

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

TN PRODUCTS FOR USERS

SHOW & TELL

🎯 PRESENTERS

Nicola Blackburn : Theatre Royal and Royal Concert Hall
Sofia Nazar-Chadwick : Nottingham Lakeside Arts
Rog Hildreth : Northern College of Music
Steve Geahry : Tessitura Network

🎯 CONTENT PLANNERS

Scott Whitehouse : Birmingham Hippodrome
Ruth Harris : Royal Shakespeare Company
Donna Scott : Birmingham Hippodrome
Sofia Nazar-Chadwick : Nottingham Lakeside Arts

TN PRODUCTS FOR USERS : SHOW & TELL



Presenter
Steve Geahry,
Tessitura Network

Tessitura Network: A non-profit serving non-profits.

Today's Agenda

- TN Express Web (TNEW)
- TN Mobile Plus (TNMP)
- N-Scan
- Tessitura On the Go
- Tessitura Roving Box Office (TRBO)



What are Tessitura Web Apps?

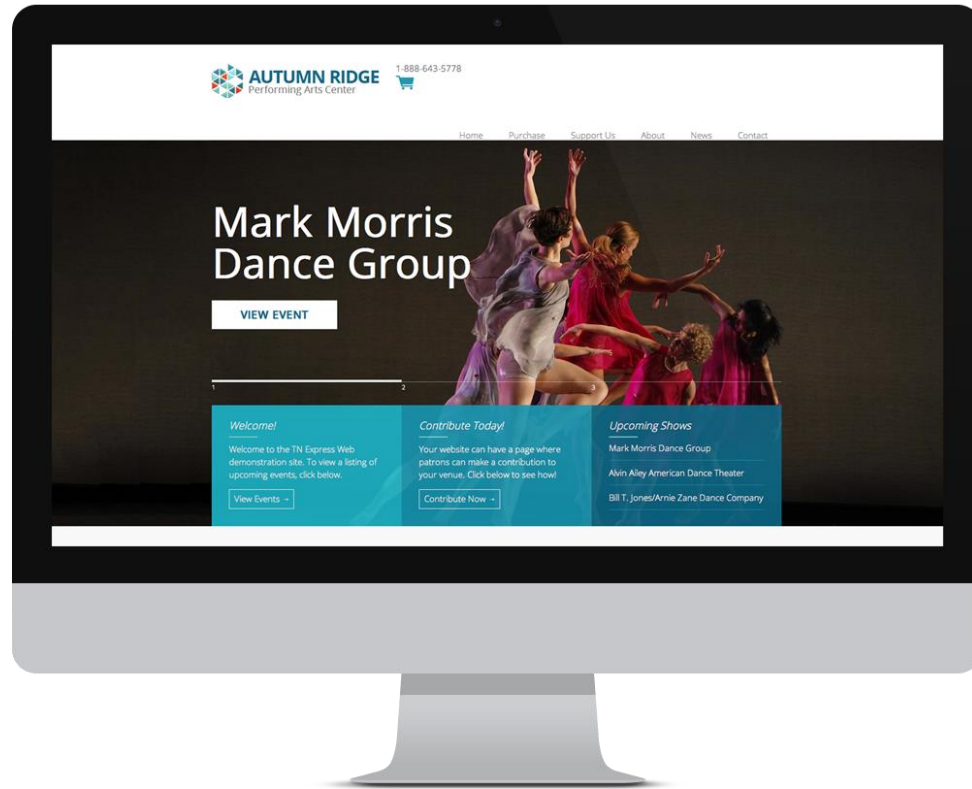
Customer Facing

- TN Express Web
- TN Mobile Plus

Business Facing

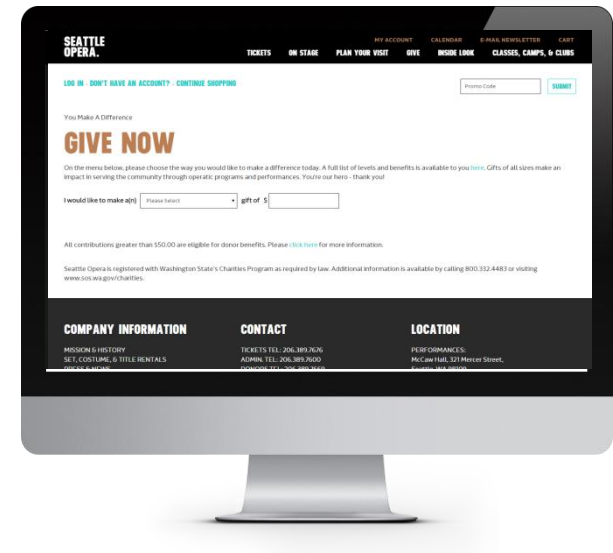
- Tessitura On the Go
- Tessitura Roving Box Office
- N-Scan

TN Express Web



What is TN Express Web?

- Hosted web purchase path built by Tessitura
- Real-time transactions
- Branded to match your main site
- Administered in your Tessitura database
- Always compatible with the latest version of Tessitura
- *We take care of the tough part allowing you to focus on engaging your customers*



What does it do?

Gift Certificates

Ticket Purchases

Subscriptions

Classes & Workshops

Payment Plans

Email Sign up

Surveys at Checkout & Guest Checkout

Donations & Memberships

Select Your Own Seat

Social Login & Sharing

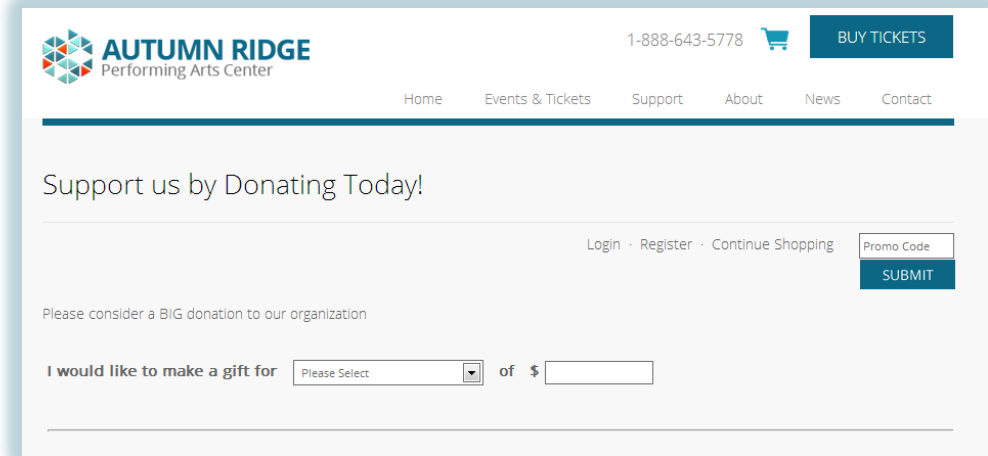
Single Tickets and Subscriptions

- A variety of ways to display and organize your events
- Select Your Own Seat
- Supports offers and promos
- Sell all types of subscription packages and no change renewals (best available)
- Social integration
- Auxiliary Items
- Supports pricing & messaging rules

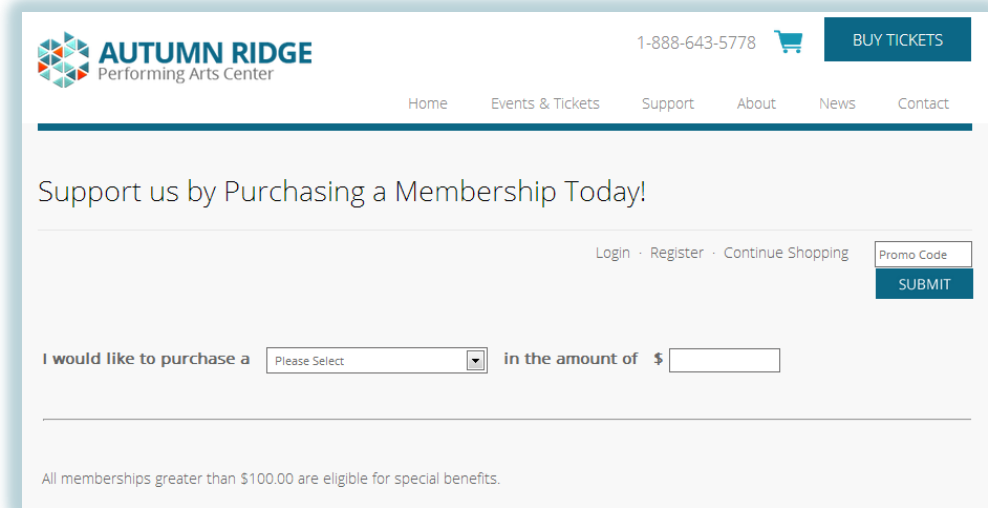
The screenshot displays a ticketing website interface. At the top, there's a navigation bar with 'TICKETS NORTHWEST ARKANSAS' and a shopping cart icon. Below this, a search bar shows 'Mark Morris Dance Group' with a date of 'Wednesday, July 10, 2013 9:00PM' and a 'Change event date' dropdown. A prominent banner for 'TDO 1415 Family Subscription' is visible, featuring 'Winspear - TDO Sat 11/1/14 2:00PM - Sat 4/11/15 2:00PM' and a 'BUY TICKETS' button. Below the banner, there's a promotional message: 'JUMP FOR JOY!' with an image of a dancer and a 10% off offer. The bottom section shows event details for 'Mark Morris Dance Group' at 'Autumn Ridge PAC' on 'Monday, August 10, 2015 8:00PM'.

Contributions and Memberships

- Flexibility to support many types of contributions
- Donate to fund or on account
- Separate membership page
- Can trigger immediate discounts (requires Tessitura 12.5)



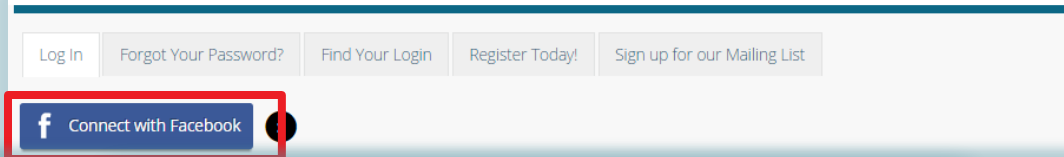
The screenshot shows the top navigation bar of the Autumn Ridge Performing Arts Center website. The header includes the logo, the phone number 1-888-643-5778, a shopping cart icon, and a 'BUY TICKETS' button. The main navigation menu contains links for Home, Events & Tickets, Support, About, News, and Contact. Below the navigation is a section titled 'Support us by Donating Today!'. It features a 'Login · Register · Continue Shopping' link and a 'Promo Code' input field with a 'SUBMIT' button. The main content area prompts the user to 'Please consider a BIG donation to our organization' and includes a form with the text 'I would like to make a gift for' followed by a dropdown menu labeled 'Please Select' and a text input field for the amount, preceded by 'of \$'.



The screenshot shows the top navigation bar of the Autumn Ridge Performing Arts Center website, identical to the one above. Below the navigation is a section titled 'Support us by Purchasing a Membership Today!'. It features a 'Login · Register · Continue Shopping' link and a 'Promo Code' input field with a 'SUBMIT' button. The main content area prompts the user to 'I would like to purchase a' followed by a dropdown menu labeled 'Please Select' and a text input field for the amount, preceded by 'in the amount of \$'. At the bottom of the form, there is a note: 'All memberships greater than \$100.00 are eligible for special benefits.'

And Much More...

- Sell and redeem gift vouchers
- Guest checkout
- Facebook login
- Payment plans
- Virtual waiting room support
- Account management
- Web-based admin tool



Your Order History >>

Date	Number	Total		Amount Due	
Tuesday, July 2, 2013	22900	\$231.50	\$0.00		View Details
Thursday, June 27, 2013	22880	\$15.99	\$0.00		View Details
Thursday, June 13, 2013	19317	\$120.25	\$0.00		View Details
Thursday, June 13, 2013	19315	\$231.50	\$0.00		View Details
Thursday, June 6, 2013	19232	\$1,666.50	\$0.00		View Details
Wednesday, June 5, 2013	19219	\$254.50	\$0.00		View Details
Thursday, May 30, 2013	19141	\$524.25	\$0.00		View Details
Wednesday, May 29, 2013	19120	\$231.50	\$0.00		View Details

LTR_TN_EXPRESS_WEB_CONTENT Static TNEW element content

id	organization	page_name	custom_content
Edit 63	-1	Account.aspx/AcctInfoSubTitle	Please edit your Account Information.
Edit 62	-1	Account.aspx/AcctInfoTab	Please edit Your Account Information
Edit 64	-1	Account.aspx/AcctInfoText	Update your account information below.
Edit 286	-1	Account.aspx/HistoryTab	View Your Account History
Edit 66	-1	Account.aspx/InterestsSubTitle	Update Your Interests
Edit 65	-1	Account.aspx/InterestsTab	Update Your Interests
Edit 67	-1	Account.aspx/InterestsText	Let us know your programming and marketing preferences below.

Version 7

Client Header

Event Calendar

View by keyword ▾

◀ Friday, July 11 ▶

[Santiago!](#)
August 15 - October 1
Venue Name
[Short Description] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30		1	2	3	4
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

[View all July Events](#)

[Fall Series](#)
August 27 - October 15
Venue Name
[Short Description] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo.

Limited Availability!

[Miller's Fleetwood Journey](#)
September 15 - October 31
Venue Name
[Short Description] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo.

