POSNext 2.0
Quick Start Guide

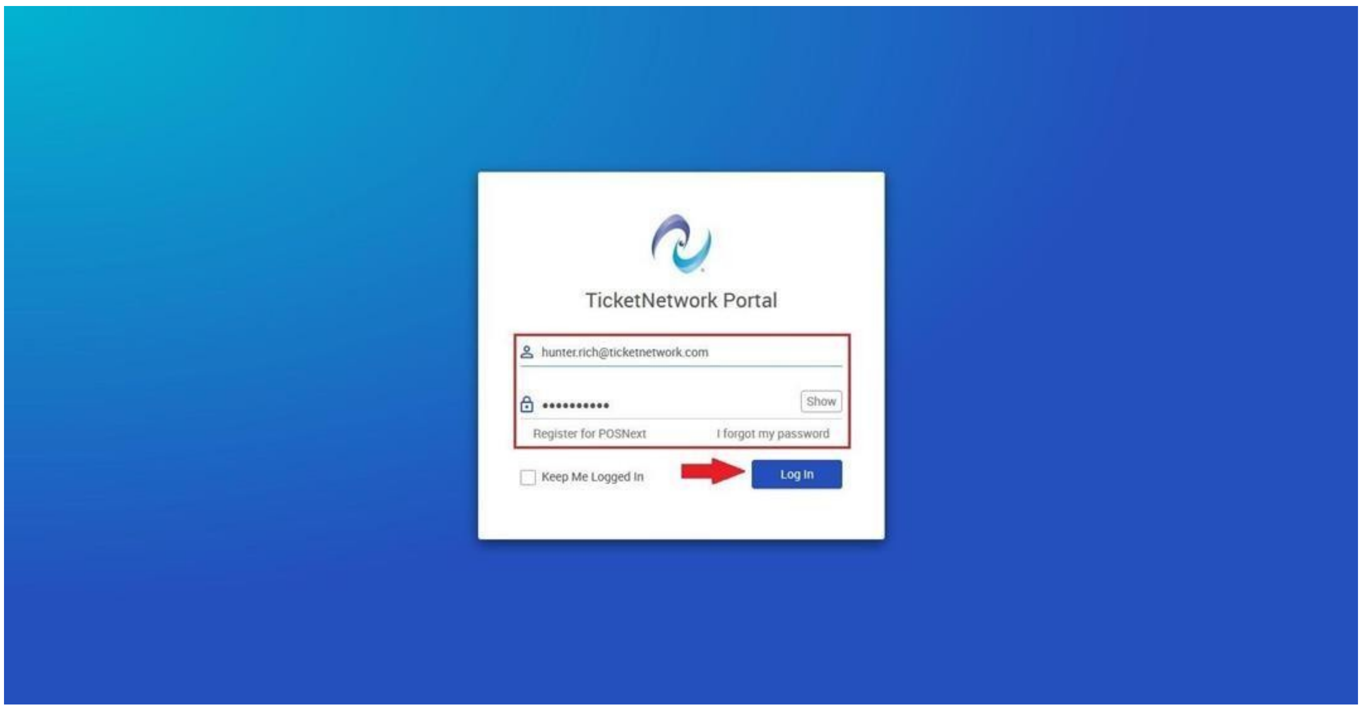
Table of Contents

Contents

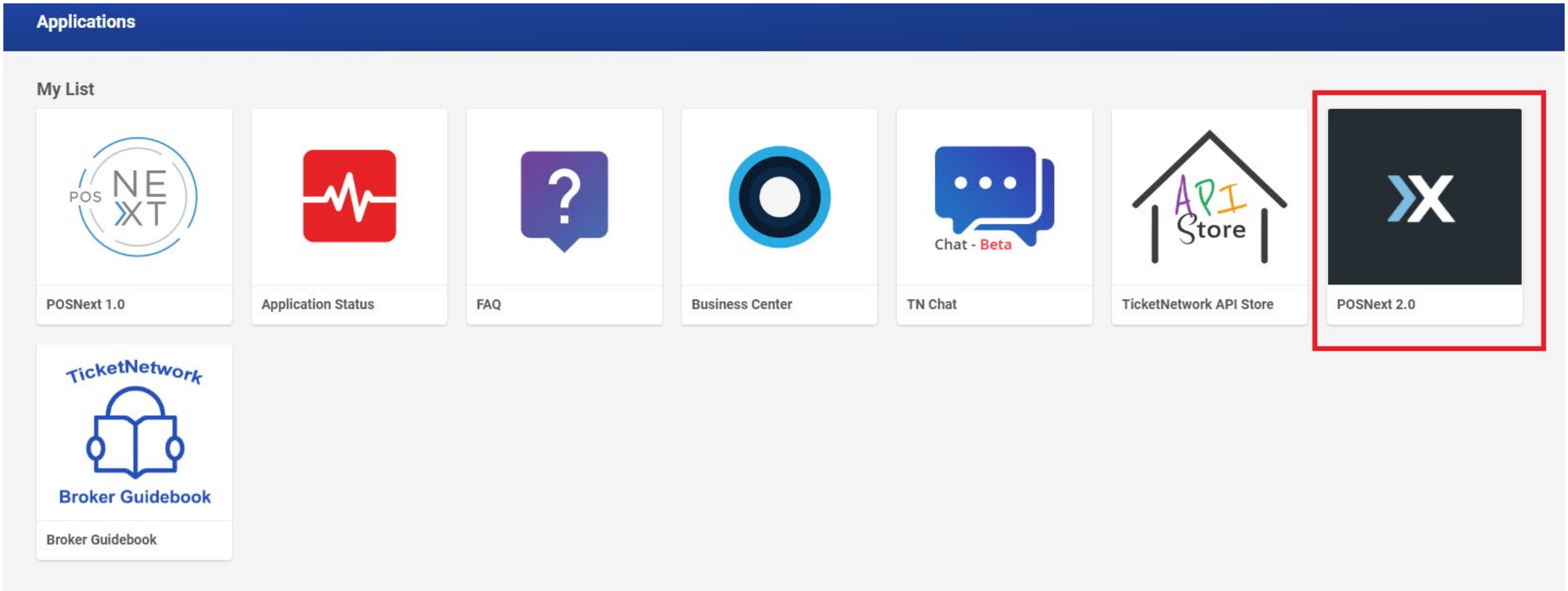
Login to TicketNetwork's POSNext

Go to https://portal.ticketnetwork.com/

Enter your credentials and select **Log In.**

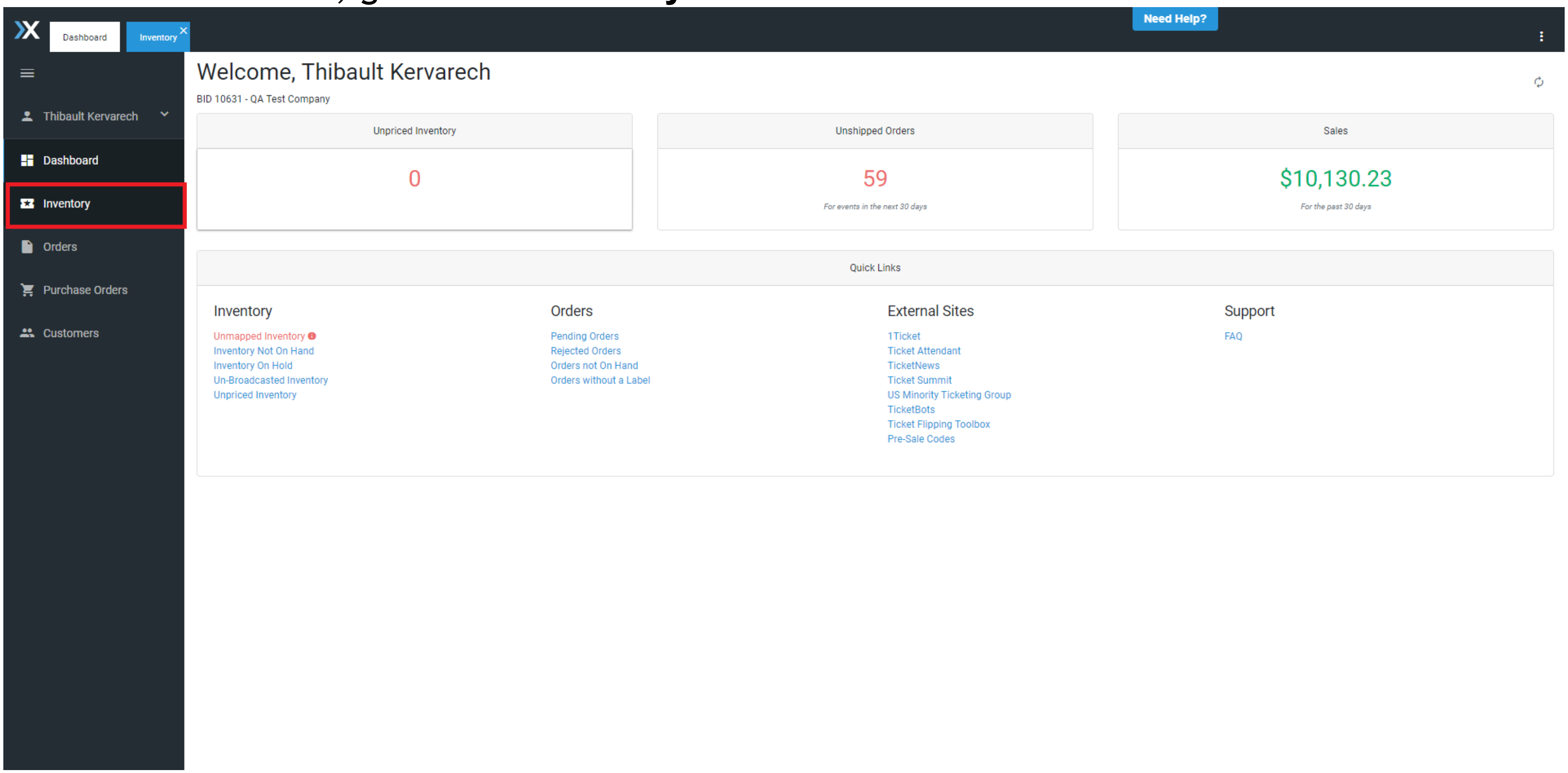


In TicketNetwork Portal, select the **POSNext 2.0**

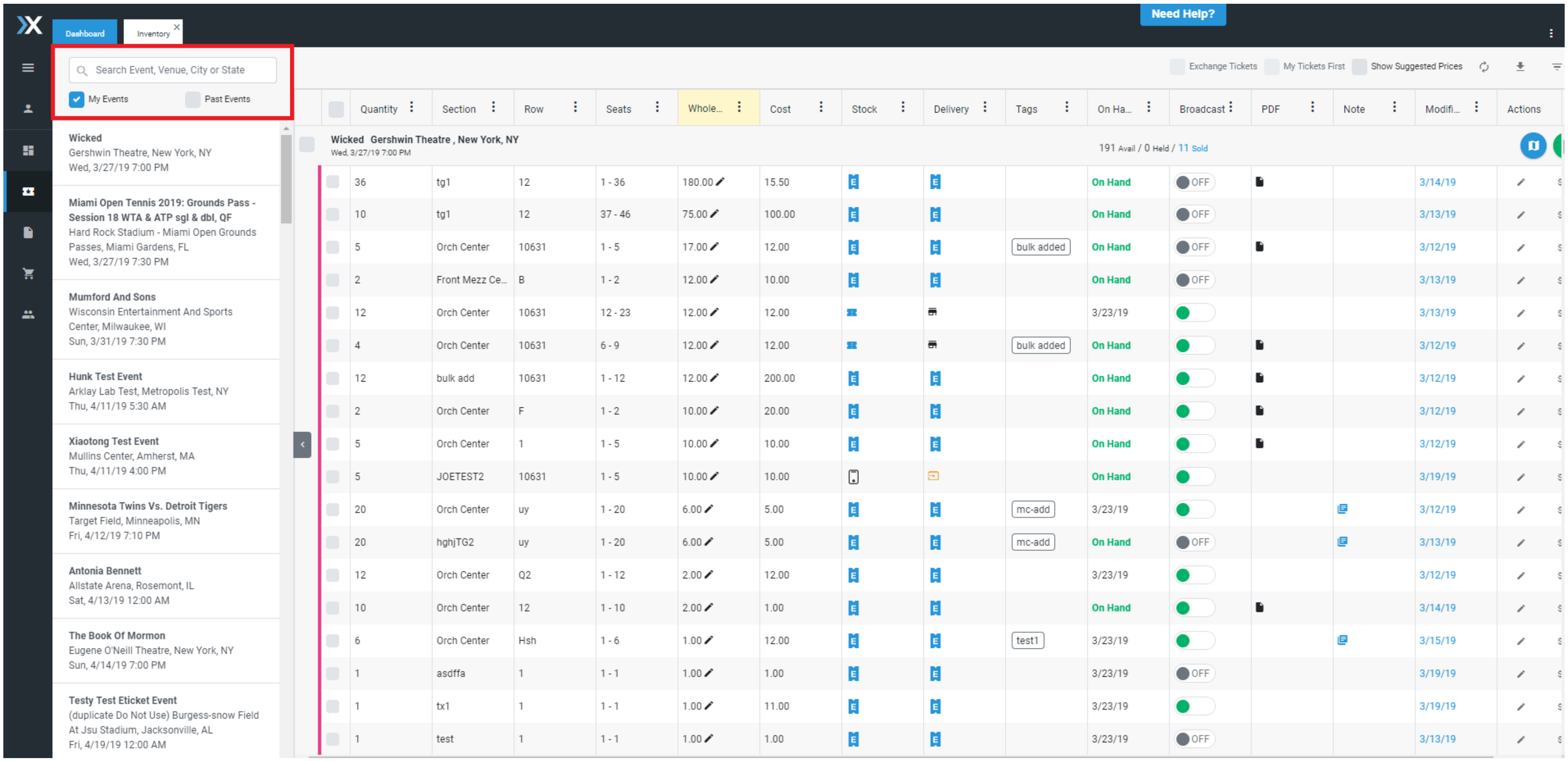


