

How to Setup the Resale Platform



Disclaimer

Documentation needs to be updated after CHANGE-656 implementation

Set-up

The set-up of the resale platform follows the standard process for configuring a sales channel. For the resale platform, you need to select the type "Internet resale platform"

One of the most important actions is to define the conditions under which tickets can be resold. You will find these settings under Organization Initialization Characteristics Parameters. It must be determined whether tickets can be sold at the regular rate (100% min / 100% max) or within a percentage range:

Resale Platform

Start date	01/04/2019
End date	
Tariff modified for subscriptions	☒ yes ☐ no
Minimum price %	100.00
Maximum price %	100.00



Useful links

[Resale Platform Products and Configurations](#)

Documents

A document type (*Exchange tickets*) must be setup for the organisation and sales channels to notify the reseller that the ticket he put on resale was actually resold.

Fees

It's possible to define fees for reseller and buyer using Overhead (institution context) :

- Reseller fee (reseller is re-credited the price minus a fee) you will need to set up a fee of the type "Refund by contact"
- Buyer fee (buyer will have to pay the ticket price plus a fee) you will need to set up a fee of the type "Booking sale"

The new created fees must be added to the Overhead table assigned to the resale platform.

Validation of events

The activation, i.e. the permission to allow tickets for resale, takes place in the same way as the regular sales activation via the activity profile and the sales calendar.

Please do not forget to link also the contingents to the sales channel.

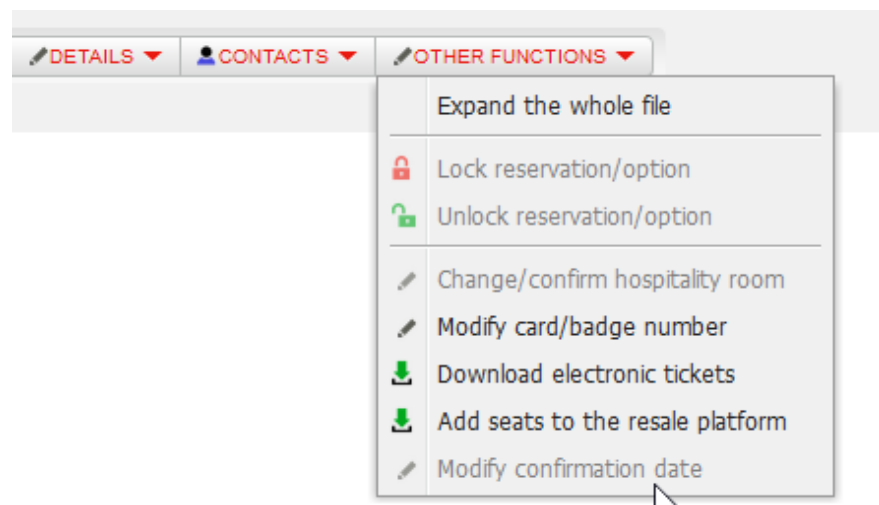
Print at home Tickets

Tickets that you can print yourself or mobile tickets can be resold with both printed and unprinted states.

Postal Mail

Tickets that need to be physically printed can be resold by the ticket holder unless the status changes to "printed". After that, reselling is no longer possible for security reasons.

However, tickets that have already been printed can still be resold via the back office, e.g. if they are physically available for the organizer. (Inside the file other functions add seats in the resale platform)



Tickets within a season ticket

Individual tickets from a subscription or a season ticket can be removed and resold.

In this case we have also the following option for pricing: tickets from a subscription can be resold at a selected tariff (e.g. full price), this can be done to avoid that non-subscribers could benefit from the reduced prices of the subscription.

This setting can be found directly inside the competition / event.

A screenshot of a configuration form for 'Season ticket'. At the top, there is a section for 'Online self-exchange' with radio buttons for 'yes' and 'no', where 'no' is selected. Below this is a section titled 'Season ticket' with a dropdown arrow. Inside this section, there are three settings: 'Season ticket authorised *' with radio buttons for 'yes' and 'no' (where 'no' is selected); 'Tariff at which tickets belonging to a season ticket are resold on resale platform' with a dropdown menu showing 'Please select...'; and 'Countermark accepted *' with radio buttons for 'yes' and 'no' (where 'no' is selected).

Tickets within a package

Individual tickets **of the product families event and competition**, included in a package, can also be put in resale, if the corresponding option of the package is set.

General

Parameter

Price type

Calculated

Multi-seasons *

☐ yes ☒ no

Charge definition *

☒ Link to composed product ☐ External price components applying to the contained products

Contingent

Please select...

Resale of tickets within a package authorised

☒

Online order expiry delay

(hh:mm) - If no item is added to the cart during the entered duration, the order will be abandoned

Online order maximum lifespan

(hh:mm) - After duration, the order will be abandoned

Payment transactions

If the resale is successful, the system will refund the (pro rata) money directly to the credit card that was used for the purchase.

If this is not possible, or if the initial purchase has not been paid using a credit card, a credit will be transfer to the seller's customer account.

Screen: Tickets on resale

In the sales context (orange), you can use the "Tickets on resale" screen to monitor all the tickets that are currently being resold, or also track resales that have been carried out.

This screen is accessible with the operator's right "Tickets on resale".

From this screen :

- Tickets resale can be totally cancelled using the the "Cancel resale" button
- Tickets on resale can be temporarily withdrawn from resale using the "Retain" button (formerly "Privatize")
- Retained Tickets can be put back on resale using the "Release" button (formerly "Make public").

Note: Retain function will just prevent tickets to be booked from the ticketshop. Retained tickets will not disappear from the shop as an offer.