

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

TICKETING TIPS & TRICKS

SHORTCUTS TO SUCCESS

🕒 PRESENTERS

Ryan Allen : Birmingham Hippodrome

Chris Campbell : Grange Park Opera

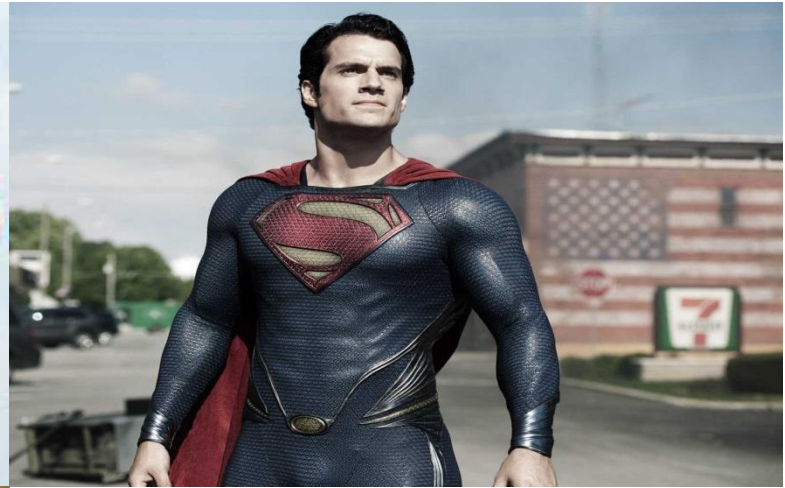
Mark Steel : Tessitura Network

Ian Perry : Nottingham Lakeside Arts

Jeremy Walker : Nottingham Playhouse

🕒 CONTENT PLANNER

Charlotte Pomroy : Grange Park Opera



We can't save your life..
But we can save you time!
We hope...

H BIRMINGHAM
HIPPODROME





H BIRMINGHAM
HIPPODROME





H BIRMINGHAM
HIPPODROME



You have a massive queue on the counter, and you have a customer with no order number and cannot remember what postcode they booked their tickets at...

Nightmare to try and find!

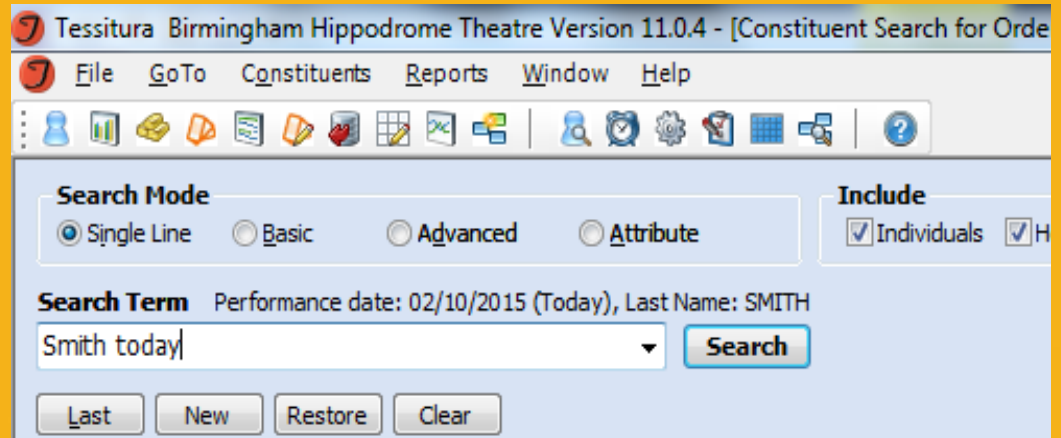
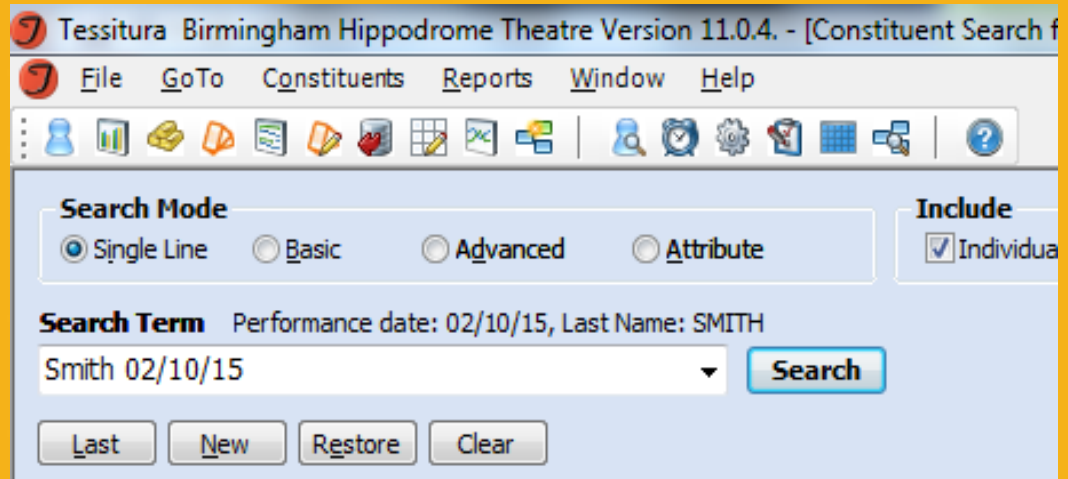


Quick Search

Quick search allows our staff to locate a constituent simply by the date and the surname.

You can search either by:
- Date
Or simply saying 'Today'

This will then list all constituents who have a booking with the designated surname on this day.



