

LMTB USER GUIDE FOR WEBADMIN

OVERVIEW

This is an in-depth description of the new WebAdmin Last Minute Ticket Broker functionality and workflow.

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LMTB
LAST-MINUTE TICKET BROKERS

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Introduction to the LMTB Program in WebAdmin

Overview of the Last Minute Ticket Broker program

The Last Minute Ticket Broker (LMTB) program is now available in the Web Admin for non-POS users, expanding the functionality that until now was only available through the POS.

The purpose of the LMTB program is to allow non-POS brokers to send their tickets to designated brokers who are close to the physical venues.

By having tickets held at an LMTB location, the consignee (Selling) broker does not have to worry about shipping times on last minute events and customers can pick up their tickets at the LMTB location.

- LMTB only applies to hard tickets, not category tickets or e-tickets.
- The selling broker should ensure that tickets are at the LMTB location no later than 36 hours prior to the start of the event.
- Once the LMTB receives the hard tickets from the Seller, they must check the inventory to ensure that they have received the correct inventory.
- As an introductory rate, the LMTB will receive \$10 per order for handling.
- All LMTBs are assigned by TicketNetwork and cannot be changed by POS / non-POS users.
- LMTBs may actively sell tickets on the street 2 hours before the event for a previously agreed to split price. The Selling Broker must have previously agreed to allow the tickets to be streeted.

Changes to “Near Term Special Delivery” Option

In an effort to provide more transparency to our customers during the check out process, TicketNetwork **will no longer be offering the default of Near-Term Special Delivery** as a shipping option for specific venues.

Instead of Near-Term Special Delivery a buyer will be able to select from broker-specified “Special Delivery” options (Email, Will Call, Local Pickup Near Venue, Paperless, or Electronic Transfer).

OR

Buyers will be directed to pick up their tickets at the local LMTB office.

If a broker does not designate a Near Term Shipping option when uploading their tickets, if the event is within 48 hours the shipping method will default to the new Last Minute Pickup option.

- Shopping on the web sites for Last Minute Tickets, a buyer will see your special delivery options OR Last Minute Pickup (LMP).
- When a customer selects LMP they will be given the address of the LMTB to pick up their tickets no earlier than 2 hours before an event.
- The customer arrives at a professional office location in close proximity to the venue to pick and sign for their tickets.
- When one of your customers selects LMP you can deliver your tickets to the LMTB noted on the order and they will be responsible for delivery to your customer.
- You are charged \$15 on that order by TicketNetwork.
- TicketNetwork remits payment for the pickup service to the LMTB.

Important Note: This process will only pertain to those venues for which there is an LMTB presence. If you, the Selling Broker, has tickets for an event at a venue that does not have LMTB representation, the default setting will remain “Near Term Special Delivery.”

Process Summary

Here is a brief, concise description of the steps required:

Consign Inventory

1. Select the first sub-tab “Consign Inventory” under the LMT tab in WebAdmin
2. All inventory available to participating LMT Venues will be accessible through this window
3. From the “Venue” drop-down, select which venue to consign inventory for. Hit “View”
4. Select which displayed ticket groups will be consigned by checking the ticker under “Select”
5. For the selected ticket groups indicate numbering type, “Quantity” and “Low Seat” number
6. Click “Create Consignment” button when finished
7. A pop-up will give the option of allowing “Street” and entering the “Street Split Percentage”
8. Click “Create Consignment” button when finished

Consignment Queue [*Cancel Consignments, Add Orders & Create Tracking Labels*]

1. Select the second sub-tab “Consignment Queue” under the LMT tab in WebAdmin
2. All consigned inventory will be visible through this window
3. Cancel Consignments:
 - a. Select “Cancel” at the end of the consignment description to cancel consignment
 - b. (Cannot cancel individual ticket groups)
4. Create a Tracking Label:
 - a. Once consignment is accepted by LMTB, selecting “Add Tracking” to add a FedEx label
 - b. Either “Create [new] FedEx Label” OR enter previously created number approved by LMTB
 - c. “Create FedEx Label” will open the WebAdmin label creator
 - d. Tracking label can be viewed by clicking on the tracking number link under “Tracking #”
5. Add Orders to Consignment
 - a. Click “Add Order” under “Ticket Groups” to add order for that consignment
 - b. Pop-up gives option of which ticket group to add order to
 - c. Either enter “Web Order ID” for previous order, OR enter new customer information
 - d. Click “Place Order” button when finished
 - e. Orders can be viewed and canceled by clicking “Orders(#)” under “Orders” column

