

MyTicketTracker
E-Ticket Management
System

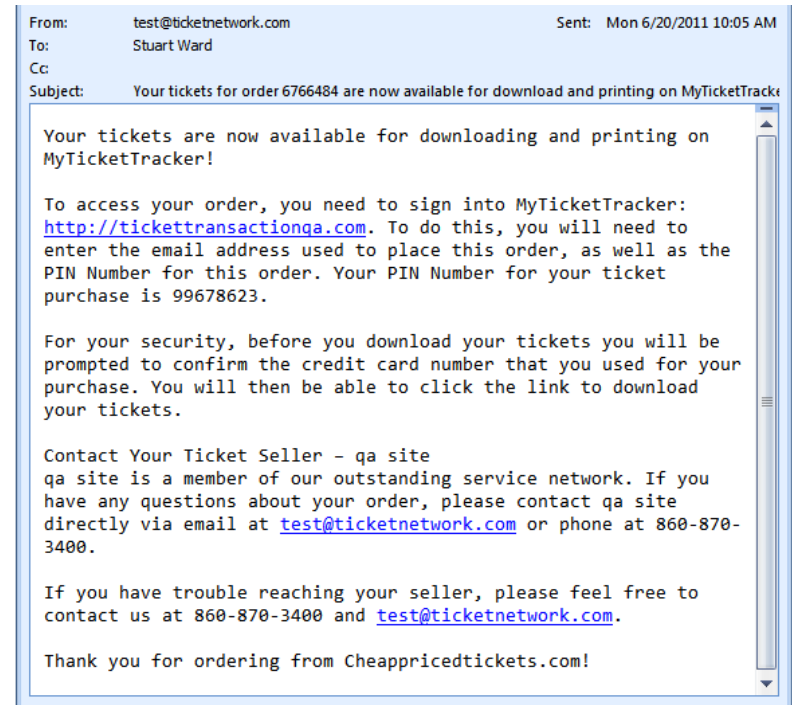


- **Provides standardized delivery of E-Tickets.**
- **Two primary workflows:**
 1. **Customer**
 2. **Broker**



Customer Workflow

1. Customer places order on broker site.
2. Customer receives *Order Confirmation* email with link to *MyTicketTracker* and PIN.
3. When E-Tickets become available, customer receives *Download Available* email.
4. Customer clicks link to *my ticket tracker*.

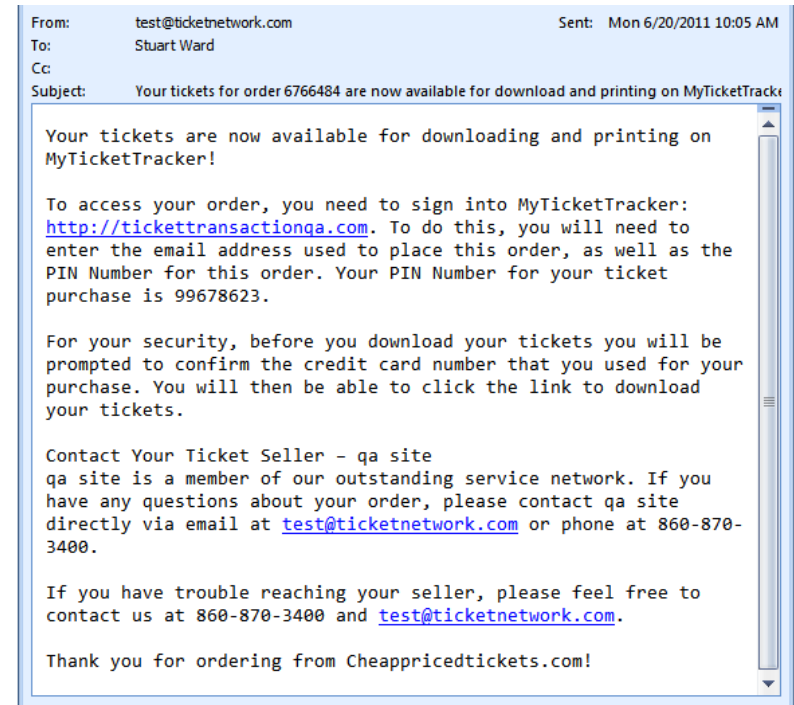


Download Available Email

Customer Workflow

5. If the customer does not download his/her tickets the day they become available, a *Reminder* email is sent 72 hours prior to the event.