Discount Limiting

When trying to protect your concessions; Caps and limits on discounts are becoming far more common.

It's often difficult when you are on the phones to know when you can offer a discount on a limited performance

Our bespoke 'Discount Limiting' report gives a full breakdown of the concession and how close it is to it's limit...



Discount Limiting



Discount Limiting (Information)

Page 1 of 1
User: rallen

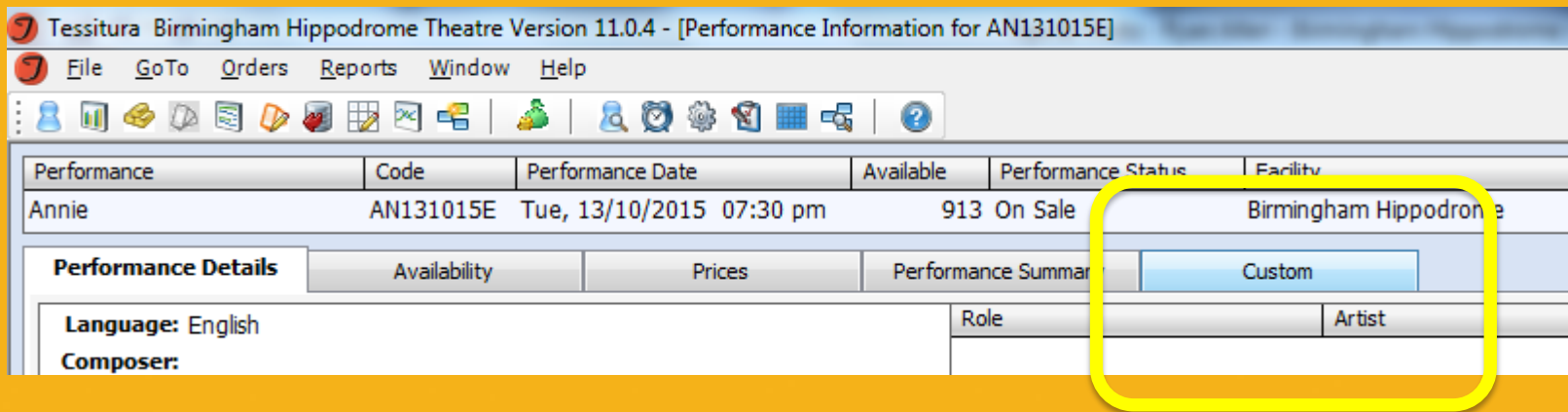
Parameters: Production: Cats / Available Only: Yes

Performance Date	Group	Limit Type	Limit Level	Limit (Contingency)	Current Level
[-] Cats					
30/05/2016 07:30 PM	Friends Special (General)	Number of Seats (#)	Performance	250 (212.50)	131



Price Type Available

Following on from 'Discount Limiting' comes our 'Price Type Available' function located in the custom tab on the Performance Information section.



Price Type Available

Symbols are added into specific price types if there is any information regarding the offer/discount

This also works well if you have a production which has a lot of offers or Promo Codes

This information is added at Production Elements level

Performance	Code	Performance Date	Available									
RB - Swan Lake	BRB051015E	Mon, 05/10/2015 07:30 pm	480									
Performance Details	Availability	Prices	Performance									
<input checked="" type="radio"/> Price Type Ava <input type="radio"/> Groups Limits <input type="radio"/> Custom 3 <input type="radio"/> Custom 4 <input type="radio"/> Custom												
Pricing Availability for BRB - Swan Lake Purple indicates the price type is available. Hover over a symbol for more												
	£5 Off Offer	Access - Support / Companion	Agency Access/Comp	Agency Access	Agency Standard	Bham Weekender Ticket	BRB Design-My-Own Package	BRB Friend	BRB Full Season Package	BRB Story Season Package	Complimentary	Disabled
Mon 28/09/2015 07:30 PM	†											
Tue 29/09/2015 07:30 PM	†					†						
Wed 30/09/2015 02:00 PM	†											
Wed 30/09/2015 07:30 PM	†											
Thu 01/10/2015 07:30 PM	†											
Fri 02/10/2015 07:30 PM	†											
Sat 03/10/2015 02:30 PM	†											
Sat 03/10/2015 07:30 PM	†											
Mon 05/10/2015 07:30 PM	†					†						
Tue 06/10/2015 02:00 PM	†											



Price Type Available

Rank Type: Default TR_RANK_1 | Status: Off Sale | Campaign: TKT- Main House (15/16) | Type: Birmingham Royal E | On Sale | TV Indicator

Special Pricing Offers for Mode of Sale: TNWP (Memberships)

Price Type	Appeal	Source	Start Dt	End Dt	Limit
£5 Off Offer	TKT- Offers	BRBWAITROSE (8443)	01/06/2015 10:00	01/10/2015 19:00	4

Override Default Price Type | Terms: £5 off all price bands - Limit of 4 tickets per person | Source No: 8443

Add | Delete | Up | Down | OK | Cancel



Groups Limits

Performance	Code	Performance Date	Available	Performance Status	Facility
BRB - Swan Lake	BRB051015E	Mon, 05/10/2015 07:30 pm	481	On Sale	Birmingham Hippodrome
Performance Details	Availability	Prices	Performance Summary	Custom	
<input type="radio"/> Price Type Ava <input checked="" type="radio"/> Groups Limits <input type="radio"/> Custom 3 <input type="radio"/> Custom 4 <input type="radio"/> Custom 5 <input type="radio"/> Custom 6					
Limit Type	Performance	Sales/Res	Limit	Remaining	
<input checked="" type="checkbox"/> Annie					
<input checked="" type="checkbox"/> Carlos Acosta					
<input checked="" type="checkbox"/> Jesus Christ Superstar					
<input checked="" type="checkbox"/> Let It Be					
Education Cap (General)	Monday 25 April 2016 07:30 PM	0	43	43	
Education Cap (General)	Tuesday 26 April 2016 07:30 PM	0	43	43	
Education Cap (General)	Wednesday 27 April 2016 02:00 PM	0	43	43	
Education Cap (General)	Wednesday 27 April 2016 07:30 PM	0	43	43	
Education Cap (General)	Thursday 28 April 2016 07:30 PM	0	43	43	
<input checked="" type="checkbox"/> The Sound of Music					



Any Questions...?

