

# Documents - Functions

## Overview

Document	Type	Explanation
Order refusal	Email	When an order is rejected or expires, the customer receives this email.
Order confirmation	Email	Confirmation of the booking from Ticketshop.
Authorization confirmation	Email	Double Opt-In. When it is active, the email is sent to get a double confirmation from the customer, in case they have accepted marketing communications (e.g.: Newsletter).
Accompanying letter	Email	This email is sent only from the back office when an order is closed. This document, along with PDF documents, for example, can be defined as a document to send.
Credit note receipt	PDF	PDF receipt that shows the current status of the credit note of the customer.
Order acknowledgment with confirmation	Email	Two-part order confirmation. Basically, a reservation from Ticketshop.
B2B account creation confirmation	Email	A variant of the account creation email for B2B customers. It includes the contact number.
E-commerce email	Email for SAM	A variant of SAM emails to distinguish between e-commerce, newsletter, and basic email. There is no functional difference.
Account creation email	Email	This email is sent when the institution creates <b>an online account</b> for a contact from the back office.
Code list within email	Email	In this email, single-use codes are sent to the recipient. Attention: Keep this email, and the codes included in it, as it cannot be sent again.
Cancellation confirmation email	Email	This email is sent when a reservation is canceled by the customer from their personal account in Ticketshop.  This is only possible when the modification of files in Ticketshop is allowed.
Advantage notification email	Email	You can associate certain contacts with an advantage, which can then be used by these contacts for online purchases. This email informs about the allocation of the advantage.
Ticket acknowledgment	Email	When a ticket is distributed, for example, through a B2B partner, the ticket purchaser receives this email when a ticket is distributed to them.
Reservations reminder	Email	From the "Follow up options/reservations" screen you can send this email to the selected contacts who have a reservation/option that expires soon or is already overdue,
Basic email	Email for SAM	A variant of SAM emails to distinguish between e-commerce, newsletter and basic email. There is no functional difference.
Newsletter email	Email for SAM	A variant of SAM emails to distinguish between e-commerce, newsletter and basic email. There is no functional difference.
Password change	Email	This email is sent when you use the "Forgotten password" option in Ticketshop or you set a new password from the backend.
Order invoice	PDF	This is the invoice document that is generated for an already paid file or order. The invoice is already settled.
Pending account invoice	PDF	This invoice will be generated when the payment method is "pending account" and is not settled.
Refund payment	Email	When you (can) refund money on the credit card of the customer, this email is sent when the refund is made to the credit balance. It is also triggered by the batch "Refund of performance/match" Function: "Dispatch refunded payment".  Please note that the automatic refund is not compatible with all the payment gateways.
Order recap (static state)	PDF	The classic order confirmation. Please note that SecuTix distinguishes between file and order (a file can contain several orders); this document refers to single orders.
Order recap (static state) as receipt	Receipt / TXT	This document is used by the receipt printer to print the receipt.

File recap	PDF	This PDF document is a file confirmation, it includes all the orders of the file. It always reflects the last valid state of the file.
File recap BOCA	Thermo	This document is used to print a shipping label on a ticket printer.
Summary with ISR	PDF	This document combines the "File recap" and the most used payment slip in Switzerland.