

# Print a test ticket from an existing ticket

Making sure that a new ticket template will print out as expected in all cases can be quite difficult especially with a template with many conditional rules. This new feature will allow you to print a test ticket replicating an existing ticket without impacting the state of that particular ticket. The print out will be identical to the regular print out except for the barcode and tax number, plus the test print will not modify the state of the ticket or count as a reprint.

## Problem/Solution

Testing ticket templates can be difficult because of the potential number of cases to cover and relying on dummy events, matches or products takes time and does not guarantee that the test is identical to the real output. With the feature, you can do some test on real tickets without impacting your sales or fulfillment process.

## Getting started

A new "Print test ticket" operator access rights has been added to the sales module. Indeed, while the printed test ticket is obviously invalid, it is recommended to only activate this feature for a restricted number of operators.

The screenshot shows the 'Ticket list' interface. At the top, there are search filters for File (2005242), Order number, From date, Date to, Contact, and Beneficiary. Below these are tabs for Ticket, Mobile ticket, Product, and Seat. A 'SEARCH' button and a 'CLEAR CRITERIA' button are present. A toolbar contains buttons for GENERATE, EXPORT TO EXCEL, OPEN FILE, PRINT TICKETS, REPRINT TICKETS, INVALIDATE TICKETS, and PRINT TEST TICKET. A blue arrow points to the 'PRINT TEST TICKET' button. Below the toolbar is a table with columns: NUMBER, TICKET STATE, MOBILE TICKET STATUS, SHIPMENT MODE, TICKET SUPPORT, ORDER DATE, ORDER, FILE NUMBER, CULTURAL CONTACT, and OWNER HOLDER/ASSIGNEE. The table contains two rows of data.

NUMBER	TICKET STATE	MOBILE TICKET STATUS	SHIPMENT MODE	TICKET SUPPORT	ORDER DATE	ORDER	FILE NUMBER	CULTURAL CONTACT	OWNER HOLDER/ASSIGNEE
14011283803	Printed		Courier - EU (TICK)	Thermal ticket	16/03/2020 11:50 am	10 000 871 307	2005242	Rickebusch, Ian [3064192]	
14011283804	Printed		Courier - EU (TICK)	Thermal ticket	16/03/2020 11:50 am	10 000 871 307	2005242	Rickebusch, Ian [3064192]	

From the ticket list of the sales module, a test ticket can be printed by selecting it in the list and clicking on the "print test ticket" button. This will open a pop-up to select one of the templates configured for the corresponding event, match or product. After selecting a template and clicking on OK, the ticket will be printed through the normal printing process. The only difference with the real ticket will be the following fields and values:

- tax number: 0000000000
- barcode: TEST-TEST-TEST

## Real ticket

The real ticket is for 'Switzerland vs. Group A', Match 2, on 13/06/2020 at 00:00. The ticket number is 14011283803. The barcode is 6355-2068-0208-1044. The ticket is for 13 seats, 111 seats, 26 seats, and 54 seats. The ticket is for 125 € and Category 1.

## Test ticket

The test ticket is for 'Switzerland vs. Group A', Match 2, on 13/06/2020 at 00:00. The ticket number is 0000000000. The barcode is TEST-TEST-TEST. The ticket is for 13 seats, 111 seats, 26 seats, and 54 seats. The ticket is for 125 € and Category 1.