Enter Inventory

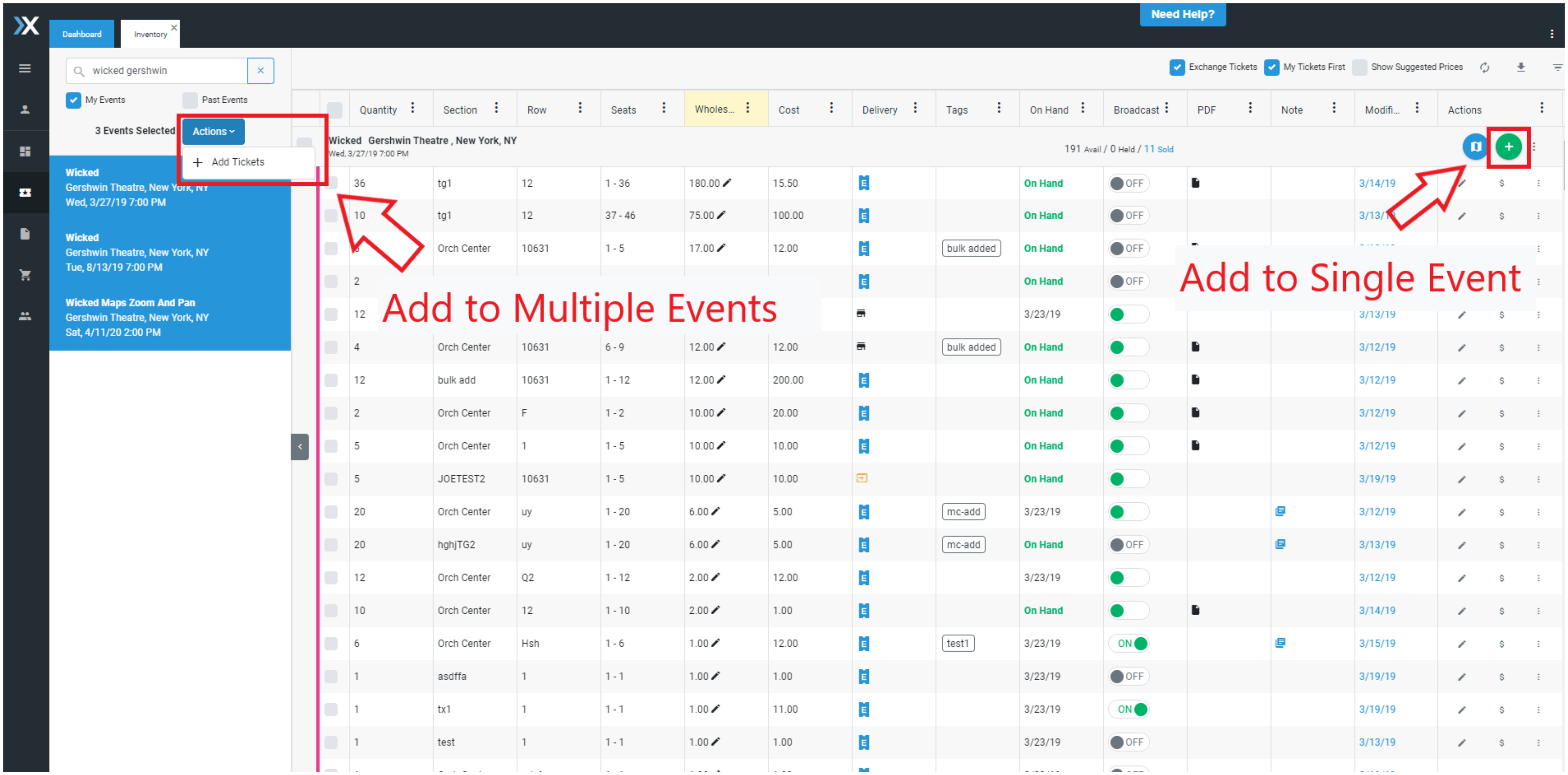
From the Dashboard, go to the **Inventory Tab.**



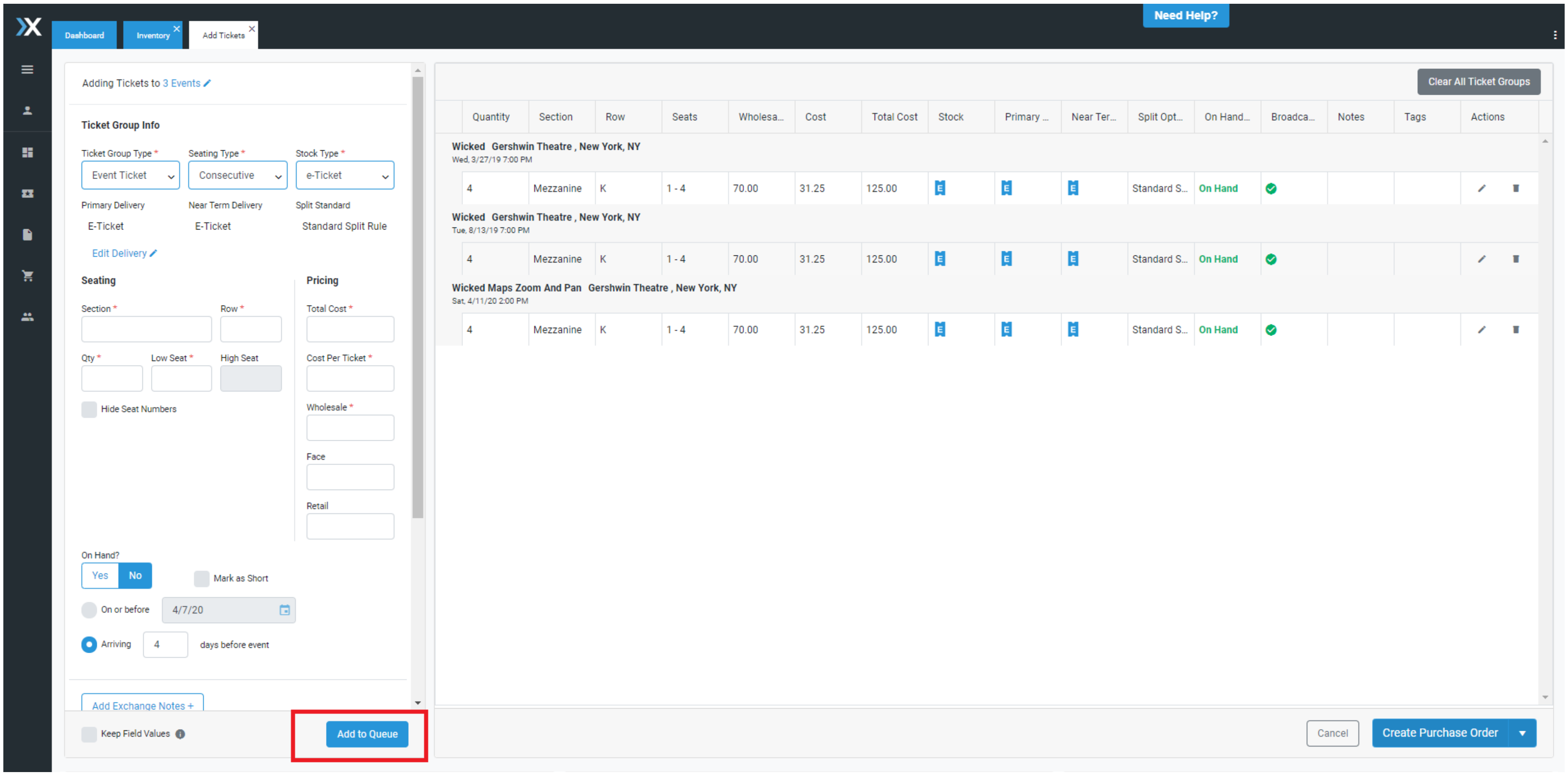
In the Inventory tab, use the search bar located on the top right side of the screen to search for an event or multiple events. The search will accept any combination of Event, Venue, City, State, Date or Day of the week.