LOGO

Event Calendar

◀ July 14, 2014 ▶

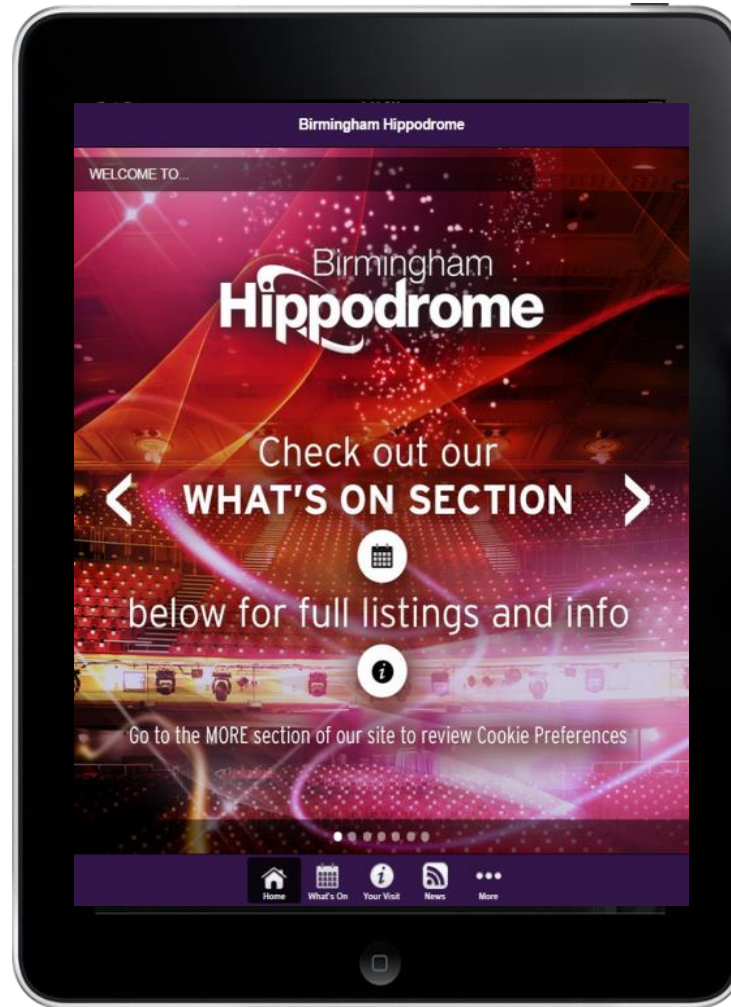
[Santiago!](#)
Venue Name
6:00pm

[Fall Series](#)
Venue Name
6:00pm

[The Random Notes](#)
Venue Name
6:00pm

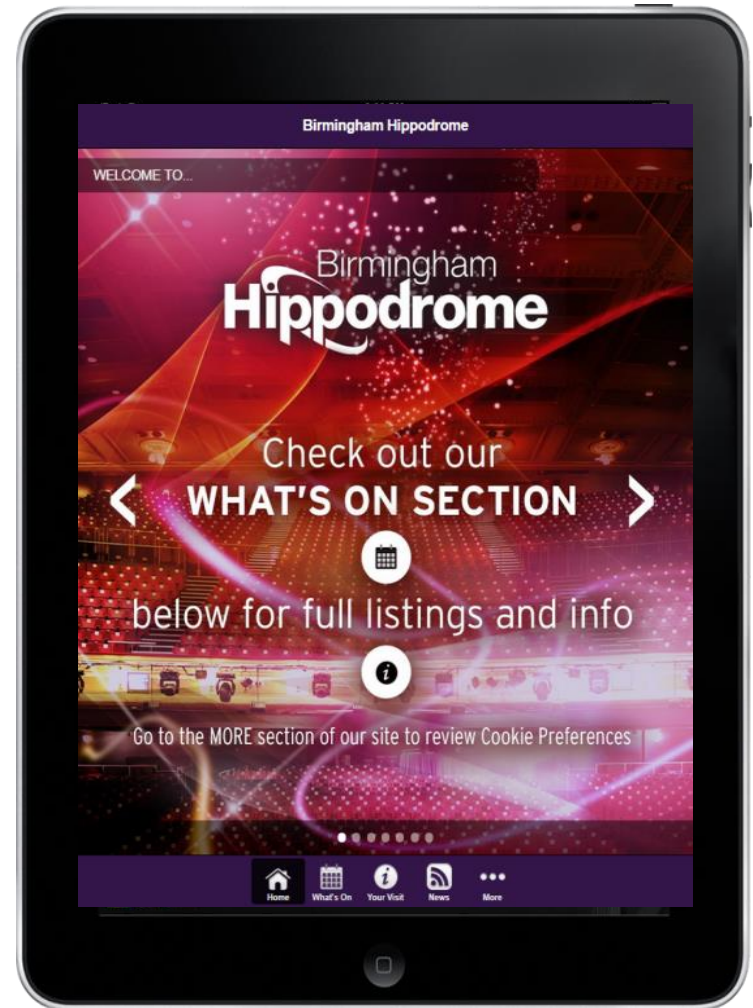
[Merlin's Dance](#)
Venue Name
6:00pm
Limited Availability!

TN Mobile Plus



What is TN Mobile Plus?

- Mobile companion to TNEW or a custom website
- iOS and Android application as well as mobile-optimised site
- Sell single tickets and auxiliary items and take contributions
- Robust social engagement features including photos, streaming video/music, etc



How does it integrate with my site?

- Mobile companion to TNEW or a custom website
- Works either as a mobile browser-based site or app (app has additional features)



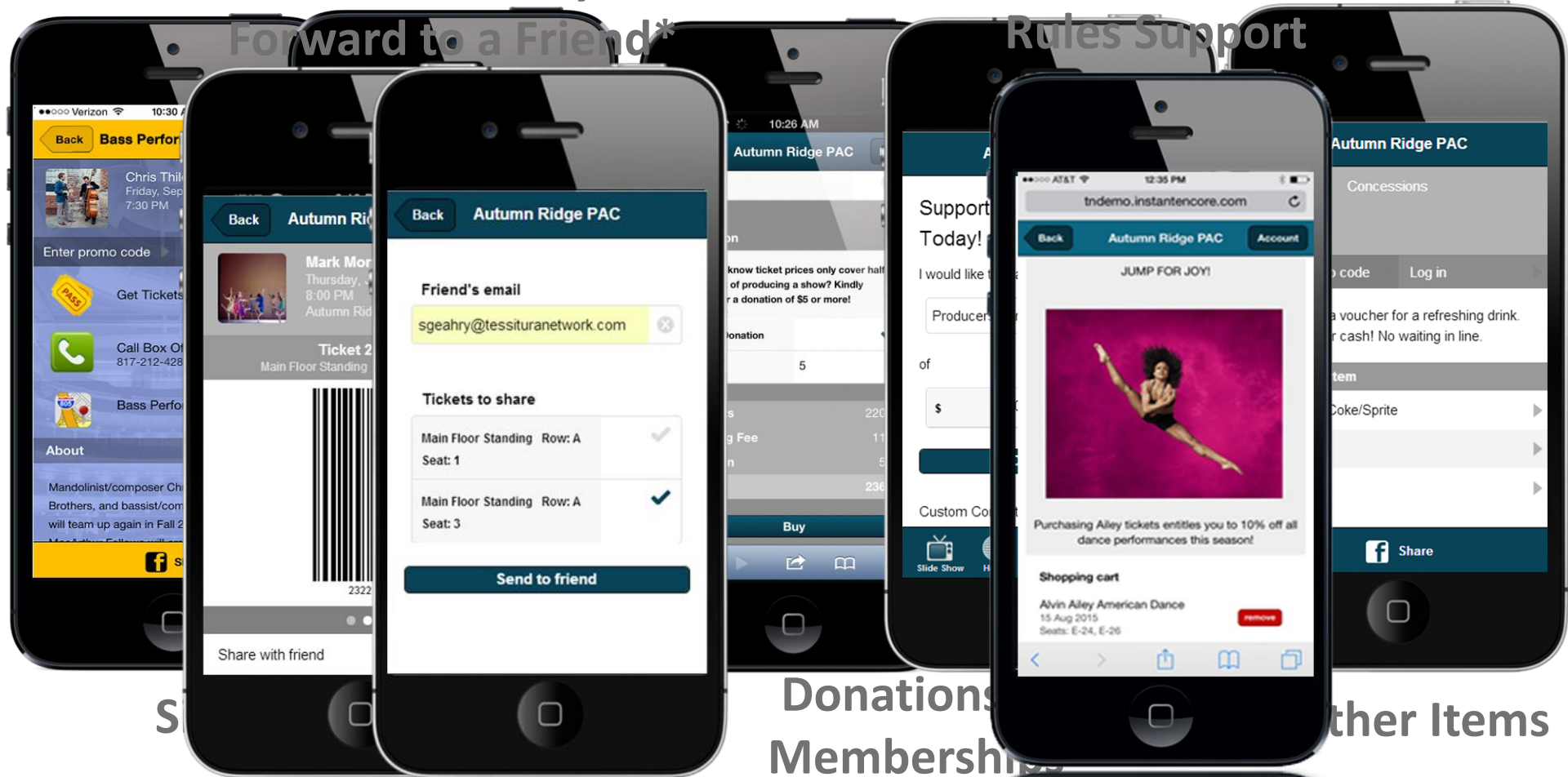
A flexible design to best match your brand



Tessitura-powered Mobile Transaction Path

Barcode Delivery and
Forward to a Friend*

Pricing & Messaging
Rules Support



S

Donations
Memberships

Other Items

And Lots of “Plus”

- On Demand & Live Video and Music Streaming & Downloads
- Photo Album & Artist Bios
- Social Media & RSS Integration
- Integrating other mobile sites
- Create your own content
- At the Event
- Targeted Push Notifications



Version 3 and 3.5

- Version 3 is scheduled for January 2016 and will include:
 - Barcodes rendered as HTML (not images)
 - Geo-location notifications
 - Reimagined At the Venue
 - Membership card and composite ticket barcode support
 - More robust analytics
 - Nearly a dozen other enhancements
- Version 3.5 is scheduled for July 2016 and will include:
 - Beacon support
 - Push notification genie
 - More flexible/responsive design



N-Scan



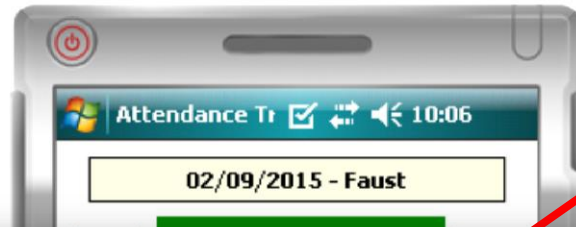
What is N-Scan?

- Tessitura's access control solution
- Provides real-time attendance data
- N-Scan communicates with Tessitura via the API
- Handheld scanners used to scan tickets and access other features
- Runs on Windows Mobile and Android devices



Scanning a Ticket

- Stop double seating problems at the door



Customer Name

Seat history for Performance - JC070406, Orchestra Front, Orchestra Front F 20

Event	Event Date	Package	Const ID	Constituent Name	Order	Tkt No
Attended	6/21/2013 17:29:51		126614	Carlson, Christy	431	972
Printed	3/6/2013 17:42:05		126614	Carlson, Christy	431	972
Payment Paid	2/21/2013 15:54:51		126614	Carlson, Christy	431	
Fee Applied	2/21/2013 15:54:51		126614	Carlson, Christy	431	
Reserved	2/21/2013 15:54:51		126614	Carlson, Christy	431	

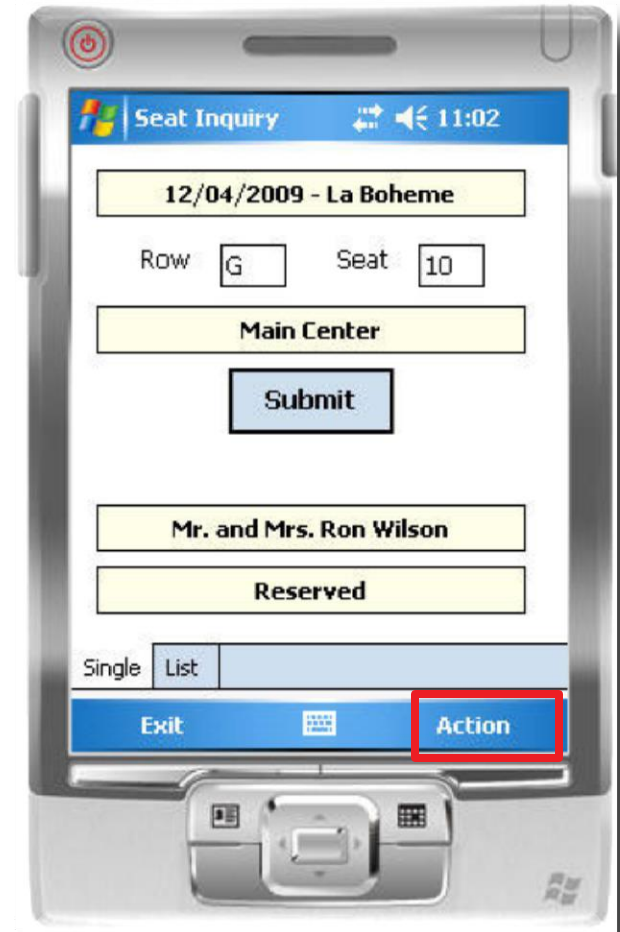
automatically

- Provide data on which patrons attended and which didn't

Scan automatically adds the Attended seat status in Seat History

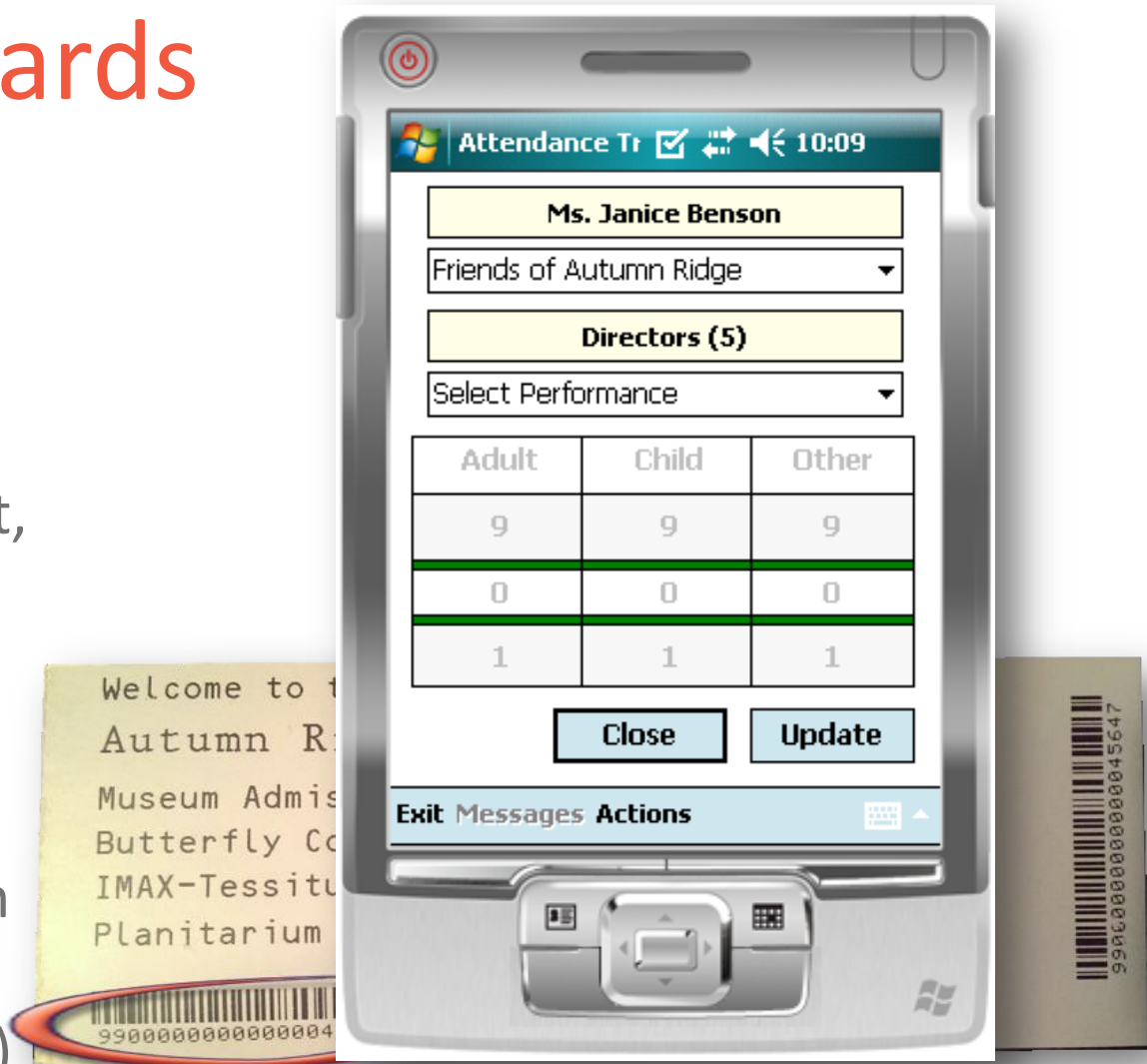
House Management Features

- Enables you to find empty seats at the click of a button from inside the venue
- See if a customer has checked in
- Put seats on hold by clicking Action



