

## Building Reserved Seating Chart

1. Log in to **Administration**
2. Select the **Corporate Organization** icon.
3. Select the **Sales Organization** folder then either the **Template** or the **Event** level. **NOTE:** Once your seating chart is built you will be able to copy up to the **Physical Template** in the **Corporate Information** area (not required). (Image 1)



Image 1

4. You will need to set up your **Template** or **Event** with **Tiers** first. See [How to Build a Venue Template.](#)

### Important Notes for Reserved Seating Chart:

- The **Reserved Seating Template** should never have the **General Admission** box checked under the **Tier**. The **General Admission** box is always checked by default, **so make sure to un-check this box** before you continue with building **Tier Name(s)**. (Image 2)
- Seating maps **DO NOT** work with **GA/Reserved Tier** combinations.

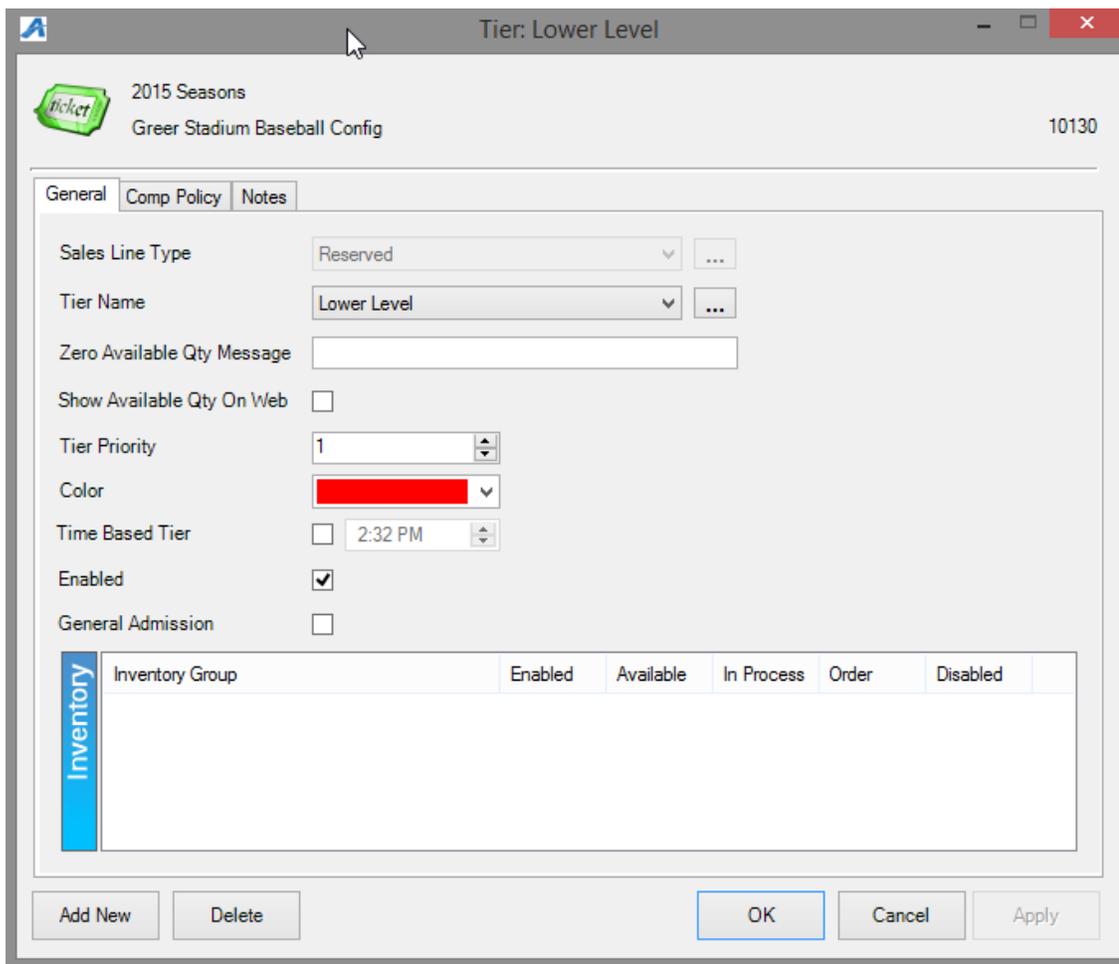


Image 2

5. Once you have added your **Tier Name(s)**, the map will be created under the **Physical** icon. (Image 3)

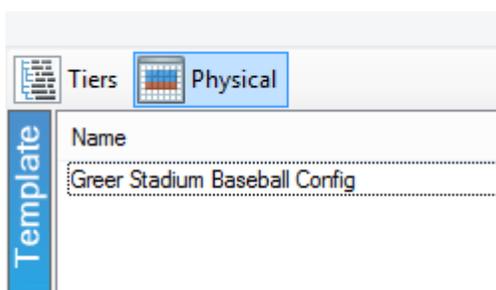


Image 3

6. Under **Area** right click **New**

- Enter your desired **Area Name** and **Display Sequence** number (order of priority in which the Tiers display on your seating chart). Click **Apply**. (Image 4)

