

# Upgrade management from the box office for championship passes

The following situations often come up:

- A season ticket holder asks for a better seat at a big match.
- You need to upgrade a child's season ticket to a full price ticket when it's actually an adult who turns up on match day.

The upgrade function makes this easy to do at the box office.

## Upgrading a seat to a higher category

1/ Select the season ticket you would like to upgrade (see the available tickets display) and click on the cart marked 'Exchange - cancellation'.

The screenshot shows the 'Box office - Test' interface. On the left is a sidebar with navigation links: Sales, Advantages, Carts, Exchange - cancellation (selected), Option, Files, File detail, Suspended files, File list, Request list, Request dashboard, Attendance per performance, Seat map, Hospitality availabilities, Hospitality allocation, Tickets, Ticket list, Tickets on resale, Ticket collection, Accounts, Pending account, Credit balance, Deposits, Bank agreement, Invoices, Payments, Instalments, and Cash desks. The main area is titled 'Exchange - cancellation' and 'File 3799'. It contains a 'CONTACT' section with details for BURNETT, Nicky (9862), a 'Ticket delivery' section with a dropdown for 'Immediate delivery', a 'Document shipping' section with 'ADD' and 'RESET' buttons, and a 'Payment methods summary' section. The right side shows a table of 'TYPE/PRODUCT/ITEM (BY OPERATION)' with columns for INDIVIDUAL, QTY, PRICE, FEES, AMOUNT, and TOTAL. The table lists items for File 3799, including a season ticket and a full price ticket. Below the table is a 'Refunded sub-total' of 0.00 €. The bottom section shows 'EXCHANGED (BY CONTACT)' with a table of CONFIRMATION, QTY, PRICE, FEES, AMOUNT, and TOTAL. The total is 0.00 €. The interface also includes buttons for 'SUSPEND', 'CANCEL ORDER', and 'FINISH'.

2/ Click 'Upgrade seat'. The system will then immediately calculate the extra cost of upgrading to a full price ticket.

The screenshot shows the 'Box office - Test' interface after clicking 'Upgrade seat'. The main area is titled 'Exchange - cancellation' and 'File 3799'. The 'TYPE/PRODUCT/ITEM (BY OPERATION)' table now shows a 'Super Cup - Wed 01/11/2017 08:00 pm' item with a price of 40.00 €. The 'Refunded sub-total' is now -40.00 €. The 'EXCHANGED (BY CONTACT)' table shows a 'Super Cup - Wed 01/11/2017 08:00 pm' item with a price of 45.00 €. The 'Total' is now 45.00 €. The interface also includes buttons for 'SUSPEND', 'CANCEL ORDER', and 'FINISH'.

3/ Click the seat map icon to choose the new seat.

4/ The system now displays the extra cost to be paid by the customer. You can go straight to checkout and complete the sale.

5/ The original ticket is cancelled and a new one printed.

## Upgrading a seat to a full price ticket

1/ Select the season ticket you would like to upgrade (see the available tickets display) and click on the cart marked 'Exchange - cancellation'.

2/ Click 'Upgrade seat'. The system will then immediately calculate the extra cost of upgrading to a full price ticket.

3/ Go to checkout and complete the sale.

4/ The original ticket is cancelled and a new one printed.

## Upgrading a seat to a different tariff

1/ Select the season-ticket you would like to upgrade (see the available tickets display) and click on the cart marked 'Exchange - cancellation'.

2/ Click 'Upgrade seat'. The system will then immediately calculate the extra cost of upgrading to a full price ticket.

3/ Go to the 'Actions' menu, click 'Change tariff' and choose the tariff required. Go to checkout and complete the sale.

4/ The original ticket is cancelled and a new one printed.

## Selecting the upgrade function

The upgrade function is selected when configuring operator rights.