Ryan Allen

Information and Sales Supervisor (Systems)

+44 (0) 121 689 3196

ryanallen@birminghamhippodrome.com

@rallen91



Alternate addresses

GRANGE PARK OPERA

About Us



- Seasonal opera company
- Four productions per year
- Capacity of 550
- Team of two Box Office staff



GRANGE PARK OPERA

Dispatch to a different address

Tessitura LIVE - Grange Park Opera. - [Order 62017]

File GoTo Orders Tools Window Help

Order Details Product Catalog Seat Map QuickSale Order History

ID: 2020093 Entered: 29/12/2013 Grange: User ID: ChrisC
Name: Chris Campbell NH: Batch: 8925
Prison: DP: 16/04/2014
Const: 12-Month Giving: £0.00 On Account: £0.00

Owner: 2020093 Source: 1634 Solicitor: ChrisC Delivery: Post Hold Until: 16/10/2015
Order #: 62017 Date: 29/09/2015 MOS: Office Channel: Default Channel Pmt Schedule: No
Initiator: Category: (none) Alt Address: No
Notes:

Line Items	Sub Line Items	Fees	Contributions	Custom Data								
Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
****	HAP004	Savile Club Dinner	Fri, 30/10/2015 7:00 PM	Standard	Unreserved	2	160.00	0	0.00	2		

GRANGE PARK OPERA

Select Contact Points

Select Contact Points

Postal Address Electronic Address

Chris Campbell Household (owner)

★ Primary Email Address chiscampbell10@hotmail.com Marketing HTML

Chris Campbell (Adult Member)

★ Primary Email Address chiscampbell10@hotmail.com Default Marketing HTML

Secondary Email Address chris@grangeparkopera.co.uk Default Marketing HTML

Add to Owner Add to Initiator

Save Cancel

User ID: **ChrisC**
Batch: **8932**
DP: **16/04/2014**
On Account: **£0.00**

Delivery: Post Hold Until: 00/00/0000

Channel: Default Channel Pmt Schedule: No

Category: (none) Alt Address: No

Options Custom Data

Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
------	------	-----	---------	-----	---------	-----	----	--------

RA Save Cancel

GRANGE PARK OPERA

Select Contact Points

Select Contact Points

Postal Address Electronic Address

Chris Campbell Household (owner)

★ Primary Email Address chiscampbell10@hotmail.com Marketing HTML

Chris Campbell (Adult Member)

★ Primary Email Address chiscampbell10@hotmail.com Default Marketing HTML

Secondary Email Address chris@grangeparkopera.co.uk Default Marketing HTML

Add to Owner Add to Initiator

Save Cancel

- Accessed via “Alt Address” in order header
- Tabs at the top for post and e-mail
- Can add addresses on-the-fly
- Changes ticket header (or e-mail address for that order)
- Works with both Owners and Initiators
- Out-of-the-box

GRANGE PARK OPERA

E-mail acknowledgements

Contributions

Description

Donation

Grange
Sutton M
Bishop's
Alresford
Hampsh
SO24 0A
01962 7
www.grangeopera.co.uk

total
.00
.00
.00

Select Contact Points

Postal Address Electronic Address

Chris Campbell Household

★ Primary Email Address	chriscampbell10@hotmail.com	Marketing HTML	
Chris Campbell			
★ Primary Email Address	chriscampbell10@hotmail.com	Default Marketing HTML	
Secondary Email Address	chris@grangeparkopera.co.uk	Default Marketing HTML	

Add to Owner Add to Initiator

Save Cancel

GRANGE PARK OPERA

Contact

Chris Campbell

Telephone:

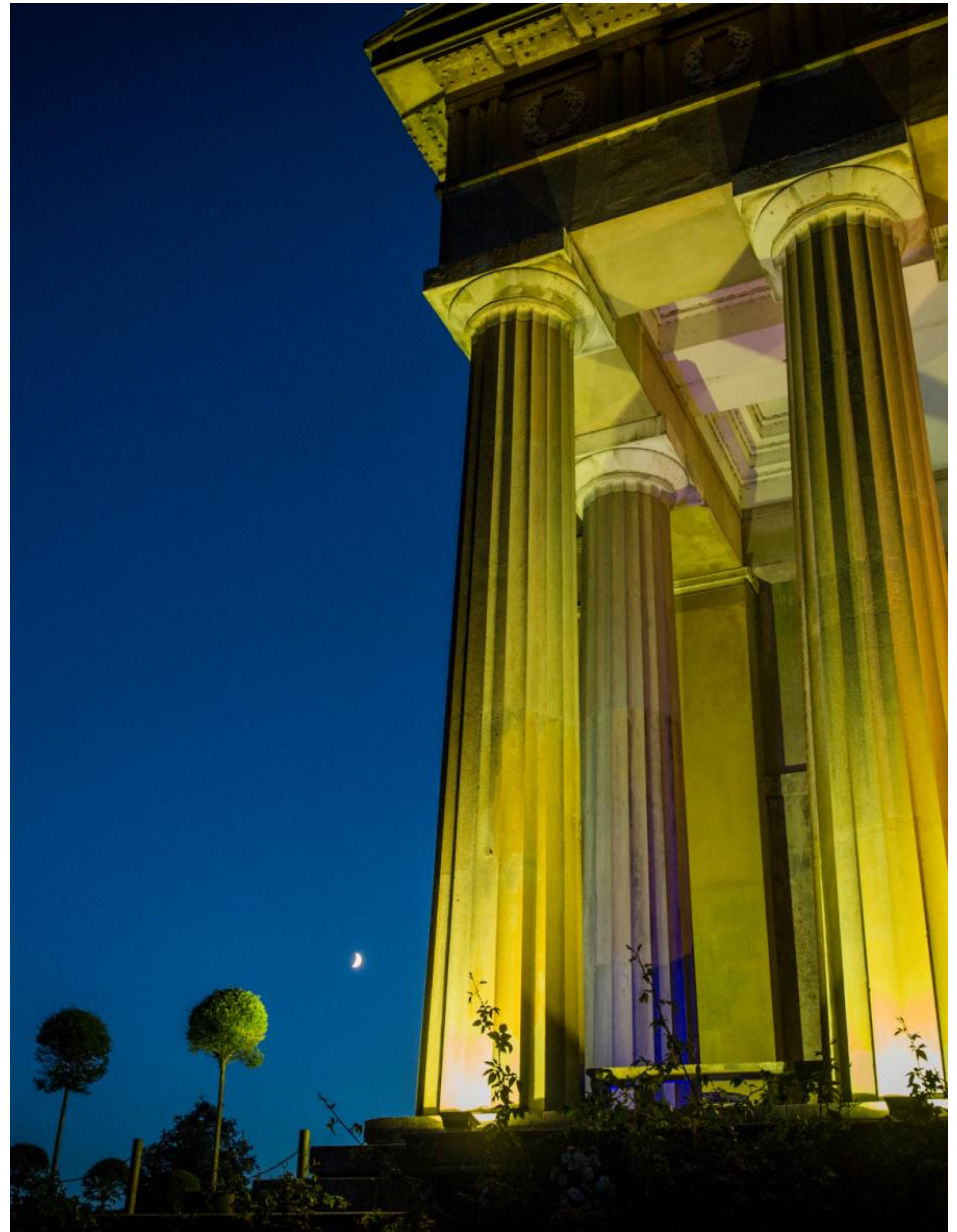
01962 73 73 75

Email:

chris@grangeparkopera.co.uk

Twitter:

[@chriscampbellX](https://twitter.com/chriscampbellX)



GRANGE PARK OPERA

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

THE GROUP SALE

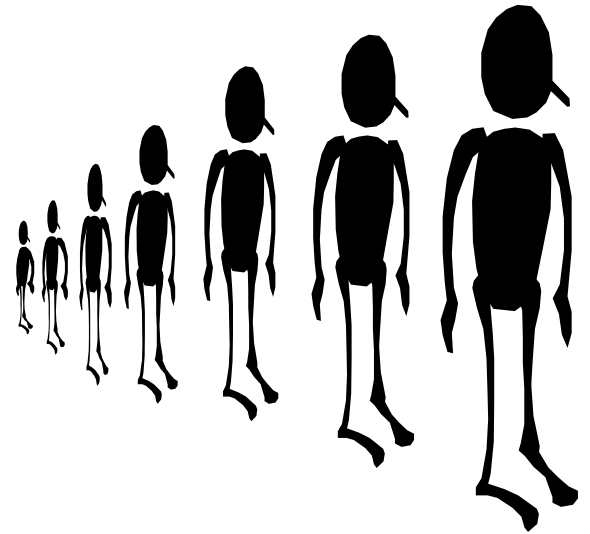
● Mark Steel : Tessitura Network





In this presentation...

- Scanning performances for best availability
- Selling many tickets at once
- Applying a billing schedule
- Automatic volume discounts





Availability searches...



■ Product Search

Tessitura LIVE - Grange Park Opera. - [Order No: 62182]

File GoTo Orders Tools Window Help

Order Details **Product Catalog** Seat Map QuickSale Order History

Search For
 Performances Packages (any perf) Packages (all perfs) Packages
 Match Interests Show All
 Cumulative On Sale

Criteria
Season: Other events 2016 Date Range: 00/00/0000 to 00/00/0000
Title: (all) Day of the Week: (all)
Package: (all) Time Slot: (all)
Pkg Type: (all) Facility: (all)
Composer: (all)
Language: (all)
Artist: (all)
Keyword: (all)
Text:

Availability for VIS061206 on 12/6/2014 08:00 pm

Price Zone	Base	Available	Yield	Allocated
Orchestra Front	\$65.00	143	0	143
Orchestra Rear	\$52.00	88	0	88
Mezzanine	\$60.00	69	0	69
Balcony	\$41.00	121	0	121

Navigation: ◀ Title ▶ ◀ Date ▶

Calendar View Product Search

■ Navig



Lassoing Seats



Tessitura Test - 26/08/15. - [Order 61610]

File GoTo Orders Tools Window Help

Order Details Product Catalog Seat Map QuickSale Order History

ID: 0 Entered: Grange: User ID: ChrisC
 Name: NH: Batch: 8838
 Const: Prison: DP: 00/00/0000
 12-Month Giving: £0.00 On Account: £0.00

