



# Introducing POS 11

NOW WITH E-TICKET MANAGEMENT

## Getting Started Guide



## **Install the latest Adobe Acrobat Reader**

<http://get.adobe.com/reader/>



## Watch video tutorials.

It's important to get familiar with new features and understand how each functionality fits in the e-ticket management process. You can watch multiple videos, and once you complete all videos, you will be an expert in everything we added to the POS since 10 version, related to e-ticket management. You can access all videos either through WebAdmin, by opening the latest release notes, or clicking below:

[Create a New PO and Attach E-tickets](#)

[Attach E-Tickets to an Existing Ticket Group](#)

[Processing E-ticket Orders](#)

[View/Print/Email E-tickets Screen Overview](#)

[E-ticket Audit Trail](#)

[Instant Download Overview](#)

[Drop Sale Mercury Instant Download](#)

[Quick PO Mercury Instant Download](#)

**\*Note\*** If you haven't marked orders as sent and they have been uploaded through WebAdmin in the past, you will still have those particular orders in the "Pending upload" queue. Current WebAdmin tools aren't linked with the POS, thus any orders uploaded this way will not be accounted for in the POS, unless you previously marked those orders as "sent". We strongly recommend uploading e-tickets using the POS going forward. This will ensure that you have a good way of track all of your TND e-ticket orders. You can continue using WebAdmin to upload your e-ticket orders, however, the POS will not be tracking your uploads automatically.



## **Setup user permissions.**

There are a few important user permissions we advise you to set up before actively using the POS. Newly added user permissions include:

System -> User can view e-ticket audit trail

Tickets -> Allow user to print, email, export and swap out unsold etickets.

Tickets-> Allow user to view E-tickets

To access user permissions settings, go to System Users -> System Users + Security -> Security Management Tab.



## Setup backend settings

We have created several settings that could aid you when selling your etickets:

- If you would like your e-tickets printed automatically, in addition to a shipping label and a TND invoice for a particular order, you can set it up: System settings -> Top-Level Company Settings -> Auto-Processor -> Auto-Print Invoice + Ship Labels? Section. When an order comes in for a ticket group with e-tickets attached, the seats that sold will be printed automatically.
- If you would like your e-tickets printed automatically, in addition to a shipping label and a mercury invoice for a particular order, you can set it up: System settings -> Top-Level Company Settings -> Mercury -> Auto-Print Mercury Invoice + Ship Labels? Section. When an order comes in for a ticket group with e-tickets attached, the seats that sold will be printed automatically.
- If you would like to sell your tickets on mercury as instant download any time before the event, go to: System settings -> Top-Level Company Settings -> Mercury -> "When my tickets are marked as instant download, offer instant download as a delivery option at any time before the event on Mercury only" and check the box off. This setting will allow sales of your ticket groups with e-tickets attached and marked as instant download to be sold on mercury any time before the event, regardless of your near term settings.





## **Create email templates**

As you have seen from video tutorials, you have the ability to email etickets directly from the POS. If you would like, you can create email templates before you actually need to use them. In order to access email templates, you have to add etickets to a ticket group, click on email -> manage templates. In this window, you will be able to enter and save your email templates, so they are easily accessible when you need them.



## **Load up your e-tickets using POS 11!**

[Create a New PO and Attach E-tickets](#)

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