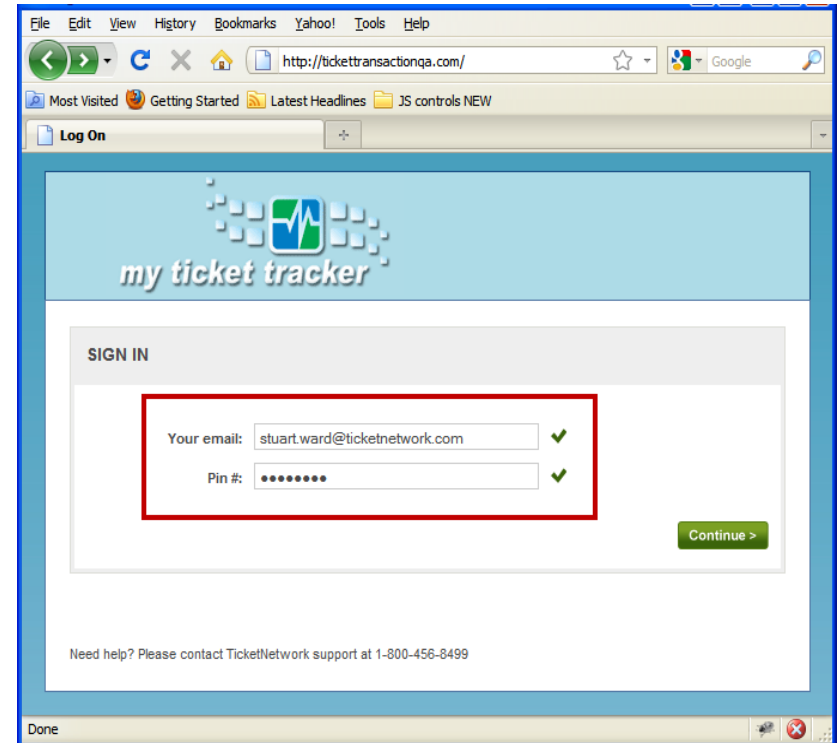
If the event is within 72 hours, the email is sent the following day.



Download Available Email

Customer Workflow

- Customer enters the email address with which he/she placed the order and the PIN from the *Download Available* email.
Customer clicks *Continue*.



File Edit View History Bookmarks Yahoo! Tools Help

http://tickettransactionqa.com/

Most Visited Getting Started Latest Headlines JS controls NEW

Log On

my ticket tracker

SIGN IN

Your email: ✓

Pin #: ✓

[Continue >](#)

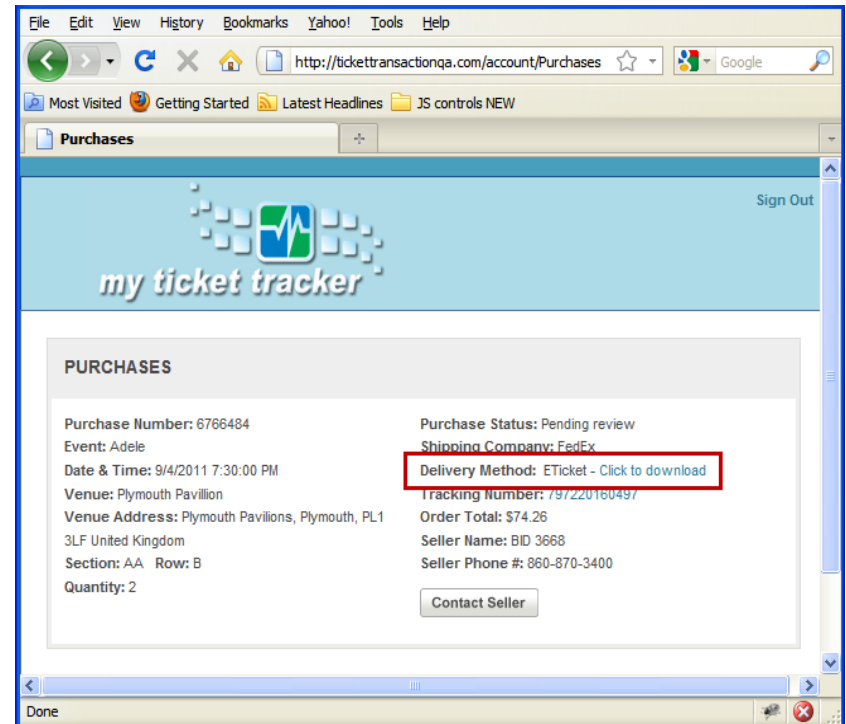
Need help? Please contact TicketNetwork support at 1-800-456-8499