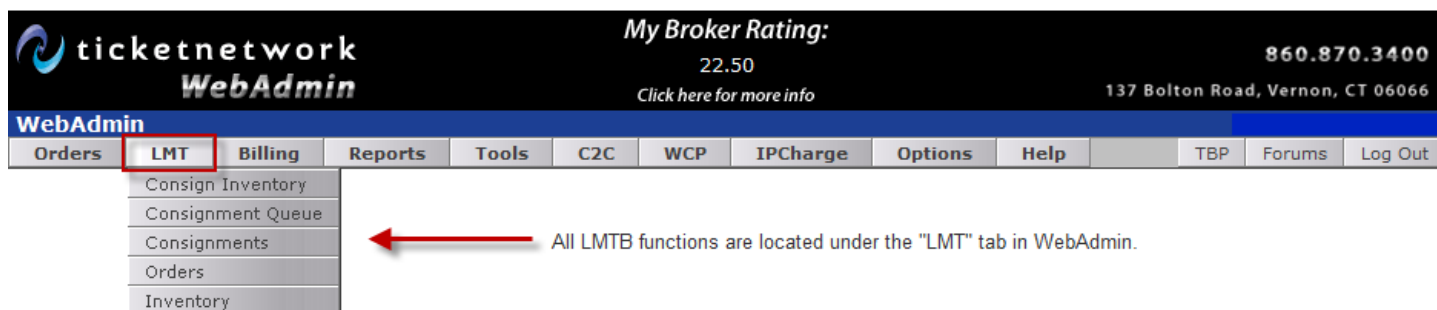
Consignments (LMTB only)

1. Select the third sub-tab “Consignment” under the LMT tab in WebAdmin
2. All consignments to that particular broker will be visible here by the LMTB
3. To accept split, select “Accepted” under “Status.” Otherwise, select “Reject”
4. Once an accepted consignment arrives, LMTB can check it as “Received”
 - a. **IMPORTANT: Check the Packing List against what is in the package.**
 - b. If there is a problem with the consignment, contact the Selling Broker IMMEDIATELY

Orders (LMTB only)

1. Select the fourth sub-tab “Orders” under the LMT tab in WebAdmin
2. All orders placed for consignments made to that particular LMTB will be visible here by the LMTB
3. When a customer comes in to pick up their tickets:
 - a. Print “Receipt” from under “Picked Up” column
 - b. Check ticker under “Picked Up” column

Using the LMTB Program in WebAdmin



Designated LMTBs will have access to:

- Consign Inventory
- Consignment Queue
- Consignments
- Orders
- Inventory

Selling Brokers will have access to:

- Consign Inventory
- Consignment Queue
- Inventory

Consign Inventory Tab

To view available LMT inventory:

1. Select the specific venue
2. Hit "View"
3. **Note:** Only ONE venue can be selected when creating consignments.

Venue: Mohegan Sun Arena - CT View

Event: (optional)

Venue	Event	Event Time	S/R	Seats	Select
Mohegan Sun Arena - CT	Chayanne	11/27/2010 8:00 PM	1/1	General Admission --Numbering Type-- Consecutive Even/Odd General Admission	Qty: 10 Low: GA High: GA <input checked="" type="checkbox"/>

Page 1 of 1 (1 items)

Create Consignment

To consign inventory after a venue has been selected:

1. Select all or some of the available ticket groups for the selected venue (*only 1 appears in example*)
2. Choose between “Consecutive,” “Even/Odd” OR “General Admission” seating
3. Enter quantity to be consigned
4. Enter “Low” seat number, “High” will automatically update (*unless General Admission is selected, in which case “GA” will appear for both “Low” and “High”*)
5. Click the “Create Consignment” button after the select ticket groups have been detailed

Create Last Minute Ticket Consignment

You have selected 1 ticket group(s) to consign.

