

Documents to send

In **Organisation Initialization Documents to send**, you can set up documents to be included in the shipments for certain actions.

For more information about the configuration of documents, please go to [How to create a new document](#)

General

- Basically, both E-Mails and PDF attachments are considered documents in SecuTix.
- If there is no alternative behaviour defined in the documents to send, the standard behaviour will apply (e.g.: the order confirmation is sent).
- **For online sales channels, you need to replace the standard behaviour in documents to send. This means that you must always configure the corresponding email as well.**

Adding documents

First, select the sales channel to which you would like to add the documents to send.

Then select the action type, e.g.: reservation, sales, etc.

To conclude select the document. Please note the information above regarding the email.

Example: To add a PDF order confirmation to the email order confirmation in Ticketshop, you have to set up:

1. The "Order confirmation" email
2. The wished document as an attachment.

☆ *Document to send > New*

Sales channel *

Action type *

Document type *

Quantity *

Please select...

Please select...

1

Shipment mode types

☐ Document sent with tickets

Ticket shipment mode types

By hand

DHL

Hand to contact postponed

Messenger

Pick-up at control

Post

Registered post

☒ Document sent without tickets

Default document shipment mode type

Please select...

Shipment modes

In SecuTix, the elements of a file/order are combined into so-called "shipments". This configuration defines if the configured documents to send are included in the shipment for the tickets or in a different one only for them.

This is especially useful when, for example, the tickets to be sent per post are printed at a later time via mass printing.

Print@home and mobile Tickets are automatically included in their own shipment, as they are generated right after the purchase.

Examples

If you would like to configure an order summary as an attachment for the order confirmation email, you would have to configure the following documents:

TicketShop B2C	Sale (without operator)	Order confirmation email	1	Without	yes	E-mail
TicketShop B2C	Sale (without operator)	Order summary	1	Without	yes	E-mail

The order confirmation email will be sent including the order summary as an attachment independently from the shipment of the tickets.

If you would like to include an order confirmation for a purchase in TS with a post shipment in the mass printing, you would have to configure the following documents:

TicketShop B2C	Sale (without operator)	Order summary	1	With	yes	Post
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With this configuration, the order summary document will be included in the shipment of the tickets. In the mass printing, the whole shipment will be processed, including the order summary.

Impact

If you have defined any document to send for a box office type sales channel, they will be included in the next sales process as shown below:

In the example, an order summary document will be sent to the contact per email after a sales process.

Document shipping

+ADD

RESET

DOCUMENT NAME	QTY	SHIPMENT	ACTL...
Order summary	1	E-mail	Sale