Done

Logon Page

Customer Workflow

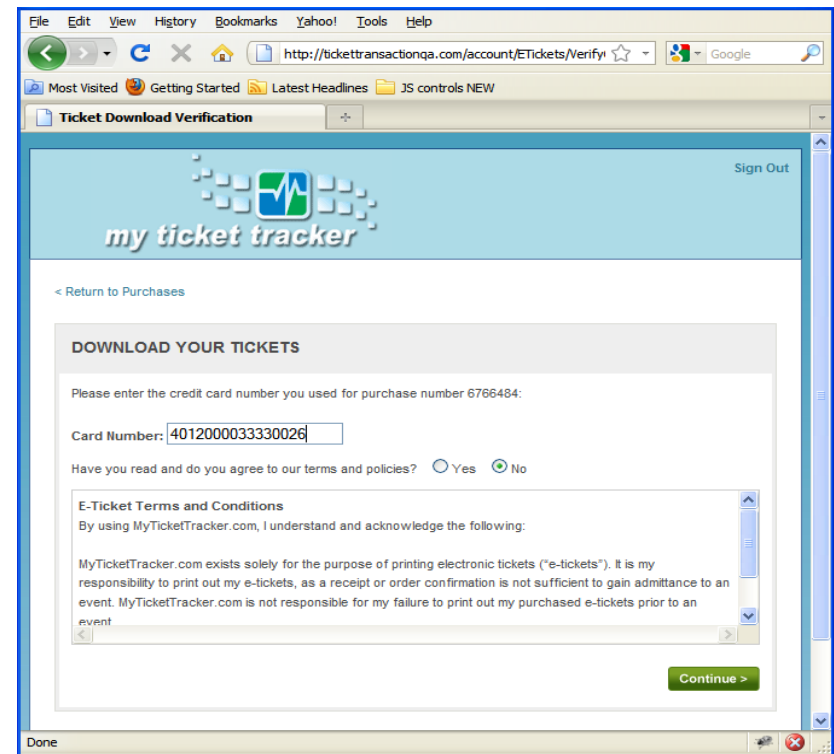
7. Customer clicks the [Click to download](#) link.



Order Review Page

Customer Workflow

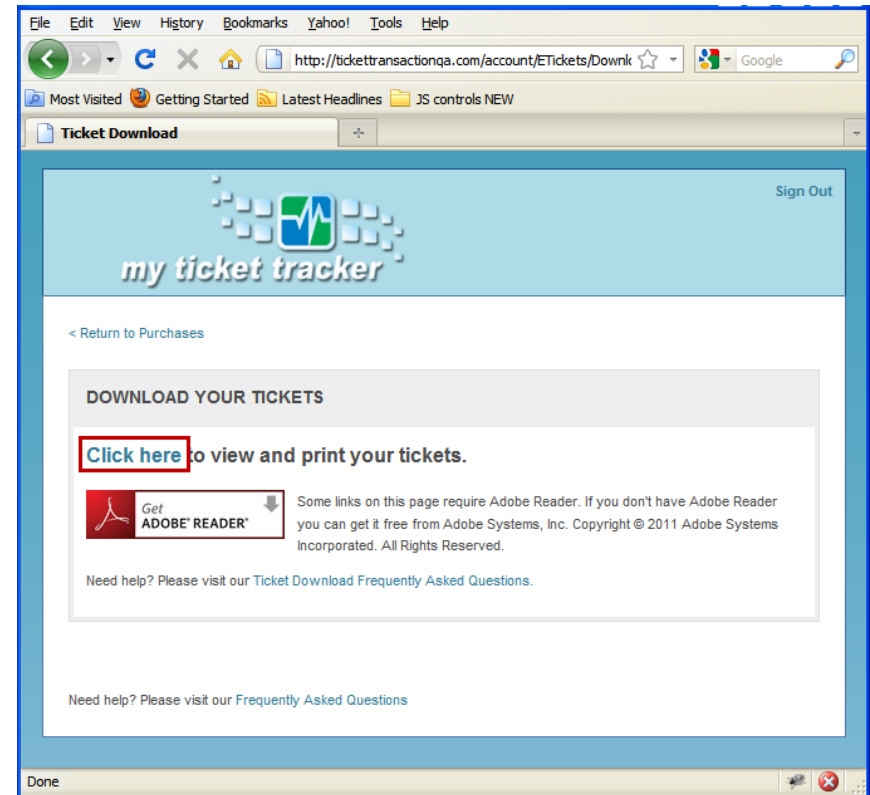
8. Customer enters the credit card number with which he/she purchased the tickets. Expiration date and CVV are not required.
9. Customer confirms that he/she has read and agree to the terms and conditions.
10. Customer clicks *Continue*.



