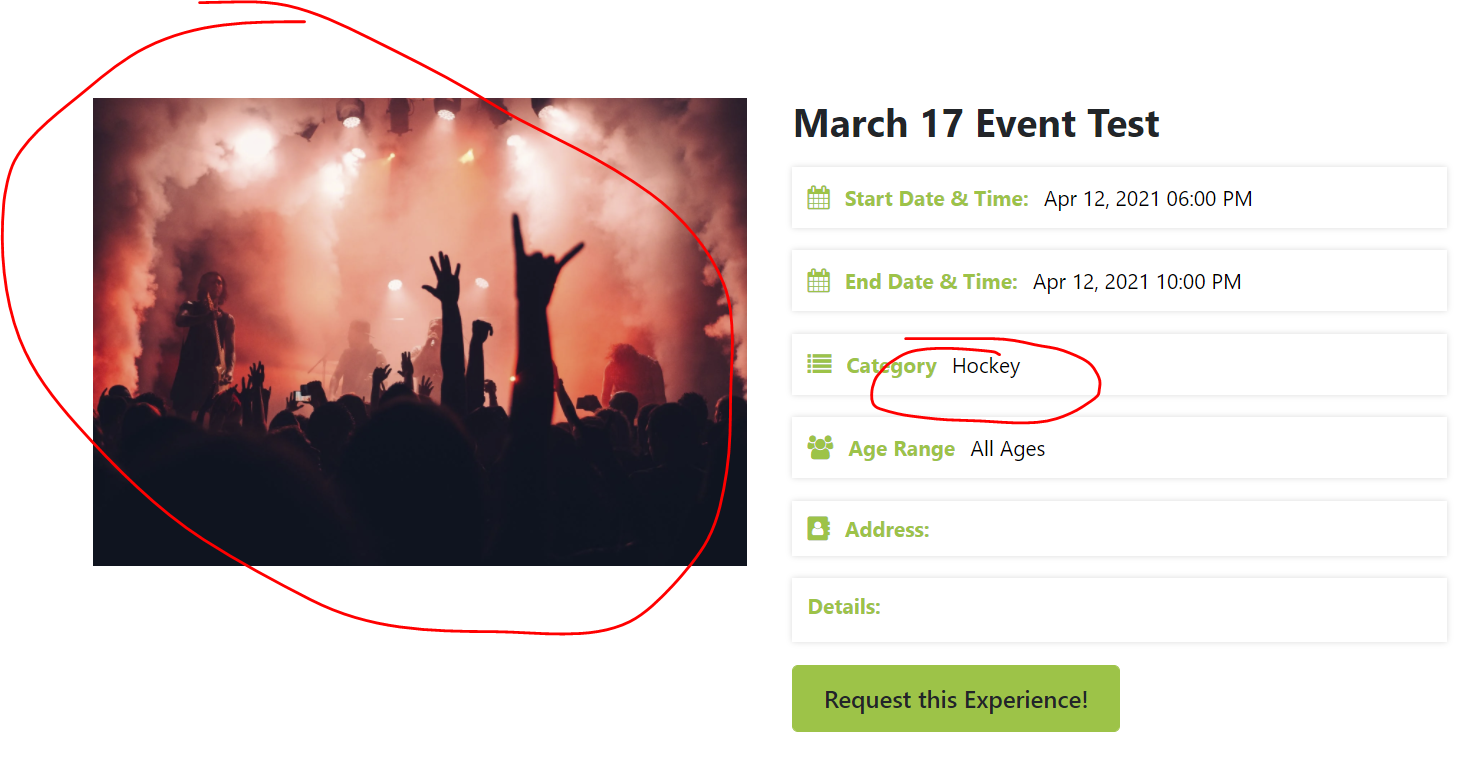