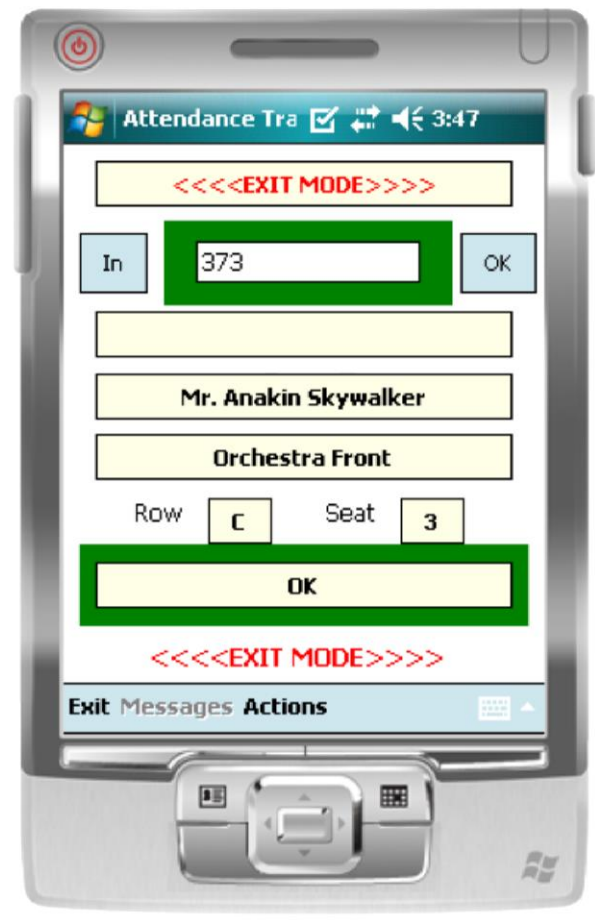
Handles Composite Tickets and Membership Cards

- Allows for one bar code and ticket for multiple package performances
 - Museum admission, IMAX, special exhibit, series of lectures
- Bar code is membership number or customer number
 - Can enter more than one admission per scan (based on level)



Issues, Messaging, and Exit Mode

- Tickets with issues give clear audio and visual signals
- Send customers messages using standard CSIs. Ushers are notified and message is displayed
- Exit Mode allows you to “scan out” and then re-admit a patron

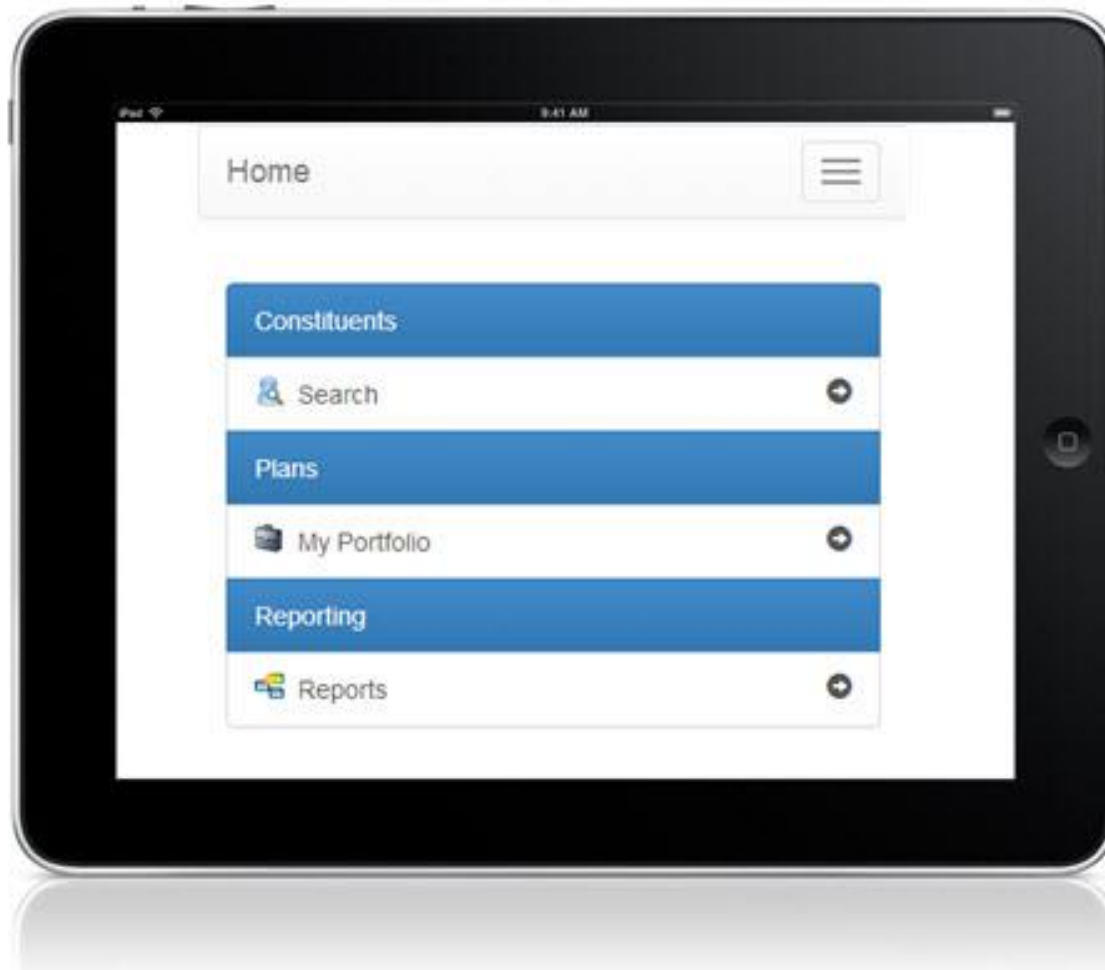


Monitor Attendance

- You can be updated as customers are scanned in
- You identify who you want to monitor using attributes
- N-Scan can send email alerts or text messages when monitored patrons are scanned

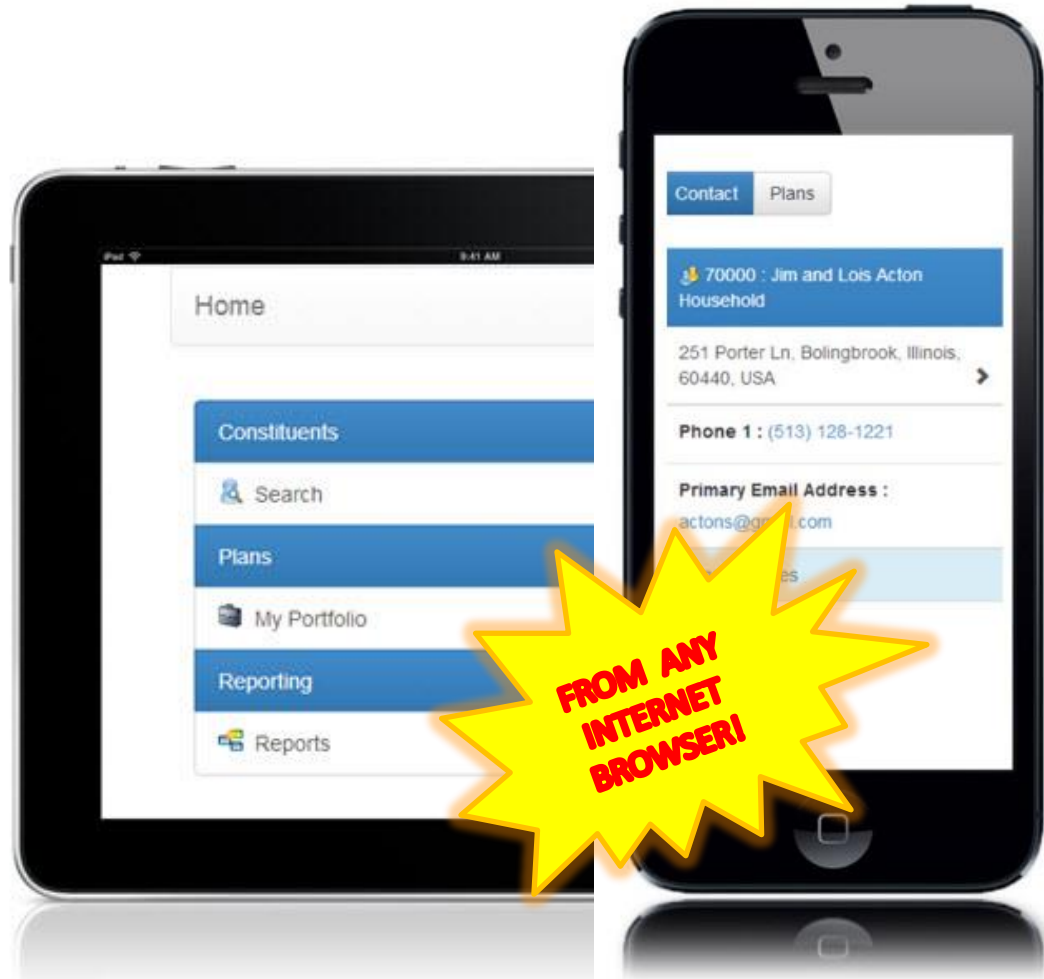


Tessitura On the Go



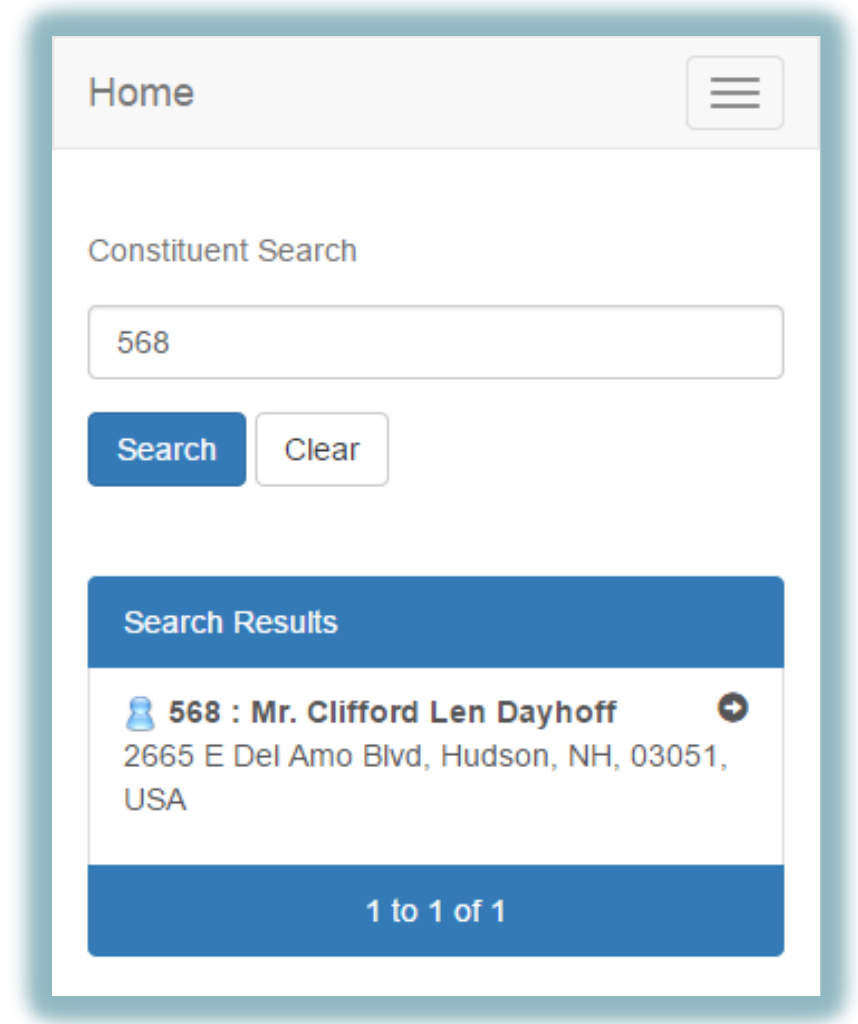
What is Tessitura On the Go?

- It's your data in the palm of your hand
- Web based application that allows you access to select Tessitura features from any browser
- If you have the internet, you have Tessitura On the Go!



Constituent Search

- How many times have you needed to look up a phone number or an address but didn't have access?
- Or maybe you just want to reclaim your Personal Contacts list



The screenshot shows a mobile application interface for a constituent search. At the top, there is a 'Home' header with a hamburger menu icon. Below the header is a 'Constituent Search' section with a text input field containing '568'. To the right of the input field are two buttons: 'Search' and 'Clear'. Below the search section is a 'Search Results' section with a blue header. The results list one entry: '568 : Mr. Clifford Len Dayhoff' with a plus icon to the right. Below the name is the address: '2665 E Del Amo Blvd, Hudson, NH, 03051, USA'. At the bottom of the results section, there is a blue bar with the text '1 to 1 of 1'.

Reporting

- Any SSRS report can now be accessed on any device
- You want to know who is sitting somewhere on the night of a show? Just pull some fresh data right out of your pocket
- Generate SSRS reports on demand. Any time. Anywhere.