Download Tickets - Credit Card Page

Customer Workflow

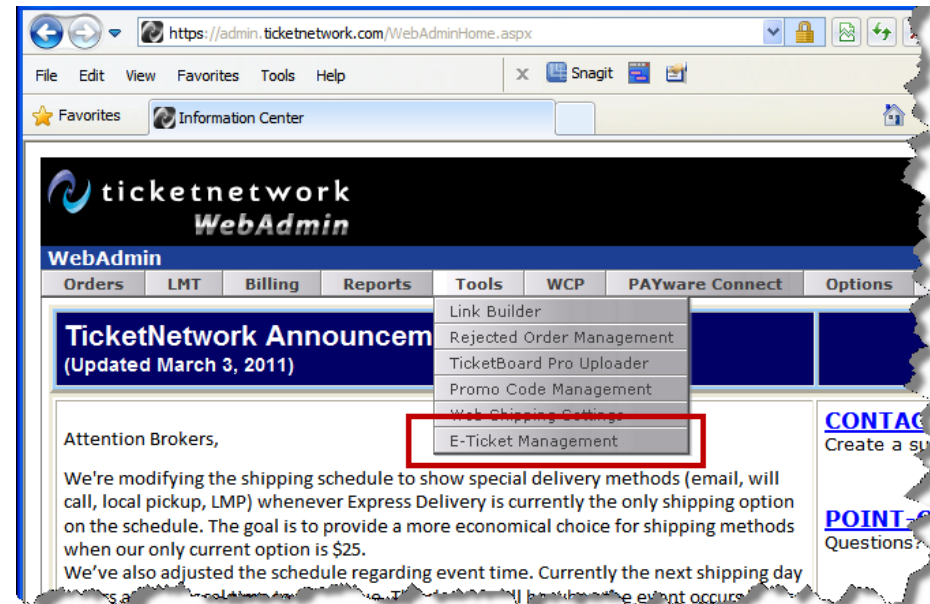
11. Customer clicks [Click here](#) to download the pdf file containing the tickets.



Download Tickets - View and Print Page

Broker Workflow

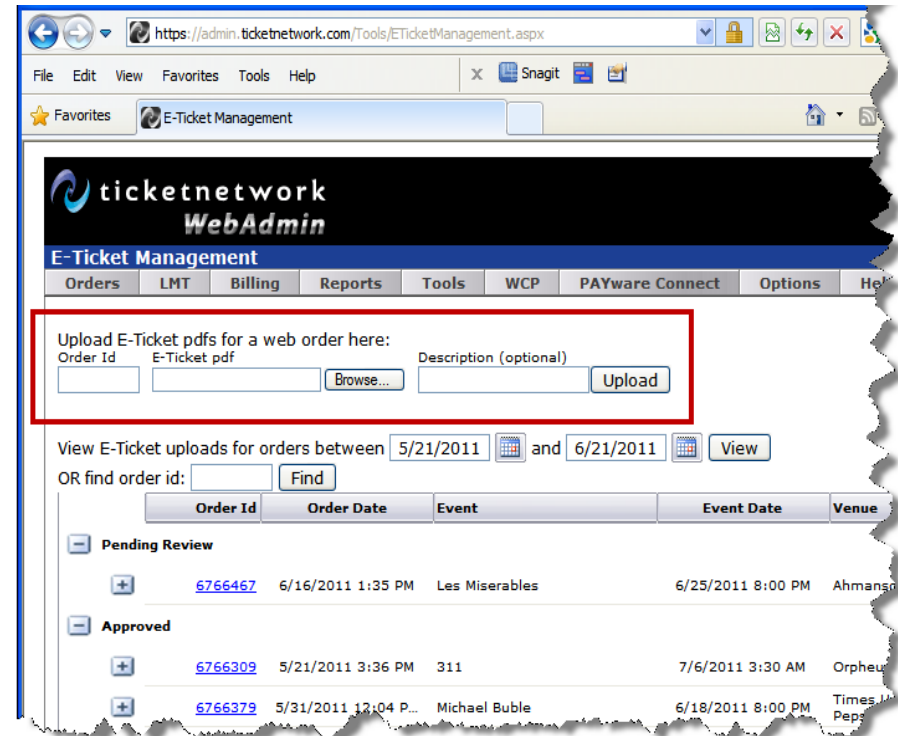
1. To upload tickets, log into *WebAdmin*
2. Click on *Tools* > *E-Ticket Management*.



