

TN Link Quick Start Guide

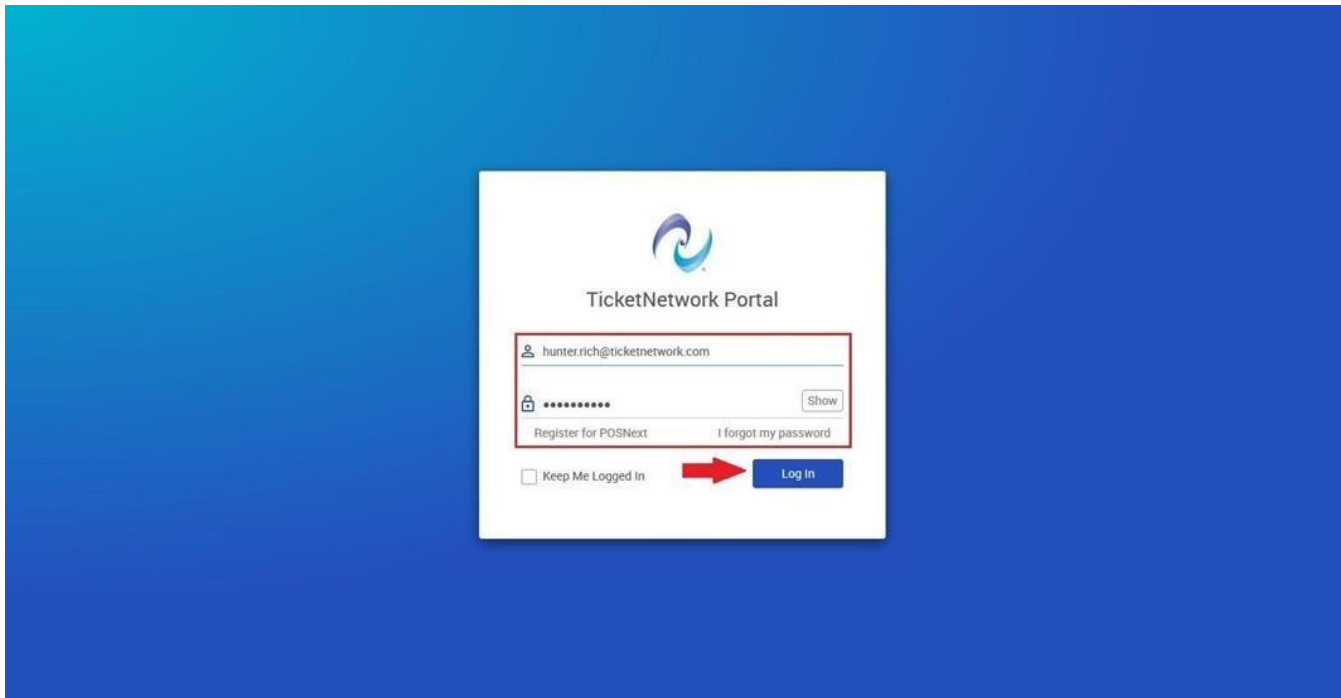
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Login to TicketNetwork's TN Link

Go to <https://portal.ticketnetwork.com/>
Enter your credentials and select **Log In**.











The screenshot shows the TicketNetwork Portal login interface. At the top center is the TicketNetwork logo and the text "TicketNetwork Portal". Below this is a login form with two input fields: the first contains the email address "hunter.rich@ticketnetwork.com" and the second contains a masked password "*****" with a "Show" button to its right. Below the password field are two links: "Register for POSNext" and "I forgot my password". At the bottom left of the form is a checkbox labeled "Keep Me Logged In". To the right of the checkbox is a red arrow pointing to a blue "Log In" button.

In TicketNetwork Portal, select the TN Link tile.