The screenshot shows a mobile application interface for reporting. At the top, there is a 'Home' button and a hamburger menu icon. Below this is a breadcrumb trail: 'All Reports / Development'. A blue header bar contains a document icon and the text 'New Contributions'. Below the header, there is a 'View Report' button. The main content area is divided into three sections: 'Transaction Start Date' with a date input field containing '09/01/2011', 'Transaction End Date' with a date input field containing '09/30/2011', and 'Funds' with a list box containing 'Cap Foundation', 'Cap GIK', 'Cap Individual Contributions', and 'Contributions'. A vertical scrollbar is visible on the right side of the form.

My Portfolio

- You can view your portfolios and all of the plans for which you are a worker

Home

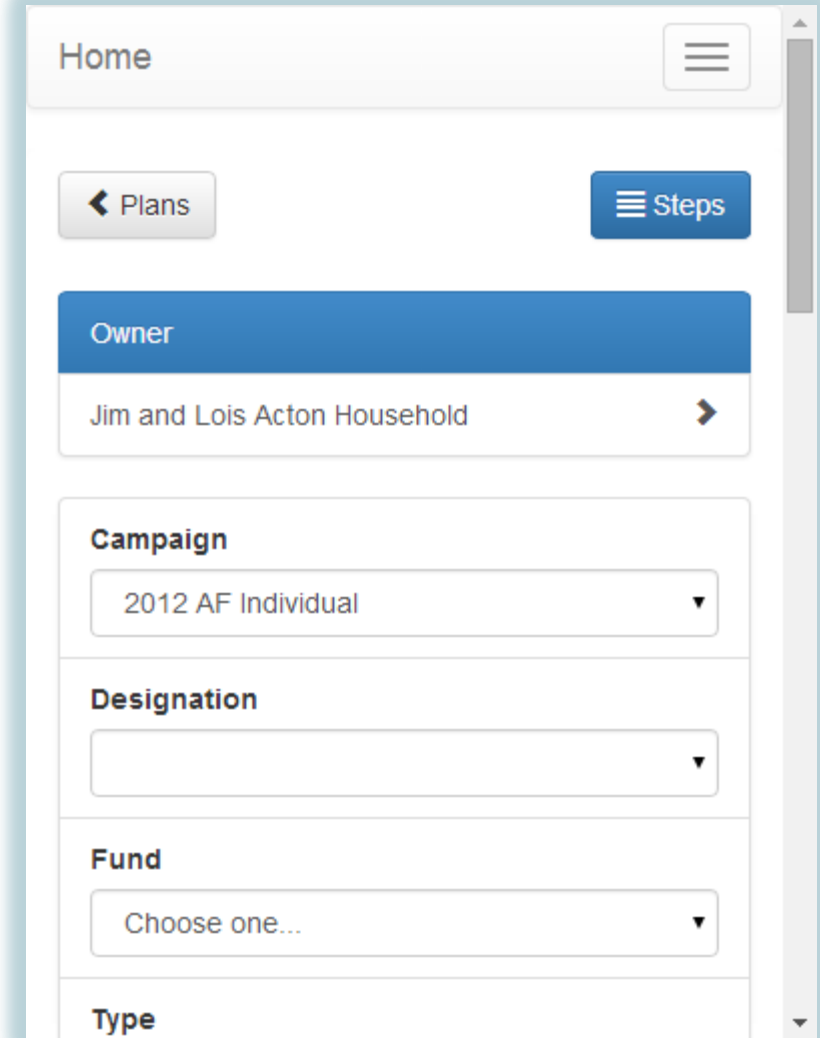
Portfolio for Mr. Kevin Sheehan

- Jim and Lois Acton Household**
2012 AF Individual / Special Project / Individual
Unrestricted
Ask
- Aperture Science**
2011 AF Corporate / (unassigned) / Crp
General
Research
- Mr. Cave Johnson**
2009-14 Capital Campaign / (unassigned) /
Cap Individual
Cultivate
- Mr. Peter Wiggin**
2012 AF Individual / (unassigned) /
3 - Cultivate/Steward

1 to 5 of 5

Update Plans in Real Time

- Even update plans in real time from any device
- Get handed a check at a party?
- Or need to make a note to follow up with a pledge?
- No problem. You can do it all on your smart phone in seconds



The screenshot shows a mobile application interface for updating plans. At the top, there is a "Home" header with a hamburger menu icon. Below the header, there are two buttons: "Plans" with a left arrow and "Steps" with a hamburger menu icon. The main content area is divided into several sections:

- Owner:** A blue header bar with the text "Owner" and a sub-section containing "Jim and Lois Acton Household" with a right arrow.
- Campaign:** A dropdown menu with the selected option "2012 AF Individual".
- Designation:** An empty dropdown menu.
- Fund:** A dropdown menu with the selected option "Choose one...".
- Type:** A partially visible dropdown menu at the bottom.

How Do I Get it?

- IT'S FREE
- Already on your system waiting to be installed
- RAMP clients have an active link already



Tessitura Roving Box Office



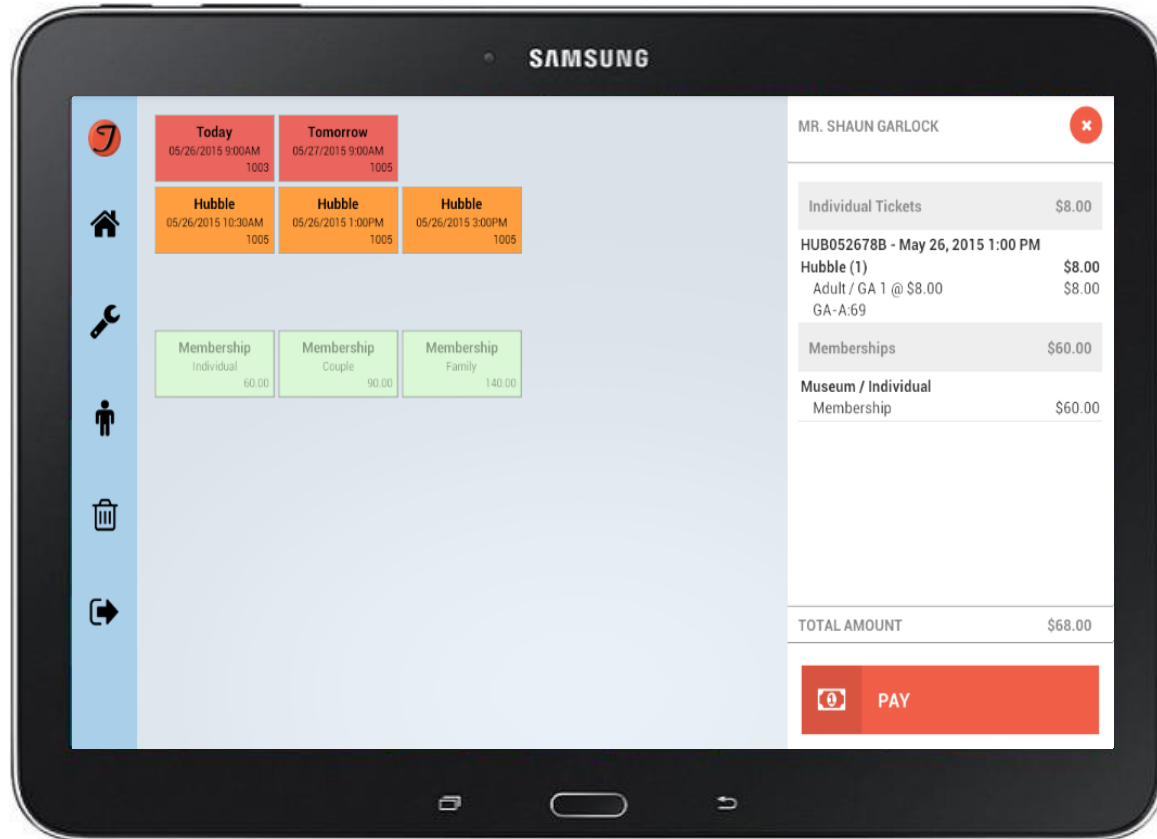
What is Tessitura Roving Box Office?

- New tablet selling tool in Tessitura v12.5
- Uses an Android tablet, credit card swipe, and Bluetooth printer
- Sell, print & email performances and packages
- Supports P&M rules
- Sell or renew memberships
- Create and edit constituent records



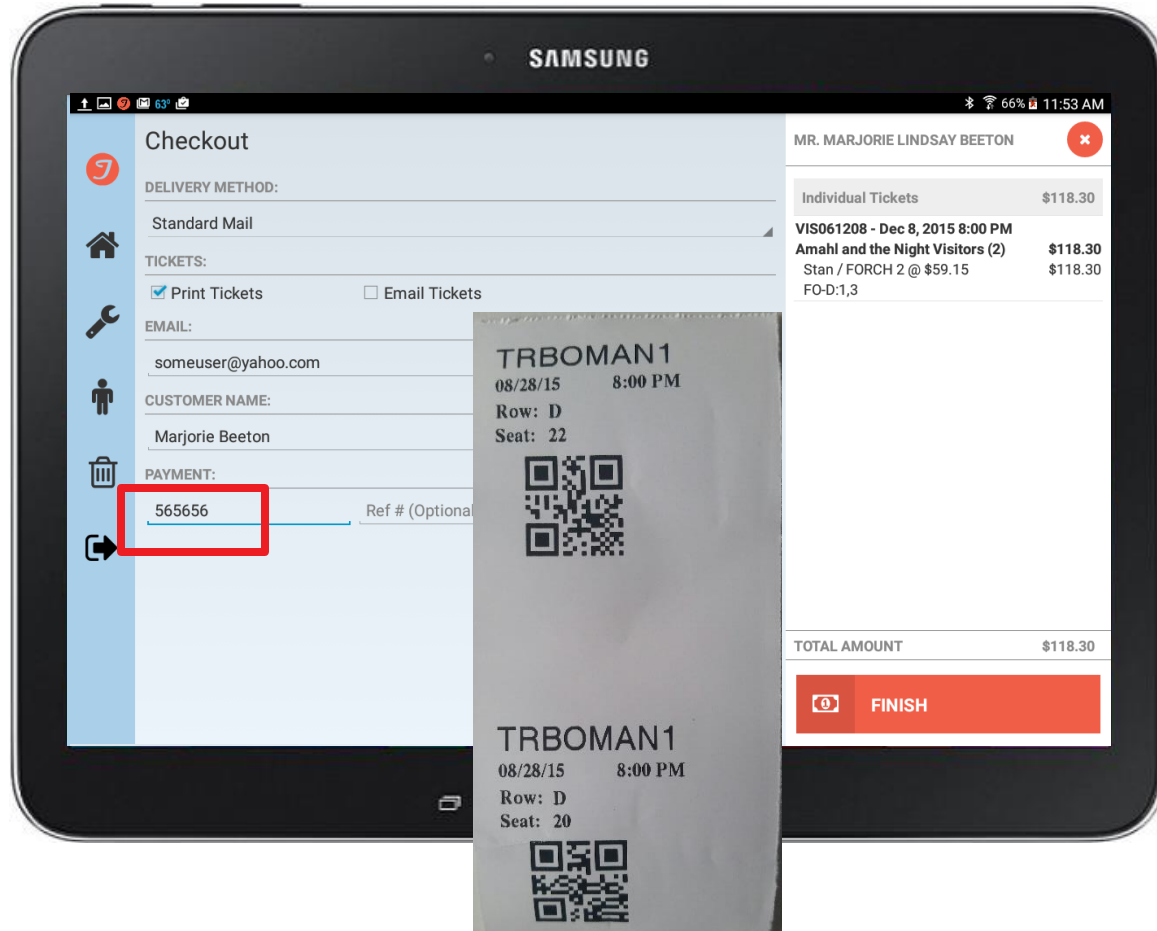
Selling Performances or Packages

- Login using your standard Tessitura login
- Once logged in configure the Order Setup for TRBO by choosing the Batch, Mode of Sale and Source
- The main sales screen looks similar to QuickSale



Swipe the Card and Print the Tickets

- At checkout choose delivery method and pay for the order
- In v12.5.1 you can specify external authorisation (if you're using your own chip/pin hardware)
- The order is completed and the tickets print via the Bluetooth printer



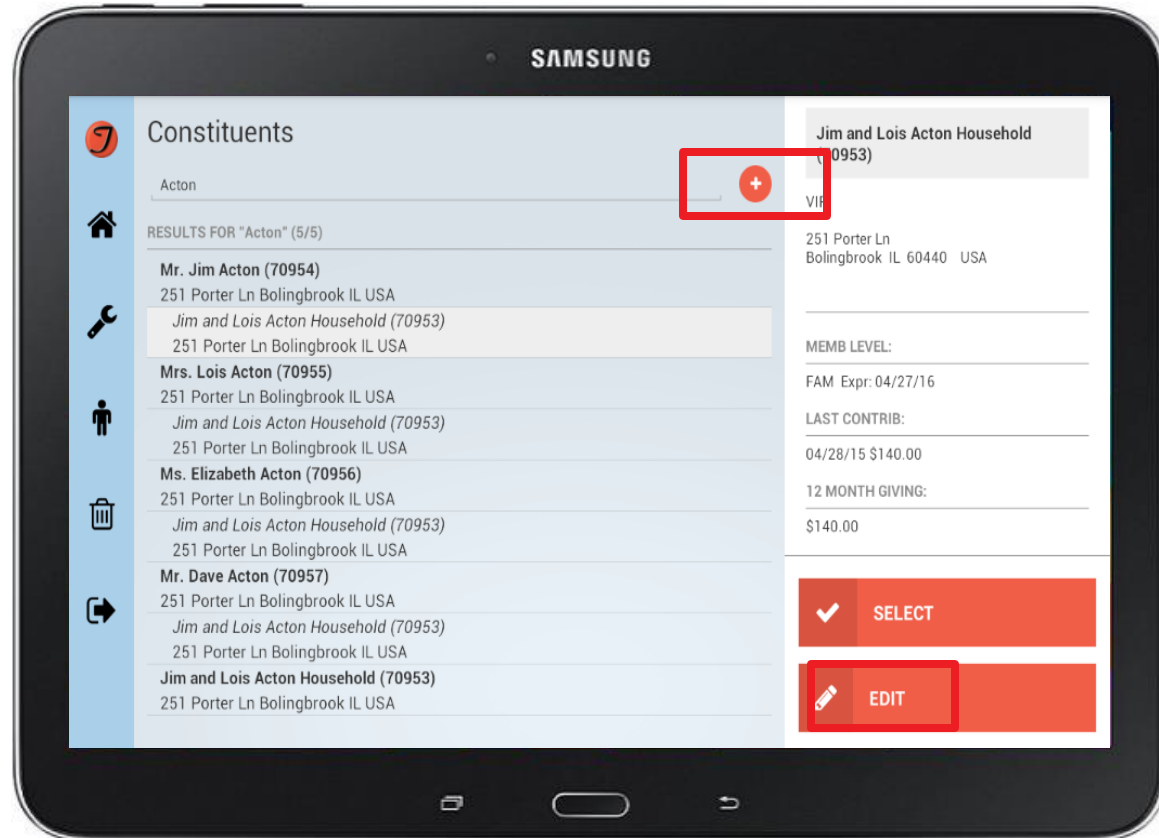
Contributions and Memberships

- Take contributions
- Sell new memberships
- Renew a constituent's membership
- Adding a membership that will trigger a constituency can apply a pricing rule based on that constituency



Editing a Constituent Record

- Use the single line search to find a constituent
- Use the plus button to add a new constituent
- Click Edit to edit a constituent's record



Thank You!