WebAdmin Home Page

Broker Workflow

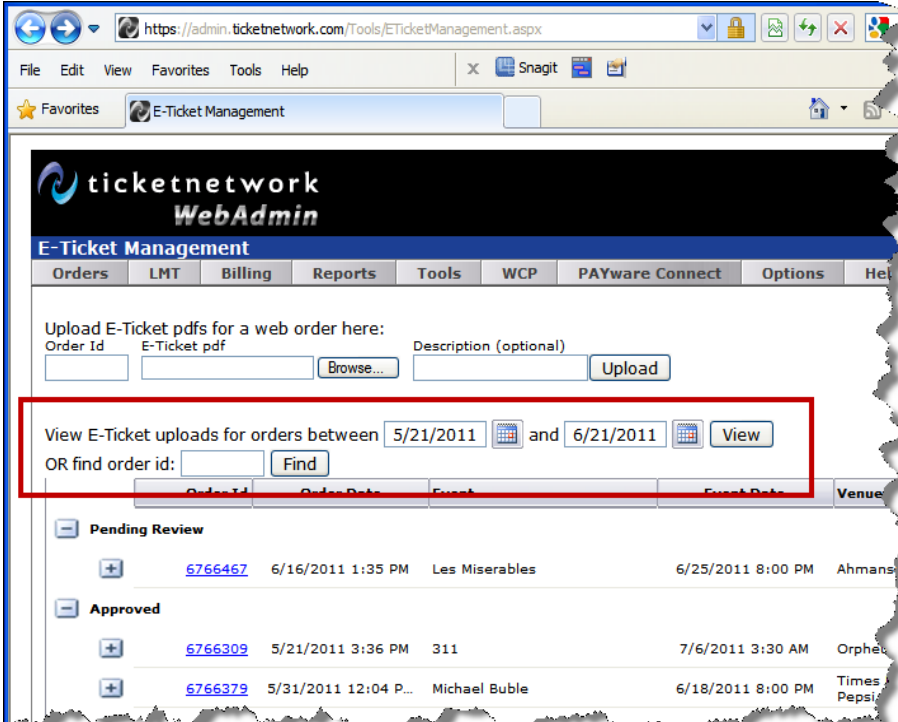
3. In the *Order Id* field of the *E-Ticket Management* page, enter the Order ID of the transaction.
4. In the *E-Ticket pdf* field, locate the pdf file containing the tickets.
5. The optional *Description* field is for internal use. This information is not displayed to the retail customer.