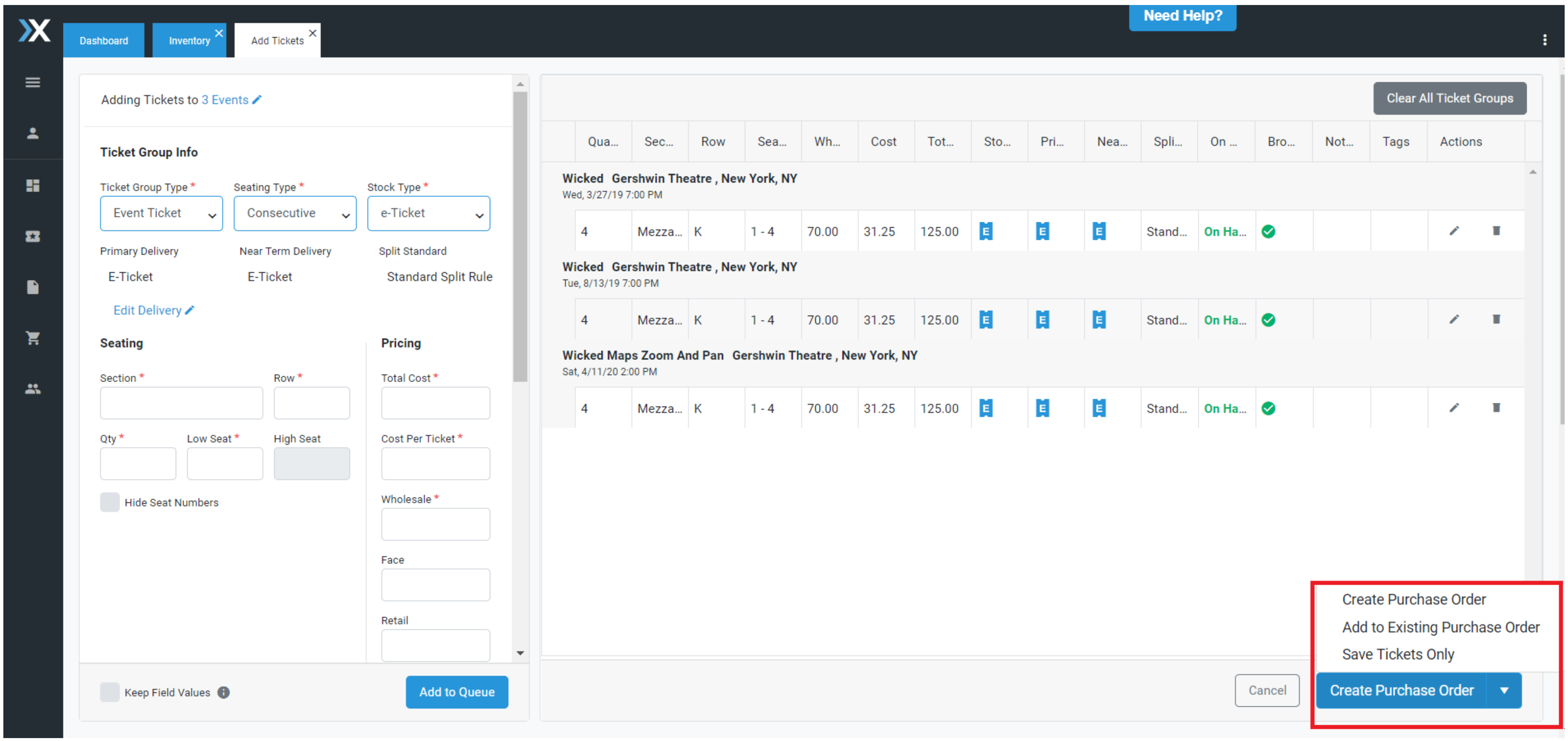
To add inventory to one event, select the + button on the event header. To add inventory to multiple events, hold the Ctrl key and click to select multiple events, then click **Add Tickets** from the bulk menu that appears.



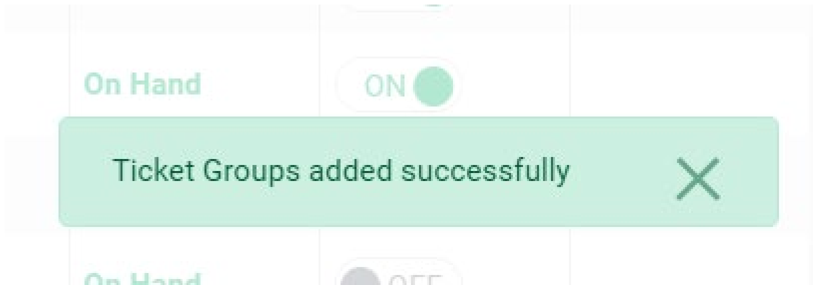
Enter ticket details for one or more ticket groups, selecting **Add to Queue** when ticket details are supplied for each group. Tickets priced above $0 Wholesale will broadcast on the TicketNetwork exchange by default – this can be prevented by updating the Broadcast To settings while adding ticket groups.



The default option is **Create Purchase Order** to enter the purchase information and associate the ticket groups with a vendor. Additionally, you may associate the tickets with an existing ticket group by selecting **Add to Existing Purchase Order** - or simply **Save Tickets Only** to leave them unassociated with any Purchase Order.



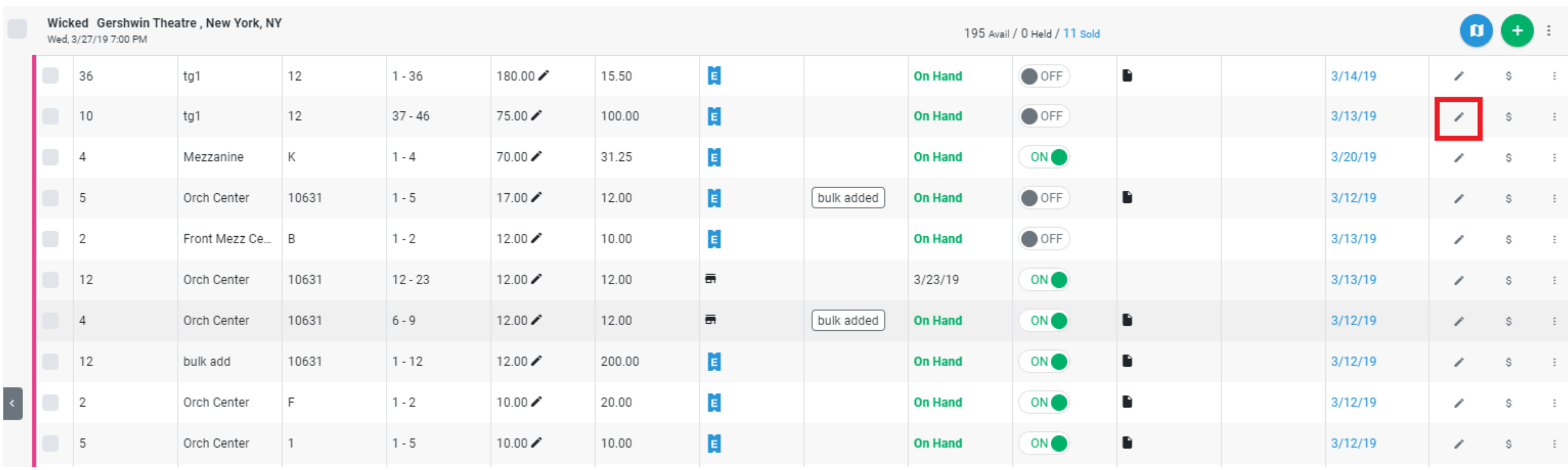
After your ticket group has been added, you will be returned to the Inventory (or to the PO if you have created one), and will receive a success message in the lower right-hand corner of the screen:



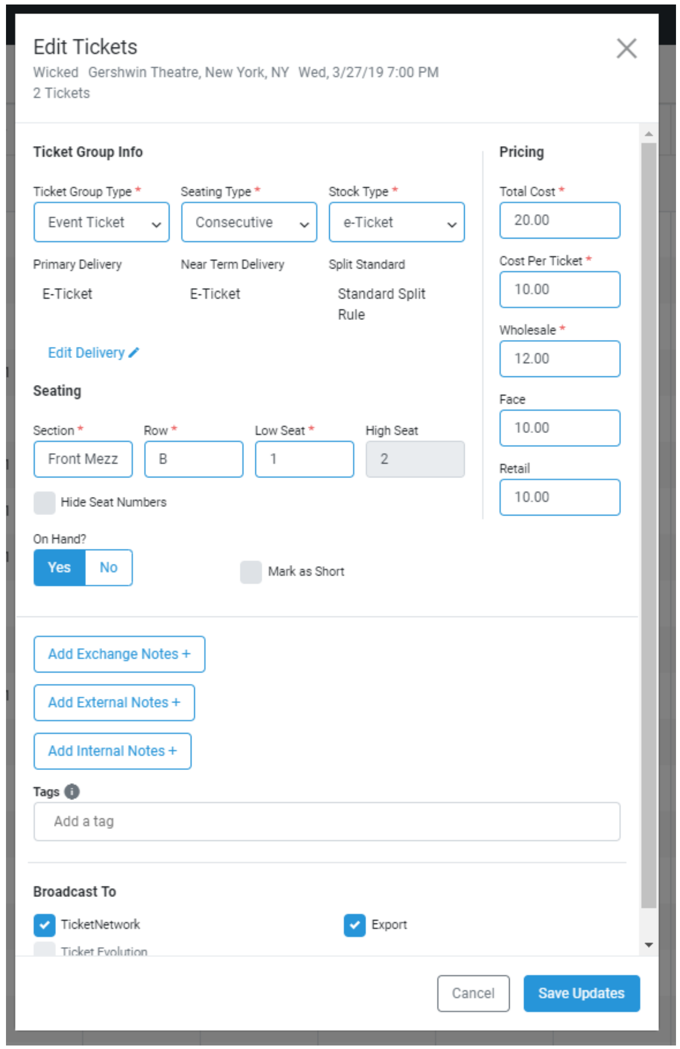
This area is where all messages related to operations will appear in POSNext 2.0 – these include success messages, failure or error messages, and warnings.

Editing Inventory

To edit inventory open the **Inventory** tab. Inventory you own will be marked with a pink bar on the left side of the screen. You will be able to select one or multiple events (using Ctrl+Click) that you own inventory for. Once you find the ticket group you wish to edit, select the pencil icon found in the Actions column.



A new window will appear. Edit any ticket information, including ticket price. The only field you will not be able to edit is ticket quantity – that requires deleting the ticket group and/or void the associated purchase order and re-entering the ticket group with the adjusted quantity.

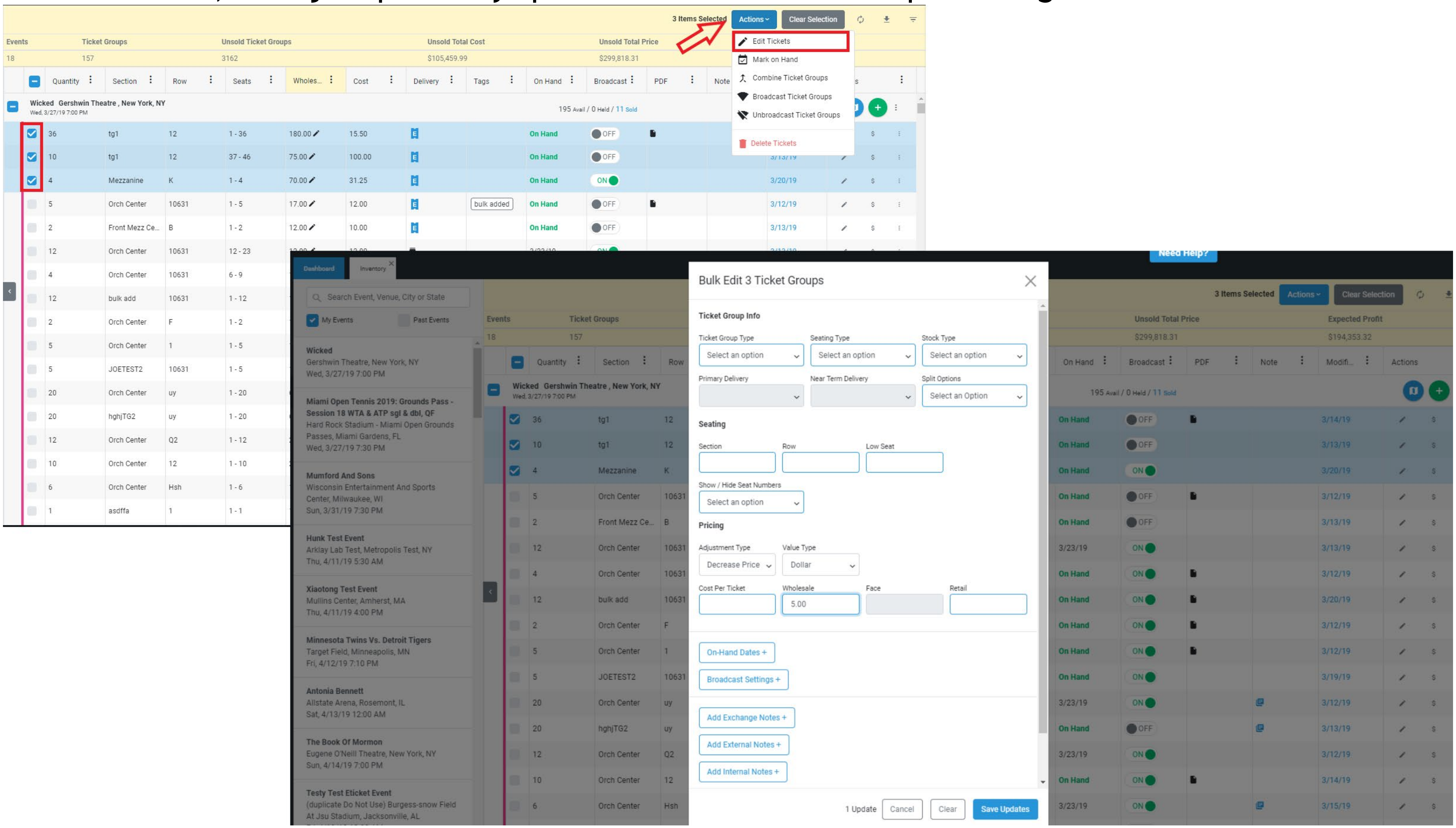


Looking to edit only the price of the tickets? Reprice your inventory by selecting the pencil icon next to the wholesale price and adjust pricing inline. If you want to adjust prices for many ticket groups within the same event, toggle up and down by using the up and down arrow keys on your keyboard, and hit enter to save adjusted prices.

