

A Template holds Tier/Inventory and Event Price information about different ticket types and prices. It connects this information to specific showings/screens/events of a given venue. Storing this information in Template enables users to send available ticket quantities and prices for multiple showings, events, and venues to the Show/Event folder. For events/shows that occur multiple times, like a weekly or matinee discount, Template is a useful, time-saving tool. A ‘special’ event that occurs only once does not require a template, in best practice.

Part I – Creating A Template

1. [Log in](#) to **Administration**.



2. Select the **Corporate Organization** icon.

3. Select the **Sales Organization** folder (such as Events, Films, etc.) for which you will build the template(s). (Image 1)

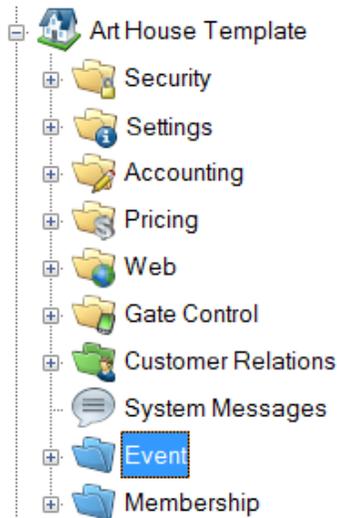
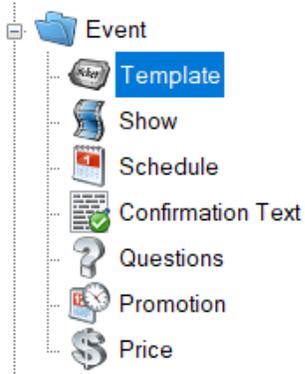


Image 1

4. Select the **Template** icon.



5. In the **Template** field, right-click and select **New** (Image 2)

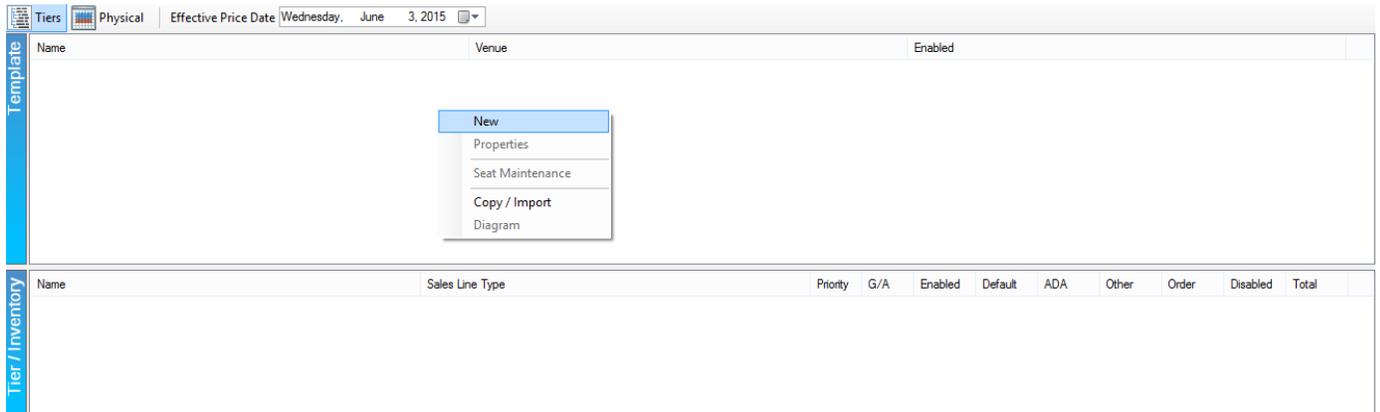


Image 2

6. The **Template: New** window will open to the **General** tab. (Image 3)

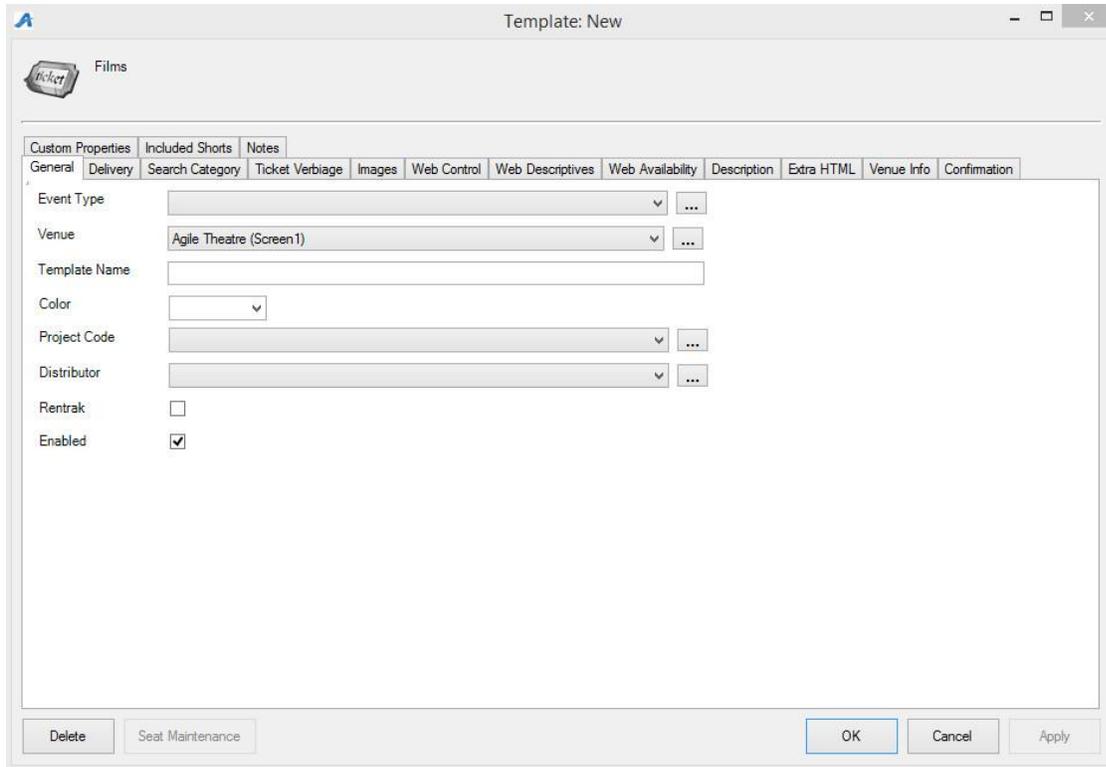


Image 3

A. Event Types - Generic names that tag the type of event by genre. Select the **Event Type** from the drop-down menu. (Image 4)