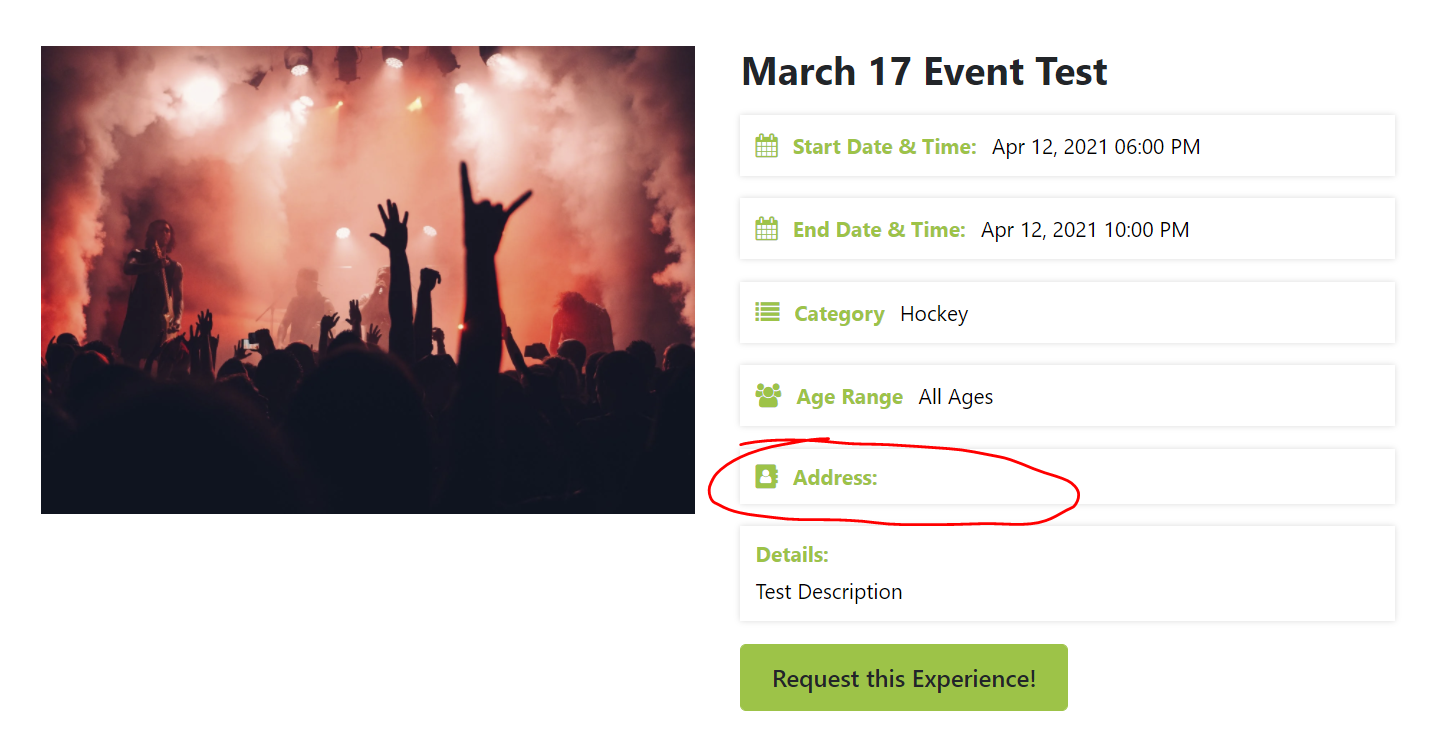
**Experience Hub**