For More Information

sgeahry@tessituranetwork.com



Nicola Blackburn Ticket Sales Manager

**THEATRE
ROYAL
CONCERT HALL**

TNEM

TICKETING NETWORK EAST MIDLANDS

**Nottingham
Playhouse**

**NOTTINGHAM
LAKE
SIDE
ARTS**

DANCE 4



TNEW Implementation



What were we looking for?

- ? Easily integrated with Tessitura
- ? Something we could manage as end users
- ? Offering customers more options
- ? Cost effective
- ? Customisable by end user
- ? Additional customisations affordable
- ? Ease of use for customers



TN Express Web

- ✓ Easily integrated with Tessitura
- ✓ Something we could manage as end users
- ✓ Cost effective
- ✓ Affordably customisable
- ✓ Offering customers more options
- ✓ Ease of use for customers



How did we start?

- 🚧 Arrange a meeting with the Tessitura web products team
- 🚧 Talk through our requirements and wish-list
- 🚧 Sign the TNEW contract
- 🚧 Arrange weekly meetings with the TNEW team
- 🚧 Meet with the TNEW team to look at the TNEW basics
- 🚧 Get our white label basic site
- 🚧 Start work!



What did the new site look like?

[Login](#) · [Don't Have An Account?](#)

Promo Code

[submit](#)

Calendar

View our upcoming events listed on the calendar below:

Event Listings

◀ October ▼ 2015 ▼ ▶ View All ▼ view as list

October 2015

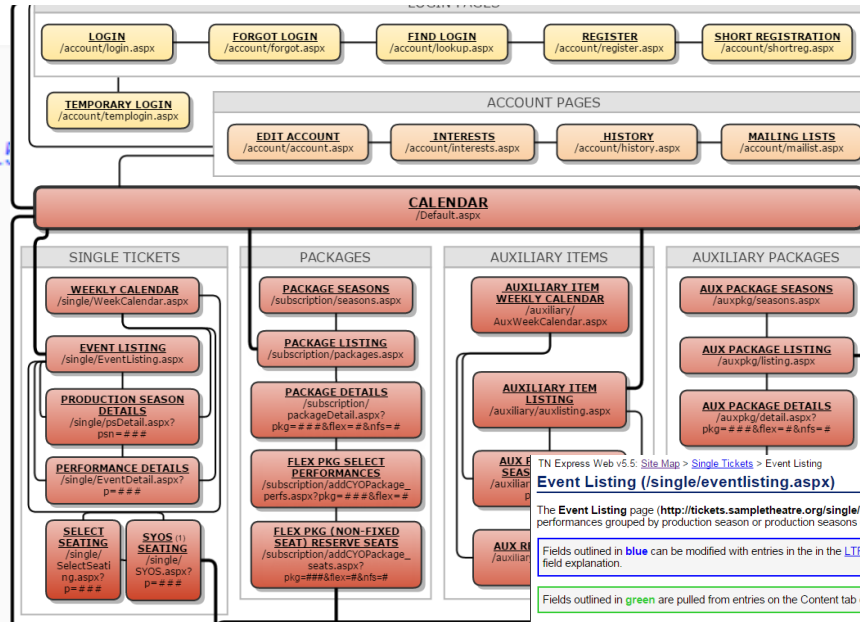
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Thursday, 15 October, 2015

11:00 AM
Dvorak's New World
Perth Concert Hall
[More Information](#) [Purchase](#)

What did we do next?

- Overview
- Release Notes
- What's New in v5.0 and v5.1
- Implementation Guide
- Site Map
- Calendar
- Login
- Account
- Single Tickets
- Subscriptions
- Auxiliary Items
- Aux Packages
- Contributions
- Gift Certificates
- Cart
- Checkout
- Site Usage and Management
- TN Express Web System Tables
- Other Help Versions
- Copyrights



Event Listing (/single/eventlisting.aspx)

The **Event Listing** page (<http://tickets.sampletheatre.org/single/eventlisting.aspx>) provides a listing of events (production seasons). The page can be configured to list performances grouped by production season or production seasons only.

Fields outlined in **blue** can be modified with entries in the **LTR_TN_EXPRESS_WEB_CONTENT** table. Click on a box to see the corresponding entry in the table and a field explanation.

Fields outlined in **green** are pulled from entries on the Content tab of performances and packages in Ticketing Setup. Click on a box to see the exact source of the data.

NOTE: The display of date and time information can be turned off globally with the **ShowDateTime** entry in the **LTR_TNEW_SITE_CONTROLS** table or controlled at the product level with the **TN_Express_Time_Date_Display** content type.

When set to list performances grouped by production seasons the page looks like this:

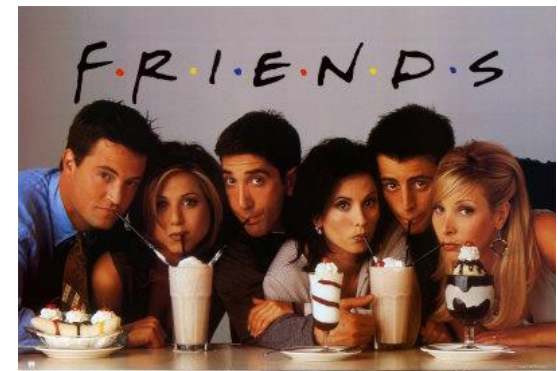
To use this page configuration set **DisplayListingAsProds** to False in **LTR_TNEW_SITE_CONTROLS**.

What happens in Tessitura?

LTR_TN_EXPRESS_WEB_CONTENT
 LTR_TN_EXPRESS_WEB_DD_VALS
 LTR_TN_EXPRESS_WEB_DEFAULTS
 LTR_TN_EXPRESS_WEB_EXCLUDE_PT
 LTR_TNEW_ALIAS_PAYMENT_METHOD
 LTR_TNEW_ALIAS_PRICE_TYPE
 LTR_TNEW_ALIAS_SHIPPING_METHOD
 LTR_TNEW_CART_SETTINGS
 LTR_TNEW_CHECKOUT_SOURCE
 LTR_TNEW_CONTRIB_TYPE
 LTR_TNEW_CUSTOM_FORM_DATA
 LTR_TNEW_CUSTOM_FORM_SAVE_DATA
 LTR_TNEW_DYN_EMAIL_CONTENT
 LTR_TNEW_DYN_PAYMENT_METHOD
 LTR_TNEW_DYN_SHIPPING_METHOD
 LTR_TNEW_EMAIL_SETTINGS
 LTR_TNEW_FACILITY_SPREQ
 LTR_TNEW_FORM_CONTROLS
 LTR_TNEW_GUEST_CHECKOUT
 LTR_TNEW_PREFIX
 LTR_TNEW_REGIONAL_SETTINGS
 LTR_TNEW_SEASON_CONTENT
 LTR_TNEW_SITE_CONTROLS
 LTR_TNEW_SUFFIX
 LTR_TNEW_TNEM_CONTRIBUTION
 LTR_TNEW_TNEM_CONTRIBUTION_MOS
 LTR_TNEW_TNEM_DATA_PROTECTION
 LTR_TNEW_TNEM_EU_CONF
 LTR_TNEW_TNEM_FEE_WAIVER
 LTR_TNEW_TNEM_MEMBERSHIP_RENEW
 LTR_TNEW_TNEM_OVERRIDE_FEES
 LTR_TNEW_TNEM_SEAT_TEXT
 LTR_TNEW_VALIDATE_CART

	Organization	Page Name	Custom Content
110	TRCH_TNEW	Contribute.aspx/Top	Support Us!
111	TRCH_TNEW	Contribute2.aspx/Bottom	<p>If you are renewing your membership online, please remember to log in first and make sure it is no mo
112	TRCH_TNEW	Contribute2.aspx/DonateBtn	Add to basket
113	TRCH_TNEW	Contribute2.aspx/Footer	
114	TRCH_TNEW	Contribute2.aspx/GiftText	I would like to buy a
115	TRCH_TNEW	Contribute2.aspx/Header	
116	TRCH_TNEW	Contribute2.aspx/Text	<p>A Royal Friends membership enab
117	TRCH_TNEW	Contribute2.aspx/Top	Royal Friends Membership
118	TRCH_TNEW	CustomForm/DefaultDDLOpt	Please Select
119	TRCH_TNEW	Default.aspx	View our upcoming events listed on the calendar below:
120	TRCH_TNEW	Default.aspx/AuxButton	Travel & Programmes
121	TRCH_TNEW	Default.aspx/AuxButtonURL	auxiliary/auxlisting.aspx
122	TRCH_TNEW	Default.aspx/AuxPkgButton	Additional Package Items
123	TRCH_TNEW	Default.aspx/AuxPkgButtonURL	auxpkg/listing.aspx
124	TRCH_TNEW	Default.aspx/DonButton	Support Us!
126	TRCH_TNEW	Default.aspx/DonButton2	Memberships
127	TRCH_TNEW	Default.aspx/DonButton2URL	dev/contribute2.aspx
125	TRCH_TNEW	Default.aspx/DonButtonURL	dev/contribute.aspx
128	TRCH_TNEW	Default.aspx/GCButton	Gift Vouchers
129	TRCH_TNEW	Default.aspx/GCButtonURL	gift/add.aspx
130	TRCH_TNEW	Default.aspx/StixButton	What's On
131	TRCH_TNEW	Default.aspx/StixButtonURL	single/EventListing.aspx

System tables are
 your best friend!



What happens in Tessitura?

Credits | Keywords | Content | Custom

Content Type	Value	Type	Create Dt	By	Update Dt	By
SYOS_Modal_AddlText	A per transaction Administration fee of £1 and Card fee of 75p	Pr Seas	20/02/2015	ncawkwe	20/02/2015	ncawkwe
TN_Express_Prod_Img	http://www.trch.c					
TN_Express_Prod_Short_Desc	TUESDAY 13 O					
TN_Express_ProdSeas_Text	<p>Tuesday :					
TN_Express_SYOS	True					
TN_Express_Title	The Bodyguar					

Edit Text

<p>Tuesday 13 October - Saturday 24 October</p>
 <p>*Alexandra Burke is not scheduled to perform at midweek or Saturday matinees including any revised matinee performances. The producers of The Bodyguard cannot guarantee the appearance of any particular artist, which is always subject to illness and holidays. Please check website for full performance schedule.</p>
 <p>Monday to Thursday 7.30pm, Wednesday 2pm & Thursday 2pm (week 1 only)</br>
 Tickets £20 - £42.50</p>
 <p>Friday 7.30pm & Saturday 2.30pm & 7.30pm

 Tickets £22 - £47.50</p>

Credits | Keywords | Content | Custom

Content Type	Value	Type
SYOS_Modal_AddlText	A per transaction Administration fee of £1 and Card fee of 75p	Pr Snd run, the show is coming to the Royal Concert Hall for 2
TN_Express_Prod_Img	http://www.trch.co.uk/media/showimage/g/k/.DCAlexandra_B	Pr Sform at midweek or Saturday matinees including any revised
TN_Express_Prod_Short_Desc	TUESDAY 13 OCTOBER - SATURDAY 24 OCTOBER<	Pr S
TN_Express_ProdSeas_Text	<p>Tuesday 13 October - Saturday 24 October</p><p>	Pr S
TN_Express_SYOS	True	Pr S
TN_Express_Title	The Bodyguard	Pr S

...e: Friday 16 October 7.30pm will be a Sign Language
 ...October 7:30pm will be a Captioned performance and Saturday
 ...Described performance. </p>

What else did we need to do?

Production setup > Production Season tab
Edit in TR_TKW

The screenshot shows a software interface with two main panels. The left panel, titled 'Available Keywords', contains a table with columns 'Keyword' and 'Category'. The right panel, titled 'Selected Keywords', also contains a table with columns 'Keyword' and 'Category'. Between the panels are three buttons: 'Add >>', '<< Remove', and 'Remove All'. The 'Available Keywords' table lists various keywords such as 'AUX', 'Confectionery Vouchers', 'Programmes', 'Royal Travel', 'TR 150th Merch', 'TNEW_AuxPkg', 'TNEW_Package', 'Albert Hall', 'Classical Music', 'Comedy', 'Dance', 'Drama', 'External Event', 'Family', 'Film', 'Main Stage', 'Music', 'Musical Theatre', 'Opera', 'Outdoor Theatre', 'Pantomime', 'Royal Concert Hall', 'Talks', 'Theatre Royal', 'Third Stage', 'Tours', 'Variety', and 'Workshops'. The 'Selected Keywords' table lists 'Musical Theatre' and 'Royal Concert Hall', both categorized as 'TN_Express_Performance'.

Keyword	Category
AUX	TN_Express_AUX
Confectionery Vouchers	TN_Express_AUX
Programmes	TN_Express_AUX
Royal Travel	TN_Express_AUX
TR 150th Merch	TN_Express_AUX
TNEW_AuxPkg	TN_Express_AuxPkg
TNEW_Package	TN_Express_Package
Albert Hall	TN_Express_Performance
Classical Music	TN_Express_Performance
Comedy	TN_Express_Performance
Dance	TN_Express_Performance
Drama	TN_Express_Performance
External Event	TN_Express_Performance
Family	TN_Express_Performance
Film	TN_Express_Performance
Main Stage	TN_Express_Performance
Music	TN_Express_Performance
Musical Theatre	TN_Express_Performance
Opera	TN_Express_Performance
Outdoor Theatre	TN_Express_Performance
Pantomime	TN_Express_Performance
Royal Concert Hall	TN_Express_Performance
Talks	TN_Express_Performance
Theatre Royal	TN_Express_Performance
Third Stage	TN_Express_Performance
Tours	TN_Express_Performance
Variety	TN_Express_Performance
Workshops	TN_Express_Performance

Keyword	Category
Musical Theatre	TN_Express_Performance
Royal Concert Hall	TN_Express_Performance

Production setup > Title tab
Edit in TR_Composer


The screenshot shows a software interface for editing production details. The 'Title' field is set to 'The Bodyguard'. Below it are four dropdown menus: 'Composer' (set to 'Hall, Royal Concert'), 'Author' (set to 'Hall, Djanogly Recital'), 'Era' (set to 'Hall, Wollaton'), and 'Language' (set to 'Jubilee Campus, Sports Hall'). The 'Language' dropdown is currently open, showing options: 'Merchandise' and 'Minster, Southwell'. At the bottom, there are tabs for 'Roles', 'Credits', 'Keywords', 'Synopsis', 'Libretto', 'Content', and 'Cus'.