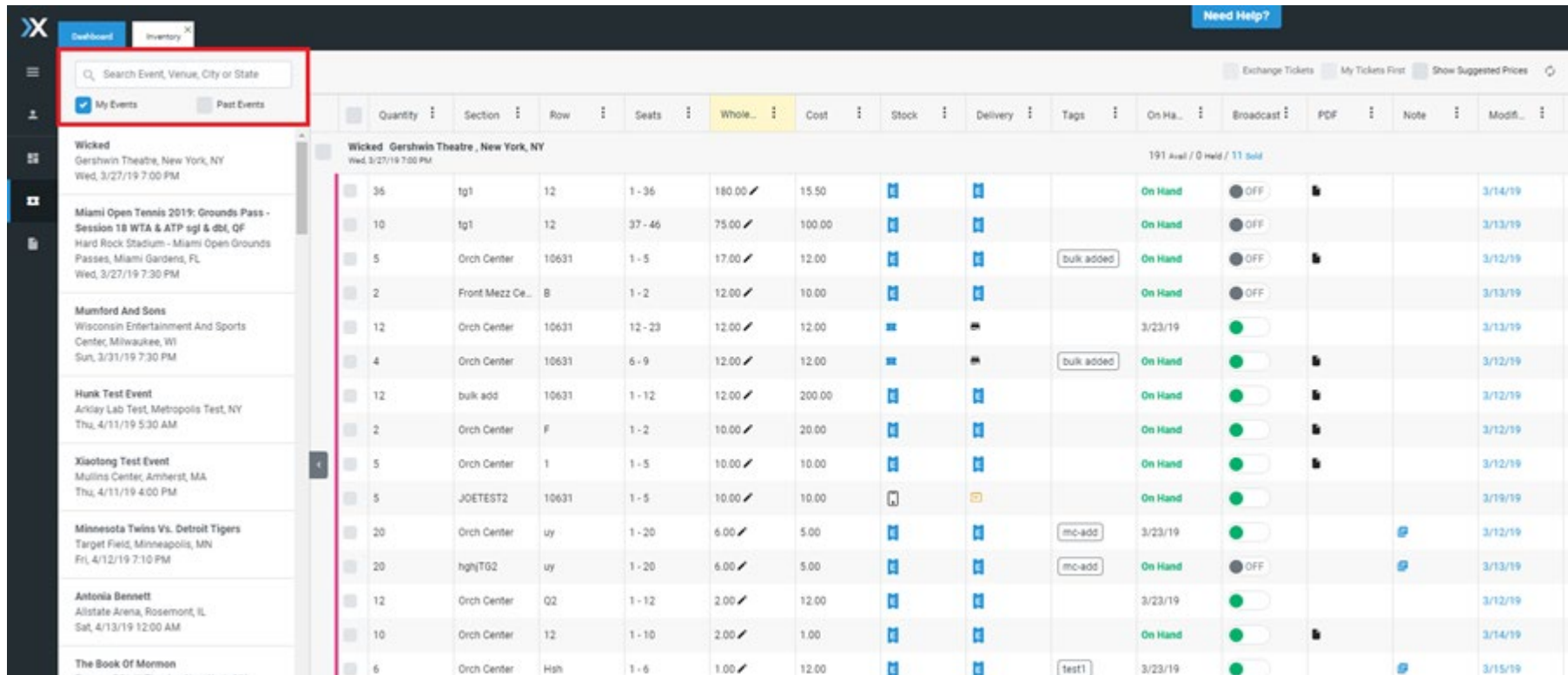
Applications

My List

 Application Status	 TN Onboarding	 FAQ	 Business Center	 Chat - Beta TN Chat	 TN LINK WEBADMIN 2.0 TN Link
 POSNext 2.0	 TicketNetwork Broker Guidebook Broker Guidebook				

Viewing Inventory

When logging into TN Link, you'll be brought to the inventory grid that will display all tickets that were uploaded through your merge upload. 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.