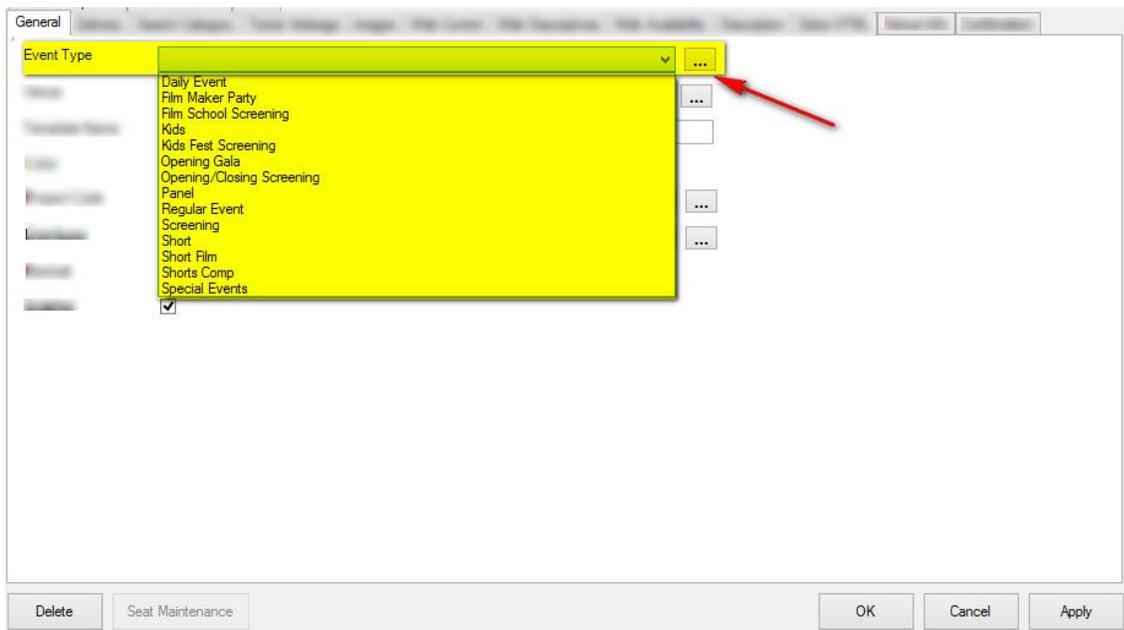


Image 4

NOTE: To add an **Event Type** to the drop-down list, click the ellipsis button . Type in the new Event Type in the proper field and click **Add New**. When you have finished adding the new Event Type to the **Event Type List**, click **OK**. (Image 5)

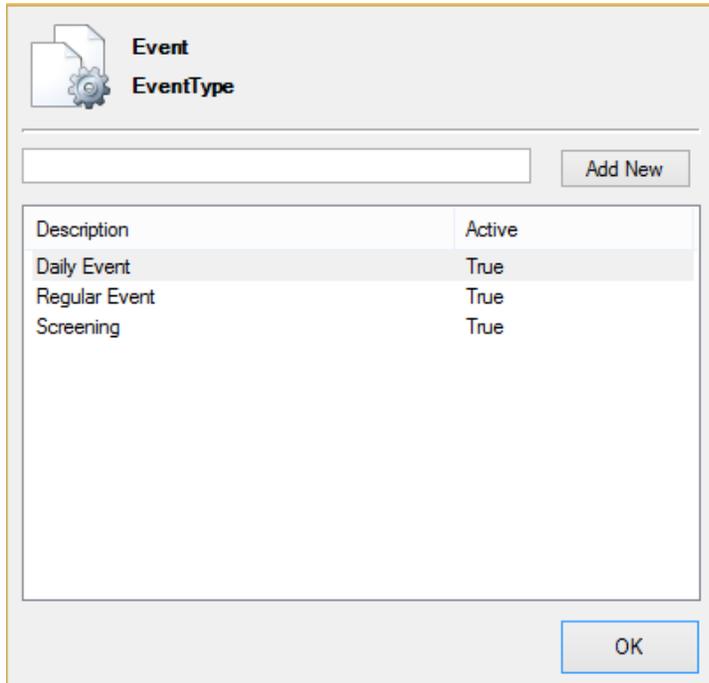


Image 5

B. Venue - This is the list of venue names that will associate the physical address of the venue with the location's directions. (Image 6)