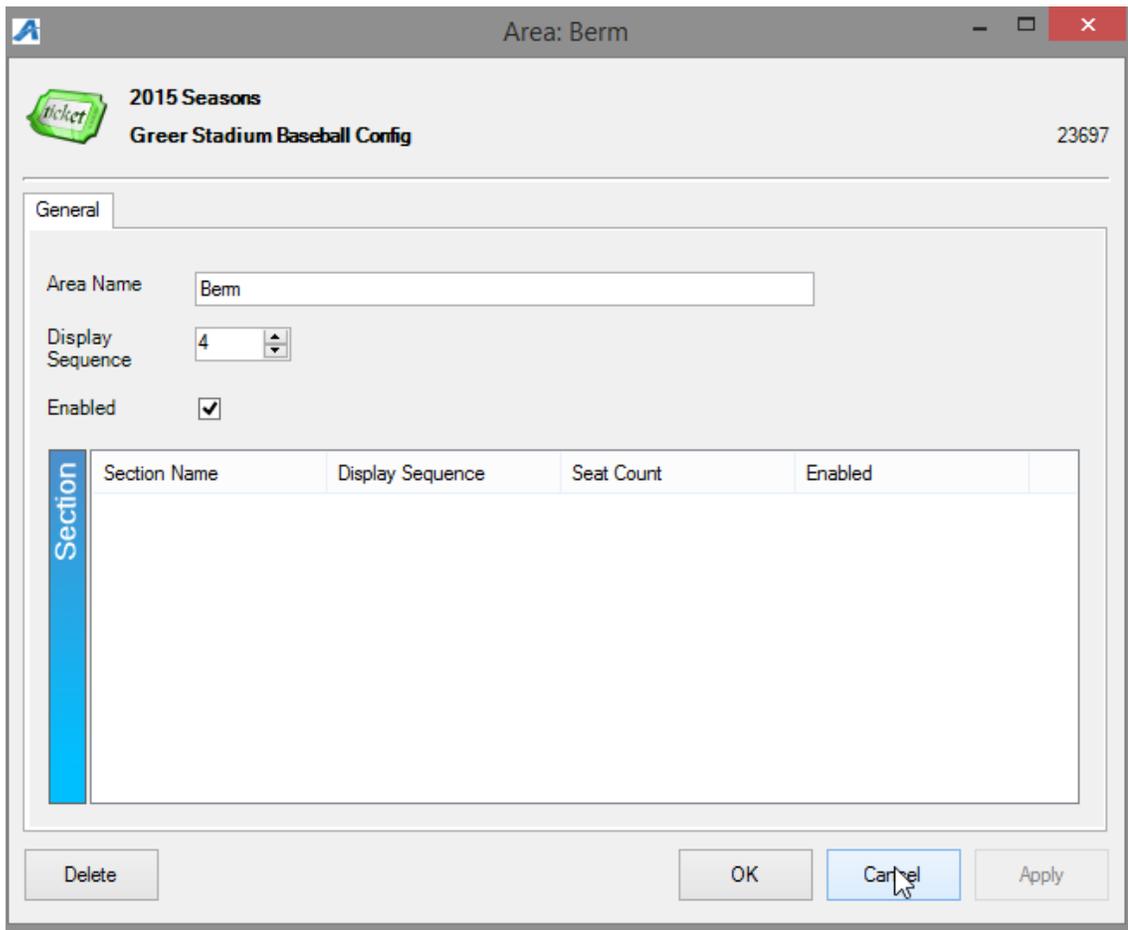


Image 4

7. Right click in the **Section** area and select **New** (Image 4)

The screenshot shows a configuration window for a section named 'A'. The window title is 'Section: A'. In the top left corner, there is a 'ticket' logo and the text '2015 Seasons Lower Reserved - A'. In the top right corner, the number '25066' is displayed. The window has two tabs: 'General' and 'Images', with 'General' selected. The 'General' tab contains the following fields and options:

- Name:** A
- Display Sequence:** 1
- Row Type:** Row
- Row Description:** Seat
- Max Seats in Row:** 16
- Max Rows in Section (include horizontal aisles):** 24
- Gate Name:** (empty field)
- Auto Assign Starts:**  Left To Right  Right To Left
- Enabled:**

At the bottom of the window, there are four buttons: 'Delete', 'OK', 'Cancel', and 'Apply'.

Image 5

- A. **Name** the **Section** you will be creating. (Image 5)
- B. **Display Sequence** refers to display order for that section. (Image 5)
- C. **Row Type** - This is where you select how the seats will appear on the seating chart (i.e. in a **Row**, at a **Table**, etc. ). (Image 5)
- D. **Row Description** Describes the grouping of tickets available on the seating chart (i.e. **Seats**, **Table**, **Admission**, etc.). (Image 5)
- E. **Max Seats in Row** refers to number of spaces available in each row. NOTE: refers to the entire section (include aisles or separations in calculation). (Image 5)