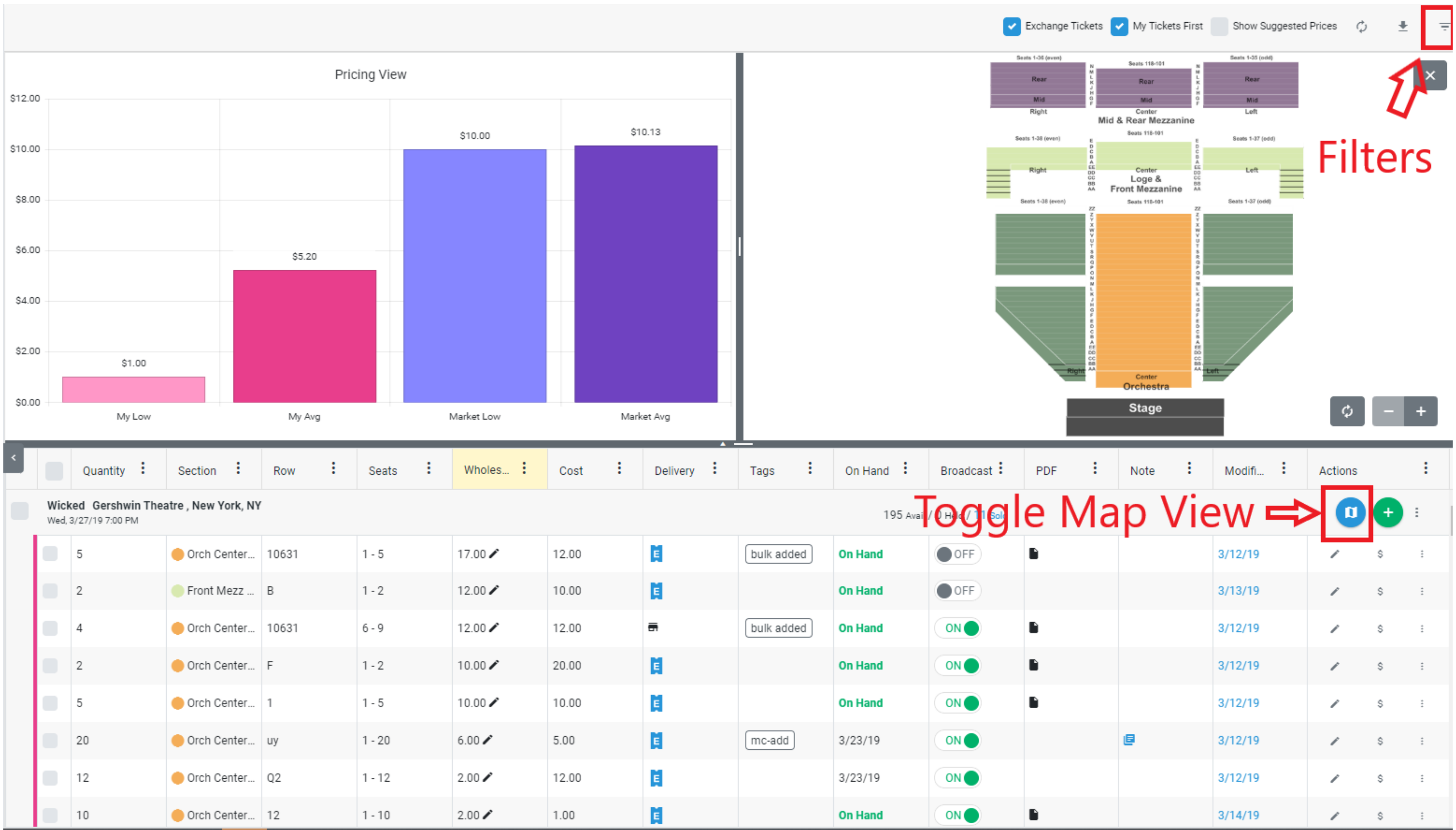
Wicked Gershwin Theatre , New York, NY
Wed, 3/27/19 7:00 PM
195 Avail / 0 Held / 11 Sold

Quantity	Section	Row	Seats	Wholes...	Cost	Delivery	Tags	On Hand	Broadcast	PDF	Note	Modifi...	Actions
36	tg1	12	1 - 36	180.00	15.50			On Hand	OFF			3/14/19	$
10	tg1	12	37 - 46	75.00	100.00			On Hand	OFF			3/13/19	$
4	Mezzanine	K	1 - 4	70.00	31.25			On Hand	ON			3/20/19	$
5	Orch Center	10631	1 - 5	17.00	12.00		bulk added	On Hand	OFF			3/12/19	$
2	Front Mezz Ce...	B	1 - 2	12.00	10.00			On Hand	OFF			3/13/19	$
12	Orch Center	10631	12 - 23	12.00	12.00			3/23/19	ON			3/13/19	$
4	Orch Center	10631	6 - 9	12.00	12.00		bulk added	On Hand	ON			3/12/19	$
12	bulk add	10631	1 - 12	12.00	200.00			On Hand	ON			3/12/19	$
2	Orch Center	F	1 - 2	10.00	20.00			On Hand	ON			3/12/19	$
5	Orch Center	1	1 - 5	10.00	10.00			On Hand	ON			3/12/19	$
5	JOETEST2	10631	1 - 5	10.00	10.00			On Hand	ON			3/19/19	$
20	Orch Center	uy	1 - 20	6.00	5.00		mc-add	3/23/19	ON			3/12/19	$
20	hghjTG2	uy	1 - 20	6.00	5.00		mc-add	On Hand	OFF			3/13/19	$
12	Orch Center	Q2	1 - 12	2.00	12.00			3/23/19	ON			3/12/19	$
10	Orch Center	12	1 - 10	2.00	1.00			On Hand	ON			3/14/19	$
6	Orch Center	Hsh	1 - 6	1.00	12.00		test1	3/23/19	ON			3/15/19	$
1	asdffa	1	1 - 1	1.00	1.00			3/23/19	OFF			3/19/19	$
1	tx1	1	1 - 1	1.00	11.00			3/23/19	ON			3/19/19	$

Bulk Editing features are also available on POSNext. Edit ticket information for a whole section, or adjust prices by specific dollar amounts or percentages.



For a deeper dive into an event's inventory, click on the "View Map" icon to view a dynamic map of the event, along with a Pricing View. Apply filters to quickly narrow down specific inventory. Additionally, POSNext displays real-time marketplace pricing, comparing your low and average prices to the exchange. Identify underpriced inventory and purchase via Mercury.

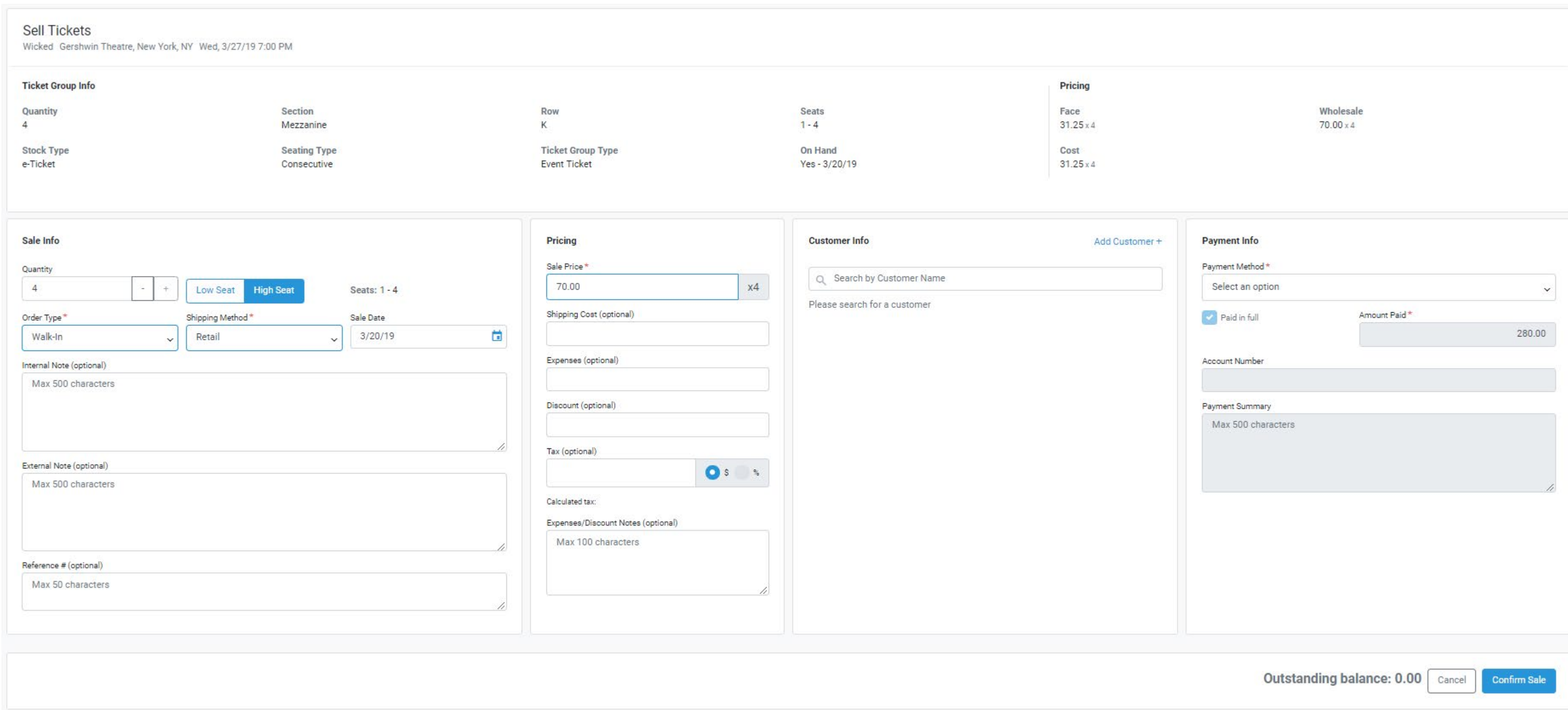


Sell Inventory

To manually sell inventory, go to the **Inventory** tab, and find the tickets you are looking to sell. Then, select the dollar sign icon to sell tickets.

Confirm or adjust ticket information as necessary. Add a customer and edit payment information, add an internal or external note if desired, and select **Confirm Sale** to complete the sale and generate an invoice.

If you have a Braintree Merchant Account, selecting "Credit Card" as a payment method will allow you to charge credit cards through Braintree.



