sales parameters, Charges tables, Sales calendars, Activity profiles, Product profiles, Landing Page, Clusters, Tours, and Sections. The main content area is titled '☆ Sales Channel > Internet B2C'. Below the title, there is a section 'Display files initiated by' with two radio buttons: 'All' (selected) and 'List'. Below this, there is a table with two columns: 'Sales channels of origin' and 'Associated'. The 'Sales channels of origin' column contains a list of sales channels: B2C Merge Charge Ticket, BI Kulturplaner, Box office, Box office (L), Box office - Rock, Call center, External NTJ, FNAC, Individual B2C - RGAA Compliance, Internet Agency, and Internet Agency (L). The 'Associated' column is empty. There are arrows between the two columns for moving items.

Step 1: Use the renewal batch

- Use the renewal batch in the "Tools" screen. If it is not available (not even in the "new" menu), please contact the support who will make it available.
- Open the batch then perform mapping between seasons (original/passed and target/new)

Tools

Models settings

★ Tickets models

External Interface

List of interfaces

Schedule

★ Executions

Batch programs

List of batches

Schedule

Executions

Vending machine configuration

Opening hours

☆ List of batches

Batch type: All types Status: visible

+NEW -DELETE ■INVALIDATE

INTERNAL NAME	BATCH TYPE
Batch de détection des doublons	Batch of duplicates detection
Contact importation batch	Batch for import and creation of contacts
Default campaign return of investment batch	Batch for computing ROI for the SAMP campaigns
Default computing daily batch	Batch of computing daily indicators
Default computing weekly batch	Batch of computing weekly indicators
Default email campaign response tracking	Batch to compute metrics for emails campaigns
Default email tracking batch	Batch to track emails
Duplication batch	Batch of season duplication
Export contact info batch 0	Export contact info batch
Option reservation release batch	Batch of options and bookings release
Réabonnement	Batch of subscription
Remboursements concerts 2021	Refund of performance/match
Suppression/anonymisation des contacts inactifs	Removal/anonymisation of inactive contacts
test	Shipment management batch

General

Mappings

Schedules

Executions

☆ Renewal > Batch of subscription renewal

Target Season *: Season 2

Origin Season *: Season 1

+NEW -DELETE

DATA TYPE	ORIGIN
Season Ticket	WeekSer (We)
Season Ticket	CLight (City of)
Season Ticket	OrchSeri (Orch)
Membership	DUO (DUO men)
Season Ticket	EMGF (Exhibiti)
Season Ticket	YoungSea (You)
Season Ticket	SOMGS1 (Half)
Season Ticket	MGS (MG Festi)
Tariff	Abonné(Subsc)
Tariff	ConPlein(Occa)

Interface Mapping (CCUBE) - Mozilla Firefox

https://ccube.demo-pos.secutix.com/tnseb/externalinterface/edi

SAVE AND CLOSE **TEST**

Interface Mapping

Data type *: Season Ticket

Original season: Season 1

Original data *: Youth Season Tickets

Target season: Season 2

Target data *: Youth Season Tickets

- Program the function by adding it to the schedules list. Choose “Season tickets renewal” function.

Schedule > New (CCUBE) - Mozilla Firefox

https://ccube.demo-pos.secutix.com/tnseb/schedule/createInterface

Schedule > New

Interface type: Batch of subscription

Interface name: Batch of subscription renewal

Function *:

Season ticket renewal

Membership renewal

Season ticket renewal

NEXT **CANCEL**

TEST TEST TEST TEST TEST TEST TEST

☆ Renewal > Batch of subscription renewal

+NEW **-DELETE** **▶MODIFY/START** **▶ACTIVATE** **■INACTIVATE**

FUNCTION	LAST EXECUTION	INTERNAL NAME	SCHEDULE	STATE
Membership renewal		Membership renewal	Manual	-
Season ticket renewal			Manual	-

Number of items: 2

- Carry out the schedule's programming. In the majority of cases, renewal is done once a year before the start of the new season. Leave the launch on "manual". The "batch size" limits the number of season tickets that are renewed in one execution. It is interesting to first use a very small value (like 5) to test the renewal on a limited number of files and check them before increasing the value and running again.

Schedule

Interface type	Batch of subscription
Interface name	Batch of subscription renewal
Function	Season ticket renewal
Launch *	Manual
Internal name	FR
	EN
	DE
	ES
	IT
Frequency	Please select...
Start	
<input type="radio"/> Start date	
<input checked="" type="radio"/> Days before first product date	
Start time	
End	
<input type="radio"/> End date	
<input checked="" type="radio"/> Days after first product date	
End time	
Batch size	1 000

Renewal configuration

Simulation mode	<input checked="" type="checkbox"/>
Multithread size	
Number of errors before stopping	
Sales Channel *	Box office
Point Of Sales *	STX_PTN

Filter(s) configuration

Create reservation *	Always
Contact criterion for resignation requests *	None
Target Season *	Season 2
Origin Season Ticket	Weekend Series
Origin Audience Category	Subscribed contact

Support shipment modes	Print@home Pick up at control RAR Post delivery TIXnGO Load on RFID card	Standard Mail E-ticket
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Fallback shipment mode	Pick up at control
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- If both "Support shipment modes" and "Fallback shipment mode" are empty, the new order will always be in a Reservation state with no Reference shipment.