Test, test, test!



What does it look like now?



Season sponsored by **nelsons**
www.nelsonslaw.co.uk

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[LOGIN](#)

Calendar

View our upcoming events listed on the calendar below:


[What's On](#) [Packages](#) [Travel & Programmes](#) [Support Us!](#) [Memberships](#) [Gift Vouchers](#)


◀ October ▼ 2015 ▶ View All ▼ [view as list](#)


October 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31




Tuesday 13 October 2015

 6:30 PM
Aldous Huxley & Brave New World
General Admission
[More Information & Book Tickets](#)
[Buy Now](#)

 7:30 PM
The Bodyguard
Royal Concert Hall
[More Information & Book Tickets](#)
[Buy Now](#)

 7:30 PM
Brave New World
Theatre Royal
[More Information & Book Tickets](#)
[Buy Now](#)

What does it look like now?



Season sponsored by
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[LOGIN](#)

[TRAVEL & MERCHANDISE](#) [SUPPORT US!](#) [MEMBERSHIPS](#) [PACKAGES](#)

WHAT'S ON


Our forthcoming events are listed below, use the links to search by genre:

[ALL](#) | [THEATRE ROYAL](#) | [ROYAL CONCERT HALL](#) | [CLASSICAL MUSIC](#) | [COMEDY](#) | [DANCE](#) | [DRAMA](#) | [FAMILY](#) | [FILM](#) | [MUSIC](#) | [MUSICAL THEATRE](#) | [OPERA](#) | [OUTDOOR THEATRE](#) | [PANTOMIME](#) | [TALKS](#) | [THIRD STAGE](#) | [TOURS](#) | [VARIETY](#) | [WORKSHOPS](#) |




Aldous Huxley & Brave New World
Pre Show Talk by Prof Sharon Monteith
TUESDAY 13 OCTOBER 6.30 - 7pm Theatre Royal - Upper Circle Foyer

[More Information & Book Tickets](#)



Brave New World
TUESDAY 13 - SATURDAY 17 OCTOBER
Theatre Royal

[More Information & Book Tickets](#)



The Bodyguard
TUESDAY 13 OCTOBER - SATURDAY 24 OCTOBER
Royal Concert Hall

[More Information & Book Tickets](#)

What does it look like now?

WHAT'S ON

Our forthcoming events are listed below, use the links to search by genre:

[ALL](#) | [THEATRE ROYAL](#) | [ROYAL CONCERT HALL](#) | [CLASSICAL MUSIC](#) | [COMEDY](#) | [DANCE](#) | [DRAMA](#) | [FAMILY](#) | [FILM](#) | [MUSIC](#) | [MUSICAL THEATRE](#) | [OPERA](#) | [OUTDOOR THEATRE](#) | [PANTOMIME](#) | [TALKS](#) | [THIRD STAGE](#) | [TOURS](#) | [VARIETY](#) | [WORKSHOPS](#) |

<http://tickets.trch.co.uk/single/EventListing.aspx?k=222>>ROYAL CONCERT HALL

 |

<http://tickets.trch.co.uk/single/EventListing.aspx?k=228>>CLASSICAL MUSIC

 |

<http://tickets.trch.co.uk/single/EventListing.aspx?k=229>>COMEDY

What does it look like now?

SYSTEM TABLE = TR_TKW

Id	Category	Description	Used In
228	TN_Express_Performance	Classical Music	Both
253	TN_Express_Performance	Comedy	Both
240	TN_Express_Performance	Comedy	Both
229	TN_Express_Performance	Comedy	Both
254	TN_Express_Performance	Dance	Both
243	TN_Express_Performance	Dance	Both
231	TN_Express_Performance	Dance	Both
271	TN_Express_Performance	Djanogly Art Gallery	Both
269	TN_Express_Performance	Djanogly Recital Hall	Both
268	TN_Express_Performance	Djanogly Theatre	Both
255	TN_Express_Performance	Drama	Both
241	TN_Express_Performance	Drama	Both
230	TN_Express_Performance	Drama	Both
258	TN_Express_Performance	Exhibitions	Both

Other pages

SUPPORT US!

Support Us!

DONATE TO OUR RENOVATION FUND

Over the next ten years your support is absolutely vital in helping us to undertake various renovation projects in the Theatre Royal and Royal Concert Hall. Our aim is to maintain these wonderful venues for future generations to enjoy and your contribution will ensure this legacy in the most practical of ways – by donating to our renovation fund.

Renovation projects simply cannot be achieved without the help of our audiences and supporters – so thank you.

NAME A SEAT

This is a unique opportunity to dedicate a seat in the Theatre Royal or Royal Concert Hall in a position of your choice with your own special message. Your dedication will be engraved onto a plaque for 25 years, making it part of this iconic venue.

I would like to MAKE A DONATION or NAME A SEAT of £

- Please Select
- Donate to the TRCH Renovation Fund
- Name a Seat

The James Plays

Theatre Royal Sat 11/6/16 - Sun 12/6/16

[View All Packages](#)

Saturday 11 - Sunday 12 June
Theatre Royal

Select the required amount of performances from the menu at left. When you've met the performance requirements for this package, click 'Continue' to make your seating selections.

To learn more about a performance, simply select it from either the left or right menu and click 'View Perf Details'.

The James Plays I Select 1 from this group	Add >	Choose 3 more performance(s)
Sat 11 June 2016 11:00AM The James Plays I Sun 12 June 2016 11:00AM The James Plays I	< Remove	
The James Plays II Select 1 from this group		
Sat 11 June 2016 3:00PM The James Plays II Sun 12 June 2016 3:00PM The James Plays II	View Perf Detail	
The James Plays III Select 1 from this group		
Sat 11 June 2016 7:30PM The James Plays III Sun 12 June 2016 7:30PM The James Plays III		

[Continue](#)

PACKAGES

Royal Friends Membership

A Royal Friends membership enables you to take advantage of substantial ticket discounts plus many more € down menu to find out more!

Select the level of membership you wish to purchase and complete the details and we will send your membership pack through the post.

Memberships also make great gifts and you can purchase a membership gift voucher here as well. The membership gift voucher can either be sent to you (the purchaser) or to the recipient (as requested). Membership gift vouchers have no expiry date and can be redeemed at the box office or over the phone

[Find out more about Royal Friends Memberships](#)

[Find out more about Gift Memberships](#)

I would like to buy a of £

- Please Select
- Royal Friends Membership - Bronze
- Royal Friends Membership - Bronze Family/Group of 4
- Royal Friends Membership - Bronze StudentU26
- Royal Friends Membership - Silver
- Royal Friends Membership - Gold
- Royal Friends Gift Membership - Bronze
- Royal Friends Gift Membership - Bronze Group of 4
- Royal Friends Gift Membership - Bronze Student
- Royal Friends Gift Membership - Silver
- Royal Friends Gift Membership - Gold

If you are renewing your membership, please make sure it is no more than 3 months before your existing membership is due to expire.

If you would like to refer a friend, please contact our Development Manager, [Claire Brown 0115 9511111](#)

MEMBERSHIPS

Travel vouchers, Programmes & Merchandise

Add a travel voucher or show programme to your order.

[TRAVEL VOUCHERS](#) | [PROGRAMMES](#) | [CONFECTIONARY & DRINKS](#) | [THEATRE ROYAL 150th](#)

TRAVEL & MERCHANDISE



PROGRAMME VOUCHER: Handbagged

This voucher is valid for any performance of 'Handbagged' 19 - 24 October 2015

PROGRAMME VOUCHER: Handbagged [Add to Basket](#)



PROGRAMME VOUCHER: The Hallé (October)

This voucher is valid for the performance by the Hallé on Tuesday 27 October only

PROGRAMME VOUCHER: The Hallé (October) [Add to Basket](#)



TRAM TICKETS

Save money by using our Royal Travel Vouchers on the Tram. A return trip is just £2 when you show your Royal Travel voucher with your event ticket.

TRAM TICKETS [Add to Basket](#)

Messages

The seats you have selected are either not available for purchase or will leave a single seat – please select another seat



Information about your seating selection

Some of the seats in your basket have either a side view or potential sightline restriction - information about the view or restriction appears in the seat price bubble when selecting seats and are designated on the plan using a star instead of a circle

Side view seats

Located in the Royal Concert Hall in the side boxes in Tier 1 and Tier 2 - the view is usually clear however you sit side on to the stage.

Potential sightline restricted seats

Located mainly in the Theatre Royal on the end of a row. Depending on the production set and staging there may be a sightline restriction in these seats.

Restricted view seats

Located in both the Theatre Royal and Royal Concert Hall and are usually behind a safety bar which may cause a restriction. Mainly located front row of Tier 1, Tier 2, Dress Circle and Upper Circle. There are also some restricted view seats in Tier 2 at the very back near our spotters please note these seats are not suitable for vertigo sufferers.

Restricted view behind mixer desk

Located in the stalls of the Royal Concert Hall behind the mixer desk. Depending on the height of the mixer desk the view restriction may vary in these seats.

Next to a pillar

These seats have a pillar located to the side of the seat, this may restrict customers wanting to transfer from a wheelchair or have easy access to and out of the row. The pillar does not cause a sightline restriction however these seats are on the end of a row so may potentially have a sightline restriction depending on the production set and staging.

If you would like further information about these seats please contact the Box Office on 0115 989 5555

You can choose to continue with these seats or change your selection using the buttons below.

[Remove seats from basket](#)

[Continue with selected seats](#)

Row N , Seat 10

Cancel

£18.00

Full

£14.50

Under 16

£14.50

Over 60

£14.50

Unwaged

£14.50

Student

A per transaction Administration fee of £1 and Card fee of 75p will be added to your basket at checkout

TN Mobile Plus

The screenshot displays the TN Mobile Plus control panel. On the left is a navigation menu with the following items: Control Panel, Dashboard, TN Mobile Plus, Preview / Checklist, API Settings, Basic Settings, Style, Tabs, At-The-Event, Push Notifications, Live Video, Mobile Web Setup, Analytics, Sales Report, API Error Log, Other Events, Music, Videos, Buzz, Photos, Download Codes, and Profile. The main area is titled 'TN Mobile Plus' and contains a 'Preview' section showing a mobile app interface for 'TRCH'. The app interface features a purple background with a grid of icons: 'What's On' (calendar), 'Merchandise' (shopping cart), 'Memberships' (people), 'TRCH News' (speech bubble), 'On sale now!' (megaphone), 'GoCard' (GO CARD), 'Social Media' (Twitter), 'Nottingham Classics' (musical notes), and 'More' (three dots). A 'Checklist' section on the right lists the following items with their status: Add Content (Needs Fix), Mobile Web Status (Looks Good), Tessitura Settings (Looks Good), Settings (Looks Good), Background Image (Looks Good), Analytics (Looks Good), and Welcome Message (Recommended). A legend at the bottom of the checklist indicates: Green checkmark for 'Looks Good', Red X for 'Needs Fix', and Yellow circle for 'Recommended'. The bottom of the screenshot shows a Windows taskbar with several open applications: Dave Robinson - TE...pptx, Dave Robinson - TE...pptx, 20812729561_69f2d...jpg, and EuTUG pic.html.

TNMP : HOME

Control Panel | TN Mobile Plus

Dashboard


TN Mobile Plus

- Preview / Checklist
- API Settings
- Basic Settings
- Style
- Tabs
- At-The-Event
- Push Notifications
- Live Video
- Mobile Web Setup
- Analytics
- Sales Report
- API Error Log

Other Events

- Music
- Videos
- Buzz
- Photos
- Download Codes
- Profile

Preview

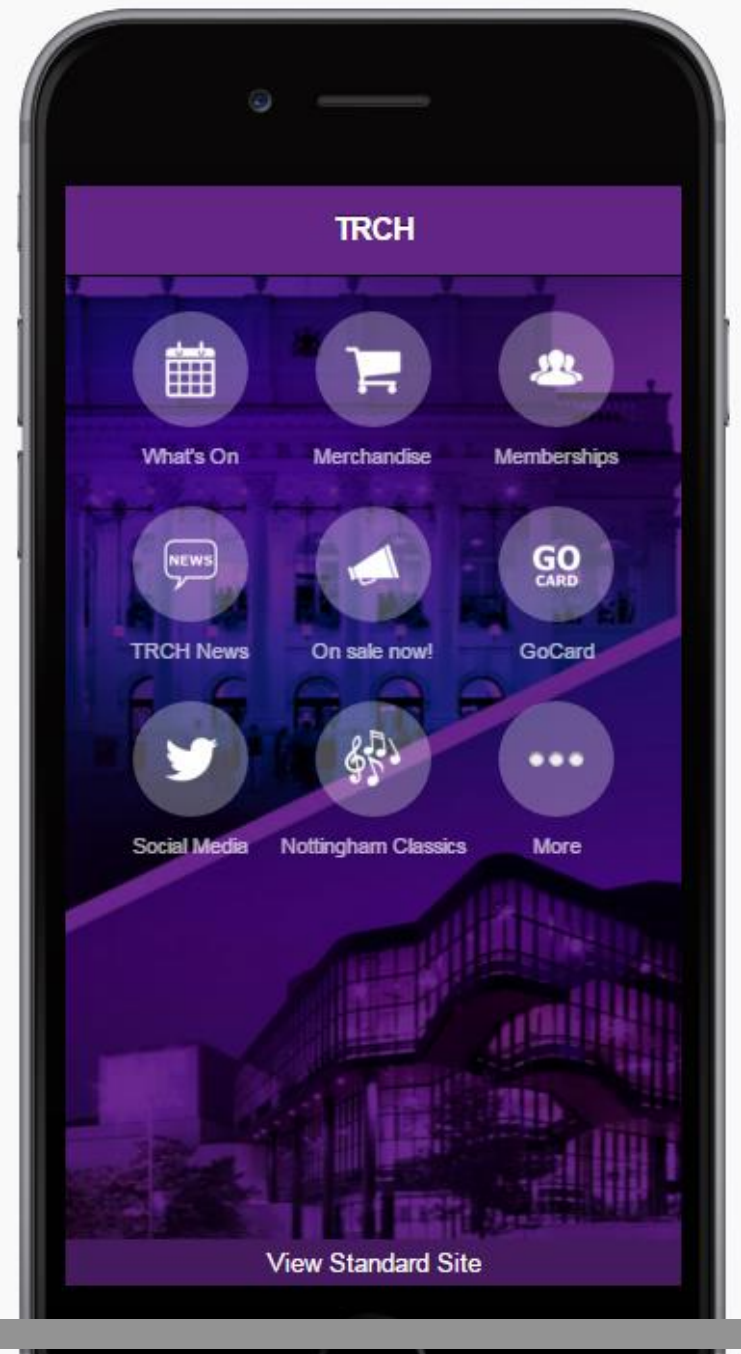



Checklist

- Add Content
- Mobile Web Status
- Tessitura Settings
- Settings
- Background Image
- Analytics
- Welcome Message

✓ Looks Good ✗
● Recomm

Dave Robinson - TE...pptx Dave Robinson - TE...pptx 20812729561_69f2d...jpg EuTUG pic.html



TNMP : LISTINGS

Control Panel | TN Mobile Plus

Dashboard


TN Mobile Plus

- Preview / Checklist
- API Settings
- Basic Settings
- Style
- Tabs
- At-The-Event
- Push Notifications
- Live Video
- Mobile Web Setup
- Analytics
- Sales Report
- API Error Log

Other Events

- Music
- Videos
- Buzz
- Photos
- Download Codes
- Profile

Preview



Checklist

- Add Content
- Mobile Web Status
- Tessitura Settings
- Settings
- Background Image
- Analytics
- Welcome Message

✓ Looks Good ✗ Needs Work

● Recommendation

Dave Robinson - TE...pptx | Dave Robinson - TE...pptx | 20812729561_69f2d...jpg | EuTUG pic.html

TRCH

Enter promo code ▶ Log in ▶ 🔍

-  **Horrible Histories**
5 Nov 2015 - 8 Nov 2015
-  **Beanbag Music Club Nov 15**
7 Nov 2015
-  **Sinfonia Viva**
7 Nov 2015
-  **After Hours: Sinfonia Viva**
7 Nov 2015
-  **Diversity**
9 Nov 2015

Home | What's On | Merchandise | Memberships | More

THE PROBLEM

Customers were purchasing a membership online and then having to log out and log back in again to buy tickets at the discounted membership rate.