Review your orders in the **Orders** tab. To view the Order's **Invoice**, click on the Invoice's link from the Invoice ID column, or select the More Actions menu on the far right and click **View Invoice**.

O...	Order Date	Order Status	Invoice...	...	Invoice Date	Order Type	Payme...	Event	Event Date	Total	...	No...	Tags	On ...	PDF	Delivery	Deliver...	Actions
7216608	Wed, 3/20/19 10:43 AM	Accepted	Active	2512	Wed, 3/20/19 10:44 AM	Fulfillment	Outstanding	Hallow's Eve Fall Festival	Sat, 10/31/20 11:00 PM	207.40	207.40			10/27/20		E-Ticket	Sent	
7216527	Wed, 3/20/19 9:58 AM	Accepted	Active	2511	Wed, 3/20/19 9:58 AM	Fulfillment	Outstanding	Disney On Ice: Frozen	Fri, 4/19/19 3:00 PM	23.80	23.80		MC_Tix	4/15/19		E-Ticket	Unsent	
7216525	Wed, 3/20/19 9:55 AM	Accepted	Active	2510	Wed, 3/20/19 9:55 AM	Fulfillment	Outstanding	The Book Of Mormon	Sun, 4/14/19 7:00 PM	42.50	42.50		mc_test	On Hand		E-Ticket	Sent	
7216522	Wed, 3/20/19 9:37 AM	Accepted	Active	2509	Wed, 3/20/19 9:37 AM	Fulfillment	Outstanding	The Book Of Mormon	Sun, 4/14/19 7:00 PM	34.00	34.00			4/10/19		E-Ticket	Unsent	

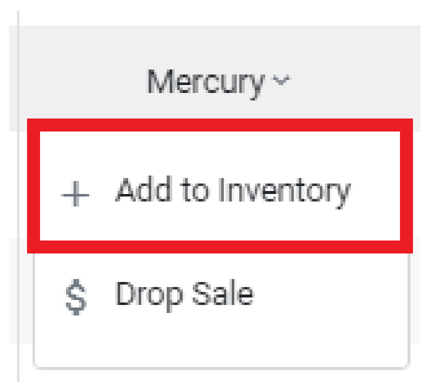
Mercury Purchases

There are two forms of Mercury buying, Add to Inventory and Drop Sale. An Add to Inventory buys Mercury and adds it to your regular inventory of tickets. A Drop Sale lets you buy Mercury and sell it to a customer in a single workflow.

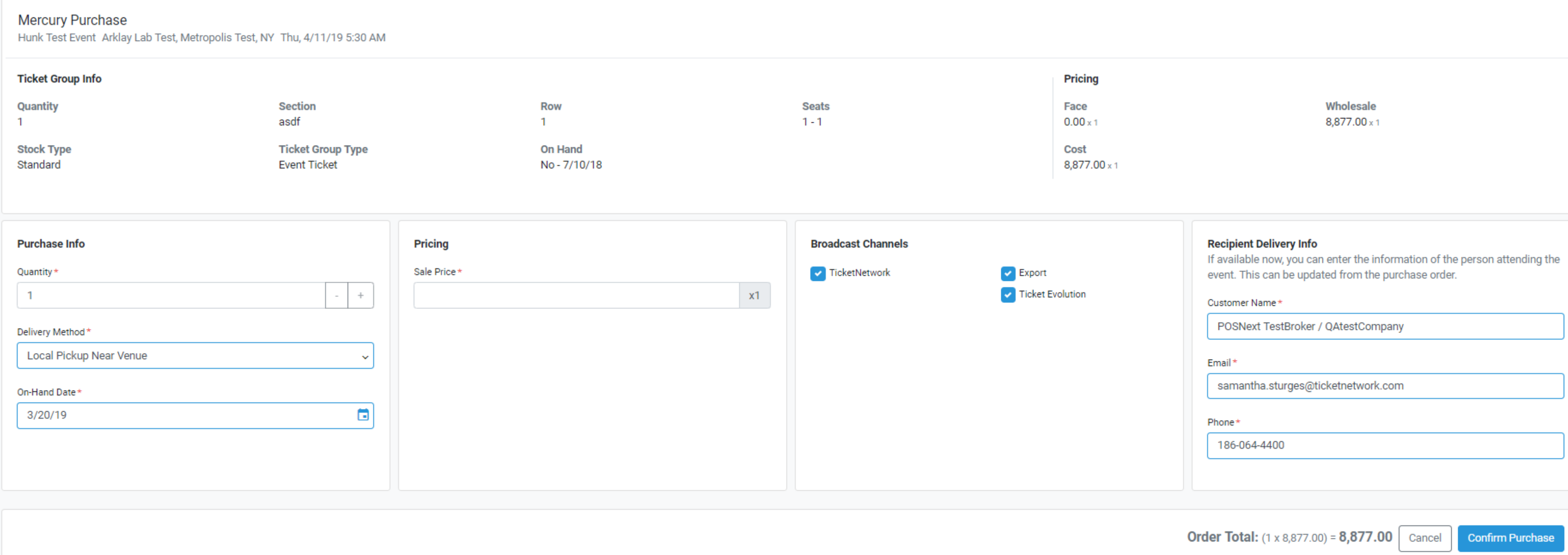
Add to Inventory:

Find the inventory you want to purchase on the event view. It will be marked Mercury.

Select the Mercury button, and select Add to Inventory.



In the new Mercury Purchase Grid, enter all the Ticket Group information for the purchase:



Purchase Info: Quantity being purchased, Delivery and On-Hand date of the tickets once they become yours.

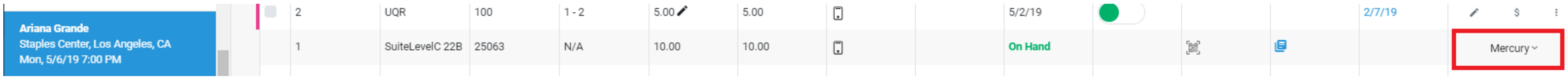
Pricing: This will be the price these tickets will list for on the Exchange when they become yours.

Broadcast Channels: Where this ticket group will be broadcast when they become yours.

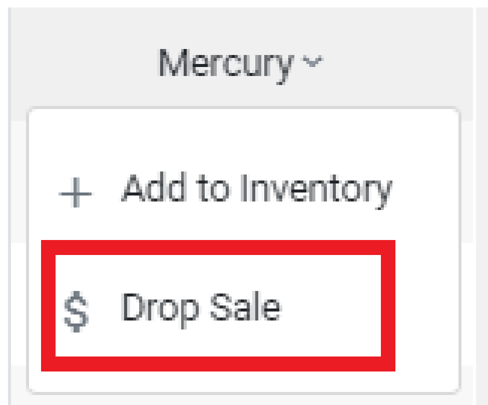
Shipping Information/Recipient Delivery Info: Depending on the ticket type, this will be your shipping information or the e-mail/name you would like the ticket delivered to.

Drop Sale:

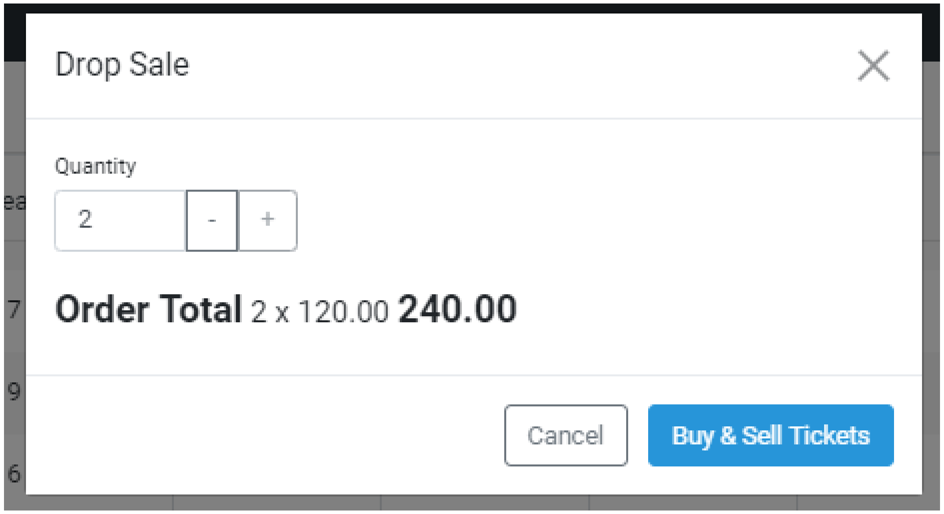
Find the inventory you are looking to purchase via Mercury.



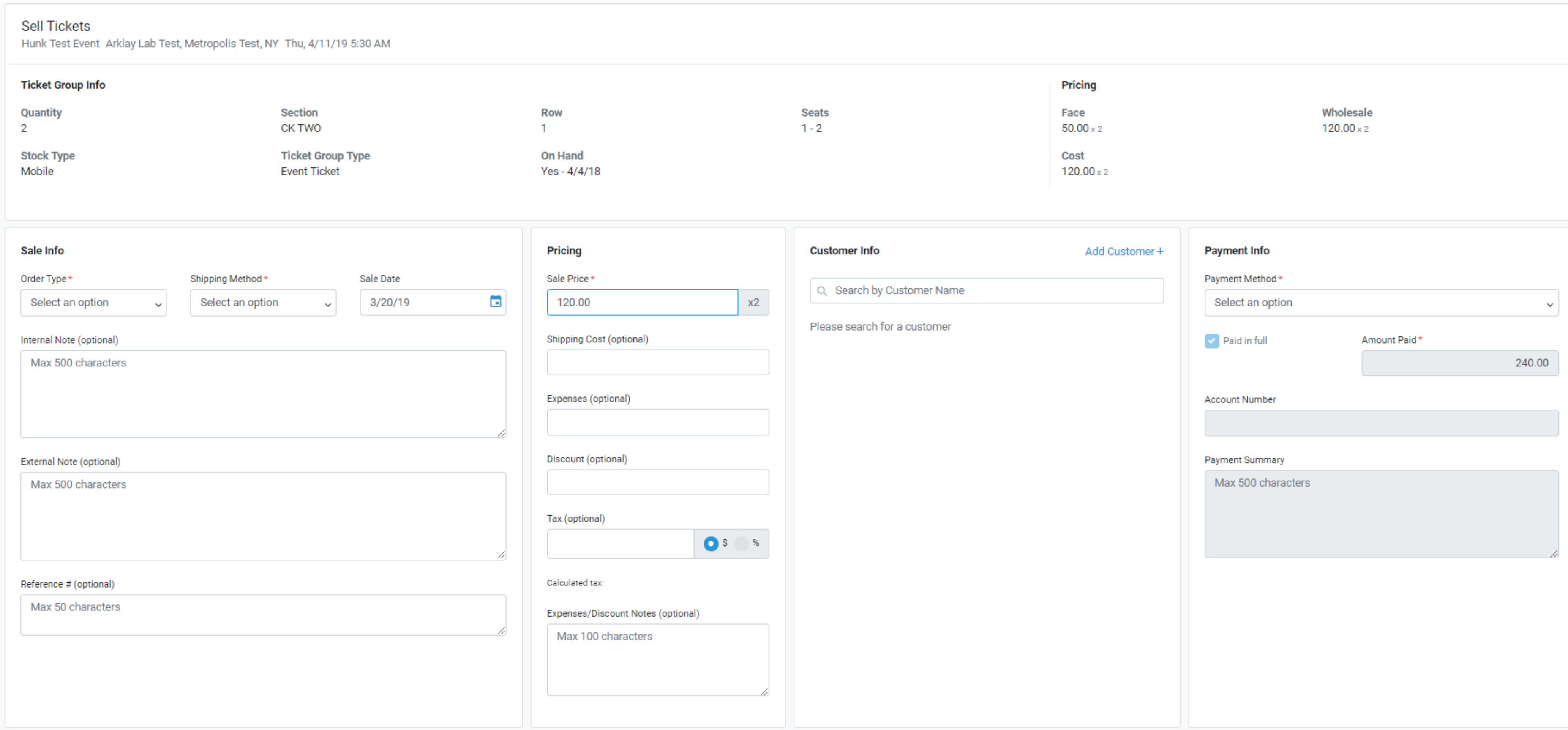
Select the Mercury button, and select Drop Sale.