Allow streeting of tickets 2 hours before the event?

☒ Yes ☐ No

Mine LMTB

Split Percent: 60 / 40 (applicable when streeting)

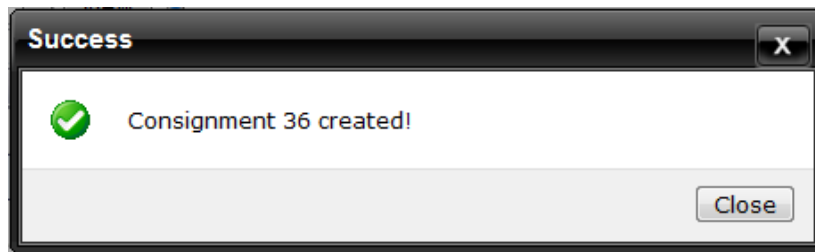
Cancel Create Consignment

A pop-up will appear indicating (1) how many ticket groups were selected for consignment and (2) giving the selling broker the option to “Street” tickets.

“Streeting” allows the LMTB to take unsold tickets to the street 2 hours before a show to attempt to sell them before they become dead tickets.

If the selling broker wishes to “Street” their consigned tickets that do not sell, they must:

1. Select “Yes”
2. Enter the “Split Percentage” the Selling Broker wishes to retain under “Mine.” (LMTB’s split will automatically update)
3. Click “Create Consignment” button
4. **Note:** If Selling Broker does not wish to “Street,” select “No”



After “Create Consignment” has been selected, the pop-up (shown above) will appear to indicate that the consignment was successful.

Consignments Queue Tab

View All Consignments From: 9/27/2010 To: 10/27/2010 View

Consignment #	Status	LMTB Received	Status	LMTB	Venue	Street	Split	Tracking #	Packing List	Ticket Groups	Orders	Notes	Cancel	
40	Active	<input type="checkbox"/>	Pending	Inseats.com	Madison Square Gar...	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 3	0	View 1	Cancel	
39	Pending	<input type="checkbox"/>	Cancelled	Inseats.com	Madison Square Gar...	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 2	0	View 2	Cancel	
38	Accepted	<input type="checkbox"/>	Pending	Inseats.com	Madison Square Gar...	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 1	0	View 1	Cancel	
37	Rejected	<input type="checkbox"/>	Accepted	Inseats.com	Beacon Theatre	<input type="checkbox"/>	N/A	Add Tracking	View	Add Orders	2	View 2	Cancel	
34	Cancelled	<input type="checkbox"/>	Cancelled	Inseats.com	45 Bleecker	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 2	0	View 3	Cancel	
17	All	<input type="checkbox"/>	Accepted	Inseats.com	Gershwin Theatre	<input checked="" type="checkbox"/>	60/40	796361419120	View	Add Orders	4	View 1	View 2	Cancel
15		<input checked="" type="checkbox"/>	Accepted	Inseats.com	Gershwin Theatre	<input checked="" type="checkbox"/>	100/0	796360922351	View	Add Orders	50	View 3	Cancel	
14		<input checked="" type="checkbox"/>	Accepted	Inseats.com	Gershwin Theatre	<input checked="" type="checkbox"/>	75/25	794028318256	View	Add Orders	4	View 3	View 4	Cancel
13		<input type="checkbox"/>	Rejected	Inseats.com	Gershwin Theatre	<input checked="" type="checkbox"/>	75/25	Pending Acceptance	View	View 4	0	View 3	Cancel	
12		<input type="checkbox"/>	Accepted	Inseats.com	Gershwin Theatre	<input type="checkbox"/>	N/A	796361424195	View	Add Orders	2	View 2	Cancel	

<

To view previously made consignments:

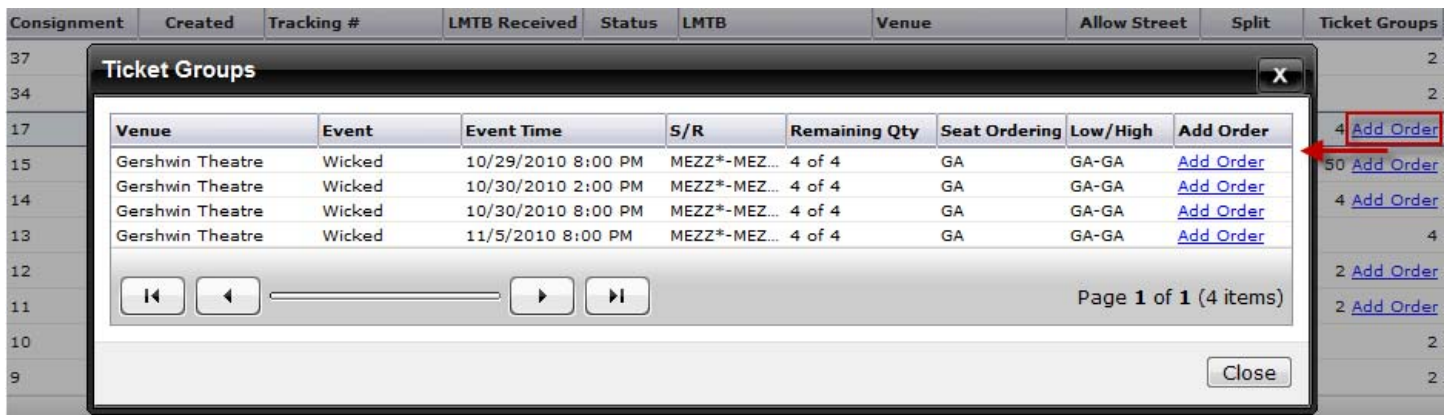
1. Select the consignment “Status” (Active, Pending, Accepted, Rejected, Cancelled, All)
2. Set “Consignments From” date range (only consignments MADE within this range will show)
3. Click “View” button
4. To view “Tracking #,” “LMTB,” “Orders” or “Notes”- click on the hyperlinks
5. **Note:** display defaults to the most recent month’s active consignments if no other criteria are selected

Important notes on order management:

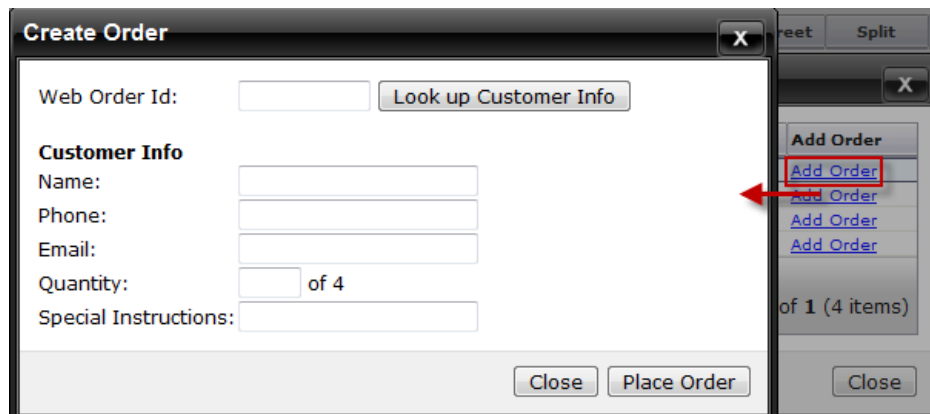
- **Note:** the LMTB will indicate the consignment has been received by checking the “LMTB Received” ticker
- **Note:** Orders and Tracking Numbers CANNOT be added to a consignment until it is ACCEPTED by the LMTB
- **Note:** Consignments CANNOT be CANCELLED by the Selling Broker if Orders have been placed for that consignment OR if the LMTB has already marked it RECEIVED

To add an order to a previously made consignment:

1. Click “Add Order” hyperlink under “Ticket Groups” column to open the “Ticket Groups” pop-up



2. Select which ticket group from the consignment to add order to and click “Add Order” hyperlink



3. In the “Create Order” pop-up there are two options to enter an order:
 - a. **OPTION 1:** copy and paste web order into “Web Order ID” field and click “Look up Customer Info.” Customer info will populate the “Customer Info” fields.
 - b. **OPTION 2:** manually enter customer’s Name, Phone, Email, Quantity (of tickets) and any Special Instructions.
4. Click “Place Order” after all fields have been entered to complete the order
5. If successful, the order will appear in the “Orders” hyperlink pop-up when clicked



6. The LMTB will indicate the tickets have been picked up by checking the “Picked Up” ticker

To add a shipping label to a consignment

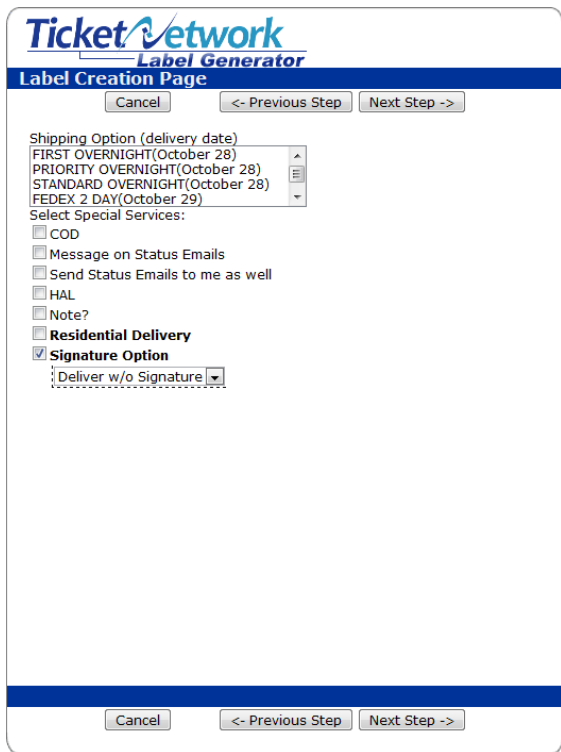
1. **Note:** the shipping label is for the Selling Broker to ship the consigned tickets to the LMTB
2. Once the LMTB has accepted the consignment, the “Add Tracking” hyperlink will appear (otherwise “Pending Acceptance” will show)

View	All	Consignments From:	9/27/2010	To:	10/27/2010	View								
Consignment	Created	LMTB Received	Status	LMTB	Venue	Street	Split	Tracking #	Packing List	Ticket Groups	Orders	Notes	Cancel	
38	10/27/2010	<input type="checkbox"/>	Pending	Inseats.com	Madison Square Gar...	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 1	0	View 1	Cancel	
37	10/27/2010	<input type="checkbox"/>	Accepted	Inseats.com	Beacon Theatre	<input type="checkbox"/>	N/A	Add Tracking	View	Add Orders	2	0	View 2	Cancel
34	10/26/2010	<input type="checkbox"/>	Cancelled	Inseats.com	45 Bleecker	<input type="checkbox"/>	N/A	Pending Acceptance	View	View 2	0	View 3	Cancel	
17	10/20/2010	<input type="checkbox"/>	Accepted	Inseats.com	Gershwin Theatre	<input checked="" type="checkbox"/>	60/40	796361419120	View	Add Orders	4	View 1	View 2	Cancel

3. Click “Add Tracking” hyperlink. The “Add Tracking to Consignment” pop up will appear

4. In the “Add Tracking to Consignment” pop up there are two options to enter tracking:
 - a. **OPTION 1:** Click the “Create FedEx Label” hyperlink to go through the process to create a new label.
 - b. **OPTION 2:** enter existing tracking label addressed to the same LMTB if shipping multiple consignments at a time.
5. Click “Save” to continue
6. If Option 1 was selected (create new label), clicking “Save” will bring broker to the TicketNetwork Label Generator in WebAdmin
7. Selling Broker and LMTB information will AUTOMATICALLY POPULATE the required shipping fields

