

Managing tickets on behalf of (family/friends) community members

Piz Bernina V1 introduced 'Friends and family', giving customers the option to specify links between online sales contacts and thus define a *community*.

Piz Bernina V2 opens up new features associated with these linked contacts by allowing customers to:

- distinguish between 'child' and 'parent' members of their community
- buy tickets on behalf of their community members while taking account of available advantages
- view their own reservations and reservations made by 'child' members of their community
- finalise payment for reservations made by their community members while taking account of available advantages
- automatically load tickets onto different RFID cards



Product families affected

These features currently cover the following product families:

- Events
- Competitions
- Subscriptions
- Season tickets
- Packages

Buying tickets on behalf of community members

This feature improves the online purchase process as it allows customers to add contacts who are members of their community before making payment.

How do I use this new feature?

Buying tickets on behalf of community members only works one way: a 'parent' user can buy them for 'child' members.

From now on, only those members of a customer's community who are defined as 'children' will be included in the list.

1. Delivery
2. Summary
3. Payment
4. Confirmation

You have 6 minutes to complete your order.

Payment modes

We accept the following forms of payment and guarantee that your Internet transactions are safe:

Order summary

Before proceeding to payment, please check the content of your order as well as the delivery information, and confirm that you have read and accept our terms and conditions.

PLAY CUP - FRIENDSHIP MATCH

J1

Thu 3 Aug - 20:00
subject to change

SecuTix Arena

Team Play vs Team M

3 tickets Cat 1 (3 x Plein) [VIEW](#) | [MODIFY YOUR SEATS](#) [X DELETE](#)

* Please note that some of your Friends & Family members may not be eligible for special price rates

	Full price	Tribune basse west (sud) - Block W4 bas - Row E - Seat 322	45.00 EUR
2004 - Frödoric FAUCON	Frödoric	FAUCON	frederic.faucon@secutixtest.com
	Full price	Tribune basse west (sud) - Block W4 bas - Row E - Seat 323	45.00 EUR
Friends/Family *	First name	Last name	E-mail
	Full price	Tribune basse west (sud) - Block W4 bas - Row E - Seat 324	45.00 EUR
Friends/Family *	First name	Last name	E-mail

Sub-total 135.00 EUR

There are several scenarios where users may want to define a contact who is not currently in their community:

- The user wants to define an existing contact (i.e. someone already in the database)
 - The user clicks the 'Add new' button
 - He enters the contact's number and last name. These two fields are mandatory.
- The user wants to define a new contact (i.e. someone who is not in the database) who will automatically be added to his community
 - The user clicks the 'Add new' button
 - He specifies the contact's first and last name, which are mandatory. The 'Create account' option appears if the users wishes to create an online account for the new member.
- Links between contacts are directional. The user is the 'parent' of the contact he has just created and the new contact is the user's 'child'.

Add contact to network

Existing Contact

Input contact details and add to your Friends & Family list.

Contact number *

Last name *

New Contact

You can also register a new contact and add it to your Friends & Family list.

First name *

Last name *

Email address

☐ Create account ?

< CANCEL SAVE

How do I activate this new feature?

From the Point of sale Characteristics tab.

Point of sales > Ticketshop B2C

Characteristics

- Internet theme
- Main navigation
- Social network
- Mobile Applications
- IBeacons configuration
- Contact characteristics

Block purchase of matches on the same day ☒ yes ☐ no

Affiliate sale ☐ yes ☒ no (with partner's look and feel)

Highlight the season of the products on sale ☐ yes ☒ no

Allow login with contact number ☒ yes ☐ no

Ticket Holder / Distribution

Enter ticket holder data ☒

Modify ticket holder for ticket ☒

Input ticket holder mandatory ☒ (Applies only to single entries)

Input ticket holder during sales ☒ (Applies only to single entries, passes, donations, services and packages containing these supported product families)

Answer questionnaire during sales ☒ (Applies only to single entries, passes, donations, services and packages containing these supported product families)

Guest propagation in packages ☒

Allow purchase on behalf of my friends/family ☒

Allow pay reservation on behalf of my friends/family ☒

Finalising payment for reservations made by community members

A new screen in the personal area lets 'parent' users see their own reserved tickets as well as those reserved by 'child' members of their community and select whichever reservations they wish to finalise.


How do customers use this new feature?

Users go to the 'Reserved ticket(s)' screen in online sales where all reservations made by themselves and their 'child' members are listed.

To add the tickets to the cart, they select the reservations they wish to finalise. Users can specify the delivery method, check the contents of their cart and then make payment.

The contacts who made the reservations concerned will find their tickets in their personal area.

Community tickets




Cup - 1/4 final - Team Play vs Hedgehog United

Sunday, 20 August 2017 - 21:00
Home arena, SecuTix Arena

Your seats are guaranteed until Wednesday, 30 August 2017


<input checked="" type="checkbox"/>	1 ticket	Aurore DELANNOY	Full price	Tribune basse est - Block E9 bas - Row K - Seat 1001	5.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Aurore DELANNOY	Full price	Tribune basse est - Block E9 bas - Row K - Seat 1002	5.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Charles JEAN FRANCOIS	Full price	Tribune haute est - Block E2 haut - Row A - Seat 210	5.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Benoit NICOLIER	Full price	Tribune basse est - Block E2 bas - Row A - Seat 301	5.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Frodoric FAUCON	Full price	Tribune basse west (nord) - Block W6 bas - Row A - Seat 229	5.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Frodoric FAUCON	Full price	Tribune basse west (nord) - Block W6 bas - Row A - Seat 230	5.00 EUR



First two matches

Your tickets are guaranteed until Wednesday, 27 September 2017

<input checked="" type="checkbox"/>	1 ticket	Benoit NICOLIER	Full price		100.00 EUR
<input checked="" type="checkbox"/>	1 ticket	Benoit NICOLIER	Full price		0.00 EUR



Premier League - Day 1 - Team Play vs Athletico Fedora

Friday, 24 November 2017 - 18:00
Goodison Park

Your seats are guaranteed until Friday, 24 November 2017

<input checked="" type="checkbox"/>	1 ticket	Aurore DELANNOY	Fan	MAIN STAND - Block Main Stand 3 - Row A - Seat 152	4.00 EUR
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Keep your details up to date

We may have to inform you of the postponement or cancellation of an event. We will contact you by email, by phone or by mail to the address you provided when you registered. We invite you to update your

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Answer questionnaire during sales

☒ (Applies only to single entries, passes, donations, services and packages containing these supported product families)

Guest propagation in packages

☒

Allow purchase on behalf of my friends/family

☒


Allow pay reservation on behalf of my friends/family

☒

Loading tickets onto cultural contacts' RFID cards without having to enter the card number

The loading process is as follows:

1 ticket - Cat 1



Full price
Tribune basse west (sud) - Block W4 bas - Row E - Seat 322

Ticket 01010075434
[File 3785](#)

LOAD ONTO CARD


or

Not yet loaded or printed by **Frodoric FAUCON**


PRINT

Mandatory beneficiary


* You are requested to enter the name of the ticket holder of the ticket.
An identity control will be performed and only tickets named after their holders will be valid.



☐ 1488006969332



☒ 1488006967331



☐ Enter new RFID card number

Please enter your card details. The number is at the back of your card.

First name *

Frodoric

Last name *

FAUCON

Card number *

1488006967331

* mandatory fields

SAVE AND CONTINUE

Available advantages for purchases on behalf of community members

Where tickets are linked to an advantage, checks have been put in place to verify that cultural contacts have the right to purchase those tickets.

This check takes place on the cart summary page and removes contacts without advantage rights from the list of potential cultural contacts.