A popup window will appear looking to confirm quantity of tickets being purchased. It will display a total before selecting **Buy & Sell Tickets** to enter the sale information.



In the new Sell Tickets screen, you will enter all Ticket Group and Sale information:



Sale Info: The type of Order, shipping method and other order notes.

Pricing: The price you are selling the tickets for, along with any additional charges.

Customer Info: The information of the customer purchasing the tickets from you

Payment Info: Information on the payment amount and type.

Non-Mercury B2B Purchasing

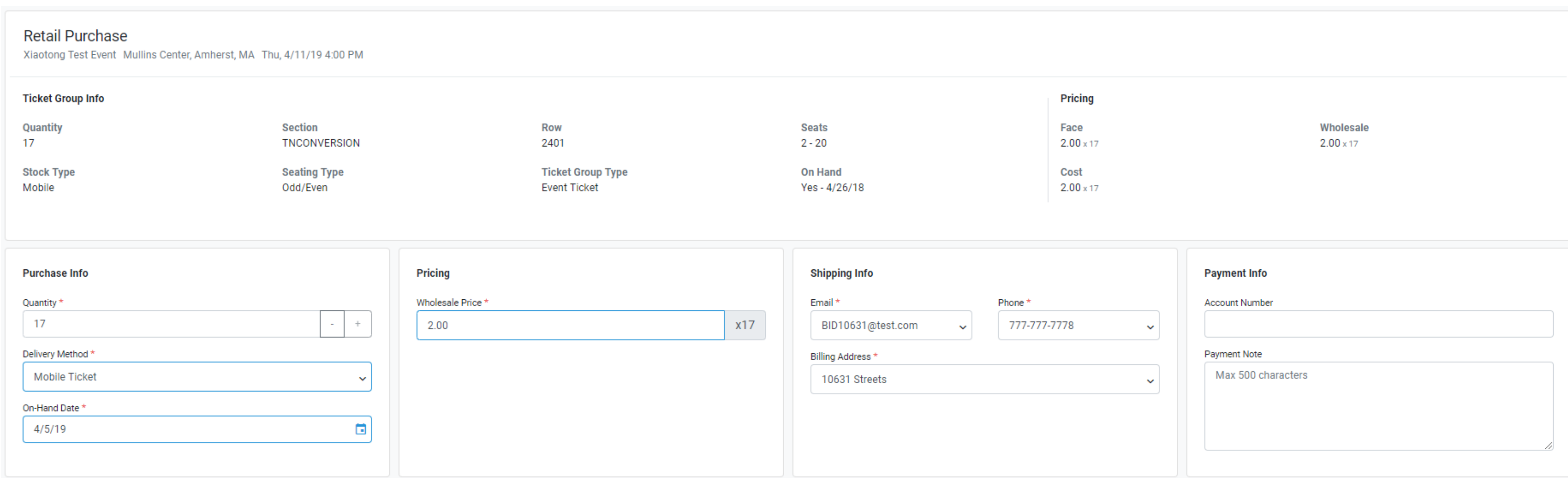
For inventory owned by brokers not opted into Mercury, you still can purchase the tickets using your Mercury purchasing limit. Those tickets will have a button called **Purchase.** These tickets will be subject to the Retail purchasing flow (and will for example not be covered by the 200% Mercury guarantee, or download files automatically, and may be subject to buying fees).

Exchange Tickets | My Tickets First | Show Suggested Prices

Quantity	Section	Row	Seats	Whole...	Cost	Stock	Delivery	Tags	On Ha...	Broadcast	PDF	Note	Modifi...	Actions
8	QR	10631	1 - 8	2.00	1.00				On Hand	ON			3/1/19	$
1	QR	10631	10 - 10	2.00	1.00				On Hand	ON			6/9/18	$
1	combination	1	1 - 1	1.00	1.00				4/7/19	ON			2/19/19	$
1	combination	1	2 - 2	1.00	23.00				4/7/19	ON			2/19/19	$
1	eticket	10632	18 - 18	1.00	2.00				On Hand	ON			3/13/19	$
49	10632	Ar Testing	N/A	50.00	50.00				On Hand					Purchase
10	10	10	N/A	20.00	20.00				On Hand					Purchase
10	Hello	Person	N/A	15.00	15.00				On Hand					Purchase
12	test	23	N/A	12.00	12.00				4/7/19					Purchase
12	12	1212	N/A	12.00	12.00				4/7/19					Purchase
17	eticket	10632	N/A	2.00	2.00				On Hand					Purchase

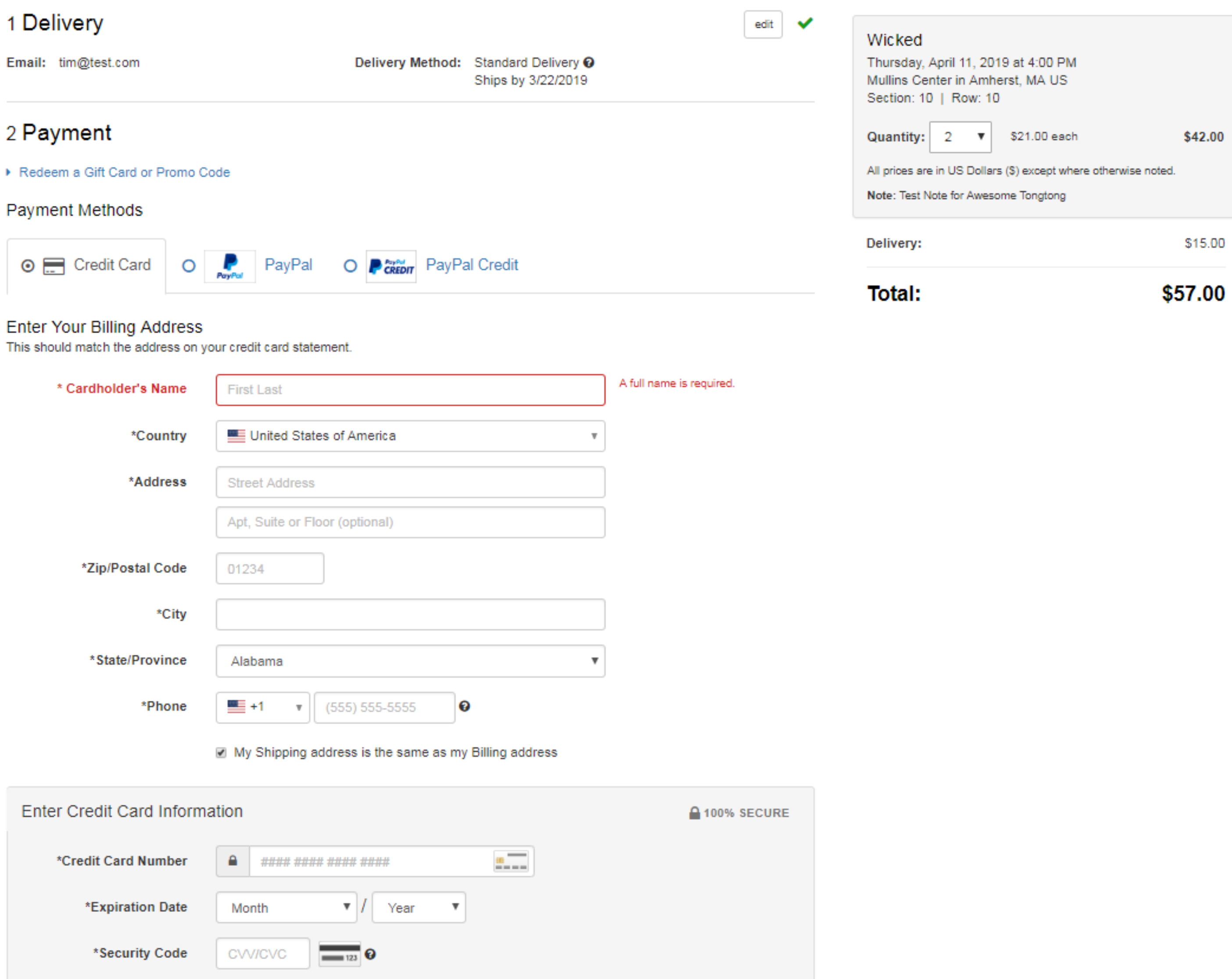
The purchasing flow is very similar to Mercury buying. If you are over your Mercury buy limit, you will be redirected to TicketNetwork's web checkout and be able to pay with another payment method such as a Credit Card (covered on the next page).

Note – to use your Mercury limit for non-Mercury inventory, your profile should be completed with at least one phone, email, billing address, and shipping address in your profile.
P
OSNext will add a placeholder ticket group into your inventory (unbroadcasted and with random seat numbers by default), and you will be able to update or broadcast these as desired.



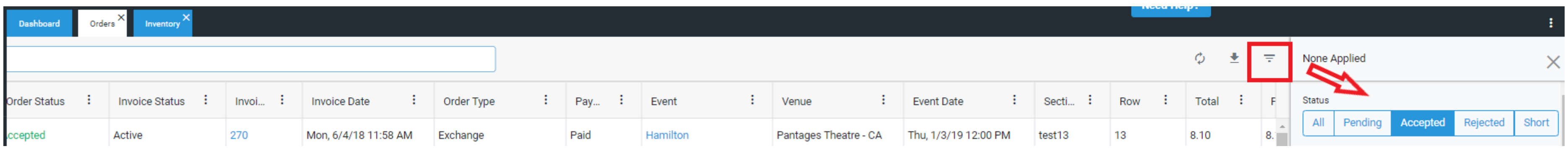
Web checkout:

Enter in your billing information in the secure checkout. Once the order is complete, you'll be able to manually add those tickets into your point-of-sale.



TicketNetwork Order Management

TicketNetwork orders will not need to be processed manually. Instead, TicketNetwork orders will Auto-Process (an invoice will automatically be generated). Orders that are auto-processed will be automatically marked as **Accepted** in the **Orders** tab. Orders received from another exchange *or* orders received manually will need to be processed manually (see instructions above to Sell Inventory [Sec 4]). Accepted Orders can be easily filtered.



	Order ID	Order Date	Order Status
	Drosale2.0	Mon, 6/4/18 11:58 AM	Accepted
	aaaaa	Thu, 7/12/18 5:12 PM	Accepted
	7214816	Fri, 3/15/19 9:11 PM	Accepted
	7204061	Mon, 2/18/19 2:08 PM	Accepted
	7204059	Mon, 2/18/19 1:09 PM	Accepted
	7204057	Mon, 2/18/19 12:21 PM	Accepted
	7204055	Mon, 2/18/19 12:20 PM	Accepted

Any orders that fail to auto-process will marked **Pending** in the **Orders** tab. This might occur, for instance, because the tickets that sold to TicketNetwork are No Longer Available (NLA) in the POS. Manually update Pending orders to accept or reject the order by selecting the **Options** icon. TicketNetwork will auto-reject orders if they remain pending for a long duration.