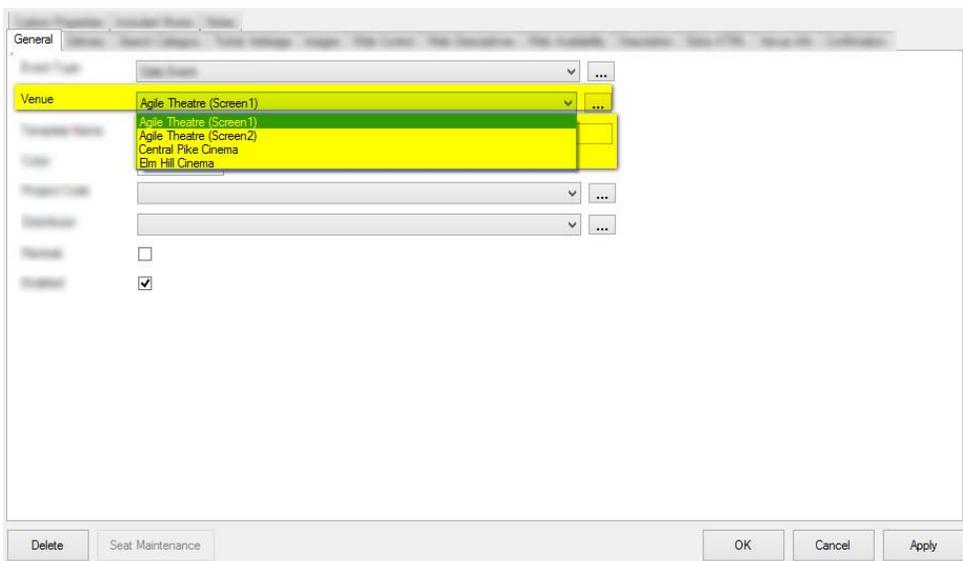


Image 6

NOTE: If the name of your Venue does not appear in the drop-down list, click the ellipsis button to add venue information. See [Adding a Venue Address](#).

C. Template Name – This name should reflect how this template will be used. (i.e. Regular Price Movies-Theater 1, Special Event Concert Template, etc.) (Image 7)

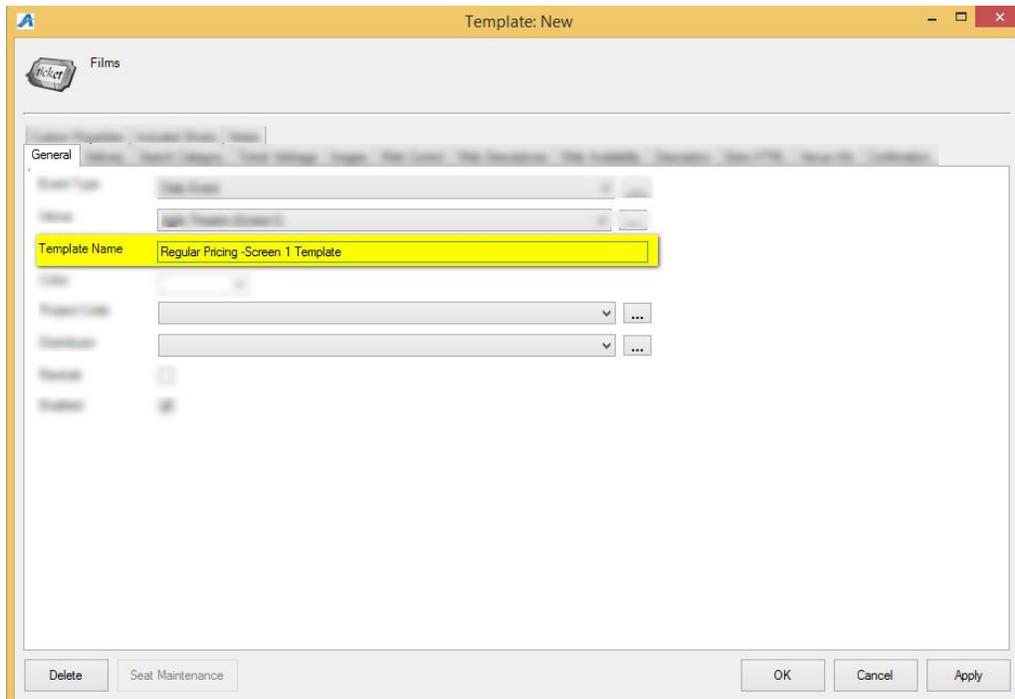


Image 7

D. Color - You can assign a color to this template that will allow you to color-code based on your needs both in POS and online. (Image 8)