Agency code: AGHALIFAX

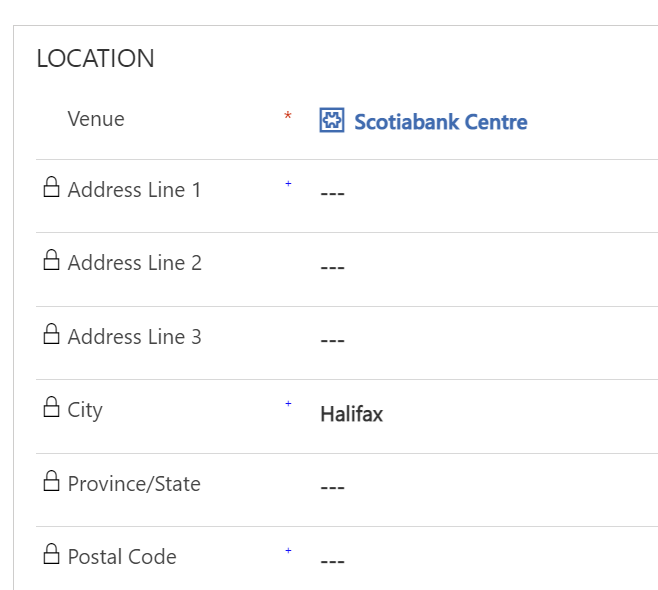
1. I believe you mentioned you are working on this still. Category is Hockey so the picture associated should be the hockey photo. Needs to be fixed on Experience Hub and Agency Portal



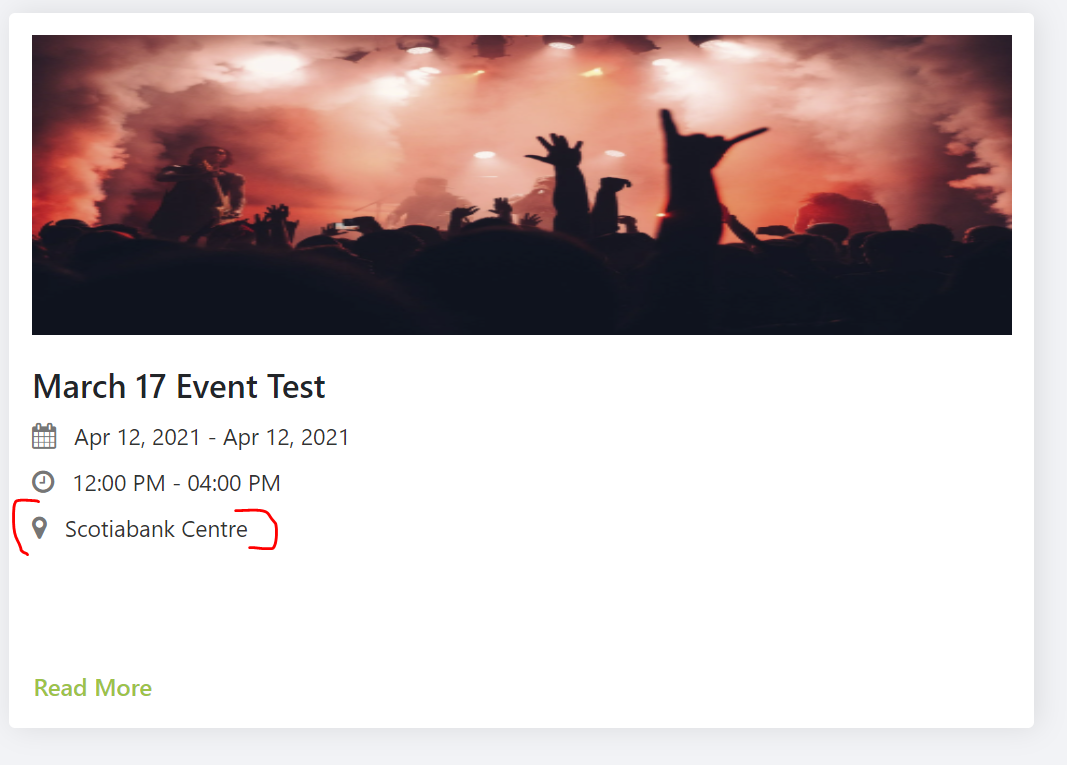
1. Where is the Address field populating from when you click on the event?