- We had a look at the customer journey online for someone purchasing a membership



ROYAL FRIENDS | BRONZE MEMBER

Make Great Savings and Support the Theatre Royal and Royal Concert Hall

Join as a Royal Friend and enjoy a whole host of unique benefits.

Royal Friends Membership

A **Royal Friends membership** enables you to take advantage of substantial ticket discounts plus many more exclusive benefits. Select a membership type from the drop down menu to find out more!

Select the level of membership you wish to purchase and complete the details and we will send your membership pack through the post.

Memberships also make great gifts and you can purchase a membership gift voucher here as well. The membership gift voucher can either be sent to you (the purchaser) or to the recipient (as requested). Membership gift vouchers have no expiry date and can be redeemed at the box office or over the phone

[Find out more about Royal Friends Memberships](#)

[Find out more about Gift Memberships](#)

I would like to buy a of £

HOOD

Theatre Royal

Thursday 17 September 2015 7:30PM

- Available (£5.00-£15.00 for Full)
- Unavailable
- Selected



View full seating map

Stalls zone M
 Row Q , Seat 25
 £15.00 Full
 £12.50 Under 16
 £12.50 Over 60
 £12.50 Unwaged
 £12.50 Student
 £7.50 Royal Friends

A per transaction Administration fee of £1 and Card fee of 75p will be added to your basket at checkout.
 Fees do not apply to Royal Friends Members

Cancel

Row Q , Seat 29

- £15.00** Full
- £12.50** Under 16
- £12.50** Over 60
- £12.50** Unwaged
- £12.50** Student
- £7.50** Royal Friends

A per transaction Administration fee of £1 and Card fee of 75p will be added to your basket at checkout.
 Fees do not apply to Royal Friends Members

WHY LEAVE IT AT THAT?

We also added some extra functionality for existing members.

- Due for renewal or upgrade
- Go through to the standard membership page and then carry on with their transaction

[Checkout Options »](#) [Review & Pay »](#) [Receipt](#)

Your basket contains items which will expire in 29 minute(s)

Renew your membership
details

RENEW MY MEMBERSHIP

UPGRADE MY MEMBERSHIP

Customisations





TN PRODUCTS FOR USERS: SHOW & TELL PART II

(there are only 11 slides & 3 of them are funny!)

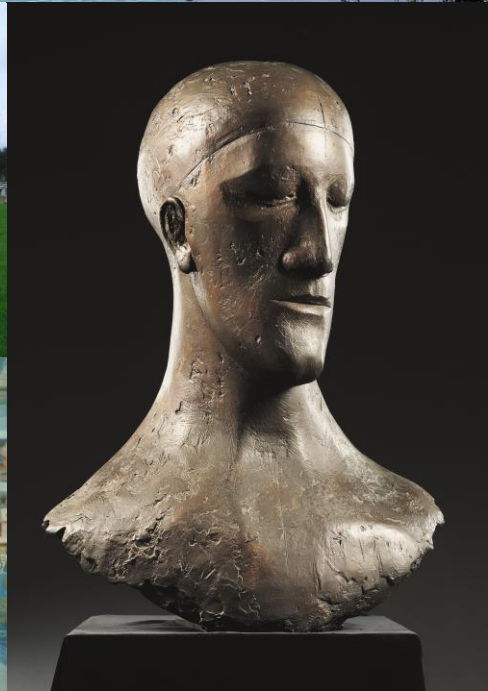
Copyright Ben Saxon
2006-2011

HOW FOLK FROM THE MIDLANDS SEE THINGS



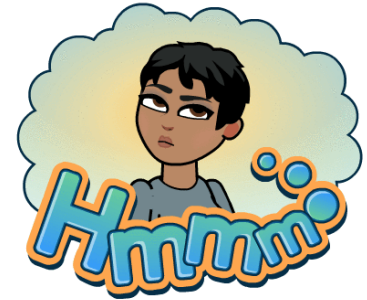
Nottingham

NOTTINGHAM
**LAKE
SIDE
ARTS**



Problem:

We don't really have a culture of giving to the Arts



Task:

Persuading our audiences that donating money to help us bring them more great events and performances isn't as painful as they might think!

To encourage & nurture the process of micro-giving.

Opportunity:

Development of new Lakeside website (10 years overdue!)

Implementation of TNEW (Consortium wide)



DONATIONS

Love Lakeside? We do. We're keen to find new ways for you to share in the excitement of our programme, and to become even more involved in what we do.

In addition to our Sponsor a Seat Campaign detailed below, we're exploring ideas and options with audience members and will be revealing a brand new annual giving programme this summer, with all sorts of perks which you've said you'd be interested to have. Watch this space for more information!

Micro-Giving

When you buy or book a ticket online, you can now round-up your purchase at the checkout to the nearest £1 or more. You can also donate any amount, big or small, at the checkout if you wish to. All the money that we receive in donations is re-invested back into our Programme so that we can continue to bring you high quality work and enable us to deliver access to excellence across Lakeside – in the Theatre, Galleries, Museum, Recital Hall and through our Learning activities.

Thank you.

How we did it:

WHAT'S ON TAKE PART & LEARN VISIT US STUDENTS SUPPORT US ABOUT US

your cart contains items which will expire in 29 minute(s)

Support Us!

The University of Nottingham generously funds our core programme but by donating to Nottingham Lakeside Arts you will enable us to commission new and exciting work across music, drama, dance, exhibitions, and family events and workshops.

By donating, every pound will make a difference, and if you're a UK Tax Payer, every £10 will attract a further £2.50 in Gift Aid. Please help us make a difference.

or

Round my order up.....

Add to basket

CHECKOUT

Click 'Buy Now' to complete your order

Please provide your payment information and shipping preference below to complete your order:

Shipping Information

Hold at Box Office
change

Your cart contains items which will expire in 29 minute(s)

Support Us!

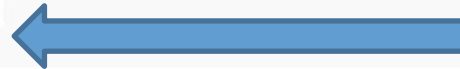
The University of Nottingham generously funds our core programme but by donating to Nottingham Lakeside Arts you will enable us to commission new and exciting work across music, drama, dance, exhibitions, and family events and workshops.

By donating, every pound will make a difference, and if you're a UK Tax Payer, every £10 will attract a further £2.50 in Gift Aid. Please help us make a difference.

or

Round my order up.....

- Round my order up.....
- To the nearest £1.00 - Add £1.00
- To the nearest £2.00 - Add £2.00
- To the nearest £20.00 - Add £4.00
- To the nearest £15.00 - Add £14.00



No-one has yet added £50 to their purchase!

CHECKOUT

Click 'Buy Now' to complete your order

Please provide your payment information and shipping preference below to complete your order:

Shipping Information

Hold at Box Office
[change](#)

Obligatory boring slide (with respect to the lovely Mark Steel!)

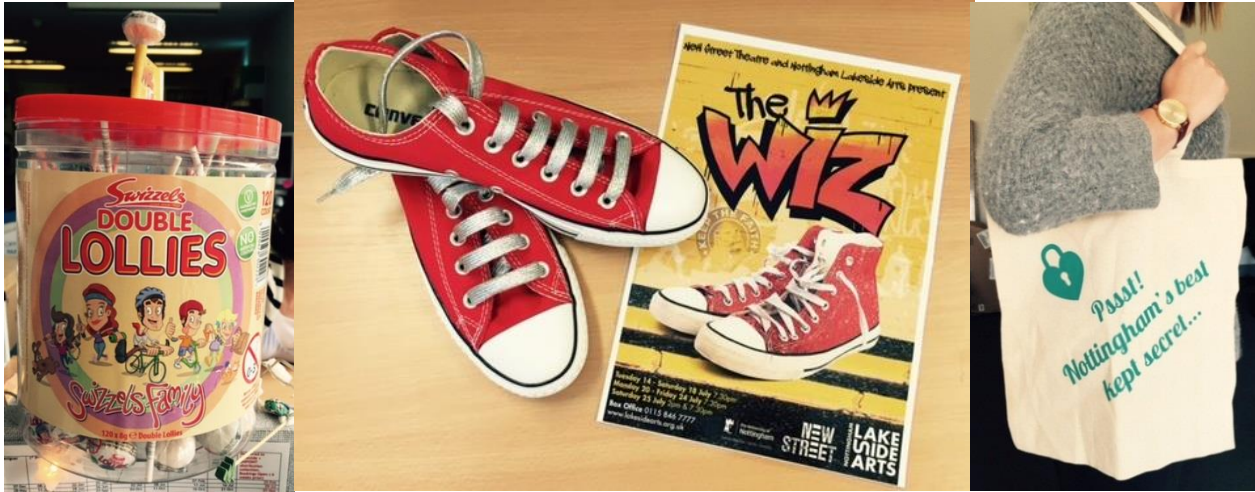
LTR_TNEW_TNEM_CONTRIBUTION

ORGANIZATION	The organisation (from TR_ORGANIZATION) the customisation applies to.
TITLE	A title to appear at the top of the ask.
DESCRIPTION	A description to appear under the title of the ask.
ADD_BTN	The text to appear on the add to cart button.
START_DATE	The beginning of the date range where this line is active.
END_DATE	The end of the date range where this line is active.
FUND_NO	The fund where the contribution will be applied to.
AMOUNT	A suggested amount to prefill the donation amount box with.
GA_IND	The option to switch GA on or off.
GA_TYPE	The type of GA declaration that will be applied. From TR_GIFTAID_TYPE.
GA_CONTACT_METHOD	The contact method to be used for the GA declaration. From TR_GIFTAID_CONTACT_METHOD.
GA_DOC_STATUS	The document status to be used for the GA declaration. From TR_GIFTAID_DOCUMENT_STATUS.
GA_START_MONTH	The number of months prior to the current date where the GA declaration start date will fall (for example entering 6 would result in GA declarations having a start date of 6 months ago).
GA_END_MONTH	The number of months from the current date where the GA end date will fall.
GA_TITLE	A title for the GA declaration to appear under the donation amount box.
GA_DESCRIPTION	A description for the GA declaration to appear under the title. This is the intended location for the GA declaration wording.
GA_CHECKBOX	The text to appear next to the GA checkbox. This is designed for wording such as 'I agree to the above declaration and understand....'.
TYPE_FREE	If this checkbox is ticked the customer will be presented with a free text box to enter a donation value.
TYPE_ROUND	If this checkbox is ticked the customer will be presented with a range of donations to round up their order.
ROUND_VALUES	This field allows for the range of 'round up to the nearest...' options to be presented to the customer. For example 5,10,20,25.

Is it working?

The story so far....

- 40 customers have micro-donated £282.89 in the period 1st May- 28 October.
- This, whilst small, has helped to fund our Press Night bash with associated purchases! Every Little Helps!!



Sofia.nazar-chadwick@nottingham.ac.uk



Rog Hildreth

Marketing & Customer Services
Data Officer

RNCM, Manchester

TN PRODUCTS FOR USERS



Five Venues:

- RNCM Concert Hall, 730 seats
- RNCM Theatre, 657 seats
- Forman Lecture Theatre, 150 seats
- RNCM Studio Theatre, 140 seats
- Carole Nash Recital Room, 100 seats



We host:

- 600+ events in the building every year
- Around 450 of which are ticketed
- Almost entirely one-offs
- All kinds of genres, from opera to jazz, orchestras and ensembles, rock bands, book launches, musicals, dance and even an annual bodybuilding contest!



All sold through Tessitura and TNEW.
(so, lots of event set-up)

The following examples are all things you can already do in TNEW, no customisations or code-writing required!

1. Unusual Event Set-Up in TNEW

2. Online Donation Set-Up in TNEW

Event Example: RNCM Student Ball



Requirements for online sale:

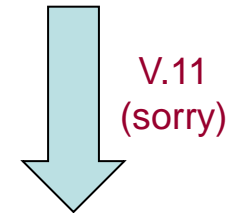
- Hidden from public events calendar
- No booking fees
- Bookable meal options
- Further info on dietary requirements
- Remove postage option
- Limit of tickets per order

Hide An Event From Your Calendar



Easy!