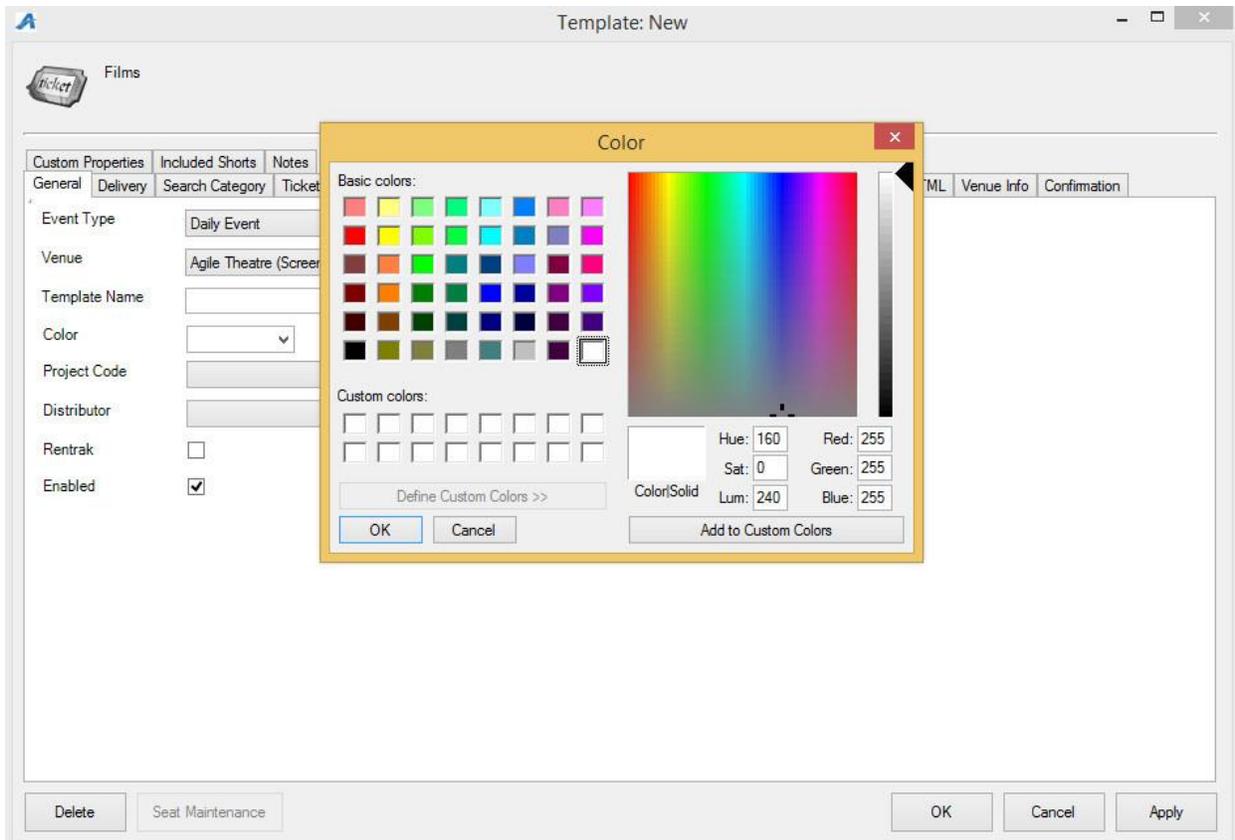


Image 8

E. Project Code - This can be a customized code that would be used for internal reporting.
(Image 9)



Image 9

NOTE: Distributor menu and Rentrak box do not need to be used on a Template. They can be assigned to an actual show once built, if needed.

8. Next, you will select the **Delivery** tab. (Image 10)



Image 10

9. **Delivery Methods** allow your customers to choose how they will receive their tickets. Check mark your organization's preferred **Delivery Methods**. **Start Days** allows you to dictate to the system how many days before the event you would like this delivery method available to be available to customers. **Cutoff Days** tells the system when to turn this option off prior to the event. (Image 11)

Custom Properties			Included Shorts		Notes				
General	Delivery	Search Category	Ticket Verbiage	Images	Web Control	Web Descriptives	Web Availability	Description	Extra HTML
Delivery Method			Start Days		Cutoff Days				
<input type="checkbox"/>	Print On Demand	0		0					
<input type="checkbox"/>	Print Immediately	0		0					
<input checked="" type="checkbox"/>	Will Call	999		0					
<input checked="" type="checkbox"/>	USPS First Class	999		14					
<input checked="" type="checkbox"/>	E-Delivery	999		0					
<input type="checkbox"/>	Tkt Fwd - Print at Home	0		0					
<input type="checkbox"/>	Tkt Fwd - Will Call	0		0					
<input type="checkbox"/>	USPS-Priority	0		0					

In this example, Will Call, USPS First Class Mail, and E-Delivery have been selected as the Delivery Methods for this template. They are all available 999 days prior to the event. Will Call and E-Delivery do not have a Cutoff date set, but USPS First Class Mail will "cut off" 14 days before the event.

Image 11

10. Next, you will click the **Web Control** tab. (Image 12)

Included Shorts		Notes									
General	Delivery	Ticket Verbiage	Images	Web Control	Web Descriptives	Web Availability	Description	Extra HTML	Venue Info	Confirmation	Custom Properties

Image 12

11. In the **Web Control** tab, select the **Ticket Search Type**. The Ticket Search Type allows you to choose how the customer searches for tickets online. (Image 13)

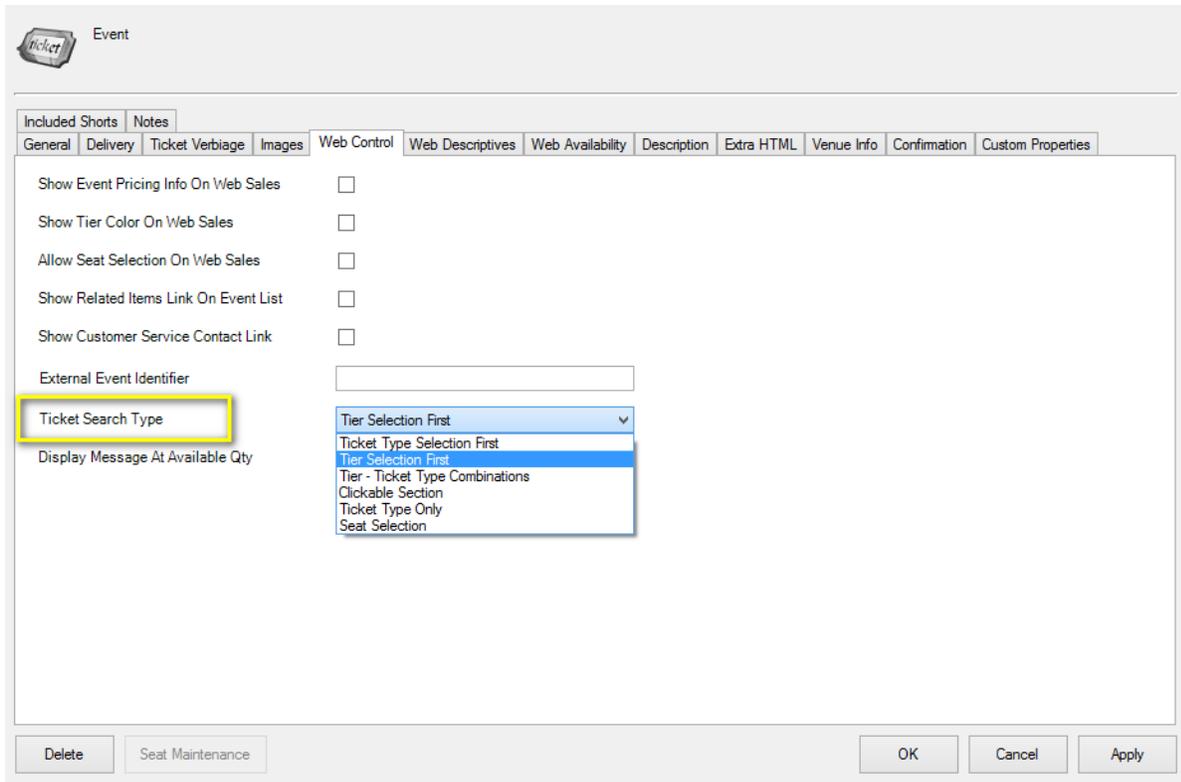


Image 13

12. If you are building a **General Admission Template**, you will want to uncheck the box next to **Show Tier Color On Web Sales**. (Image 14)