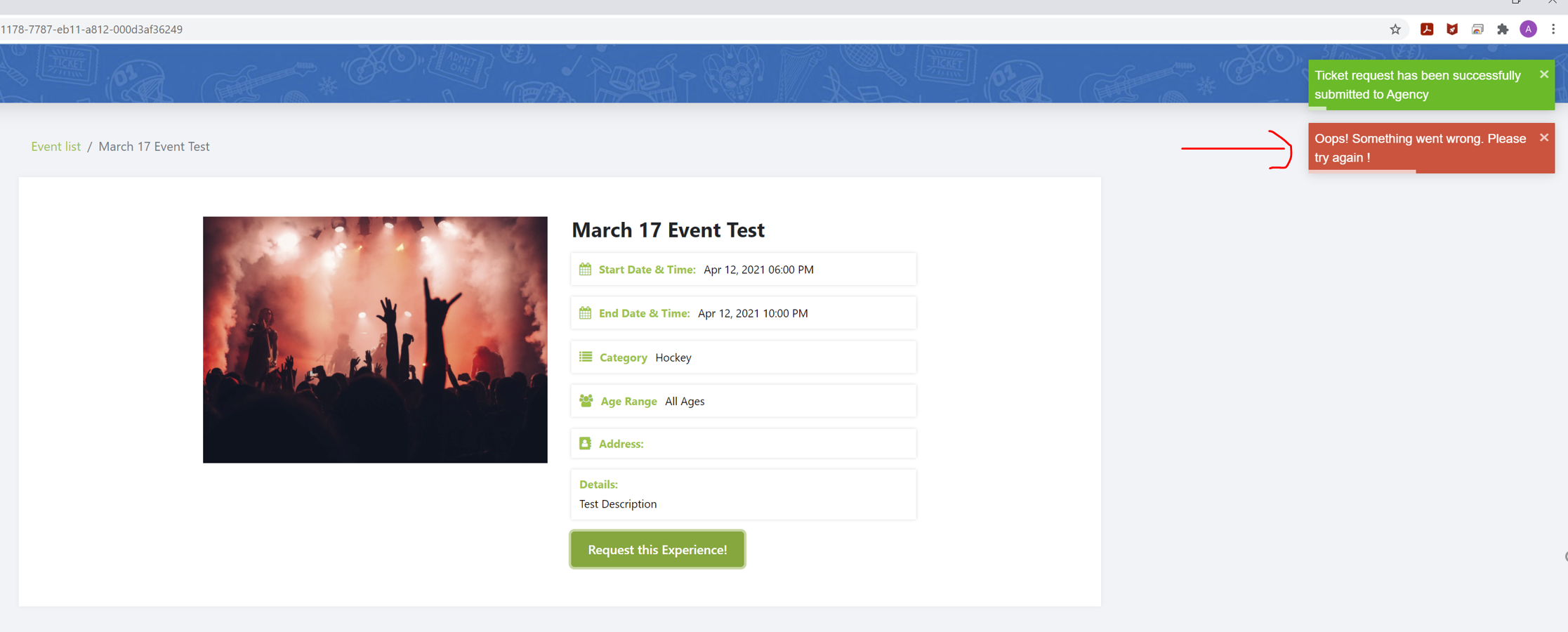
If I look at the event on MS Dynamics, the venue selected is the Scotiabank Centre, is it referencing the Address Line 1 field? Or something else? Need to know if this is a data issue or if the Experience hub is referencing the wrong field.

