



FIFA TICKETING

Training session
Distribution Portal

16 April 2020

Agenda

- Simultaneous ticket types for same customer
- Distribution of Thermal tickets
- Distribution of Mobile Tickets
- View map with all tickets irrespective of ticket type
- How to print thermal tickets in bulk

Simultaneous ticket types for same customer

How to activate thermal/eticket distribution?

- If **Thermal ticket distribution** is checked, distribution of thermal tickets and eticket is activated
- If **Thermal ticket distribution** is unchecked, distribution of eticket only is activated

Point of sale > FCWC20 Group Sales USD

Ticket Holder / Distribution

Distribution	<input checked="" type="checkbox"/>
Thermal ticket distribution	<input checked="" type="checkbox"/>

Ticket distribution

Display items

Distributable ▼

Sort

Alphabetically (ASC) ▼

Search

Product name



FIFA Club World Cup Qatar 2020™

From Saturday, 1 August 2020 to Friday, 4 December 2020

Khalifa International Stadium TEST

[SEE PRODUCT DETAILS](#)

Remaining tickets
(thermal)

190 / 190

DISTRIBUTE TICKETS

[TICKETING DASHBOARD](#)

FIFA Club World Cup Qatar 2020™

From Saturday, 1 August 2020 to Friday, 4 December 2020

Khalifa International Stadium TEST

[SEE PRODUCT DETAILS](#)

Remaining tickets
(Print@home)

189 / 189

DISTRIBUTE TICKETS

[TICKETING DASHBOARD](#)

Client account

Home page

TICKETS

View products

Order history

ACCOUNT SETTINGS

Profile

Password

Address book

DISTRIBUTION

Distribute your tickets

Manage your members

My mass printed tickets

VOUCHER CODES

Dashboard

Log out


Distribution of Thermal tickets

- Tickets are considered as “thermal” if sold with following shipment mode types:
 - Post
 - Hand to contact postponed
- No immediate printing possible
- Instead of printing, possibility to enter ticket holder data
- If level 2 sets ticket holders, level 1 cannot to take back tickets


Distribution of Thermal tickets

Step 2: Seat assignment

Please choose if you would like to distribute your tickets to a structure / an individual or er

 **DISTRIBUTE TICKETS**

- or -

 **ENTER GUESTS IMMEDIATELY**
DEFINE TICKET OWNERS IMMEDIATELY



Ticket owners

Please enter the names of the seat ticket owner.

✕ CANCEL

SAVE

FIFA Club World Cup Qatar 2020™

Match 10 : Los Angeles Galaxy vs Olympique Lyonnais

Khalifa International Stadium TEST

Tuesday, 1 December 2020

4 tickets - Category 1

Full Price Opposite Stand - Block A26-BayB - Row 23 - Seat 1

First name *

Last name *

☐ Use this
information for
all tickets

Date of birth

day

▼ month

▼ year

▼

Nationality

Choose...

▼

Passport number

Full Price Opposite Stand - Block A26-BayB - Row 23 - Seat 2

First name *

Last name *

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Dashboard

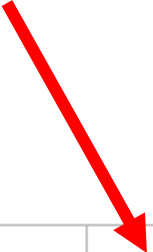
Log out

Keep your details up to date

We may have to inform you of the postponement or cancellation of an event. We will contact you by email, by phone or by mail to the address you provided when you registered. Please update your contact details regularly.

Ticket holder
fields to be
configured

Dashboard thermal tickets



<input type="checkbox"/>	Date	Seat category	Remaining	Distributed		Direct guest input	Total	Controlled
				Returns accepted	Cannot retrieve			
<input type="checkbox"/>	Match 10 Los Angeles Galaxy vs Olympique Lyonnais Khalifa International Stadium TEST Tuesday, 1 December 2020 - 18:00	● Category 1	18	0	0	2	20	0
		● Category 2	20	0	0	0	20	0
<input type="checkbox"/>	Match 11 River Plate vs Tonnerre Yaoundé Khalifa International Stadium TEST Wednesday, 2 December 2020 - 18:00	● Category 3	150	0	0	0	150	0
Total			188	0	0	2	190	0

List of direct guest tickets

FIFA Club World Cup Qatar 2020™

From Saturday, 1 August 2020 to Friday, 4 December 2020

Khalifa International Stadium TEST

EXPORT TO EXCEL

FIFA Club World Cup Qatar 2020™

Match 10 : Los Angeles Galaxy vs Olympique Lyonnais

Khalifa International Stadium TEST

Tuesday, 1 December 2020

Category 1

Name	First name	Seat
bechet	bertrand	Opposite Stand - A26-Bay B - 23 - 1
cooper	joe	Opposite Stand - A26-Bay B - 23 - 2