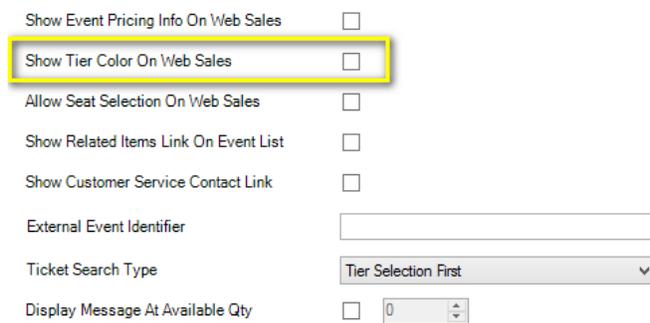


Image 14

13. Checking **Show Customer Service Contact Link** will allow you to publish a customer service link with Box Office contact information. (Image 15)

Show Event Pricing Info On Web Sales	<input type="checkbox"/>
Show Tier Color On Web Sales	<input type="checkbox"/>
Allow Seat Selection On Web Sales	<input type="checkbox"/>
Show Related Items Link On Event List	<input type="checkbox"/>
Show Customer Service Contact Link	<input type="checkbox"/>
External Event Identifier	<input type="text" value="98039"/>
Ticket Search Type	<input type="text" value="Ticket Type Selection First"/>
Display Message At Available Qty	<input type="checkbox"/> <input type="text" value="0"/>

Image 15

14. Checking **Display Message at Available Qty** will make a display message appear when this quantity of tickets has been reached. This is typically used to show customers a specific message or piece of information once a show has been sold out. Later in this article you will learn how to create and edit this message. (Image 16)

The screenshot shows a software window titled "Template: Elm Hill Cinema" with a "ticket" icon and the number "98040". The window has several tabs: "Included Shorts", "Notes", "General", "Delivery", "Ticket Verbiage", "Images", "Web Control", "Web Descriptives", "Web Availability", "Description", "Extra HTML", "Venue Info", "Confirmation", and "Custom Properties". The "Web Control" tab is active. It contains a list of settings with checkboxes and input fields. The "Display Message At Available Qty" setting is checked and its value is set to "0". Other settings include "Show Event Pricing Info On Web Sales", "Show Tier Color On Web Sales", "Allow Seat Selection On Web Sales", "Show Related Items Link On Event List", "Show Customer Service Contact Link", "External Event Identifier" (98039), and "Ticket Search Type" (Tier Selection First). At the bottom, there are buttons for "Delete", "Seat Maintenance", "OK", "Cancel", and "Apply".

Image 16

15. Click **Apply** to save your changes and **OK** to close the window.

Part II - Creating Your Tier Inventory

16. Next, right-click in the **Tier Inventory** box and select **New Tier**. (Image 17)

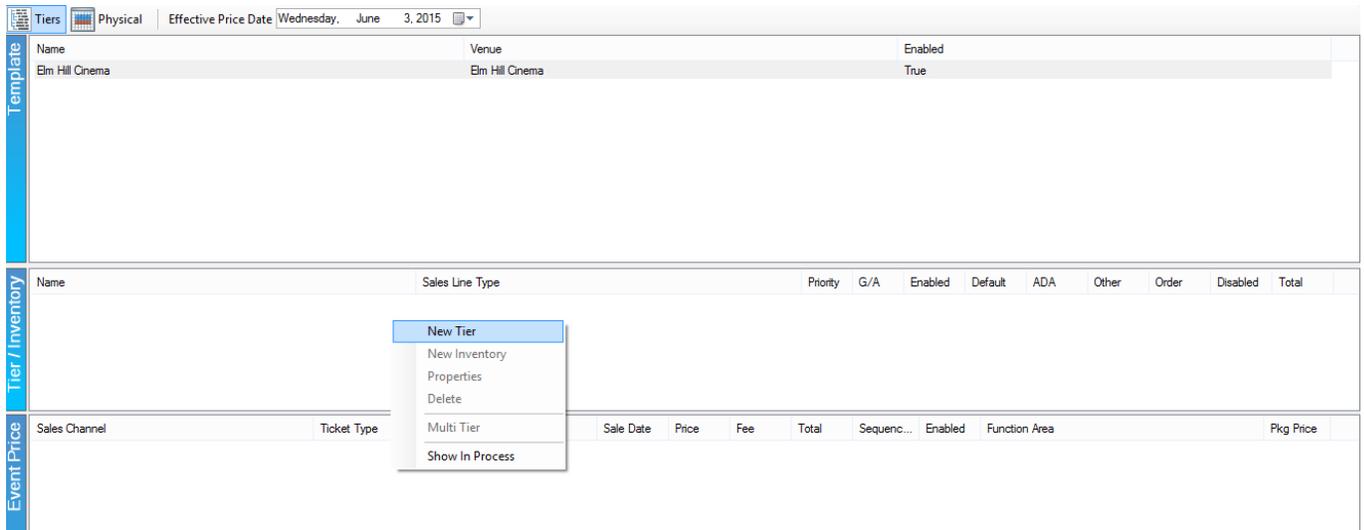


Image 17

17. From this menu you will enter your **Sales Line Type**. If you do not have any **Sales Line Types**, click the  off to the side to create them. You will also want to enter your Tier Name on this screen (i.e. General Admission, balcony, etc..). (Image 18)