E-Ticket Management Page

Broker Workflow

6. To search for and view uploaded E-Tickets, use the date field or find by order Id.



View E-Ticket uploads for orders between 5/21/2011 and 6/21/2011

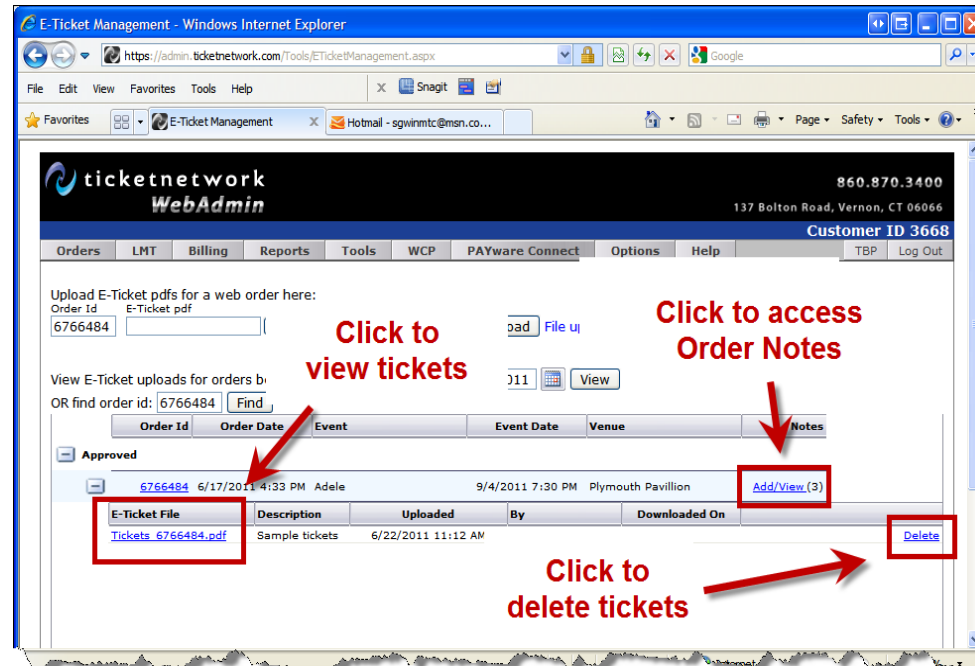
OR find order id:

Order Id	Order Date	Event	Event Date	Venue
Pending Review				
<input type="button" value="+"/> 6766467	6/16/2011 1:35 PM	Les Miserables	6/25/2011 8:00 PM	Ahmans
Approved				
<input type="button" value="+"/> 6766309	5/21/2011 3:36 PM	311	7/6/2011 3:30 AM	Orphe
<input type="button" value="+"/> 6766379	5/31/2011 12:04 P...	Michael Buble	6/18/2011 8:00 PM	Times Peps

E-Ticket Management Page

Broker Workflow

7. To view tickets, click the link under *E-Ticket File*.
8. To delete tickets, click [Delete](#).
9. To view or add notes to orders, click [Add/View](#).



The screenshot shows the 'E-Ticket Management' page in a web browser. The page header includes the 'ticketnetwork WebAdmin' logo and contact information. A navigation menu contains links for Orders, LMT, Billing, Reports, Tools, WCP, PAYware Connect, Options, and Help. The main content area is titled 'Customer ID 3668' and includes a 'Log Out' link. Below the header, there are sections for uploading and viewing E-Ticket PDFs. A table displays a list of approved orders with columns for Order Id, Order Date, Event, Event Date, Venue, and Notes. The table contains one entry for order ID 6766484. Red arrows and text boxes highlight specific actions: 'Click to view tickets' points to the 'Tickets 6766484.pdf' link; 'Click to access Order Notes' points to the 'Add/View (3)' link; and 'Click to delete tickets' points to the 'Delete' link.

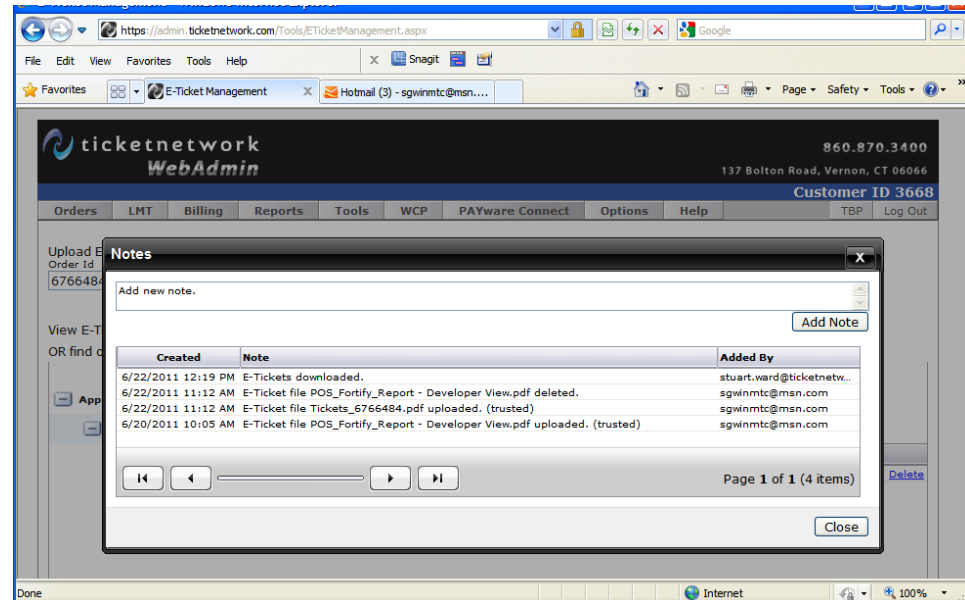
Order Id	Order Date	Event	Event Date	Venue	Notes
6766484	6/17/2011 4:33 PM	Adele	9/4/2011 7:30 PM	Plymouth Pavillion	