8. Select “Next Step ->”



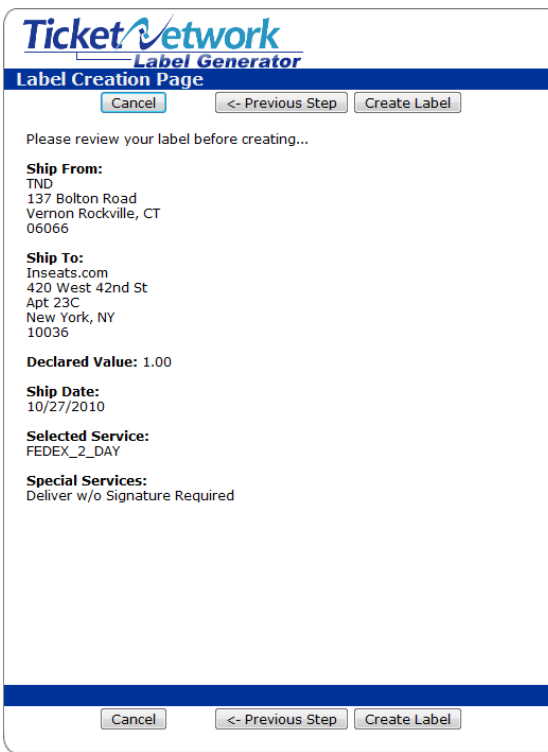
Ticket Network Label Generator
Label Creation Page

Cancel <- Previous Step Next Step ->

Shipping Option (delivery date)
 FIRST OVERNIGHT(October 28)
 PRIORITY OVERNIGHT(October 28)
 STANDARD OVERNIGHT(October 28)
 FEDEX 2 DAY(October 29)

Select Special Services:
☐ COD
☐ Message on Status Emails
☐ Send Status Emails to me as well
☐ HAL
☐ Note?
☒ **Residential Delivery**
☒ **Signature Option**
 Deliver w/o Signature

Cancel <- Previous Step Next Step ->



Ticket Network Label Generator
Label Creation Page

Cancel <- Previous Step Create Label

Please review your label before creating...

Ship From:
 TND
 137 Bolton Road
 Vernon Rockville, CT
 06066

Ship To:
 Inseats.com
 420 West 42nd St
 Apt 23C
 New York, NY
 10036

Declared Value: 1.00

Ship Date:
 10/27/2010

Selected Service:
 FEDEX_2_DAY

Special Services:
 Deliver w/o Signature Required

Cancel <- Previous Step Create Label

9. Select which “Shipping Option” and any desired “Special Services” and click “Next Step ->”
10. The last page requires broker to review information. If correct, click “Create Label”
11. **Note:** if the label does not appear, check that the pop up blocker is OFF.
12. If successful, a tracking number will appear under “Tracking #” column
13. Click on the tracking number hyperlink to view, track and / or print the tracking label



Print Label Email Label
 Track Label Close Window Cancel Label

From: Origin ID: QCWA (866) 425-5070
 TND
 137 Bolton Road
 Vernon Rockville, CT 06066

FedEx
 Express

SHIP TO: (800) 555-1212 BILL THIRD PARTY
 Inseats.com
 420 West 42nd St
 Apt 23C
 New York, NY 10036

SHIP Date: 27OCT10
 ActWgt: 0.3 LB
 CAD: 101843213NWSX02500

Delivery Address Bar Code

Ref # TRID:37
 Invoice #
 PO #
 Dept # BID:982

RELEASE#: 3785346

TRK# 7940 5300 4447
 0201

FRI - 29 OCT A1
 ** 2DAY **

10036
 NY-US
 EWR

SB NYCA

58A012607 0780

To view and add notes:

1. Under the “Notes” column, click “View”

The screenshot shows a 'Notes' window with a text input field at the top labeled 'Add new note.' and an 'Add Note' button. Below is a table with columns: Created, Note, and Added By. The table contains three entries. At the bottom right, it says 'Page 1 of 1 (3 items)'. On the right side of the window, there is a sidebar with a 'Notes' header and a list of 'View' links numbered 1 through 5. The 'View 3' link is highlighted with a red box, and a red arrow points from it to the 'Add Note' button.