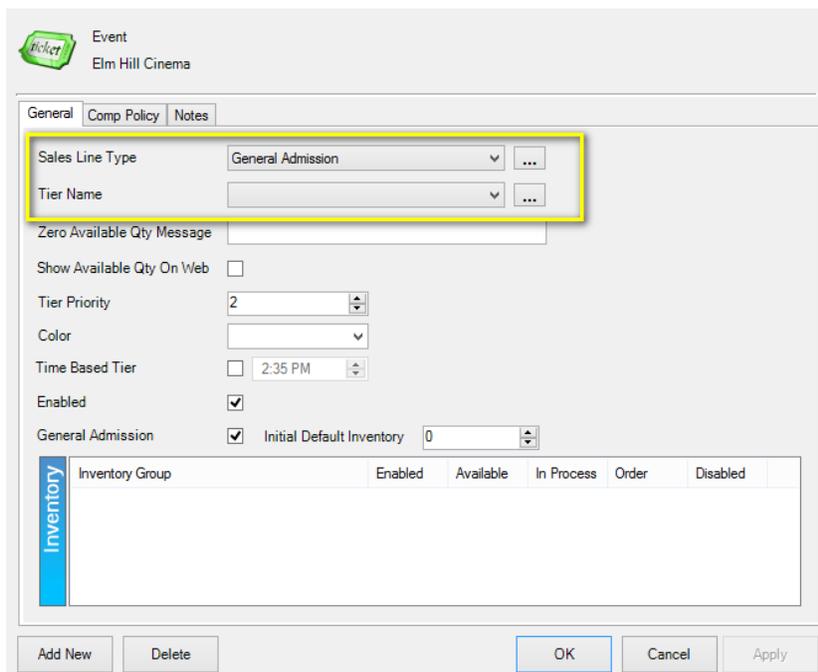


Image 18

18. In the **Zero Available Qty Message** box, you may enter the message that will appear if all of your seats have been sold (This is optional. There are other areas that you can display this message). (Image 19)

The screenshot shows a software interface for configuring ticket options for an event at Elm Hill Cinema. The interface includes a header with a 'ticket' logo and the event name. Below the header are three tabs: 'General', 'Comp Policy', and 'Notes'. The 'General' tab is active, displaying various configuration fields:

- Sales Line Type: General Admission
- Tier Name: General Admission
- Zero Available Qty Message: Sold Out (highlighted with a yellow box)
- Show Available Qty On Web:
- Tier Priority: 2
- Color: (empty dropdown)
- Time Based Tier: 2:35 PM
- Enabled:
- General Admission: Initial Default Inventory: 0

At the bottom of the configuration area is an 'Inventory' table with the following columns: Inventory Group, Enabled, Available, In Process, Order, and Disabled. The table is currently empty. Below the table are buttons for 'Add New', 'Delete', 'OK', 'Cancel', and 'Apply'.

Image 19

19. When creating a **General Admission** tier, you will need to enter your total capacity into the **Initial Default Inventory**. (Image 20)

The screenshot shows a software interface for creating a tier. At the top, there is a 'ticket' logo and the text 'Event Elm Hill Cinema'. Below this are three tabs: 'General', 'Comp Policy', and 'Notes'. The 'General' tab is active. The form contains several fields: 'Sales Line Type' (General Admission), 'Tier Name' (General Admission), 'Zero Available Qty Message' (Sold Out), 'Show Available Qty On Web' (checkbox), 'Tier Priority' (2), 'Color' (dropdown), 'Time Based Tier' (checkbox, 2:35 PM), 'Enabled' (checkbox), and 'General Admission' (checkbox). The 'Initial Default Inventory' field is highlighted with a yellow box and contains the value '0'. Below the form is a table with columns: Inventory Group, Enabled, Available, In Process, Order, and Disabled. At the bottom are buttons: Add New, Delete, OK, Cancel, and Apply.

Image 20

20. If you have multiple tiers (i.e. both General Admission and VIP), you can assign a higher **Tier Priority** to a particular tier. You can also assign a color to any of the tiers in this screen. (Image 21)

Event
Elm Hill Cinema

General | Comp Policy | Notes

Sales Line Type: General Admission

Tier Name: General Admission

Zero Available Qty Message: Sold Out

Show Available Qty On Web:

Tier Priority: 2

Color:

Time Based Tier: 2:35 PM

Enabled:

General Admission: Initial Default Inventory: 0

Inventory Group	Enabled	Available	In Process	Order	Disabled

Add New | Delete | OK | Cancel | Apply

Image 21

21. Once you have completed creating your **Tier Inventory**, select **Apply** and then **Ok**.

Part III - Creating Prices for Your Template

22. Your next step is to create the pricing for the template. You will start by selecting the tier in the Tier Inventory box. Then right-click in the **Event Pricing** and select **New**. (Image 22)

Template	Name	Venue	Enabled										
	Elm Hill Cinema	Elm Hill Cinema	True										

Tier / Inventory	Name	Sales Line Type	Priority	G/A	Enabled	Default	ADA	Other	Order	Disabled	Total
	(i) General Admission	General Admission	1	True	True	0	0	0	0	0	0

Event Price	Sales Channel	Ticket Type	Sale Date	Price	Fee	Total	Sequenc...	Enabled	Function Area	Pkg Price

New

Properties

Delete

Multi Event Price

Preview Ticket

Image 22

23. In the **Event Price** screen, right-click in the large white box and select **New Price**. (Image 23)

Event

Elm Hill Cinema - General Admission

General | Description | Promotions | Questions

Effective Sale Date: 6/ 3/2015

Name	Comp	Price	Fee	Total
<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> <p>New Price</p> <p>Edit Price</p> </div>				

Sales Channel: Enabled

Ticket Type: Include Service Fee

Functional Area: Level 0 - Default Unrestricted Price Allow Package Sale

Event Ticket Format: No Ticket Print

Package Ticket Format: No Ticket Print

Display Sequence: 0 Sales Occurred

Name Assign: None

Quantity Restriction: Min Per Order 0 Max Per Order 10

Add New
Delete
OK
Cancel
Apply

Image 23

24. Name your **Price** (e.g. Special Event - Adult, Template 1 - Student, Matinee Child, etc.). Then, select **Apply** and **OK**. (Image 24)

The image shows a software dialog box titled "Event" with a dollar sign icon. It has two tabs: "General" and "Notes". The "General" tab is active and contains the following fields:

- Sales Line:** A dropdown menu with "Event" selected.
- Sales Line Type:** A dropdown menu with "General Admission" selected, accompanied by a three-dot menu icon.
- Name:** An empty text input field.
- Complimentary:** An unchecked checkbox.
- Enabled:** A checked checkbox.