Additional configuration

Payment limit date	
File(s) (ex: "1001,1020,1050")	10000001356
Re-use existing files	<input type="checkbox"/> (re-usable files: created by the same batch and for the same contact, season and in the state RESERVATION or SALE)

- Choose the channel and point of sale that will process the batch. In general, the back office.
- At the time of renewal, it is absolutely necessary to put at least one "Support shipment modes" on the right, otherwise the reference sending method is not created in the reservations (and payment by import of .camt file **for Switzerland** with the BVR QR does not work !)
- If both "Support shipment modes" and "Fallback shipment mode" are empty, the new order will always be in a Reservation state **with no Reference shipment**.
- The "Fallback shipment mode" will be used if the batch is not able to use the same shipment mode as in the original file.



Warning

If you are using the [Swiss QR invoice](#), you need to be sure that you selected some shipment modes. If not, the camt import will not work.



Tip and tricks

Test with the "simulation mode" and one single test file number (field "Files") to see if any errors occur (if necessary correct the batch).

If there are no errors, we recommend testing with a limited quantity of files ("Batch size"). Then check in "**list of files**" to see if the renewals correspond to your expectations. Next renew the remaining files.

Step 2: Mass created documents

From the back office you can create documents in bulk.

- Go to the files list
- For instance sort by product family, organization, season and product then create in mass a file summary to print and send by mail to the client.
- You can make a multiple selection of lines first to the last (maximum 200, current page) by "Windows" + "Shift". Be vigilant in noting the file number on which you stopped to avoid errors.
- For **Switzerland** you can create a file with [Swiss QR invoice](#) in order to print the documents at the box office and send them by post. The next step is to use an interface for importing the .camt file (received bank payments files)

Sales

Advantages
Carts
Sales - reservation
Exchange - cancellation
Files
File detail
Suspended files
File list
Attendance per performance
Seat map
Calendar
Tickets
Ticket list
Tickets on resale
Accounts
Pending account
Credit balance
Deposits
Bank agreement
Invoices
Payments
Installments
Cash desks

File list

File

Order

Contact

Contract

State

Invoicing / payment

Creation

Last modification

Product

Product family

Season ticket

Season *

Season 2

Producer / Promoter / Partner

Product

1900 - 1950 (Series)

Date from

Date to

Item / performance

Organisation

Cube, Center of Arts

Activity

Rate type

Seat categories

To choose

Chosen

Advanced

SEARCH CLEAR

RESUME

CANCEL/EXCHANGE

RETRIEVE FILE NUMBER

EXPORT TO EXCEL

CREATE DOCUMENTS

FILE	STATE	PURCHASER	PRODUCTS	INVOICES	CREATED ON	CREATED ON	CREATED BY	MODIF. ON	MODIFIED ON	MODIF. BY	RESERVATION AMOUNT	SALE AMOUNT	REMARK
635	Reservation	VALLATTE, Françoise	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 05:20 am	GuicheG	STX_KTR	25/11/2023 05:20 am	GuicheG	STX_KTR	68.00 €	0.00 €	
636	Reservation	ALBET, David	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 05:21 am	GuicheG	STX_KTR	25/11/2023 05:21 am	GuicheG	STX_KTR	204.00 €	0.00 €	
637	Reservation	ALBET, David	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 06:23 am	GuicheG	STX_KTR	25/11/2023 06:23 am	GuicheG	STX_KTR	408.00 €	0.00 €	
641	Reservation	BACHE, Ghislain	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 06:56 am	GuicheG	STX_KTR	25/11/2023 06:56 am	GuicheG	STX_KTR	204.00 €	0.00 €	
643	Reservation	ALBET, David	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 07:56 am	GuicheG	STX_KTR	25/11/2023 07:56 am	GuicheG	STX_KTR	204.00 €	0.00 €	
1084	Reservation	VALLATTE, Françoise	Cocidal		25/11/2023 01:33 pm	Phone	STX_KOH	25/11/2023 01:44 pm	Phone	STX_KOH	225.00 €	0.00 €	
1095	Reservation	VALLATTE, Françoise	City of Light: Paris 1900 - 1950 (Series)		25/11/2023 01:34 pm	Phone	STX_KOH	25/11/2023 09:30 am	Phone	STX_KOH	74.00 €	0.00 €	

Tools

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List of interfaces

Interface type

All types

NEW

DELETE

INVALIDATE

INTERNAL NAME	INTERFACE TYPE	SPECIFIC PARAMETERS
Import BVR QR	Payment integration	
STX Billing interface (PROD)	Billing	
STX Billing interface (TESTS)	Billing	
Test	External sales	Test
TnAC	Secutix public webservices	

Step 3: Mass tickets printing

Last step for clients who manage renewals at the back office with the **Boca printer**

- Mass printing** allows you to print orders in batches. Orders to print can be filtered using several criteria. Mass printing of tickets is carried out from the **Organization - Sales Management - Mass printing - Orders** context.