When ticket
holder entered

◀ ALL PRODUCTS ◀ BACK TO TICKETING DASHBOARD

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DISTRIBUTION

Distribute your tickets

Manage your members

My mass printed tickets

VOUCHER CODES

Dashboard

Log out

Keep your details up to date

We may have to inform you of the postponement or cancellation of an event. We will contact you by email, by phone or by mail to the address you

FIFA Club World Cup Qatar 2020™

Khalifa International Stadium TEST

EXPORT TO EXCEL

FIFA Club World Cup Qatar 2020™

Match 11 : River Plate vs Tonnerre Yaoundé

Khalifa International Stadium TEST

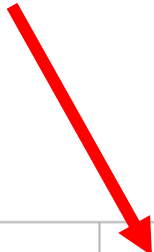
Wednesday, 2 December 2020

Category 3

Name	First name	Seat
		Main Stand Left - A24-Bay A - 7 - 1
		Main Stand Left - A24-Bay A - 7 - 2
		Main Stand Left - A24-Bay A - 7 - 3
		Main Stand Left - A24-Bay A - 7 - 4

When ticket
exported for
external printing /
printed

Dashboard etickets



<input type="checkbox"/>	Date	Seat category	Remaining	Distributed		Printed directly	Total	Controlled
				Returns accepted	Cannot retrieve			
<input type="checkbox"/>	Match 10 Los Angeles Galaxy vs Olympique Lyonnais Khalifa International Stadium TEST Tuesday, 1 December 2020 - 18:00	● Category 1	70	0	0	0	70	0
		● Category 2	50	0	0	0	50	0
		● Category 3	15	0	0	0	15	0
<input type="checkbox"/>	Match 11 River Plate vs Tonnerre Yaoundé Khalifa International Stadium TEST Wednesday, 2 December 2020 - 18:00	● Category 1	20	0	0	0	20	0
<input type="checkbox"/>	Match 12 Olympique Lyonnais vs Tonnerre Yaoundé Khalifa International Stadium TEST Thursday, 3 December 2020 - 18:00	● Category 1	50	0	0	0	50	0
		● Category 2	15	0	0	0	15	0
<input type="checkbox"/>	Match 13 River Plate vs Los Angeles Galaxy Khalifa International Stadium TEST Friday, 4 December 2020 - 18:00	● Category 2	4	0	0	0	4	0
Total			224	0	0	0	224	0

Distribution of Mobile Tickets

- Tickets with delivery mode «Blockchain» cannot be distributed
- Idea to make it possible - quick way
 - Sell TIXnGO tickets using a temporary Post shipment mode “To-be TIXnGO tickets”
 - GS customers distribute distributes as if it was thermal tickets
 - Prior to ticket injection, use the “Split shipment” batch to change the shipment mode to real TIXnGO delivery mode
 - Inject the ticket for the cultural contact => technical **small gap to lift** (modification of SecuTix interface – low CP change)

***Business Gap** => not possible to distinguish thermal and mobile tickets in the same distribution phase*

- Idea to make it possible - more sophisticated way
 - Think of fully supporting distribution of mobile tickets from b2b portal with dedicated screens

View map with all tickets irrespective of ticket type

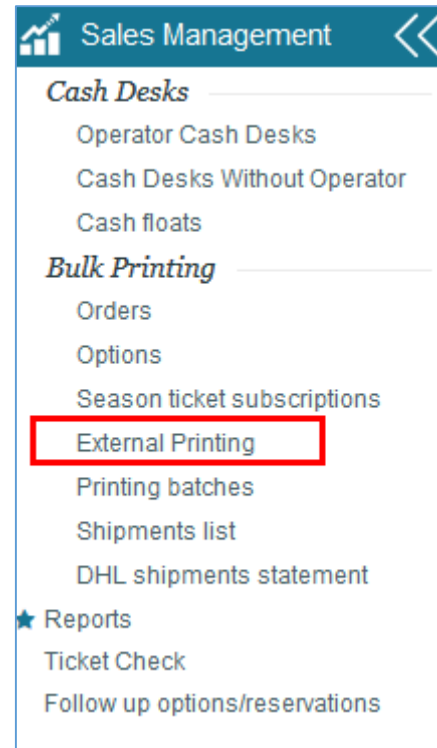
Current behaviour

- Tickets are visible per ticket support
 - 1 map for eticket
 - 1 map for thermal tickets (post/hand to contact postponed)
- Some tickets cannot be seen on the map:
 - Ticket printed at box office (Immediate printing)
 - Mobile tickets

Development would be needed to display a map with all customer tickets regardless with all ticket types

Printing in bulk

External printing



Printing in bulk

External printing => generates Excel file with tickets to print and letter in the **Printer Interface**