At the bottom of the dialog, there are five buttons: "Delete", "New Price Date", "OK", "Cancel", and "Apply".

Image 24

25. You will then right-click within the **Distributions** area and then select **New**. (Image 25)

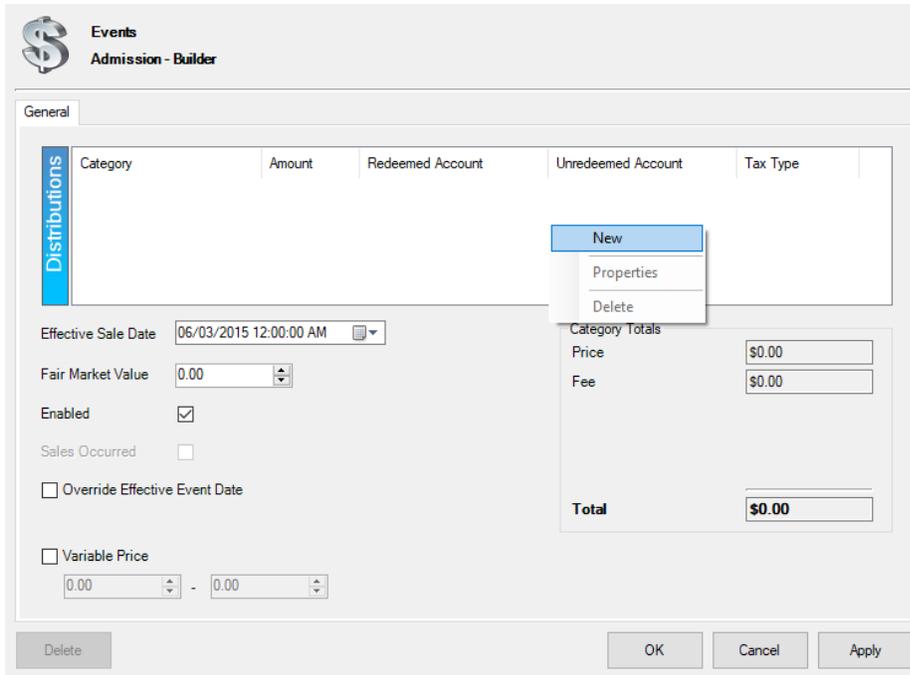


Image 25

26. You will then select your **Price Category**, add the price **Amount** for your tickets, and select the **Revenue Accounts** to which that price is assigned. Then, select **Apply** and **OK**. (Image 26)

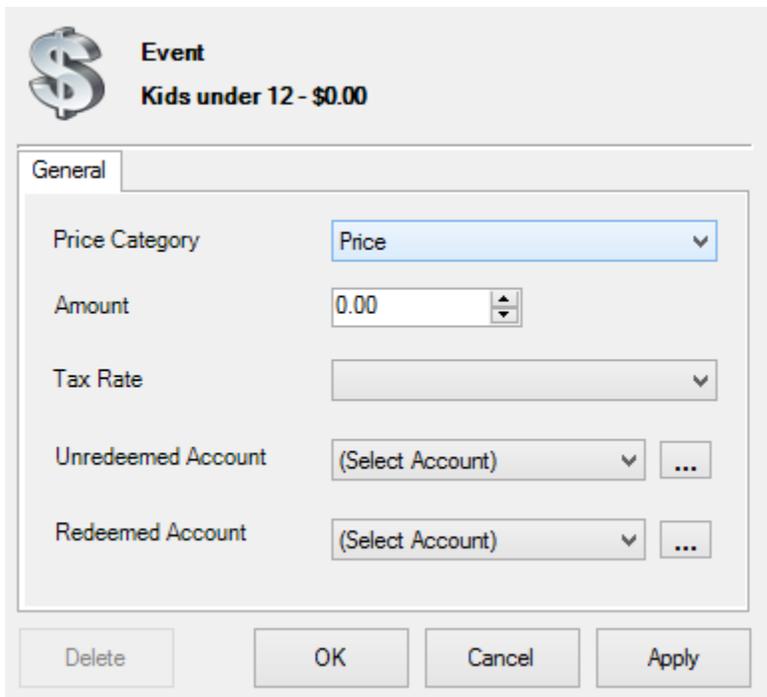
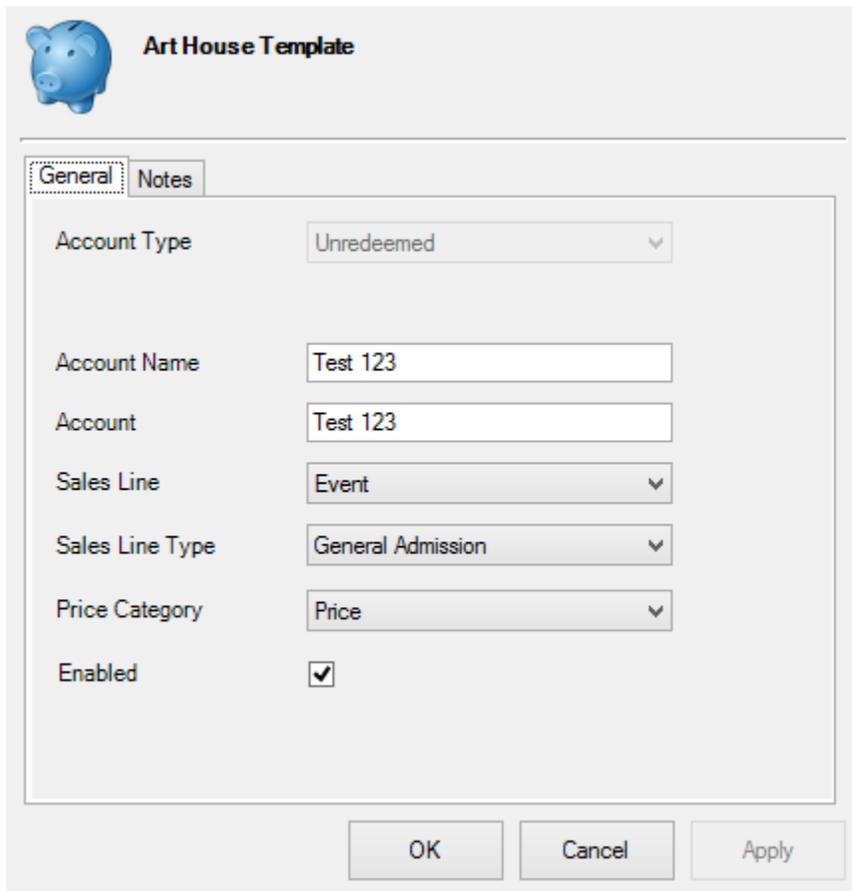


