

How to properly count season tickets and packages in accounting

When a composed product (season ticket or package) is sold, two types of entries are created in our database:

- One for the composed product level
- Some for the tickets inside the composed product (= 'Product composition')

In the reporting, if you report on both levels, you will see the sales amount twice, so it's important to know and filter at accurate levels.

Depending on the composed product type, our recommendation is different :

1/ For packages and season tickets with computed price

For packages and season tickets with computed price, it is better to report on the "inside" level.

Indeed, partial refunds will be accurate this way when filtering on order date.

2/ For predefined price season tickets

For predefined price season tickets, the accurate level is the composed product level.

For instance, if a ticket inside the season ticket is cancelled (partial refund), no money will be given to back to the client, while the reporting on the inside ticket will be negative.

Conclusion

We recommend to use the 'Automatic - matches with payments' in the product revenue reporting, for accounting purposes.