- F. **Max Rows in Section** refers to total number of Rows including aisles and separations for the section (include aisles or separations in calculation). (Image 5)
- G. **Gate Name** allows the customer to know what door/gate to enter for the particular section (if applicable). (Image 5)
- H. **Auto Assign Starts** allows you to assign the seat numbers according to how they appear at the venue. (i.e. Seat numbers flowing 1 - 10 with number 1 being on the left side of the row; Seat numbers flowing 10 - 1 with number 1 being on the right side of the row). (Image 5)

8. Once the section is setup, right click on the section name and select **Seat Maintenance**. (Image 6)

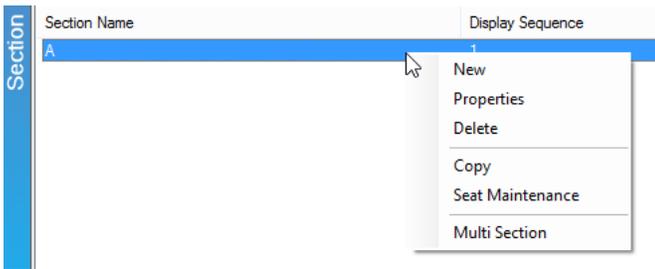
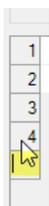


Image 6

9. Begin filling in the squares on the left side of the screen with the **Row** numbers or letters by clicking in blank space then enter the name of the **Row** (Image 7). Note that the top of the screen refers to the back of the map.



(Image 7)

- **A.** Right click in the space next to **Row** to **Assign Seat Numbers.** (Image 8)

Image 8

- **i. Seat Numbers** can be numbered sequentially in ones, twos, threes, etc. (See example images 9 & 10).
- **ii. Seats** can be numbered from the left or from the right.
- **iii.** If the venue has an even or odd numbered section (i.e. seats number 2, 4, 6, 8) you can preset **Skip Seats** to allow for proper number sequence.