☆ External Funding

Cash Desks

- ★ Operator Cash Desks
 - Cash Desks Without Operator
 - Cash floats

Bulk Printing

- Orders
- Options
- Season ticket subscriptions

External Printing

- ## Printing batches

★ Shipments list

- ### DHL shipments statement

★ Reports

- Ticket Check
- Follow up options/reservations

 Last filters used

General

Products

Shipment contact

Sorting

Shipments sort

- ☐ Sort the shipments by name of the country of the delivery address (Standard mode)
- ☒ Sort the shipments alphabetically by the name of the delivery contact

☆ *Interface : Thu Apr 16 12:28:12 CEST 2020 > Export ti...*

Message type :

 **EXPORT TO EXCEL**

NUMBER	DATE	MESSAGE TYPE	MESSAGE
1	16/04/2020 12:28 pm	Info	Execution parameters: print batch number 230, number of shipments contained in the batch: 1, state of batch: PROCESSED
1	16/04/2020 12:28 pm	Info	Print batch 230 state is changed to 'RUNNING'
1	16/04/2020 12:28 pm	Info	Print batch 230 uses organisation FIFA Club World Cup Qatar 2020™ - TEST.
1	16/04/2020 12:28 pm	Info	Start generating tickets for batch 230.
1	16/04/2020 12:28 pm	Info	Print batch 230 uses sorting mode Legacy.
1	16/04/2020 12:28 pm	Info	230 TN 20200416112812.csv
1	16/04/2020 12:28 pm	Info	230 TN 20200416112812.zip
1	16/04/2020 12:28 pm	Info	Generation of tickets for batch 230 is complete.
1	16/04/2020 12:28 pm	Info	Start generating letters for batch 230.
1	16/04/2020 12:28 pm	Info	230 LN 20200416112812.csv
1	16/04/2020 12:28 pm	Info	230 LN 20200416112812.zip
1	16/04/2020 12:28 pm	Info	Generation of letters for batch 230 is complete.
1	16/04/2020 12:28 pm	Info	Print batch 230 state is changed to 'PROCESSED'

Contains all necessary information for external printing of thermal tickets.

[illegible]

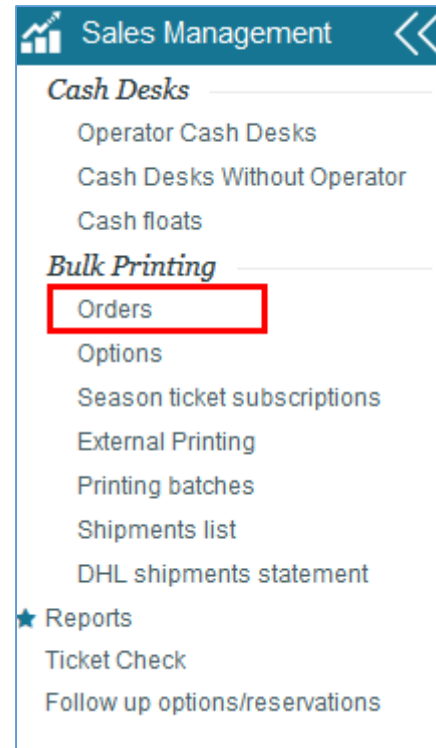
Letter information for external printing

Cover letters can be edited with key information when sending by post tickets to customers. Information on ticket shipment are organised by match, category, contingent and contains quantity of tickets in the shipment and price

BE	BF	BO	BP	BQ	BR	
Seat_Category_external_name_PL	Quantity_of_tickets	Contingent_external_name_PL	Ticket_price_net	Ticket_price_gross	File	
Category 1	20	06.01 FIFA Partners	560	560	489750	
Category 2	20	01.01 General Public Sales	280	280	489750	
Category 3	150	06.01 FIFA Partners	1050	1050	489750	

Printing in bulk

In-house bulk printing



Sorting options when
printing tickets, but not
possible to print by cultural
contact

☆ *Bulk Printing*

+

✕

General

Products

Shipment contact

Sorting

Shipments sort *

☒ Sort the shipments alphabetically by the name of the delivery contact

☐ Sort the shipments by file number

☐ Sort the shipments by order number

☐ Sort the shipments by date of the first performance date of the tickets to print

☐ Sort the shipments by name of the country of the delivery address (Standard mode)

☐ Sort the shipments by number of tickets to print

☐ Sort tickets by match, contact number, price category, stand, level, block, row, seat (Collection mode)

Print order according to this sort *

Ascending

Composed product handling *

☒ Ignore the composed products inside an order and process all of its tickets chronologically

☐ Handle each composed product individually, print chronologically inside one composed product

ERASE CRITERIA

NEXT