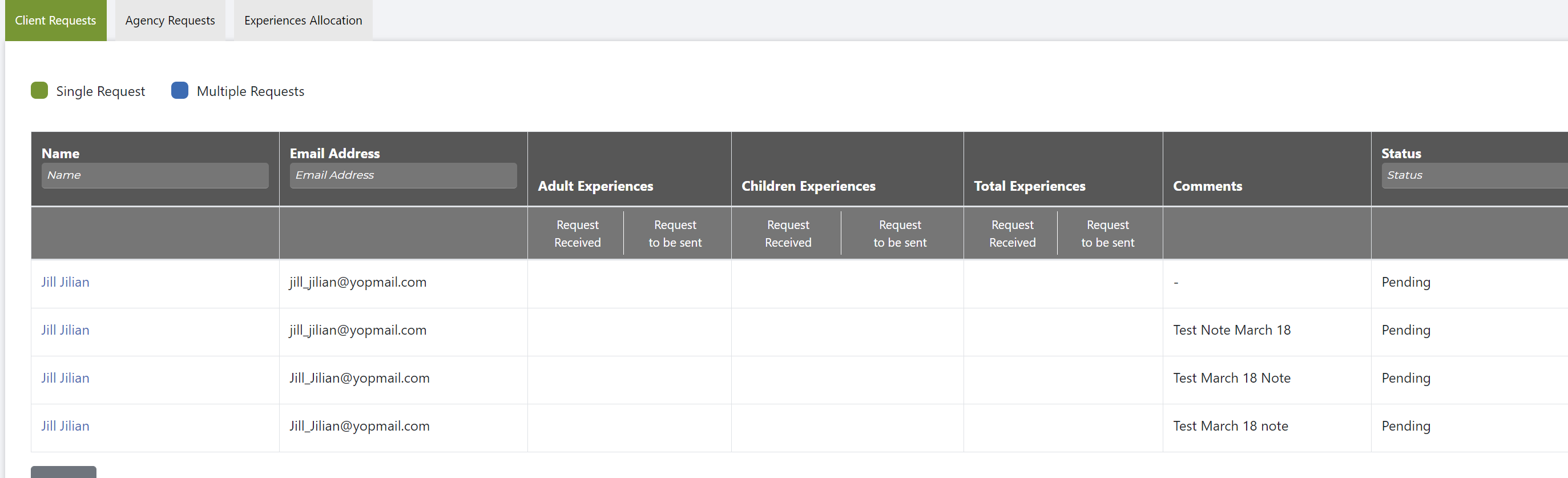


The venue is displaying correctly on the summary event but not when I click to read more.



1. When I try to request the experience, I get an error message but the request is submitted. I’m thinking this error message has something to do with the SMTP and the email notice as I did not receive one





1. From Agency Portal Testing 2021-02-19, item 14. Email notice number 4 (experience hub to client). Update the email notification to:

Subject title:

Experience Request

Message body:

Hi {First name},

Thank you for placing a request for this opportunity with Kids Up Front!

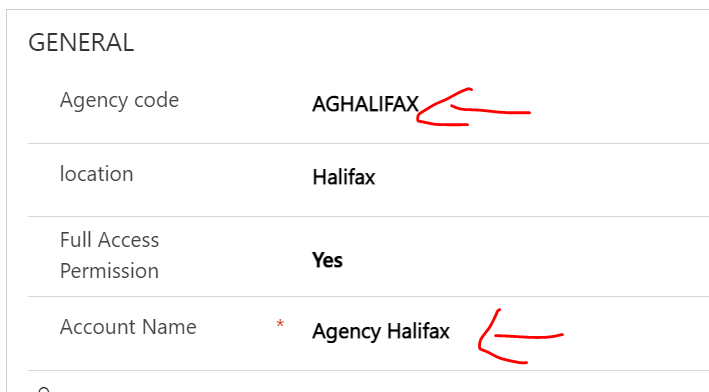
You will receive email updates of the status of your request. Please make sure to reach out to {Agency} if anything changes or if you have any questions.

Thank you!

The Team at Kids Up Front {Business Unit}

Seasia Query: Which agency name you want here?

Reply: Use the agency name associated to the agency code that was used. In this example, Agency code is AGHALIFAX so the Agency name would be “Agency Halifax”. Also the formatting needs to be the same as the forgot password or agency registration. Should be a blue banner at the bottom.

