

Sales | Sales | File detail

This screen displays all the information on a given file.

★ *File 4113 (Settled) - LAFORGE, Joel / Public [674]*

Creation19/12/2019 09:48 pmbySTX_BBEonBox office - Test > STX_BBE

Last modif19/12/2019 09:48 pmbySTX_BBEonBox office - Test > STX_BBE

Owner-

SummarySales (1)

Full view

PRINT FILE

PRINT

RESUME

DETAILS

CONTACTS

OTHER FUNCTIONS

SUMMARY (BY CONTACT)

6

BECHET, Bertrand | CH/OC / Relay [10319]

Championship Away Games - Day 6 My Bed FC/Stade Rennais FC - Tue 17/03/2020 08:00 pm

Visitors

Occasional contact - Full price

No contingent - Visitor tribune - Single ticket - 19/12/2019 09:48 pm - Producer - Standard Mail EU

Overheads

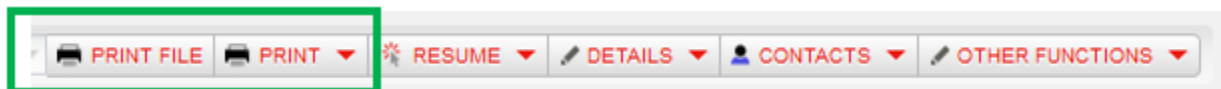
Delivery overheads: Courrier Europe

Documents

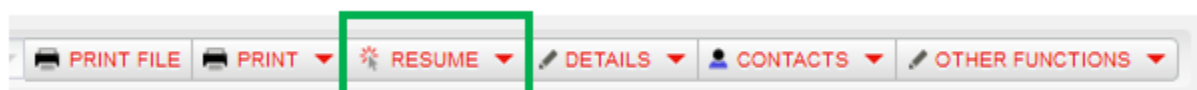
Order 11000307530

Accompanying letter - 19/12/2019 09:48 pm - Box office - Test - STX_BBE - Email - printed

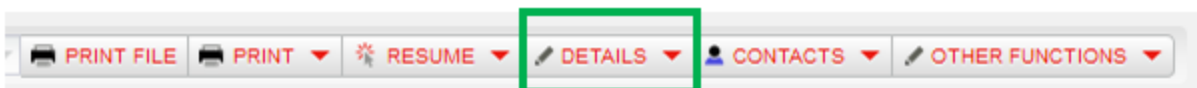
	Description
1	It's the file status. See more details here: List of orders
2	It displays in order the Surname, Name and (after "/") the Role of the File Contact. In brackets the contact number. A file though can also be Anonymous
3	It displays the Operators codes of those who created and performed the last modification of the file
4	It shows the Sales Channel internal name and (after ">") the workstation used by the operator
5	It provides a general summary of what it's included in the file (sales, reservations, etc. and quantities)
6	It's the Cultural Contact
7	<p>This section includes information on tickets: product, contingent, seat category, tariff, delivery mode, ticket number, printing information, seat detail (if any). Moreover the circle icons on the left indicate the status of each single ticket/item. Some of the following are used in other Sales context screens</p> <div><div></div>Requested/Option</div> <div><div></div>Selected (only used in Sales - Reservation screen)</div> <div><div></div>Reserved</div> <div><div></div>Reservation going to be cancelled (only used in Sales - Reservation screen)</div> <div><div></div>Paid</div> <div><div></div>Paid item going to be cancelled (only used in Exchange - Cancellation screen)</div>
8	This section will include overheads, charges, fees (if any)



- Print file => bulk printing of tickets and documents that have not been printed yet.
- Print => it includes the following options:
 1. Print tickets => print selected tickets that have not been printed yet.
 2. Reprint tickets => reprint selected tickets
 3. Print ticket duplicate => difference with simple reprint is that the ticket will be marked as duplicate (possibility to add "duplicate" on the ticket template)
 4. Create documents => Create a new document (file summary, etc). A delivery mode needs to be chosen
 5. Print document / Print duplicates => print and sends an existing document
 6. Cancel document => document is deleted and cannot be generated anymore
 7. Create invoice => create new invoice. Possible only if an order has not been invoiced yet
 8. Change invoice contact => creates a new invoice with new billing contact and creates a credit note to cancel the original invoice



- Open selection => open selected tickets/articles in Sales - Reservation screen (not available for items in "paid" status)
- Open file => opens the entire file in Sales - Reservation screen (it will skip items already paid)
- Retrieve file number => enables to add new tickets/articles to an existing file (in Sales - Reservation screen)
- Duplicate file => duplicates the file and creates a link ([explanation 1](#) and [explanation 2](#))
- Cancel / Exchange selection => open selected paid tickets/articles for refund or exchange (in Exchange - Cancellation screen)
- Cancel / Exchange the file => open the entire file for refund or exchange (in Exchange - Cancellation screen, only for paid items)
- Open the selection for option => open selected tickets/articles in option for modification
- Open file for option => open the entire file in option for modification
- Duplicate file for option => duplicates the file and creates a link ([explanation 1](#) and [explanation 2](#))



- Attachments => possible to add attachments to the file. Documents uploaded by the customer during online sales are automatically added in this section
- Cards/Badges => ticket supports with container ID (example: RFID cards)
- Full history => detailed file history
- Orders => details of all orders contained in the file
- Payments => list of payments for this file. Payment modes can be modified, split or merged at any moment in this screen
- Shipments => list of shipments for tickets and documents. Shipments can be modified
- Ticket holders => list of ticket holders. Can be added manually or exported / imported via an Excel file
- Tickets => details on all tickets contained in the file (printing dates, barcode, etc.)



- Add contact => add a new contact to the file
- Delete contact => delete a contact present in the file (prerequisite: the contact shall not be the paying contact nor the cultural contact to be deleted)
- Change main contact => change main file contact
- Change cultural contact => change the cultural contact (a cultural contact is similar to the ticket beneficiary, but he will see tickets on his personal account and you will see the cultural history in the contact details)
- Change file contact => change file contact (main contact or other like owner (=agent), commissioned entity, finder)



- Expand the whole file => enable to have a full view of all tickets in the file
- Lock reservation / option => locks the reservation to prevent mass release
- Unlock reservation / option => unlocks the reservation to allow mass release
- Change hospitality room => change hospitality room for hospitality bundles
- Modify card/badge number => original card would be invalidated and recreated

- Download electronic tickets => tickets shall have a print@home shipment mode
- Add seats to the resale platform => inject select tickets in the resale platform
- Modify confirmation date => in the case of a reservation