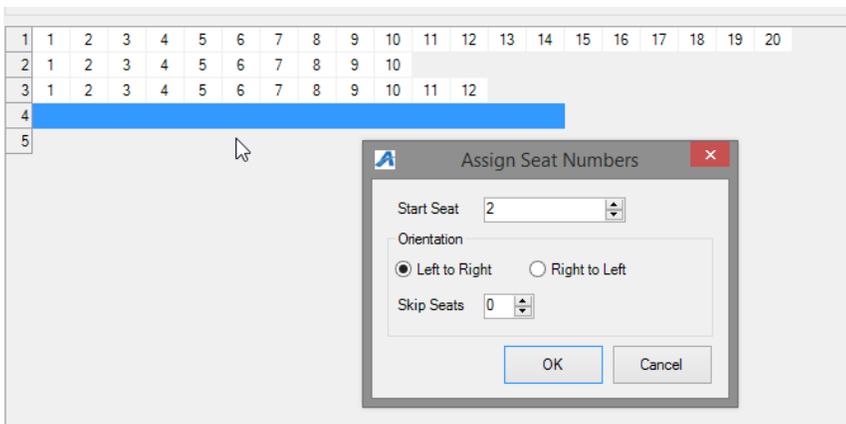


Image 9

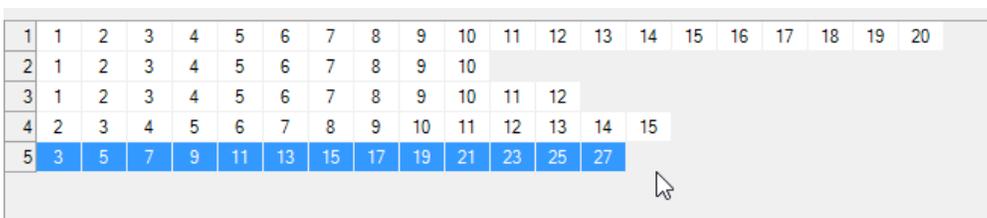


Image 10

- **B.** Once entered, highlight the seats again and right click on **Create Subsection** to create a **Subsection Priority** (this helps when auto assigning online for best available seats). Set 1 for the first priority, 2 for the second priority, etc. (Image 11)

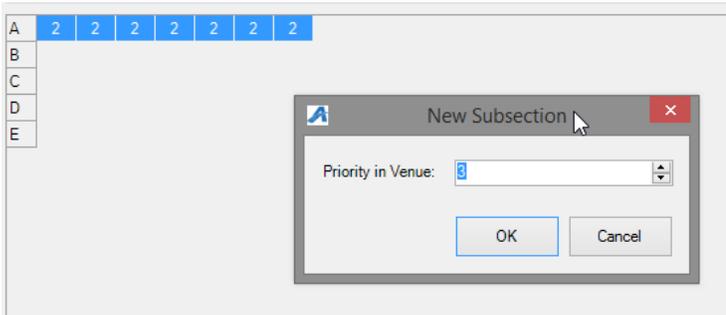


Image 11

- **C.** Next set your **Inventory Group/Tier** (multiple rows can be set at one time by the click and drag method over each seat included). (Image 12)

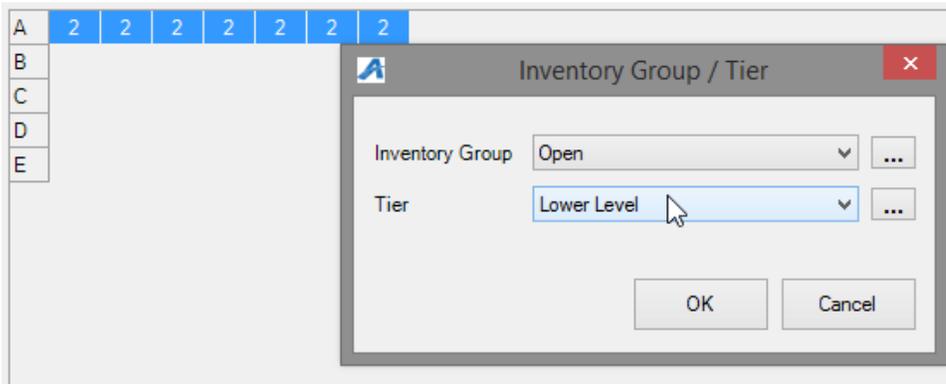


Image 12

- **D.** **Apply** and **Save** changes.