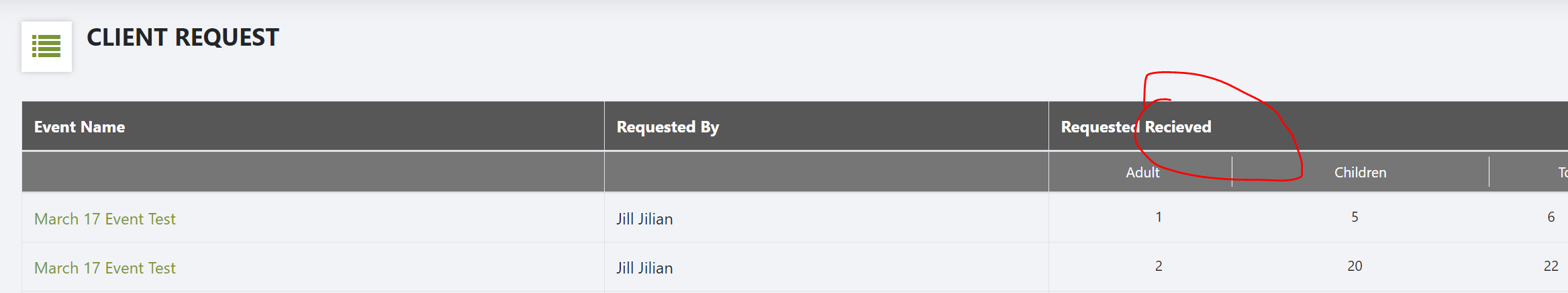


**Agency Portal**

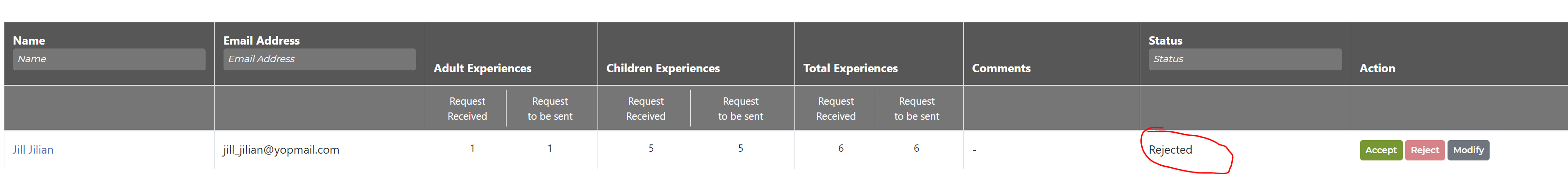
User: [allen\_tsang@yopmail.com](mailto:allen_tsang@yopmail.com)

Pwd: Mind@123

1. Under Client Request, fix spelling. Should be “Received”



1. I rejected one of the requests completely. Expecting a notice but did not receive notice. Should be email notice number 8 (Request denied by Agency)



Subject title:

Experience Request

Message body:

Hi,

We are sad to inform you that your ticket request has been declined by {agency}.

EVENT:

{Event(Ticket Request)}

{Start Date(Event (Event))}

Please contact {agency} if you have any questions.

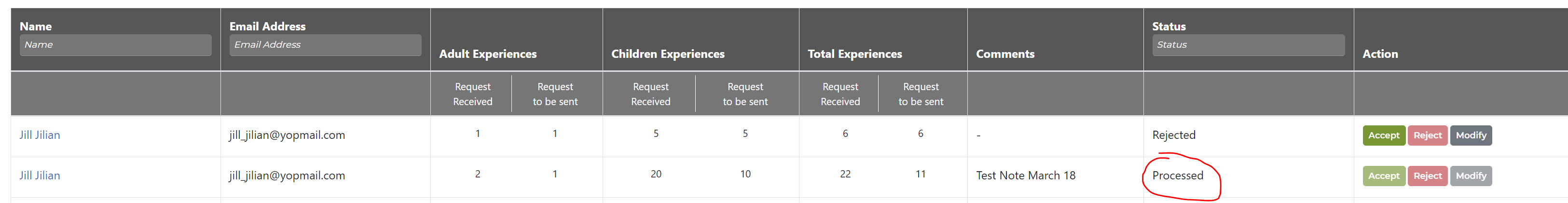
We hope to be able to provide you with tickets for a different event soon.