Created	Note	Added By
10/27/2010 11:38.	This is a user entered note about my tickets... blah blah blah...	melanie.kucko@ticketn...
10/27/2010 10:14.	Consignment accepted by LMTB.	melanie.kucko@ticketn...
10/27/2010 8:48 AM	Consignment created.	melanie.kucko@ticketn...

2. The “Notes” pop up will appear. This window automatically keeps track of consignment creation, LMTB acceptance or rejection, consignment received and any user entered notes visible by both the Selling broker and LMTB.
3. In the “Add new note” field, enter the desired text and click “Add Note.” Note will appear in list.

Consignments Tab

View Consignments From: 9/27/2010 To: 10/27/2010 View Find Consignment Find

Consignment	Created	Tracking #	Seller	Venue	Allow Street	Your Split	Ticket Groups	Orders	Notes	Received	Status
40	10/27/2010	Pending	Metro Entertainment	Madison Square Gar...	<input type="checkbox"/>	N/A	3	0	Notes(1)	<input type="checkbox"/>	Accept / Reject
38	10/27/2010	Pending	Metro Entertainment	Madison Square Gar...	<input type="checkbox"/>	N/A	1	0	Notes(1)	<input type="checkbox"/>	Accept / Reject
37	10/27/2010	79405300...	Metro Entertainment	Beacon Theatre	<input type="checkbox"/>	N/A	2	1	Notes(3)	<input type="checkbox"/>	Accepted
36	10/27/2010	Pending	TND	Gershwin Theatre	<input type="checkbox"/>	N/A	2	0	Notes(2)	<input type="checkbox"/>	Accepted
24	10/21/2010	Pending	TND	Gershwin Theatre	<input type="checkbox"/>	N/A	1	0	Notes(2)	<input type="checkbox"/>	Accepted
20	10/21/2010	Pending	TND	Gershwin Theatre	<input checked="" type="checkbox"/>	20%	1	0	Notes(2)	<input type="checkbox"/>	Accepted
19	10/20/2010	79636234...	TND	Gershwin Theatre	<input type="checkbox"/>	N/A	1	0	Notes(4)	<input checked="" type="checkbox"/>	Accepted
18	10/20/2010	79402896...	TND	Gershwin Theatre	<input type="checkbox"/>	N/A	1	0	Notes(4)	<input type="checkbox"/>	Accepted
17	10/20/2010	79636141...	Metro Entertainment	Gershwin Theatre	<input checked="" type="checkbox"/>	40%	4	1	Notes(2)	<input type="checkbox"/>	Accepted

To manipulate incoming consignments:

1. To “Accept” or “Reject” a consignment, click the corresponding hyperlink
2. When a consignment is received, check the ticker under “Received” column
 - a. **Note:** only check “Received” if inventory matches the packing list exactly
3. Click the hyperlinks to either “Accept” or “Reject” a consignment

To view an order:

1. Click on the hyperlink under “Orders,” indicating how many orders have been placed for that consignment

Customer Name: Find

Order Id: Find

Consignment Id: 17 Find

View All Consignment Orders From: 9/27/2010 To: 10/27/2010 View

Order	Consignment	Created	Customer	Phone	Email	Quantity	Event	Special Instructions	Picked Up	Notes
8	17	10/27/2010 10:02 AM	Jane	Doe	jane.doe@email...	2	Wicked C		<input type="checkbox"/>	Receipt Notes(1)

Page 1 of 1 (1 items)

2. A new window will open displaying all orders for that consignment
 - a. **Note:** adjust date range to ensure all orders show
3. If the order does not appear, the broker can search by the “Customer Name,” “Order ID” and “Consignment ID.” Click “Find”
4. To view the entire ticket group, click the consignment number under “Consignment” column

View Consignments From: 9/27/2010 To: 10/27/2010 View Find Consignment 17 Find

Consignment	Created	Tracking #	Seller	Venue	Allow Street	Your Split	Ticket Groups	Orders	Notes	Received	Status
17	10/20/2010	79636141...	Metro Entertainment	Gershwin Theatre	<input checked="" type="checkbox"/>	40%	4	1	Notes(2)	<input type="checkbox"/>	Accepted

Page 1 of 1 (1 items)

5. A new window will appear providing details about the ticket group consignment

When a customer comes to pick up an order:

1. Open the order view and under the “Picked Up” column click “Receipt” hyperlink
2. Print out receipt and have customer fill out relevant information
3. Check the ticker under “Picked Up” column after tickets are handed over to customer
4. **Note:** the check will be visible to the Selling Broker that the tickets have been picked up

Orders Tab

To view orders and handle pickups, brokers may also go directly to the “Orders” tab:

Customer Name: Find

Order Id: Find

Consignment Id: Find

View All Consignment Orders From: 9/27/2010 To: 10/27/2010 View

Order	Consignment	Created	Customer	Phone	Email	Quantity	Event	Special Instructions	Picked Up	Notes
11	12	10/27/2010 2:17 PM	Jane	Doe	jane.doe@email...	2	Wicked C		<input type="checkbox"/>	Receipt Notes(1)
8	17	10/27/2010 10:02 AM	Jane	Doe	jane.doe@email...	2	Wicked C		<input checked="" type="checkbox"/>	Receipt Notes(2)
6	14	10/20/2010 10:08 AM	TEST ORDER	Daytime: 12345...	timk@ticketnetw...	8	Wicked C		<input checked="" type="checkbox"/>	Receipt Notes(3)
5	14	10/20/2010 10:07 AM	TEST ORDER	Daytime: 12345...	timk@ticketnetw...	3	Wicked N		<input checked="" type="checkbox"/>	Receipt Notes(15)
4	14	10/20/2010 10:07 AM	TEST ORDER	Daytime: 12345...	timk@ticketnetw...	4	Wicked C		<input checked="" type="checkbox"/>	Receipt Notes(2)
3	6	10/19/2010 11:54 AM	asjdhdh	0000000000	sdjkfydjfh@jhsd...	5	Wicked C		<input checked="" type="checkbox"/>	Receipt Notes(4)
2	1	10/15/2010 3:34 PM	Bubba	Hotep	bubba.hotep@ti...	1	Wicked N		<input checked="" type="checkbox"/>	Receipt Notes(7)

Page 1 of 1 (9 items)

Inventory Tab

Though no real functionality, the “Inventory” tab allows brokers to see all detailed ticket inventory that is currently on consignment.

View Inventory For Consignment:

View Inventory For Consignments From: To:

Consignment	Venue	Event	Event Time	S/R	Quantity	Seat Ordering	Low/High
1	Gershwin Theatre	Wicked	11/14/2010 3:00 PM	1/f	1	Consecutive	1-1
1	Gershwin Theatre	Wicked	11/16/2010 7:00 PM	1/f	1	Consecutive	1-1
1	Gershwin Theatre	Wicked	12/11/2010 2:00 PM	Orch/b	4	Even/Odd	1-7
2	Gershwin Theatre	Wicked	11/14/2010 3:00 PM	1/f	12	Consecutive	2-13
2	Gershwin Theatre	Wicked	11/16/2010 7:00 PM	1/f	12	Even/Odd	5-27
2	Gershwin Theatre	Wicked	12/11/2010 2:00 PM	Orch/b	10	GA	GA-GA
3	Gershwin Theatre	Wicked	11/14/2010 3:00 PM	1/f	1	Consecutive	1-1
3	Gershwin Theatre	Wicked	11/16/2010 7:00 PM	1/f	1	Even/Odd	1-1
3	Gershwin Theatre	Wicked	12/11/2010 2:00 PM	Orch/b	4	GA	GA-GA
4	Gershwin Theatre	Wicked	11/14/2010 3:00 PM	1/f	4	Consecutive	5-8

Page 1 of 10 (99 items)

Clicking on the consignment number hyperlink under the “Consignment” column will open a new window showing the details of that particular consignment.

View Consignments From: To:

Find Consignment

Consignment	Created	Tracking #	Seller	Venue	Allow Street	Your Split	Ticket Groups	Orders	Notes	Received	Status
1	10/15/2010	79402106...	TND	Gershwin Theatre	<input checked="" type="checkbox"/>	40%	3	1	Notes(7)	<input checked="" type="checkbox"/>	Accepted

Page 1 of 1 (1 items)