\*Also if you were building a reserved map with tables AND seats you will want the tables to each be their own Section and then customer is able to pick a table with specific Seat. (Image 13)

TABLE 12	1	2	3	4
TABLE 11	1	2	3	4
TABLE 10	1	2	3	4
TABLE 9	1	2	3	4
TABLE 8	1	2	3	4
TABLE 7	1	2	3	4
TABLE 6	1	2	3	4
TABLE 5	1	2	3	4
TABLE 4	1	2	3	4
TABLE 3	1	2	3	4
TABLE 2	1	2	3	4
TABLE 1	1	2	3	4

Image 13

The following steps apply if you would like your seating chart to be **Clickable** online (this simply means a person will see your map image on the web and be able to click a specific seat to purchase).

10. Right click on section name, choose **Properties, Images**, then in drop down select **1) Manual Seating Image**, click the **2) blue upload arrow** if image has not yet been loaded, then **3) Add Image Map** to begin node creation. (Image 14)

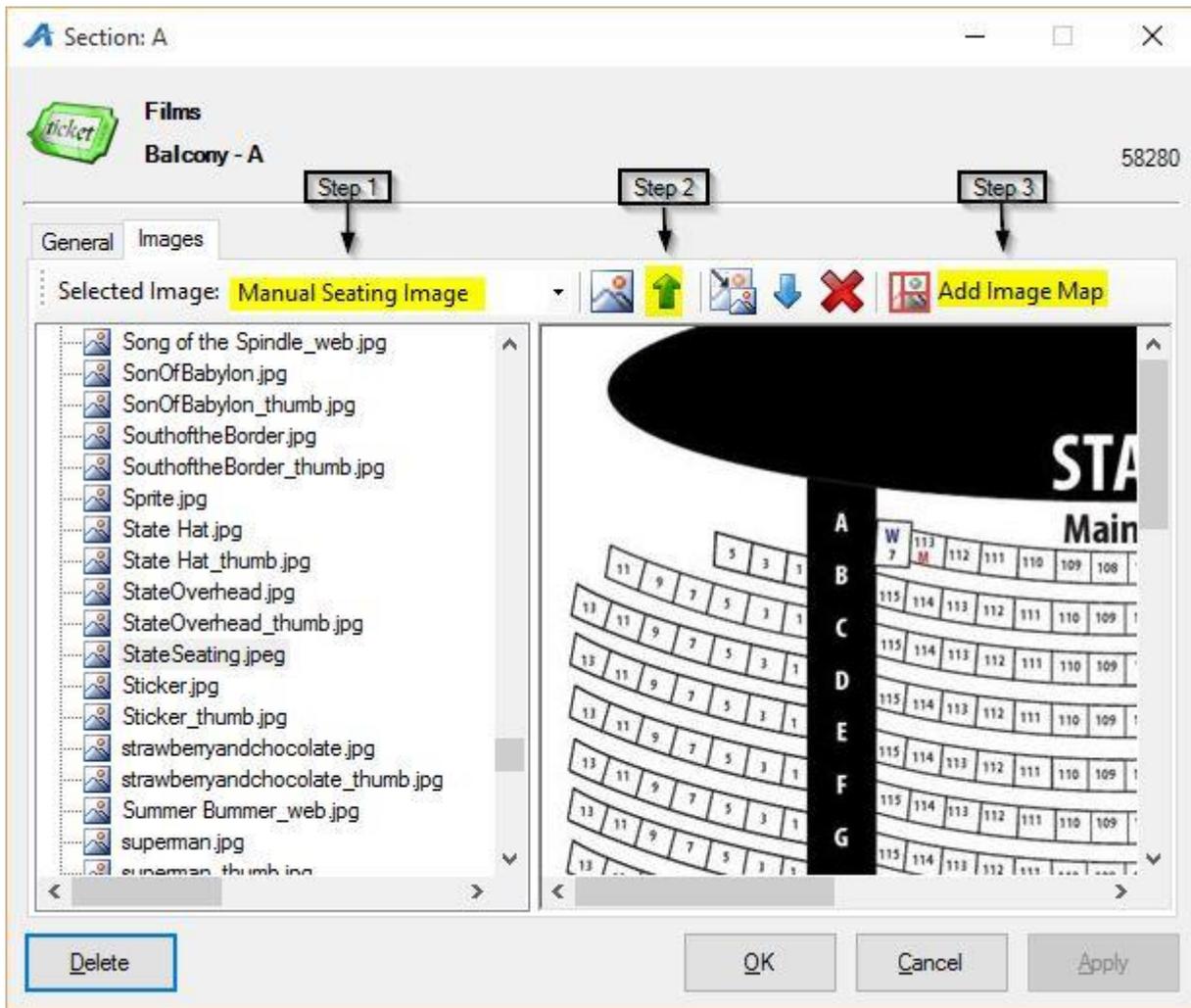


Image 14

11. Next the **Image Map Editor** window will appear. (Image 15)

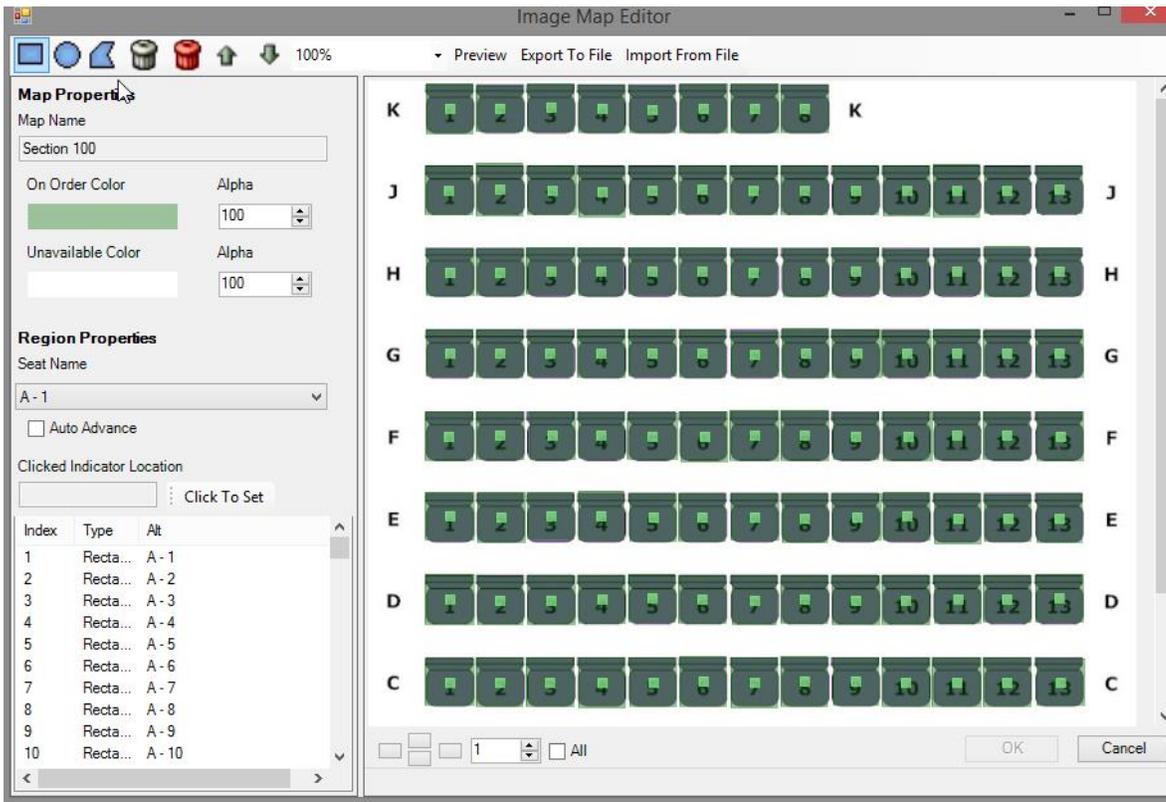
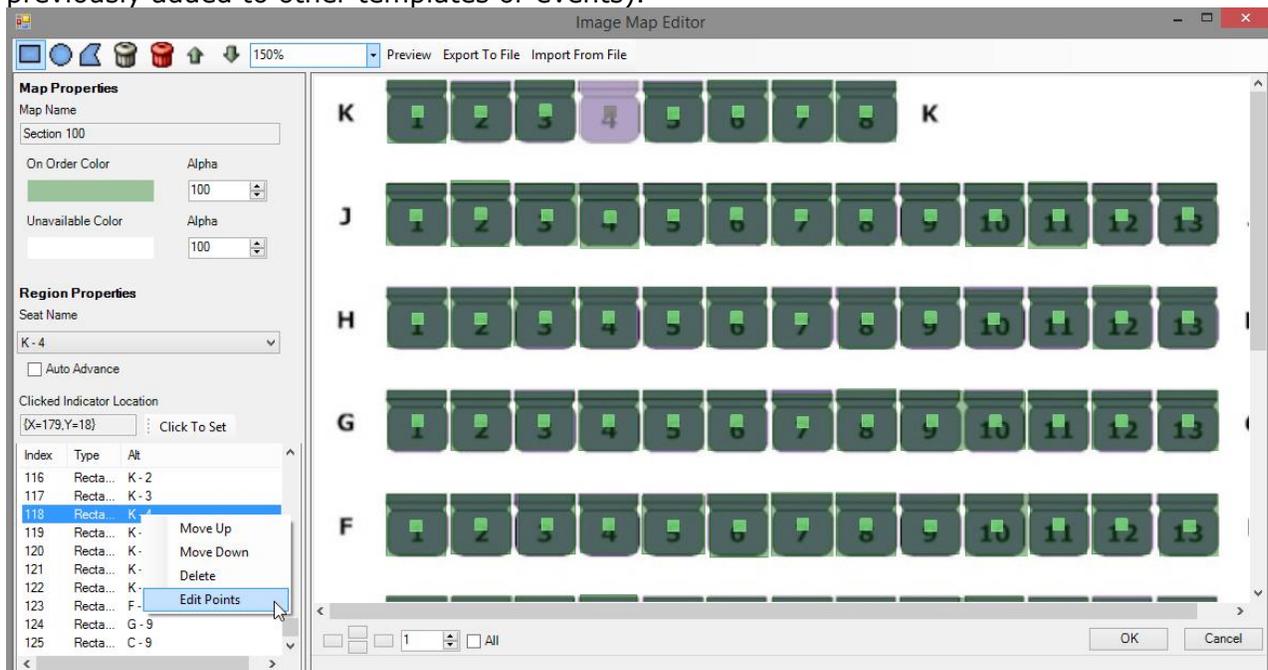


Image 15

- Choose from top menu bar whether your seats are shaped like a **rectangle**, **circle**, or **polygon**.
- In the bottom left box you will choose the first **seat row** and **number**, outline the same seat on the image by clicking & holding down the mouse until the entire seat is highlighted. This creates the node.
- Use the **Zoom** feature in top bar to make image appear bigger for easier selection.
- The **On Order Color** and **Unavailable Color** will help in designate **Open** and **Sold** seats when a customer is looking at the seating chart online.
- The **Export To File** can be used if you want to save node details to a xml file then later can be used to **Import From File** (ex. this is helpful if you need to make changes for the same map previously added to other templates or events).



## Image 16

- Right click on a Seat one by one if you need to delete, move, or edit points of your node.

12. In order to save changes click **OK** on Map Editor window then **Apply** in the next window. *\*We recommend doing this often in order to limit the loss of large amounts of node creation/edits.*

13. We **always** recommend double checking your work in **AMS** as well as view the new Seat Map online before copying or setting event on-sale to public.