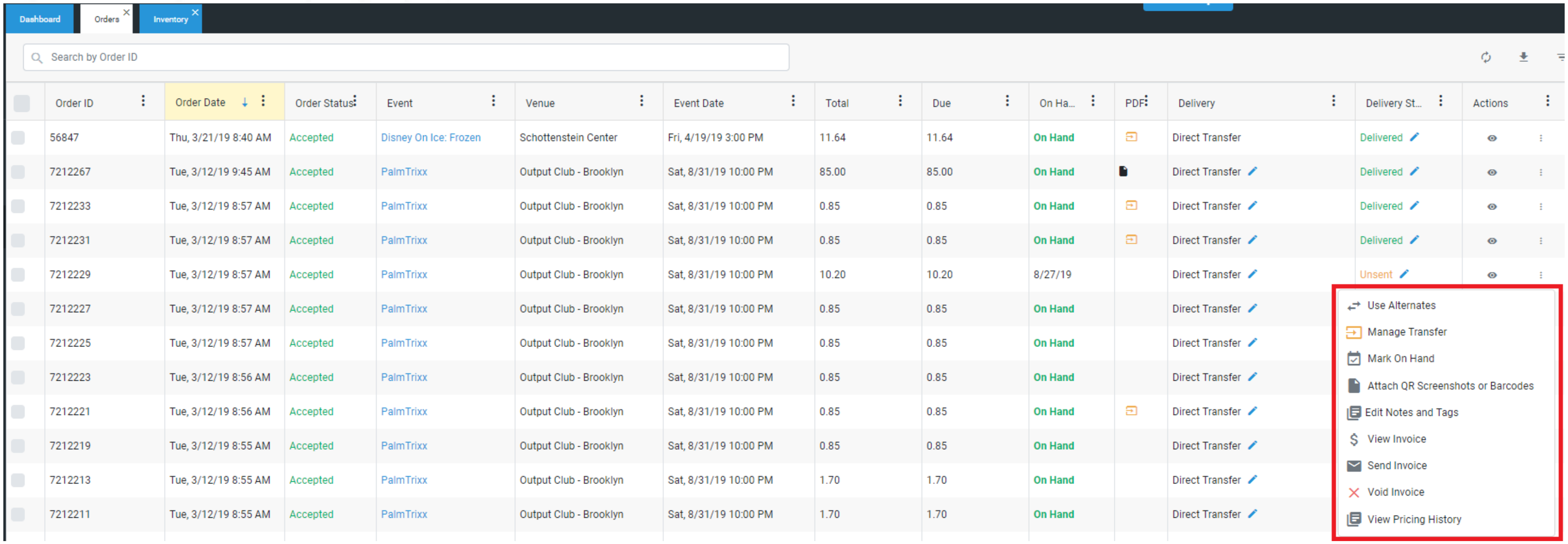
	Order ID	Order Date	Order Status
		Fri, 2/1/19 4:08 PM	Pending

Orders that are auto-rejected or rejected manually will be marked **Rejected** and can also be filtered.

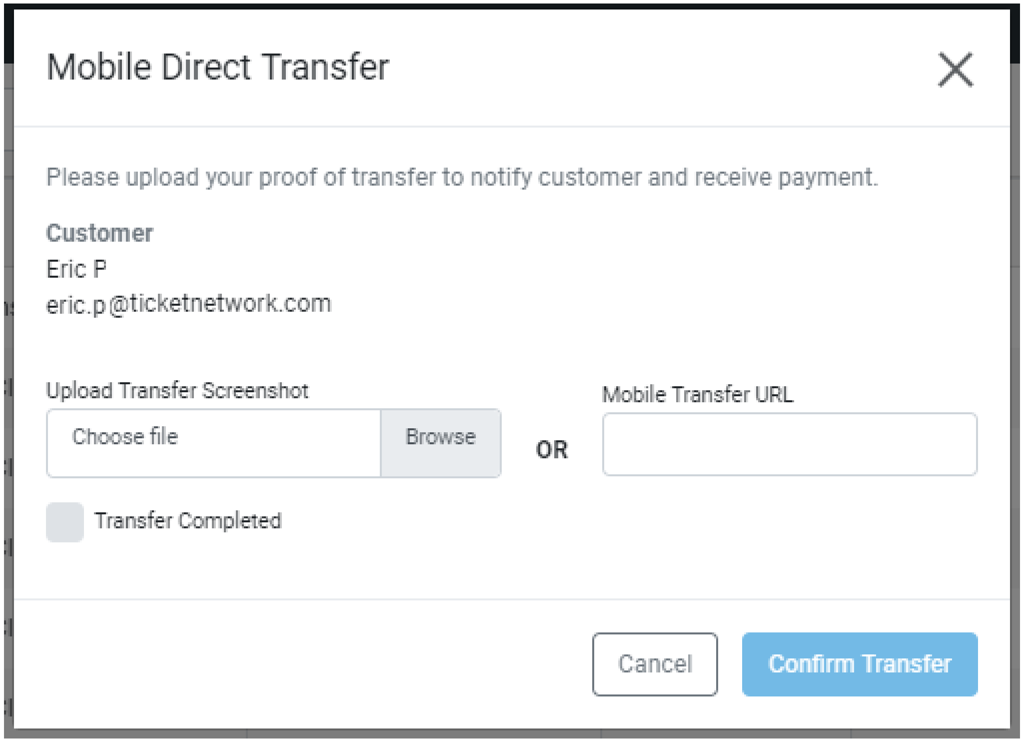
Order ID	Order Date	Order Status
7202184	Wed, 2/13/19 11:12 AM	Rejected
7184449	Fri, 12/28/18 3:23 PM	Rejected
7164621	Thu, 11/8/18 12:23 PM	Rejected
7164619	Thu, 11/8/18 12:20 PM	Rejected

Confirm Electronic Transfer

For Mobile and Flash Seat transfer orders, you can confirm delivery in the **Orders** grid. Find a TicketNetwork order where the delivery method is Direct Transfer and select the more button under the Actions column then Manage Transfer.


Dashboard
Orders
Inventory
Search by Order ID
Order ID
Order Date
Order Status
Event
Venue
Event Date
Total
Due
On Ha...
PDF
Delivery
Delivery St...
Actions
56847 Thu, 3/21/19 8:40 AM Accepted Disney On Ice: Frozen Schottenstein Center Fri, 4/19/19 3:00 PM 11.64 11.64 On Hand Direct Transfer Delivered
7212267 Tue, 3/12/19 9:45 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 85.00 85.00 On Hand Direct Transfer Delivered
7212233 Tue, 3/12/19 8:57 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer Delivered
7212231 Tue, 3/12/19 8:57 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer Delivered
7212229 Tue, 3/12/19 8:57 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 10.20 10.20 8/27/19 Direct Transfer Unsent
7212227 Tue, 3/12/19 8:57 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer
7212225 Tue, 3/12/19 8:57 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer
7212223 Tue, 3/12/19 8:56 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer
7212221 Tue, 3/12/19 8:56 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer
7212219 Tue, 3/12/19 8:55 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 0.85 0.85 On Hand Direct Transfer
7212213 Tue, 3/12/19 8:55 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 1.70 1.70 On Hand Direct Transfer
7212211 Tue, 3/12/19 8:55 AM Accepted PalmTrixx Output Club - Brooklyn Sat, 8/31/19 10:00 PM 1.70 1.70 On Hand Direct Transfer
Use Alternates
Manage Transfer
Mark On Hand
Attach QR Screenshots or Barcodes
Edit Notes and Tags
View Invoice
Send Invoice
Void Invoice
View Pricing History

In the new Mobile Direct Transfer window there will be two options, Upload Transfer Screenshot or Mobile Transfer URL.



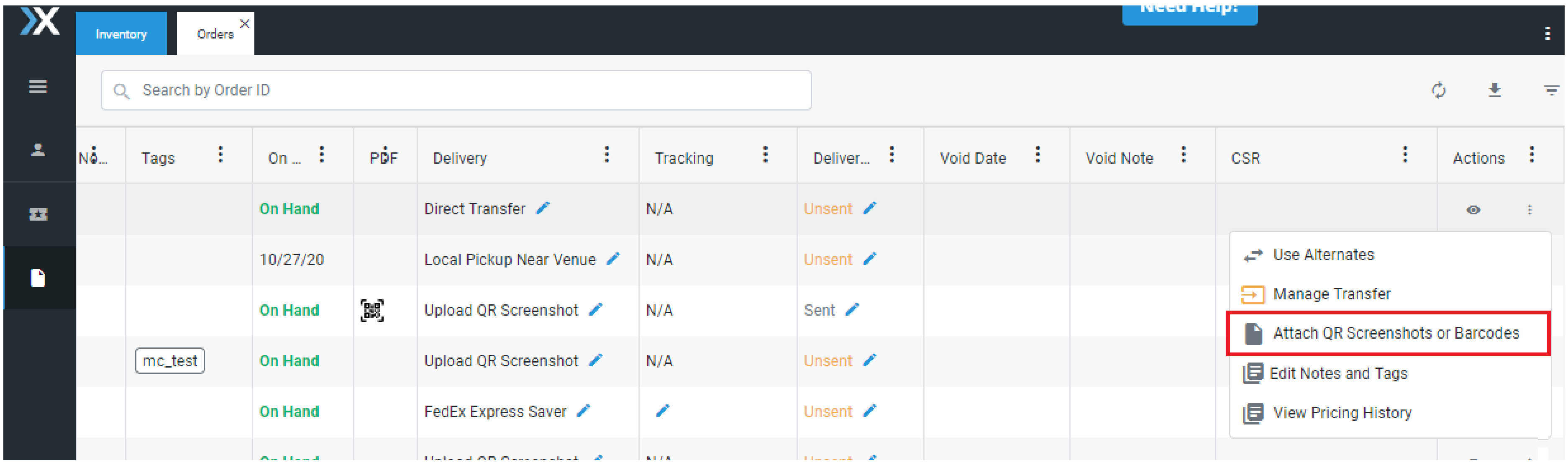
To Upload Transfer Screenshot, select Choose File and browse your computer for the file of your screenshot. Alternatively, if there's a Mobile Transfer URL that can be used, select the Mobile Transfer URL text field and enter the URL used for transfer.

Selecting Confirm Transfer will update the Delivery Status column to delivered. If a Mobile Transfer URL was provided then a link to view that URL will be available in the PDF column. The order will also be updated with a note that the tickets have been transferred to the customer.