Owner: <Gen.Public> Source: Solicitor: ChrisC Delivery: Post Hold Until: 02/10/2015
 Order #: 61610 Date: 16/10/2015 MOS: Office Channel: Default Channel Pmt Schedule: No
 Initiator: Category: (none) Alt Address: No
 Notes:

Line Items		Sub Line Items	Fees	Contributions	Custom Data										
Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req			



Seat Map – Performance Scrolling



- Title Button – every performance of that production
- Date Button – a list of all performances by date
- Arrow buttons scroll through performances
- Only shows performances for your selected pricetype



Billing Schedules

Tessitura LIVE - Grange Park Opera. - [Order No : 62196]

File GoTo Orders Tools Window Help

Order Details Product Catalog Seat Map QuickSale Order History

ID: 2020093 Entered: 29/12/2013 Grange: User ID: ChrisC
Name: Chris Campbell NH: Batch: 8966
Prison: DP: 16/04/2014
Const: 12-Month Giving: £0.00 On Account: £0.00

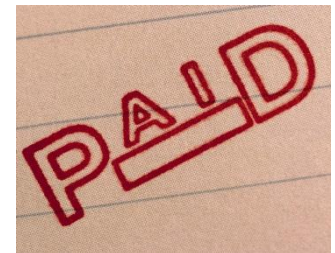
Owner: 2020093 Source: 1634 Solicitor: ChrisC Delivery: Post Hold Until: 17/12/2016
Order #: 62196 Date: 16/10/2015 MOS: Office Channel: Default Channel **Pmt Schedule: No**
Initiator: Category: (none) Alt Address: No

Notes:

Line Items	Sub Line Items	Fees	Contributions	Custom Data								
Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
*****	BOOK	The Grange Book	Sat, 31/12/2016 8:00 PM	NumBk	Numbk	18	1,800.00	0	0.00	18		

TO USE

OK Cancel





Seat Volume Pricing Rule

- Prices based on number of seats in the order
- Use multiple rules to cover the range of prices
 - Rule 1 – 10 to 19 seats get 5% off
 - Rule 2 – 20 to 39 seats get 10% off
 - Rule 3 – 40 to 9999 seats get 20% off

Waiting Lists

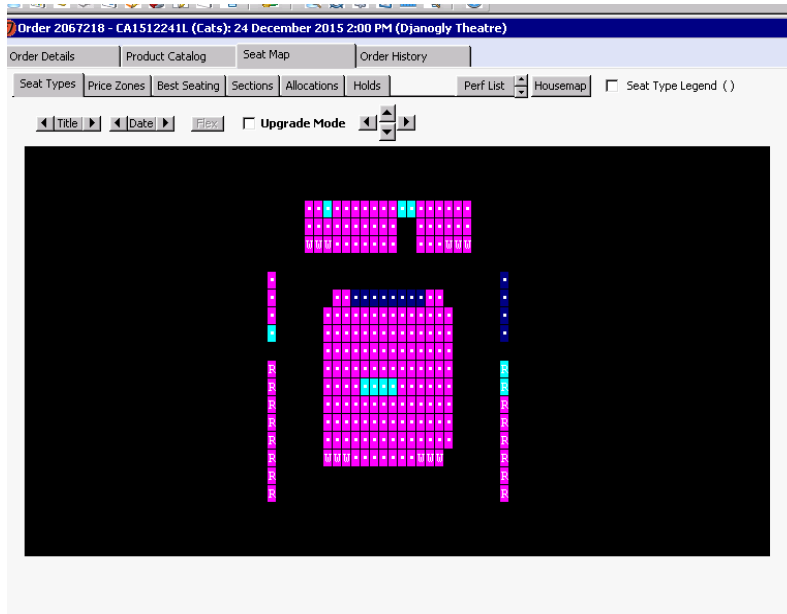
Ian Perry,
Nottingham Lakeside Arts



Nottingham Lakeside Arts



Cats – sold out!





Modes of Sale

Premiums		Source Group		Media		Magazines		Fund		Appeal Category			Acknowledgements			GL Accounts		Payment
Description		General Public	Slr Auto Delete	Must Be Paid	Must Be Seated	Must Be Ticketed	Allow Uns/Paid	Clear Source No	Edit Srce Reload	Clr Srce Reload	Edit Date	Req Subs	Req Category	Req ConstSR	HABO Foreign	HAB Days F		
LK Box Office	Lakesi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
LK Gallery	Lakesi	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
LK Mobile	Lakesi	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
LK Waiting List	Lakesi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
LK Web	Lakesi	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			



Order No : <New>

Order Details | Product Catalog | Seat Map | Order History

ID: 0 DP Last Asked : Level: User ID: **iberry**
Name: Memb. Expiration: Batch: **58935**
Const: Entered: LK Ticketing
12-Month Giving: **£0.00** On Account: **£0.00**

Const ID: <Gen.Public> Source: Solicitor: iperry Delivery: In Person Hold Until: 00/00/0000
Order #: <New> Date: 30/09/2015 MOS: <Waiting List> Channel: LK Waiting List Pmt: No Alt Adr: No
Notes: Category: (none)

Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req

Purchase	Return	Fees	Contributions	Total Amount	Total Paid	Total Due
0	0	0.00	0.00	0.00	0.00	0.00

ID: **3012047** DP Last Asked : Level: User ID: **iperry**
 Name: **Ian Perry** Memb. Expiration: Batch: **54116**
 Entered: **08/02/2002** LK Ticketing
 Const: 12-Month Giving: **£0.00** On Account:

Const ID: Source: Solicitor: Delivery: Hold Until:
 Order #: Date: MOS: Channel: Pmt: Alt Adr:
 Notes: Category:

Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
****	CA1512241L	Cats	Thu, 24/12/2015 2:00 PM	Full		2	0.00	0	0.00	0		

Purchase	Return	Fees	Contributions	Total Amount	Total Paid	Total Due
<input type="text" value="2"/> <input type="text" value="0.00"/>	<input type="text" value="0"/> <input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>



Order No : 2067237

Order Details | Product Catalog | Seat Map | Order History

ID: **3012047** DP Last Asked : Level: User ID: **iperry**
 Name: **Ian Perry** Memb. Expiration: Batch: **54121**
 Entered: **08/02/2002** LK Ticketing
 Const: 12-Month Giving: **£0.00** On Account:

Const ID: 3012047 Source: 15 Solicitor: iperry Delivery: In Person Hold Until: 23/12/2015
 Order #: 2067237 Date: 15/10/2015 MOS: LK Waiting List Channel: LK Waiting List Pmt: No Alt Adr: No
 Notes: 2 tickets 0115 846 7378 Category: (none)

Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
****	CA1512241L	Cats	Thu, 24/12/2015 2:00 PM	Full		2	0.00	0	0.00	0		

Purchase	Return	Fees	Contributions	Total Amount	Total Paid	Total Due
2 0.00	0 0.00	0.00	0.00	0.00	0.00	0.00

Don't forget

Tessitura *** TEST *** TEST *** TEST *** Live to Test done on 29/04/2015

File GoTo Orders Tools Window Help

Order <New>

Order Details Product Catalog Seat Map Order History

ID: 0 DP Last Asked : Level: User ID: **iperry**
Name: Memb. Expiration: Batch: **54120**
Const: Entered: LK Ticketing
12-Month Giving: **£0.00** On Account: **£0.00**

Const ID: <Gen.Public> Source: Solicitor: iperry Delivery: Post Hold Until: 00/00/0000
Order #: <New> Date: 14/10/2015 MOS: LK Box Office Channel: LK Box Office Pmt: No Alt Adr: No
Notes: Category: (none)

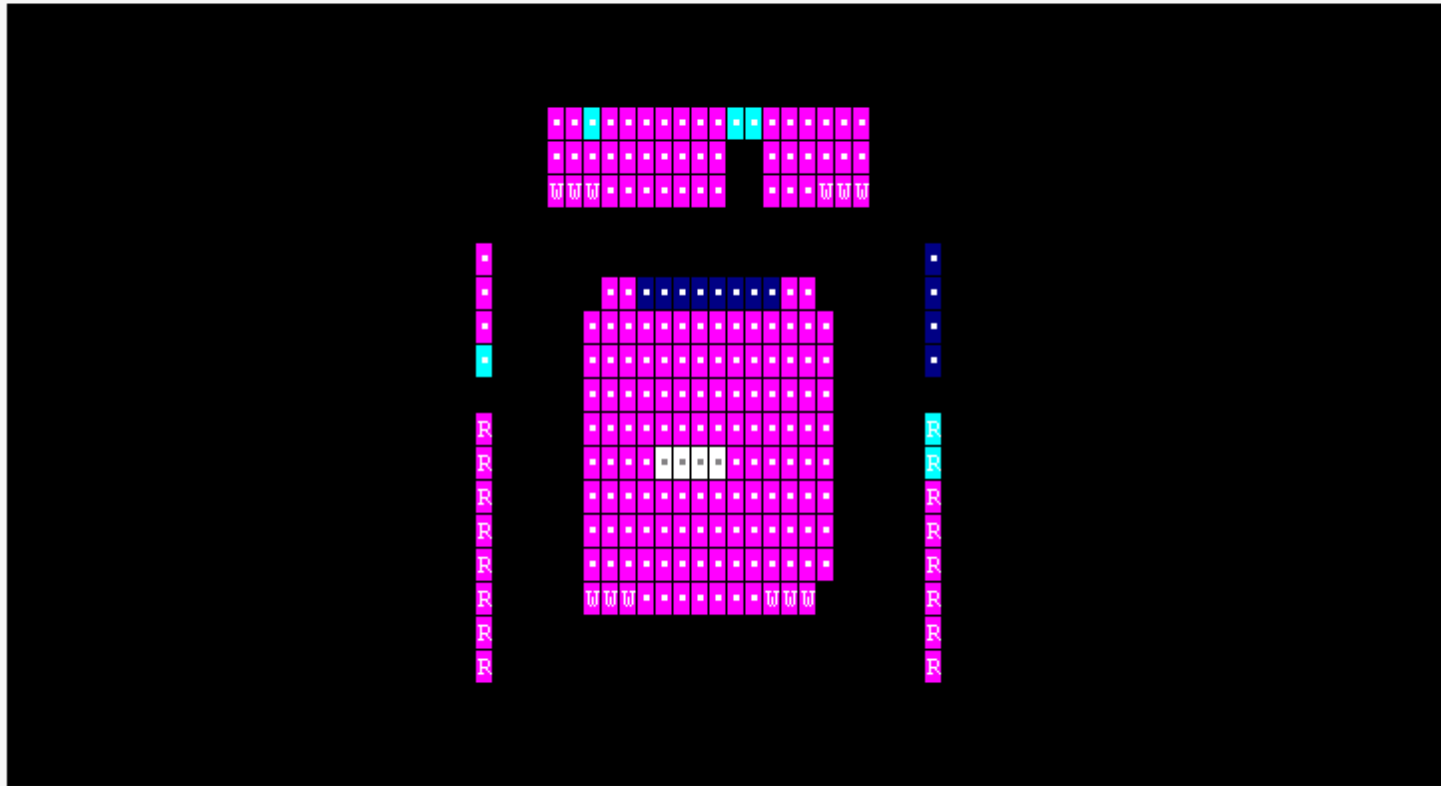
Line Items Sub Line Items Fees Contributions Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
----------	-----------	-------------	------------------	------------	------	-----	---------	-----	---------	-----	----	--------