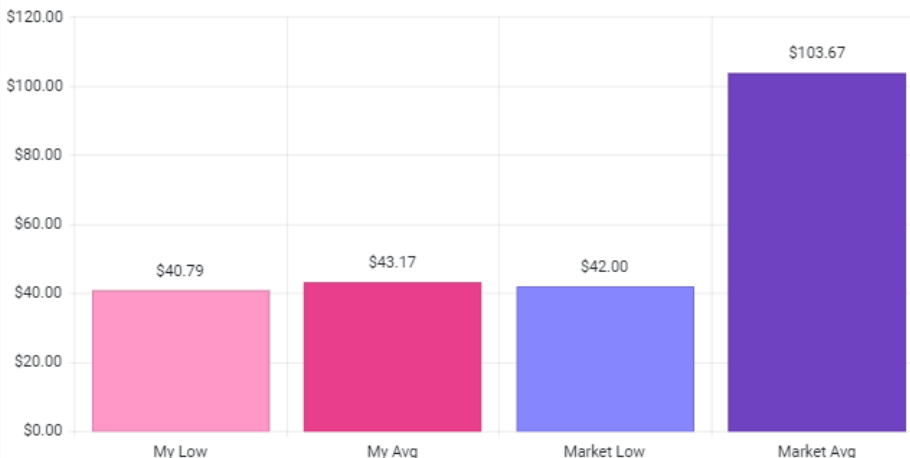


Quantity	Section	Row	Seats	Whole	Cost	Stock	Delivery	Tags	On Ha..	Broadcast	PDF	Note	Modif..
36	tg1	12	1 - 36	180.00	15.50				On Hand	OFF			3/14/19
10	tg1	12	37 - 46	75.00	100.00				On Hand	OFF			3/13/19
5	Orch Center	10631	1 - 5	17.00	12.00			bulk added	On Hand	OFF			3/12/19
2	Front Mezz Ce..	B	1 - 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	JOESTEST2	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	hghTG2	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	Hah	1 - 6	1.00	12.00			test1	3/23/19	ON			3/15/19


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, TN-Link displays real-time marketplace pricing, comparing your low and average prices to the exchange. Identify underpriced inventory and purchase via Mercury.

Exchange Tickets
 My Tickets First
 Show Suggested Prices
 ↻
⬇
☰

Pricing View



Category	Price
My Low	\$40.79
My Avg	\$43.17
Market Low	\$42.00
Market Avg	\$103.67



Filters

×

↻
-
+

Qu...	Section	Row	Seats	Wholesa...	Cost	Stock	Delivery	On Hand	Broadcast	PDF	Note	Modified	Actions
Gabriel Iglesias Portland Veterans Memorial Coliseum , Portland, OR Sat. 3/23/19 8:00 PM 55 Avail / 0 Held / 0 Sold													
													Map/Pricing View
													ⓘ
2	68	T	N/A	46.35	0.00	E	E	On Hand	ON			3/21/19	Merge Inventory
4	68	T	N/A	46.24	0.00	E	E	On Hand	ON			3/20/19	Merge Inventory
4	86	W	N/A	46.11	0.00	E	E	On Hand	ON			3/20/19	Merge Inventory
2	70	W	N/A	46	0.00	E	E	On Hand	ON			3/1/19	Merge Inventory

Mercury Purchases

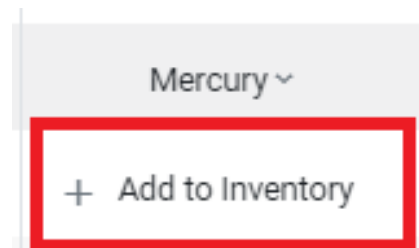
TN Link's simple B2B buying platform enables you to buy tickets and have them automatically downloaded to your Inventory Grid/Purchase Orders view.

Add to Inventory:

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

Ariana Grande Staples Center, Los Angeles, CA Mon, 5/6/19 7:00 PM	2	UQR	100	1 - 2	5.00	5.00		5/2/19	<input checked="" type="checkbox"/>		2/7/19		Mercury ~
	1	SuiteLevelC 22B	25063	N/A	10.00	10.00		On Hand	<input type="checkbox"/>				

Select the Mercury button, and select Add to Inventory.



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

Mercury Purchase
Hunk Test Event Arklay Lab Test, Metropolis Test, NY Thu, 4/11/19 5:30 AM

Ticket Group Info			Pricing		
Quantity 1	Section asdf	Row 1	Seats 1 - 1	Face 0.00 x 1	Wholesale 8,877.00 x 1
Stock Type Standard	Ticket Group Type Event Ticket	On Hand No - 7/10/18		Cost 8,877.00 x 1	

Purchase Info

Quantity *
 - +

Delivery Method *

On-Hand Date *

Pricing

Sale Price *

Broadcast Channels

TicketNetwork

Export

Ticket Evolution

Recipient Delivery Info

If available now, you can enter the information of the person attending the event. This can be updated from the purchase order.

Customer Name *

Email *

Phone *

Order Total: (1 x 8,877.00) = **8,877.00**

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.

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).