E-Ticket Management Page

Broker Workflow

10. Clicking [Add/View](#), opens the *Notes* window. The following notes, along with time of creation and who executed the action, are automatically generated:

- Time of upload
- Time of review
- Time of approval
- Time of download



Order Notes

Trusted Broker / Ticket Approval Policy

- A. Until a broker completes three successful E-Ticket transactions, uploaded tickets must be reviewed and approved by a TN Customer Service Representative.



Trusted Broker / Ticket Approval Policy

- B. Once a broker has achieved three successful E-Ticket transactions, the broker will be considered “trusted” and will be able to upload tickets without pre-authorization.



Trusted Broker / Ticket Approval Policy

- C. Tickets that are uploaded within two days of an event are auto-approved.



Frequently Asked Questions

Q: Since we will be using uploading tickets through TicketNetwork, are we still responsible for charge backs or is TicketNetwork responsible?

A. As we're not the merchant of record, we cannot take responsibility for your chargebacks. As your partner in the TND Program, what we can do, and are doing, with this program is providing a tool that will help you respond affirmatively to the credit card company to any chargebacks you may face by putting a system in place that will track and confirm uploads by the broker and downloads by the customer for ticket purchases. While it doesn't as of now have the clout of a FedEx-documented signature by the customer, hopefully it will become an industry standard and credit card companies will start accepting it as positive proof of delivery. It's certainly better than what brokers have now.

Q: Is it mandatory to upload our E-Tickets? We have tons of inventory. This will be a ridiculously long and tedious task.

A: You will not have to upload E-Tickets unless you receive an order for those tickets where the customer requests email delivery per your special delivery specifications. Moving forward, TicketNetwork® realizes that PDF management is becoming an especially cumbersome issue and we're looking at different ways to resolve that issue for you via the Point-of-Sale system.

Frequently Asked Questions

Q: Re: downloading E-Tickets: We use the POS. Why is uploading the E-Tickets not linked in the POS?

A: It will be. POS development is sometimes more complicated than WebAdmin development. We're working on them in conjunction but expect that the POS functionality will be available later than the WebAdmin functionality.

Q: Under the customer facing side (TicketTracker) for e-delivery... what if the customer decides they no longer want the tickets and they now refuse to take the tickets by accepting the terms and conditions? Can they effectively back out of the order?

A: No, but this is a good comment! We will monitor this, but we do not expect it to be an issue.

Q: What types of information do you collect during the upload/download process?

A: We capture Time of Upload, Time of Review, Time of Approval and Time of Download. We also capture who executed each of these actions.

Frequently Asked Questions

Q. What is the customer charged for E-Tickets and what part of that do we get?

A. This remains unchanged. The customer is charged \$7.50 for E-Ticket delivery. The broker keeps \$5.00 of this fee.

Q: Will TN websites be reconfigured so that E-Tickets are easily identified?

A. This is a feature we are currently reviewing for Phase II.

Q: How are my ticket uploads approved and how long does it take before they are ready for download by customer?

A. Until a broker completes three successful E-Ticket transactions, uploaded tickets must be reviewed and approved by a TicketNetwork Customer Service Representative. We will have reps dedicated to this task so the review/approval time should be very short. Once you have achieved three successful E-Ticket transactions, you will have “trusted broker” status and will be able to upload tickets without review. Also, E-Tickets that are uploaded within two days of an event are “auto-approved”.

Frequently Asked Questions

Q: Can Fulfillment (non-TND) brokers delivery via the new e-delivery system? In the past they were only allowed to deliver via FedEx?

A: Yes, Fulfillment brokers will be permitted to use the new E-Ticket delivery system, provided the customer orders their tickets for e-mail delivery. In order to do this (since fulfillment inventory comes down 96 hours before the event), the broker would have to have their Near Term Option set as “Email” and their View/Display Option set as “Always show Near Term Option” or “Always show only Near Term Option” in their POS/upload file.

Contact Information

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