Order Details | Product Catalog | Seat Map | Order History

Seat Types | Price Zones | Best Seating | Sections | Allocations | Holds | Perf List | Housemap | Seat Type Legend ()

◀ Title ▶ | ◀ Date ▶ | Flex | Upgrade Mode | ◀ ▶





Order Search

Search Options

Constituent Product Performance Date Credit Card Ticket

Season: LK University Music 2015-: From: To:

Search Household Last 4 Digits Only Unlocked Rows to Return:

Include Special Requests Include Payment Schedule:

Filter

Category: (all) MOS: 15

Delivery: (all) Channel:

Future Dates Only Paid: (all) Seated: (all) Printed: (all)

Order Date Range: 01/04/2010 - 31/03/2016

Order No	Order Date	Const ID	Co	First Product	Perf Date	Total	Balance	Delivery	Mode of Sale	Category	Order Notes
----------	------------	----------	----	---------------	-----------	-------	---------	----------	--------------	----------	-------------

- D4 Box Office
- D4 Mobile
- D4 Pop Test
- D4 Web
- Default Mode of Sale
- LK Box Office
- LK Gallery
- LK Mobile
- LK Waiting List**
- LK Web
- LK Web Promotions



Order Search

Search Options

Constituent
 Product
 Performance Date
 Credit Card
 Ticket

Season: LK University Music 2015-
 From: 00/00/0000
 To: 00/00/0000

Search Household
 Include Special Requests
 Perf Code: CA1512241L
 or
 Pkg Code:

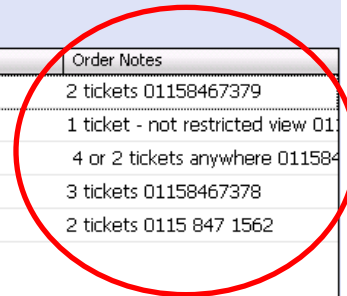
Last 4 Digits Only
 Include Payment Schedules
 Unlocked Rows to Return: 0

Filter

Category: (all) MOS: 15 Paid: (all) Seated: (all) Printed: (all)

Delivery: (all) Channel: (all) Future Dates Only
 Order Date Range: 01/04/2010 - 31/03/2016

Order Date	Const ID	Constituent Name	First Product	Perf Date	Total	Balance	Delivery	Mode of Sale	Category	Order Notes
07/10/2015 13:59:49	4270385	Wellman Braud	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		2 tickets 01158467379
07/10/2015 14:00:56	4270382	Bubber Miley	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		1 ticket - not restricted view 01158467378
07/10/2015 14:02:10	4270383	Tricky Sam Nanton	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		4 or 2 tickets anywhere 01158467378
07/10/2015 14:15:36	4270386	Tyree Glenn	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		3 tickets 01158467378
07/10/2015 14:25:24	3012047	Ian Perry	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		2 tickets 0115 847 1562





Order Search

Search Options

Constituent
 Product
 Performance Date
 Credit Card
 Ticket

3012047
 Season: TNEM Crossing Selling 201
 From: 00/00/0000
 []
 []

Search Household
 Perf Code: []
 To: 00/00/0000
 Last 4 Digits Only
 Unlocked Rows to

Include Special Request:
 or
 Pkg Code: []
 Include Payment Schedule:
 Return: 0

Filter

Category: (all)
 MOS: 15
 Paid: (all)
 Seated: (all)
 Printed: (all)

Delivery: (all)
 Channel: (all)
 Future Dates Only
 Order Date Range: 01/04/2010 - 31/03/2016

Order Date	Const ID	Constituent Name	First Product	Perf Date	Total	Balance	Delivery	Mode of Sale	Category	Order Notes
07/10/2015 14:25:24	3012047	Ian Perry	CA1512241L	24/12/2015	£0.00	£0.00	In Person	LK Waiting List		2 tickets 0115 847 1562



Order No : 2067213

Order Details | Product Catalog | Seat Map | Order History

ID: **4270385** DP Last Asked : Level: User ID: **iberry**
 Name: **Wellman Braud** Memb. Expiration: Batch: **54118**
 Entered: **07/10/2015** LK Ticketing
 Const: 12-month Gwing: On Account:

Const ID: Source: Solicitor: Delivery: Hold Until:
 Order #: Date: MO: Channel: Pmt: Alt Adr:
 Notes: Category:

Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
*****	CA1512241L	Cats	Thu, 24/12/2015 2:00 PM	Full		2	0.00	0	0.00	0		

Purchase	Return	Fees	Contributions	Total Amount	Total Paid	Total Due
2 0.00	0 0.00	0.00	0.00	0.00	0.00	0.00

Add | Delete | Unseatable | Prod Info | Spec Req | Best Seat | Price Dtls | Comp Rsn | Hotlist | Alternate

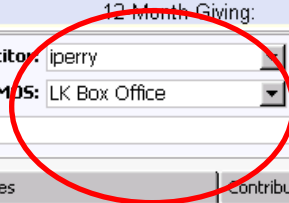


Order No : 2067213

Order Details | Product Catalog | Seat Map | Order History

ID: **4270385** DP Last Asked : Level: User ID: **iperry**
Name: **Wellman Braud** Memb. Expiration: Batch: **54118**
Entered: **07/10/2015** LK Ticketing
Const: 12 Month Giving: On Account:


Const ID: 4270385 Source: 15 Solicitor: iperry Delivery: In Person Hold Until: 23/12/2015
Order #: 2067213 Date: 07/10/2015 MDS: LK Box Office Channel: LK Waiting List Pmt: No Alt Adr: No
Notes: 2 tickets 01158467379 Category: (none)



Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
*****	CA1512241L	Cats	Thu, 24/12/2015 2:00 PM	Full		2	0.00	0	0.00	0		

Confirm

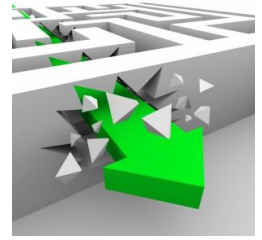
 Are you sure want to change the Mode of Sale for this order?

OK Cancel

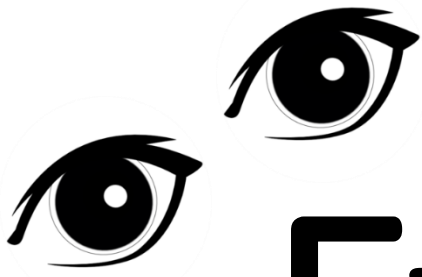
Pitfalls

Ian.Perry@nottingham.ac.uk

Ticketing Tips and Tricks - Shortcuts to Success



- **Box Office Supervisor at Nottingham Playhouse.**
- **Keyboard Shortcuts on Tessitura.**
 - ❖ A Useful Chart to remember Shortcuts.
 - ❖ How to use a Keyboard Shortcut.
 - ❖ Top 7 – Ticketing Order Shortcuts.
 - ❖ A Video – How to process an order exclusively with Keyboard Shortcuts.



Eye Tess



Eye Tess ('Hi Tess')

P

D

P

G

O

B

R

O/L

T

E

U

M

N

W

K

Q

S

H

M

X

Eye Tess ('Hi Tess')

The Eye Tess Chart

P
D P
G O B
R O/L T E U

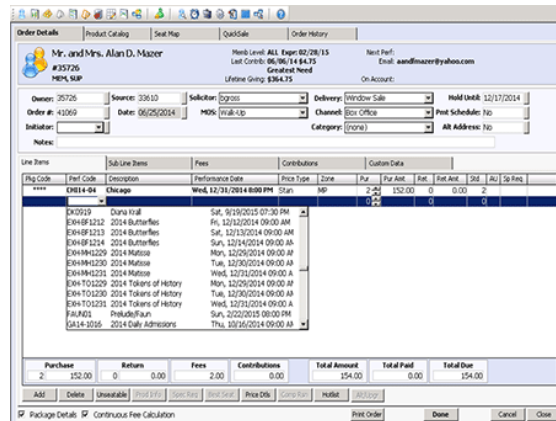
- **The Eye Tess Chart** - represents some of the most useful Keyboard Shortcuts on Tessitura.
- **Smaller Letters** – these shortcuts are perhaps less obvious + more difficult to remember.
- **Larger Letters** – we might know the shortcuts already but these are definitely advisable to know for box office efficiency.

Using Keyboard Shortcuts

- Follows Windows Convention – Hold down ALT key and press a letter to use a function button.
- Once you use your first shortcut using an ALT key – the shortcut letter on all function buttons is underlined.
- For example: Best Seat has the B underlined on your screen. Another example would be: Cancel.
- You can also use the CTRL key to carry out shortcuts.

How many Shortcuts?

- 70 Shortcuts listed on the Tessitura Network Site.
- 6 Killer Time Reducing Shortcuts
- The Ticketing Order Screen...or TOS for short.



Ticketing Order Screen

Top 7 Shortcuts

7. Load Last Order ALT + O +then L





6. Best Seat

ALT + B

5. Order Search

CTRL + O





4. Constituent Record CTRL + G

3. Payment Screen

CTRL + P





2. Done (on order) ALT + D

1. Print ALT + P (Or just 'P')



TOS (Ticketing Order Screen) Top 7 Shortcuts

7.	ALT + O + then L	Load Last Order
6.	ALT + B	Best Seat
5.	CTRL + O	Order Search
4.	CTRL + G	Constituent Record
3.	CTRL + P	Payment Screen
2.	ALT + D	Done (on order)
1.	ALT + P	Print (or just 'P')

Eye Tess ('Hi Tess')

P

(print)

D

P

(done)

(payment)

G

O

B

(Constit Record) (Order Search) (Best Seat)

R

O/L

T

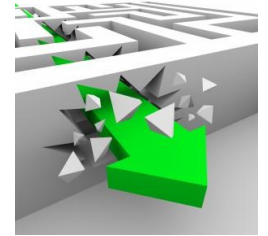
E

U

(Load last Order)



Quiz Me...70 Shortcuts...



Thank you for listening to the Tessitura Keyboard Shortcut Experience

**If you are having any problems with your shortcuts,
please check in for your latest Eye Tess...**

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

QUESTIONS?

- Please tell us who you are and where you are from.....

Jessitura



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CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHATS NEXT?

🕒 LUNCH! 1.15PM – 2PM

Lunch will be served in the Royal Suite at the Crowne Plaza Hotel. Access is on the lower level off reception

🕒 NEXT SESSION : 2PM – 3.15PM

CONFERENCE WELCOME in the Auditorium at the Royal Concert Hall