Image 26

27. If you do not have any selections under **Unredeemed Account** or **Redeemed Account**, click the  and fill out all the information. (Image 26)

NOTE: Unredeemed Account and Redeemed Account are generally set up in advance with the client's accountant. If you need a new Unredeemed/Redeemed account, please check with your system administrator and/or your company's accountant for proper distribution.



Art House Template

General Notes

Account Type: Unredeemed

Account Name: Test 123

Account: Test 123

Sales Line: Event

Sales Line Type: General Admission

Price Category: Price

Enabled:

OK Cancel Apply

Image 26

28. Once you have filled out all of the ticket price information, click **Apply** and **OK**. (Image 27)

 **Event**
General Admission - Kids under 12

General

Category	Amount	Redeemed Account	Unredeemed Account	Tax Type
Price	\$10.00	Test 123	Test 123	

Effective Sale Date: 06/03/2015 12:00:00 AM

Fair Market Value: 10.00

Enabled:

Sales Occurred:

Override Effective Event Date

Category Totals

Price	\$10.00
Fee	\$0.00
Total	\$10.00

Buttons: Delete, OK, Cancel, Apply

Image 27

29. On the **Event Page**, select a **Sales Channel** from the drop-down menu (i.e. Web Standard, AMS-Box Office, etc.). Add a price for every **Sales Channel** for which the price should be available. (Image 28)

 **Event**
Elm Hill Cinema - General Admission

General | Description | Promotions | Questions

Effective Sale Date: 6/ 3/2015

Name	Comp	Price	Fee	Total
Kids under 12	False	\$10.00	\$0.00	\$10.00

Sales Channel: [Dropdown] Enabled

Ticket Type: Adult ... Include Service Fee

Functional Area: Level 0 - Default Unrestricted Price Allow Package Sale

Event Ticket Format: No Ticket Print 

Package Ticket Format: No Ticket Print Sales Occurred

Display Sequence: 0

Name Assign: None

Quantity Restriction: Min Per Order 0 Max Per Order 10

Add New | Delete | OK | Cancel | Apply

Image 28

30. You will need to select the **Ticket Type**. If you do not have any ticket types, select the  and add them. (Image 29)

 **Event**
Elm Hill Cinema - General Admission

General | Description | Promotions | Questions

Effective Sale Date: 6/ 3/2015

Name	Comp	Price	Fee	Total
Kids under 12	False	\$10.00	\$0.00	\$10.00

Sales Channel: [dropdown] Enabled

Ticket Type: **Adult** [dropdown] [more] Include Service Fee

Functional Area: Level 0 - Default Unrestricted Price [dropdown] Allow Package Sale

Event Ticket Format: No Ticket Print [dropdown] 

Package Ticket Format: No Ticket Print [dropdown]

Display Sequence: 0 [spinners] Sales Occurred

Name Assign: None [dropdown]

Quantity Restriction: Min Per Order 0 [spinners] Max Per Order 10 [spinners]

Add New | Delete | OK | Cancel | Apply

Image 29

31. The **Functional Area** determines who has the ability to sell or buy these tickets (i.e. Level 0 - Default Unrestricted Prices are available for everyone to purchase, but Level 1- Restricted Price(s) are generally hidden from view unless a permission or benefit is set for purchase). (Image 30)

 **Event**
Elm Hill Cinema - General Admission

General | Description | Promotions | Questions

Effective Sale Date: 6/ 3/2015

Name	Comp	Price	Fee	Total
Kids under 12	False	\$10.00	\$0.00	\$10.00

Sales Channel: Enabled

Ticket Type: Adult Include Service Fee

Functional Area: Allow Package Sale

Event Ticket Format: Sales Occurred

Package Ticket Format:

Display Sequence:

Name Assign: None

Quantity Restriction: Min Per Order 0 Max Per Order 10

Add New Delete OK Cancel Apply

Image 30

32. Select the **Ticket Format** and **Display Sequence**. (Image 31)

NOTE: Ticket Formats are preset formats that select information to print upon the ticket. **Display Sequence** allows you to determine in what order the list of prices appears on the Box Office screen and online.

 **Event**
Elm Hill Cinema - General Admission

General | Description | Promotions | Questions

Effective Sale Date: 6/ 3/2015

Name	Comp	Price	Fee	Total
Kids under 12	False	\$10.00	\$0.00	\$10.00

Sales Channel: Enabled

Ticket Type: Adult Include Service Fee

Functional Area: Level 0 - Default Unrestricted Price Allow Package Sale

Event Ticket Format: No Ticket Print Sales Occurred

Package Ticket Format: No Ticket Print

Display Sequence: 0

Name Assign: None

Quantity Restriction: Min Per Order 0 Max Per Order 10

Add New Delete OK Cancel Apply

Image 31

33. Click **Apply** to save this price. If it needs to be available on another **Sales Channel**, click the **Add New** button and select that **Sales Channel**. Then, click **Apply**. Do this for all pricing that needs to be built. Once you have built the price on every relevant Sales Channel, select **OK**.

Once you have added all your pricing to your template, you are ready to create individual events and showings.