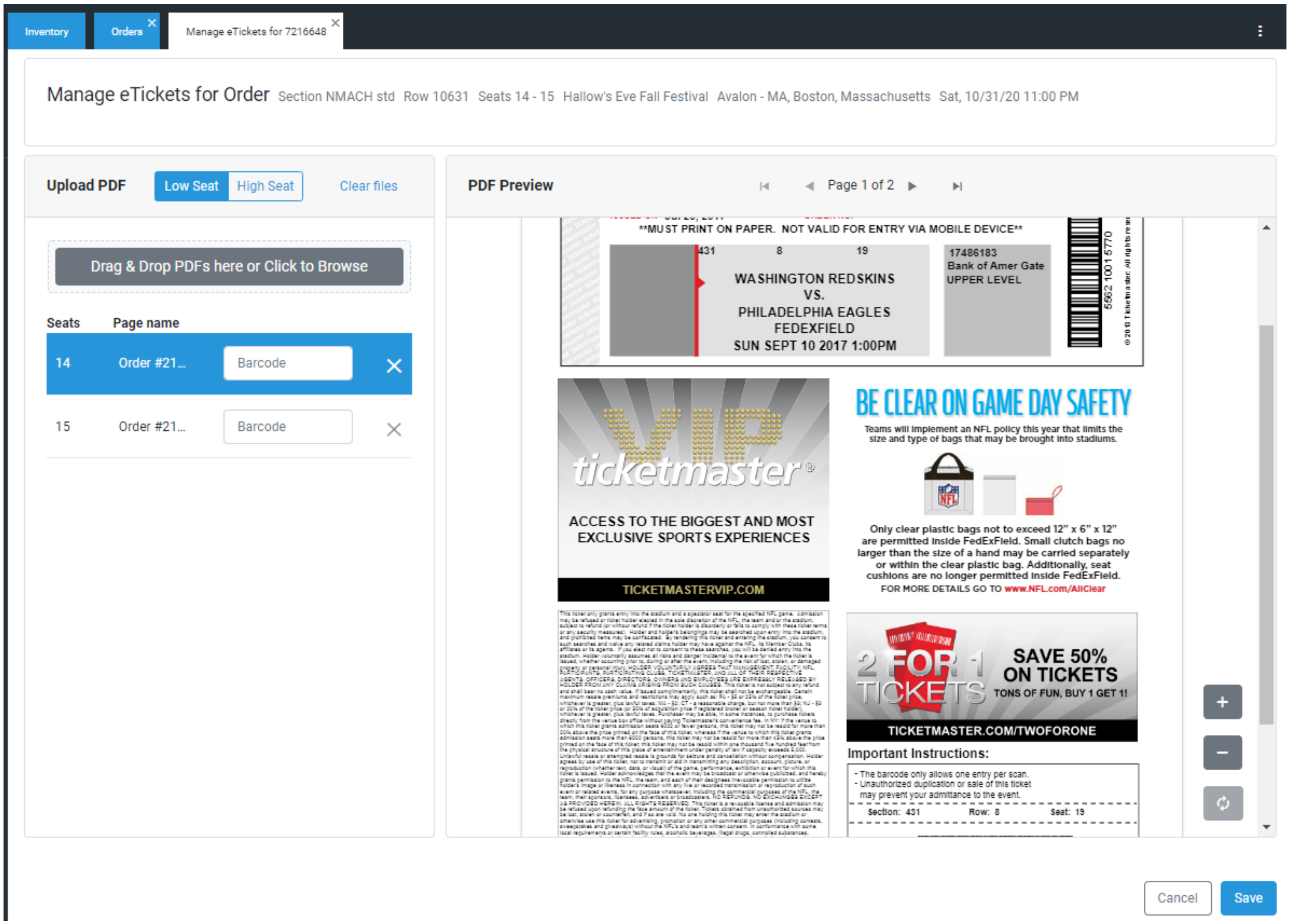
	Order ID	Order Date	Order Status	Event	Venue	Event Date	Total	Due	On Ha...	PDF	Delivery	Delivery St...	Actions
	56847	Thu, 3/21/19 8:40 AM	Accepted	Disney On Ice: Frozen	Schottenstein Center	Fri, 4/19/19 3:00 PM	11.64	11.64	On Hand		Direct Transfer	Delivered	
	7212267	Tue, 3/12/19 9:45 AM	Accepted	PalmTrixx	Output Club - Brooklyn	Sat, 8/31/19 10:00 PM	85.00	85.00	On Hand		Direct Transfer	Delivered	

Uploading eTickets/QR Screenshots

For eTickets and mobile QR screenshots, you'll have the ability to upload the PDF. On the orders grid, click **More Actions.** Eticket orders will display "Manage eTickets or Barcodes" while mobile tickets will show "Manage QR Screenshots".

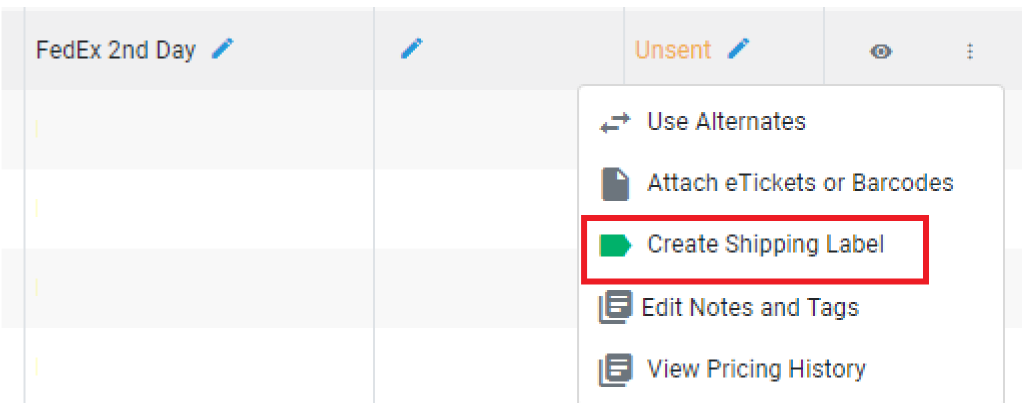


Find the PDF you’re looking to attach to the order and drag it to the browser. Alternatively. you can click browse to find the PDFs. Pages can be reordered by simply dragging and dropping. Click save. The delivery status on the grid will update to “sent” and the tickets will be on their way to the buyer.



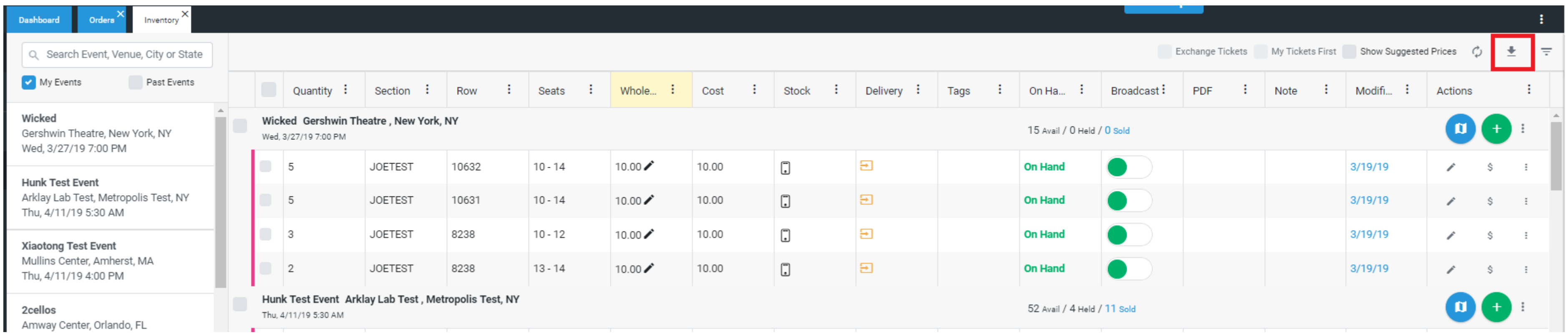
Printing a Shipping Label

On order that have a FedEx delivery method, click on the More Actions >> create shipping label. Once created, the shipping label will appear in a new tab for printing.

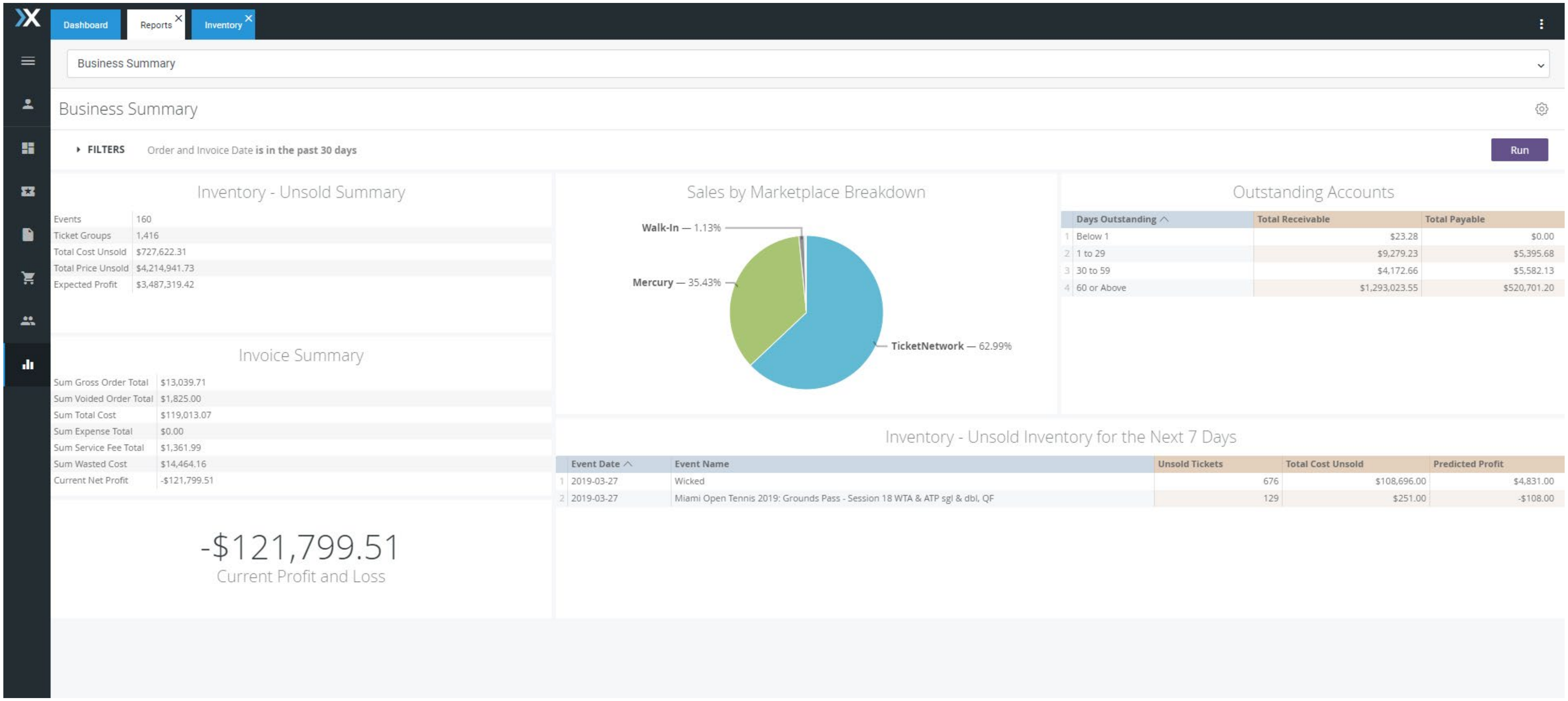


Reports

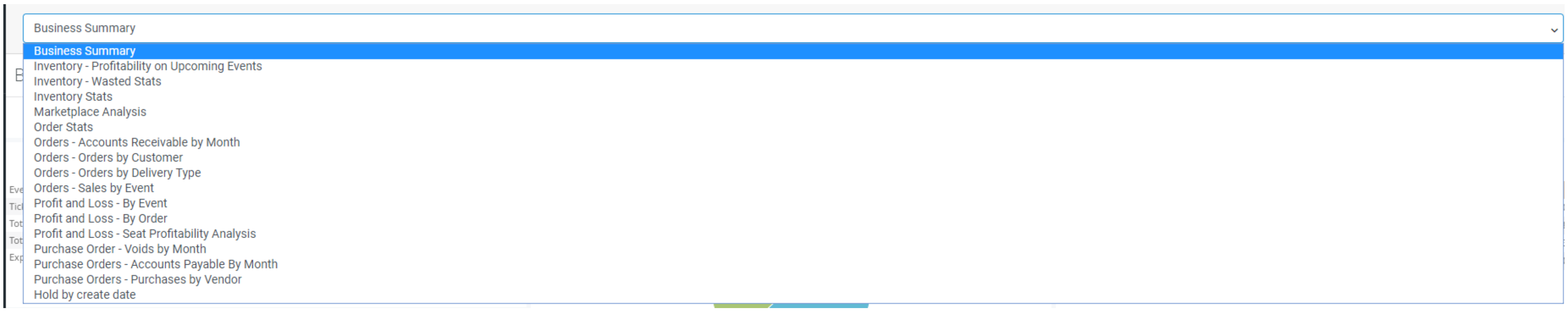
All grids are exportable, allowing clients to customize their own reports with the data available in the Inventory, Clients, Orders, and Purchase Orders tabs.



In addition, POSNext offers built in reporting that similarly can be exported for your convenience! To access reports, go to the Reports tab. Business Summary is the default report that will appear.



Other available reports include Profitability on Upcoming Events, Inventory Stats, Order Stats, Profit and Loss by Order, and many more!



To schedule a training session, or if you have any questions or concerns, please contact us!

TicketNetwork® Tech Services | P: +1.860.644.4000 x500 | E: support@ticketnetwork.com