<input checked="" type="checkbox"/> Exchange Tickets <input checked="" type="checkbox"/> My Tickets First <input type="checkbox"/> Show Suggested Prices ↻ ⬇️ ☰															
	Quantity	Section	Row	Seats	Whole...	Cost	Stock	Delivery	Tags	On Ha...	Broadcast	PDF	Note	Modifi...	Actions
<input type="checkbox"/>	8	QR	10631	1 - 8	2.00 ✎	1.00	📱	📄		On Hand	ON 🟢			3/1/19	✎ \$ ⋮
<input type="checkbox"/>	1	QR	10631	10 - 10	2.00 ✎	1.00	📱	📄		On Hand	ON 🟢			6/9/18	✎ \$ ⋮
<input type="checkbox"/>	1	combination	1	1 - 1	1.00 ✎	1.00	📄	📄		4/7/19	ON 🟢			2/19/19	✎ \$ ⋮
<input type="checkbox"/>	1	combination	1	2 - 2	1.00 ✎	23.00	📄	📄		4/7/19	ON 🟢			2/19/19	✎ \$ ⋮
<input type="checkbox"/>	1	eticket	10632	18 - 18	1.00 ✎	2.00	📄	📄		On Hand	ON 🟢			3/13/19	✎ \$ ⋮
<input type="checkbox"/>	49	10632	Ar Testing	N/A	50.00	50.00	📄	📄		On Hand					🛒 Purchase
<input type="checkbox"/>	10	10	10	N/A	20.00	20.00	📄	📄		On Hand					🛒 Purchase
<input type="checkbox"/>	10	Hello	Person	N/A	15.00	15.00	📄	📄		On Hand					🛒 Purchase
<input type="checkbox"/>	12	test	23	N/A	12.00	12.00	📄	📄		4/7/19			📄		🛒 Purchase
<input type="checkbox"/>	12	12	1212	N/A	12.00	12.00	📄	📄		4/7/19			📄		🛒 Purchase
<input type="checkbox"/>	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.

POSNext 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.

Retail Purchase
Xiaotong Test Event - Mullins Center, Amherst, MA Thu, 4/11/19 4:00 PM

Ticket Group Info				Pricing	
Quantity 17	Section TNCONVERSION	Row 2401	Seats 2 - 20	Face 2.00 x 17	Wholesale 2.00 x 17
Stock Type Mobile	Seating Type Odd/Even	Ticket Group Type Event Ticket	On Hand Yes - 4/26/18	Cost 2.00 x 17	


<p>Purchase Info</p> <p>Quantity * <input type="text" value="17"/> - +</p> <p>Delivery Method * <input type="text" value="Mobile Ticket"/></p> <p>On-Hand Date * <input type="text" value="4/5/19"/></p>	<p>Pricing</p> <p>Wholesale Price * <input type="text" value="2.00"/> x17</p>	<p>Shipping Info</p> <p>Email * <input type="text" value="BID10631@test.com"/></p> <p>Phone * <input type="text" value="777-777-7778"/></p> <p>Billing Address * <input type="text" value="10631 Streets"/></p>	<p>Payment Info</p> <p>Account Number <input type="text"/></p> <p>Payment Note Max 500 characters <input style="width: 100%; height: 50px;" type="text"/></p>
---	--	--	--

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.

1 Delivery

Email: tim@test.com

Delivery Method: Standard Delivery 
Ships by 3/22/2019

[edit](#) 

2 Payment

[Redeem a Gift Card or Promo Code](#)

Payment Methods

Credit Card
  PayPal
  PayPal Credit

Enter Your Billing Address

This should match the address on your credit card statement.

* Cardholder's Name A full name is required.


*Country

*Address

*Zip/Postal Code

*City

*State/Province

*Phone 

My Shipping address is the same as my Billing address

Wicked

Thursday, April 11, 2019 at 4:00 PM
Mullins Center in Amherst, MA US
Section: 10 | Row: 10

Quantity: \$21.00 each **\$42.00**


All prices are in US Dollars (\$) except where otherwise noted.

Note: Test Note for Awesome Tongtong

Delivery: \$15.00


Total: \$57.00

Enter Credit Card Information

 100% SECURE

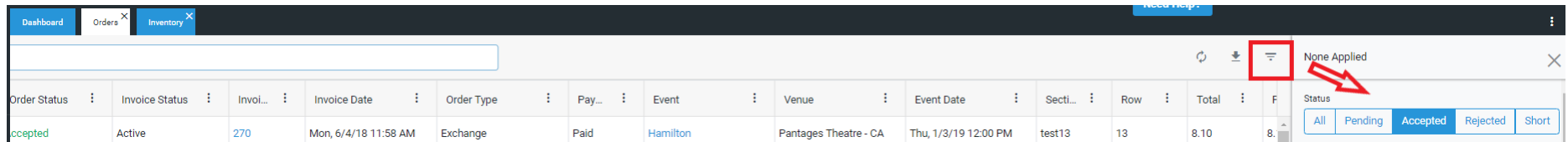
*Credit Card Number

*Expiration Date /

*Security Code 

Managing Orders

Orders that are auto- processed by your 3rd party will be automatically marked as **Accepted** in the **Orders** tab. Accepted Orders can be easily filtered.