Thanks,

The Team at Kids Up Front {Business Unit}

Again, the formatting needs to be the same as the forgot password or agency registration. Should be a blue banner at the bottom.

1. Now, I modified a request and accepted it and generated the request to KUF. Again, I’m expecting a notice but did not receive notice. Should be email number 5 (Agency Portal to Client after request processing)



Subject title:

Experience Request

Message body:

Hi,

Your request for {event} has been processed by {Agency} and is under review. You will receive a

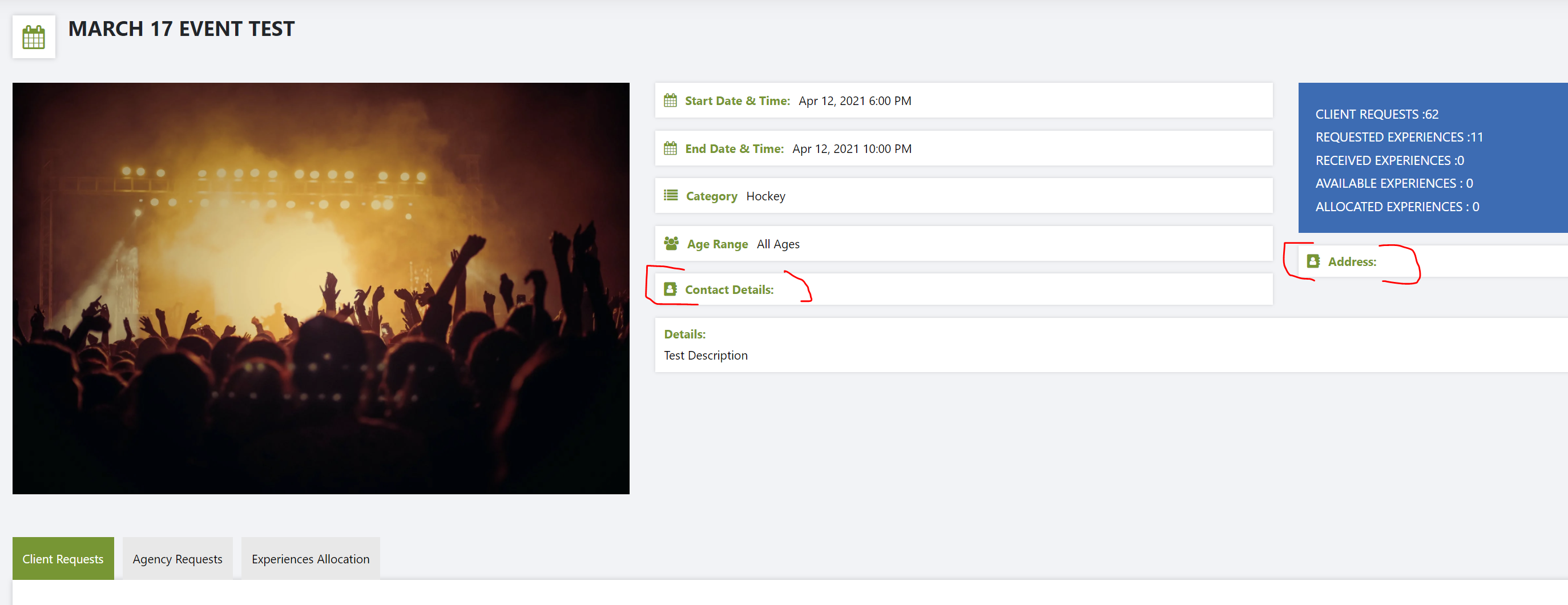
notification when your request has been approved or denied.

Thank you!

The Team at Kids Up Front {Business Unit}

Again, the formatting needs to be the same as the forgot password or agency registration. Should be a blue banner at the bottom.

1. Where is the Contact Details and Address pulling from in MS Dynamics?



1. Still showing a null for the middle name