- Publish it
- Copy and save the link to the event from your web browser
- Change the **Publish Web Dates** into the past



Prod Season: SU Masquerade Ball **Id:** 10827

Description: RNCM SU Masquerade Ball

Short Name: SU Masquerade Ball **Code:** SU150919

Date/Time: 19/09/2015 07:30 PM **Slot:** Evening

Rank Type: Default TR_RANK_T **Type:** Default TR_PERF_T

Status: On Sale **On Sale** **TV Indicator**

Campaign: 1516 - TKT - Hires

Ticket Text

The Hilton, Deansgate

303 Deansgate, Manchester, M3 4LQ

General Pricing Modes of Sale Segments Credits Keywords Content Custom Audit Log

Facility: General Admission **Budget:** £.00

Best Seat Map: Main **Doors Open:** 00/00/0000 00:00 AM

Zone Map: 2015/16 SU Masq Ball **Doors Close:** 00/00/0000 00:00 AM

Publish Client Dates: 00/00/0000 00:00:00 - 00/00/0000 00:00:00

Publish Web Dates: 30/07/2015 00:00:00 - 31/07/2015 14:00:00

Sales Notes:

Notes Required:

Fees, Price Types, and Meal Options



- Make some new Price Types
- Enable online, but don't apply fee rules (check for any "All Price Type" rules)
- Use [LTR_TNEW_ALIAS_PRICE_TYPE](#) System Table to give your price options more detailed names

LTR_TNEW_ALIAS_PRICE_TYPE	Id	Organization	Price Type	Alias	Created By
	29	Tessitura Web	Internet Late Entry	Late Ticket	hildrer
	28	Tessitura Web	Internet Vegetarian	Vegetarian Meal Option	hildrer
	27	Tessitura Web	Internet Standard	Standard Meal Option	hildrer
	26	Tessitura Web	Internet Dietary	I have dietary requirements	hildrer

Further info on Dietary Requirements



- Add dynamic text to **LTR_TNEW_DYN_EMAIL_CONTENT**, tied to the specific Internet Dietary (aka “I have dietary requirements”) Price Type
- This will appear on the Booking Confirmation page and Email Confirmation

The screenshot shows a web application interface with a table of dietary requirements and an 'Edit Text' dialog box. The table has columns for Id, Organization, Content E, Prodi, Prodi, Perfo, Packa, Contrib, Price Type, and Content. The 'Edit Text' dialog box contains the text: Please email box.office@rncm.ac.uk with your dietary requirements and we will pass this information on to the RNCM Students' Union.

Id	Organization	Content E	Prodi	Prodi	Perfo	Packa	Contrib	Price Type	Content
25	Tessitura Web	HTML						Internet Dietary	Please email box.office@rncm.ac.uk with your dietary requirements and we will pass this
23	Tessitura Web	HTML			RNCM				
22	Tessitura Web	HTML			RNCM				
21	Tessitura Web	HTML			10424				
20	Tessitura Web	HTML			10692				
19	Tessitura Web	HTML			Meru				
18	Tessitura Web	HTML	Emily	10317					
17	Tessitura Web	HTML			10099				
16	Tessitura Web	HTML	2014						

*Doesn't have to be tied to Price Type, can be an entire performance, package or contribution fund! (More on that later)

Remove the Postage Option



- Use [LTR_TNEW_DYN_SHIPPING_METHOD](#) to specify tickets bought for a particular event can only be held at Box Office

LTR_TNEW_DYN_SHIPPING_METHOD	Id ▲	Organization	Shipping Method	Alias	Production	Production Season	Performance	Package	Price Type
	1	Tessitura Web	Hold at Box Office						Internet student
	2	Tessitura Web	Hold at Box Office						Internet Claimant
	3	Tessitura Web	Hold at Box Office				10827		
	4	Tessitura Web	Hold at Box Office				10828		

*Also useful for discount Price Types where ID is always required on collection!

Using Promo Codes



- This particular event was already hidden from the calendar, but Promo Codes made it *extra secure* and allowed me to impose a stricter 2-ticket limit on these Price Types (as RNCM default is 9 per order).
- To hide a price behind a Promo Code:
 - [Campaigns>Appeals](#) add a source and note the number
 - Go to [TR_WEB_SOURCE_NUMBER](#) table, input the source number and a “codeword” of your choosing
 - Add an Internet-Enabled Price Type to the performance
 - On your [Mode Of Sale](#) tab in the performance, select “Offers” and link the source to the Price Type and maximum tickets per transaction if applicable

DONE! Price will only appear with Promo Code entered...

...BUT



If you want to email customers the link with the Price Types already active, add `&promo=yourpromocode` to the link!

so

<http://tickets.rncm.ac.uk/single/SelectSeating.aspx?p=10827>

becomes

<http://tickets.rncm.ac.uk/single/SelectSeating.aspx?p=10827&promo=SUHILTONBALL>

*If it's an internet-only offer, you might want to put the Appeal>Source Code in a Control Group which your frontline staff can't see, so as not to fill their sources with codes they won't be using.

RNCM SU Masquerade Ball

Saturday, 19 September, 2015 7:30PM
General Admission

[View All Events](#)

Please select how many seats you want to purchase.

Standard Meal Option (£35.00)

Vegetarian Meal Option (£35.00)

I have dietary requirements (£35.00)

[PURCHASE](#)

Examples of other uses



- Promo Codes for one-off special offers and pre-sales
- If emailed, usually embed code in link

*If more than one offer in same email USE THE SAME PROMO CODE!
(In order for TNEW to accept a new Promo Code, the customer would have to “reset” the code in their browser)

- Hide all Price Types on members-only events with a Promo Code, so can still advertise event as a membership recruitment tool
- Added-Value Ticket. For a book launch, if there is a Ticket+Book option, use a new Price Type, with an alias, Dynamic Text to explain where to collect the book, and a different ticket design to repeat this info
- Seating area which only has a Promo Code price available. Have this area as the default first zone choice, then send a Promo Code link to the “best available” booking page

Online Donation Example



For a fundraising campaign, I was asked to set up multiple fund options, each selectable by the customer, each with slightly different requirements.

- Different descriptions for each fund
- Fixed or editable amounts
- Requests for information from the customer
- Different “Thank You” messages

Steps



1. Set up Funds

- GL in Campaigns>References>GL Accounts
- Fund in Campaigns>References>Fund
- Attach to a Campaign

2. Create an entry for each fund in LTR_TNEW_CONTRIB_TYPE

- Add text to describe each fund
- Enter suggested amounts and if these are editable by the customer
- Connect a CSI to each fund (you might want a new CSI type for this)

LTR_TNEW_CO	Id	Organization	Sor	Name	Text	Suggest	Min Co	Max	Is Contrib	Edita	Is Contrib	Is Contrib	Fund Id	On Acc	CSI Category
LTR_TNEW_CO	2	Tessitura Web	1	Your RNCM	Let us use your donation where we				Yes	No	No	Your RNCM			Website Donation
	3	Tessitura Web	2	Flexible Seating	Support Your RNCM in creating a				Yes	No	No	Flexible Seating			Website Donation
	4	Tessitura Web	4	Sitting Comfortably	Help us make the transformed				Yes	No	No	Sitting Comfortably			Website Donation
	5	Tessitura Web	5	Opening Gala £5 a bar	Play your part in the Opening Gala by	5.00	5.00		Yes	No	No	Opening Gala £5 a			Website Donation
	6	Tessitura Web	6	Name a seat £600	Take your seat in the transformed	600.00			No	No	No	Name a seat £600			Website Donation
	7	Tessitura Web	7	Name a seat £450	Take your seat in the transformed	450.00			No	No	No	Name a seat £450			Website Donation
	8	Tessitura Web	8	Name a seat £300	Take your seat in the new balcony in	300.00			No	No	No	Name a seat £300			Website Donation
	9	Tessitura Web	3	Technical Facilities											Website Donation
	10	Tessitura Web	10	Endowment Fund											Website Donation

Edit Text

Let us use your donation where we need it most. There is much work to be done both on-stage and backstage to ensure the Concert Hall is transformed into a venue to be proud of.

3. In [LTR_TNEW_CONTRIB_TYPE_CONTROLS](#) set up Checkboxes and Notes Panels (text boxes) against each fund as required.

- This is space for the customer to tell us what we need to know (eg. seat dedication or consider donation anonymous)
- This will fire straight into a CSI when the donation is completed

SHORTCUT A Gift Aid Customisation is available from Tessitura, but for my purposes I asked customers to declare Y/N in a text box.

LTR_TNEW	Id	Contrib Type	Page Position	Control Type	Title	Text
	24	Flexible Seating	Position 1	Notes Panel	RNCM Online Gift Aid Declaration:	<p>Gift Aid It</p>
	2	Flexible Seating	Position 2	Notes Panel	Comments:	If you would like to leave a comment with your donation, please enter this below:
	20	Flexible Seating	Position 4	Checkbox Panel	Anonymous:	Please check this box if you would like your donation to remain anonymous.
	12	Name a seat £300	Position 1	Notes Panel	Dedication:	Please write your dedication in the box below, as you would like it to appear on the plaque. (Note:
	14	Name a seat £300	Position 4	Checkbox Panel	Anonymous:	Please check this box if you would like your donation to remain anonymous.
	4	Name a seat £300	Position 3	Notes Panel	Comments:	If you would like to leave a comment with your donation, please enter this below:
	25	Name a seat £300	Position 2	Notes Panel	RNCM Online Gift Aid Declaration:	<p>Gift Aid It</p>
	15	Name a seat £450	Position 4	Checkbox Panel	Anonymous:	Please check this box if you would like your donation to remain anonymous.
	26	Name a seat £450	Position 2	Notes Panel	RNCM Online Gift Aid Declaration:	<p>Gift Aid It</p>
	11	Name a seat £450	Position 1	Notes Panel	Dedication:	Please write your dedication in the box below, as you would like it to appear on the plaque. (Note:
	5	Name a seat £450	Position 3	Notes Panel	Comments:	If you would like to leave a comment with your donation, please enter this below:

4. As before, use [LTR_TNEW_DYN_EMAIL_CONTENT](#) for a “Thank You” message, with a different message for each Fund. (Use “Contribution” column.)

Make an Online Donation Today!

I would like to make a gift

Please Select ▼

of £

- Please Select
- Your RNCM
- Flexible Seating
- Technical Facilities
- Sitting Comfortably
- Opening Gala £5 a bar
- Name a seat £600
- Name a seat £450
- Name a seat £300

For more details on how you can

development team on +44(0)161 907 5338 or development@rncm.ac.uk.

Make an Online Donation Today!

I would like to make a gift

Your RNCM

of £

Let us use your donation where we need it most. There is much work to be done both on-stage and backstage to ensure the Concert Hall is transformed into a venue to be proud of.

RNCM Online Gift Aid Declaration:

Gift Aid It

If you are a UK taxpayer, the value of your gift can be increased by 25% under the Gift Aid scheme at no extra cost to you. This means a donation of £10.00 could be worth an extra £2.50 to Your RNCM, and it doesn't cost you a penny!

Please enter **Yes** in the box below if you would like the RNCM, charity number 504949, to claim gift aid on any donations you have made past, present and future to the RNCM.

Please enter **No** if you do not want the RNCM to claim Gift Aid on your donation.

You must pay an amount of UK Income tax and/or Capital Gains Tax for each year (6 April one year to 5 April the next) that is at least equal to the tax that the RNCM and any other charities or Community Amateur Sports Clubs (CASCs) you support will reclaim on your donations for that tax year (Council tax and VAT do not count). The RNCM will claim 25p in tax for every £1 gift aided.

Comments:

If you would like to leave a comment with your donation, please enter this below:

Anonymous

Please check this box if you would like your donation to remain anonymous.

[DONATE NOW](#)

Make an Online Donation Today!

I would like to make a gift

Name a seat £450 ▼

of £ 450.00

Take your seat in the transformed Concert Hall. Seats can be named for yourself, as a gift and or in memory of a loved one. You can also name them as an individual or as a group. Your seat dedication will remain on your seat for the life of the transformed Concert Hall. £450 seats will be situated in the rear stalls. Please let us know in the comments box below if you have a preferred seat.

Dedication:

Please write your dedication in the box below, as you would like it to appear on the plaque. (Note: Dedications must be a maximum of 30 characters, including spaces)

RNCM Online Gift Aid Declaration:

Gift Aid It

If you are a UK taxpayer, the value of your gift can be increased by 25% under the Gift Aid scheme at no extra cost to you. This means a donation of £10.00 could be worth an extra £2.50 to Your RNCM, and it doesn't cost you a penny!

Please enter Yes in the box below if you would like the RNCM, charity number 504949, to claim gift aid on any donations you have made past, present and future to the RNCM.

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Comments:

If you would like to leave a comment with your donation, please enter this below:

Anonymous:

Please check this box if you would like your donation to remain anonymous.

DONATE NOW

Order Number: 148944

Customer Number: 86863

Please retain this receipt for your reference.

Your Reservation

Your Account Information:

Mr Rog Hildreth
Rncm
124 Oxford Road
Manchester, M13 9RD
United Kingdom
0161 907 5555
roger.hildreth@mcm.ac.uk

Order Shipping Information

This order does not require shipping.

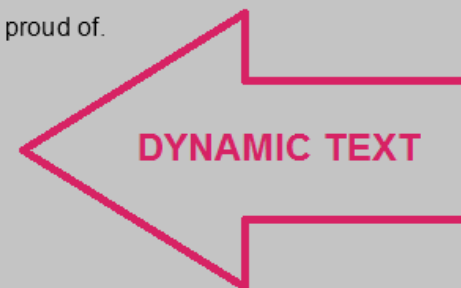
Thank you for your kind donation to Your RNCM. Your support will ensure the transformed Concert Hall is a venue to be proud of.

We have also received your instruction regarding Gift Aid.

Look out for updates and information about the project at www.mcm.ac.uk/yourncm

If you have any questions about your donation please contact us on 0161 907 5338.

[Tweet](#) [Share on Facebook](#)



Contribution(s):	
Description	Total
Your RNCM	£1.00
Total Contribution: £1.00	

LTR_TNEW_DYN_EMAIL	Id	Organization	Content	Production	Production Season	Performance	Package	Contrib Type	Price Type	Content
	1	Tessitura Web	HTML					Your RNCM		<p>Thank you for your kind donation to Your RNCM. Your support
	2	Tessitura Web	HTML				Opening Gala			<p>Thank you for your kind donation to Your RNCM. Your support
	3	Tes								ur kind donation to Your RNCM. Your support
	4	Tes								ur kind donation to Your RNCM. Your support
	5	Tes								ur kind donation to Your RNCM. Your support
	6	Tes								ming your seat in the transformed Concert Ha
	7	Tes								ming your seat in the transformed Concert Ha
	8	Tes								ming your seat in the transformed Concert Ha
	9	Tes								seating for this concert will now be unreserve
	11	Tes								this performance contains flashing images.</t

Edit Text

<p>Thank you for your kind donation to Your RNCM. Your support will ensure the transformed Concert Hall is a venue to be proud of.</p>
<p>We have also received your instruction regarding Gift Aid.</p>
<p>Look out for updates and information about the project at www.mcm.ac.uk/yourncm</p>
<p>If you have any questions about your donation please contact us on 0161 907 5338.</p>
Tweet

roger.hildreth@rncm.ac.uk

Rog Hildreth
Marketing & Customer Services Data Officer
RNCM

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

QUESTIONS?

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

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

🕒 BREAK 4.30PM – 5PM

Refreshments are available in or near all conference rooms. We suggest you move to the room for your next sessions and find a drink when you get there

🕒 NEXT SESSION : 5PM – 6PM