# Upgrade management from the box office for championship passes

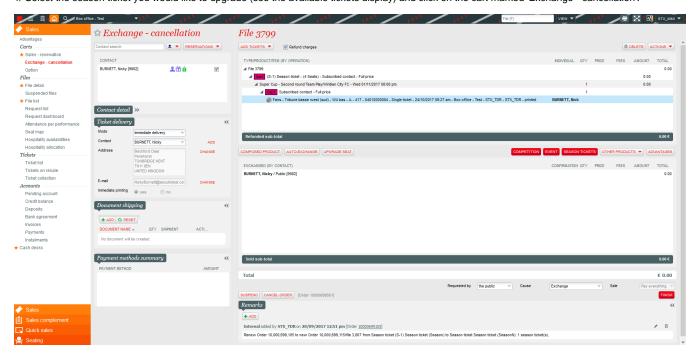
The following situations often come up:

- 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.

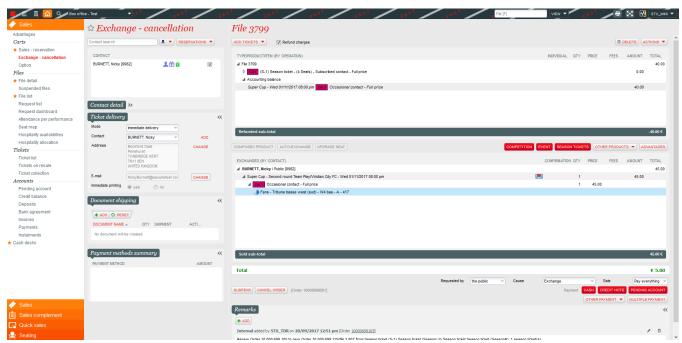
The upgrade function makes this easy to do at the box office.

### 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'.



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



- 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.