Order Status	Invoice Status	Invo...	Invoice Date	Order Type	Pay...	Event	Venue	Event Date	Secti...	Row	Total	F	Status
Accepted	Active	270	Mon, 6/4/18 11:58 AM	Exchange	Paid	Hamilton	Pantages Theatre - CA	Thu, 1/3/19 12:00 PM	test13	13	8.10	8.	<input type="button" value="All"/> <input type="button" value="Pending"/> <input checked="" type="button" value="Accepted"/> <input type="button" value="Rejected"/> <input type="button" value="Short"/>

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 be marked as **Pending** in the **Orders** tab. This might occur, for instance, because the tickets that sold to TicketNetwork are No Longer Available (NLA). 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.

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

<input type="checkbox"/>	Order ID ↓ ⋮	Order Date ⋮	Order Status ⋮
<input type="checkbox"/>	7202184	Wed, 2/13/19 11:12 AM	Rejected
<input type="checkbox"/>	7184449	Fri, 12/28/18 3:23 PM	Rejected
<input type="checkbox"/>	7164621	Thu, 11/8/18 12:23 PM	Rejected
<input type="checkbox"/>	7164619	Thu, 11/8/18 12:20 PM	Rejected

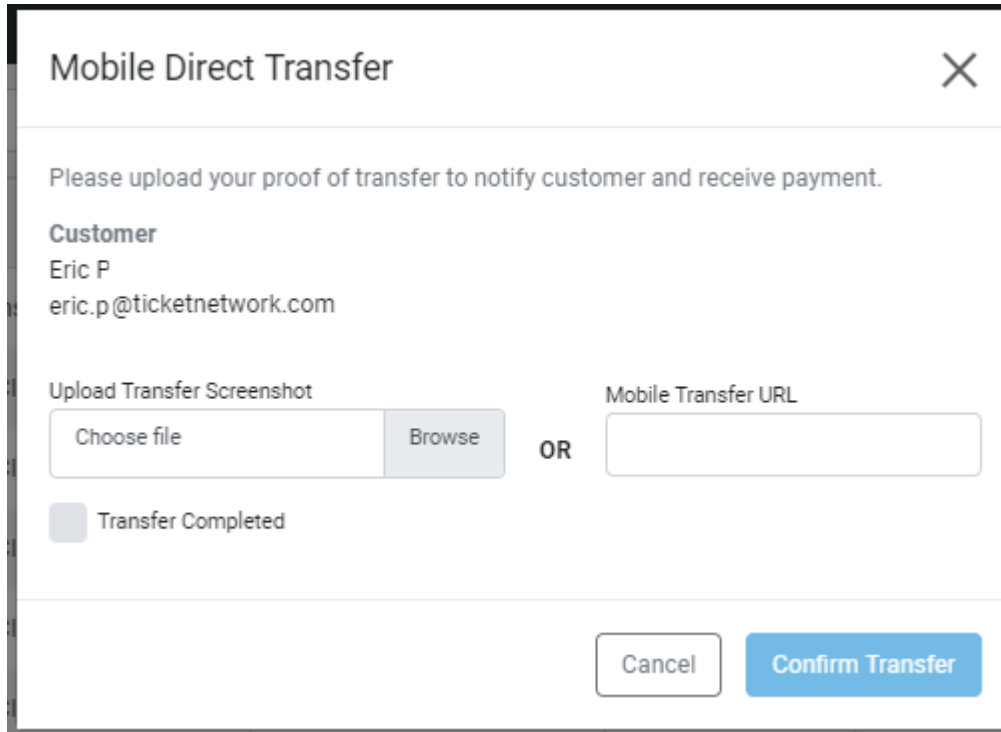
Confirm Electronic Transfer

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.

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.



The screenshot shows a window titled "Mobile Direct Transfer" with a close button (X) in the top right corner. Below the title, there is a message: "Please upload your proof of transfer to notify customer and receive payment." Underneath, the customer information is displayed: "Customer Eric P eric.p@ticketnetwork.com". There are two options for providing proof of transfer: "Upload Transfer Screenshot" and "Mobile Transfer URL". The "Upload Transfer Screenshot" option includes a "Choose file" button and a "Browse" button. The "Mobile Transfer URL" option is a text input field. Below these options is a checkbox labeled "Transfer Completed". At the bottom of the window, there are two buttons: "Cancel" and "Confirm Transfer".

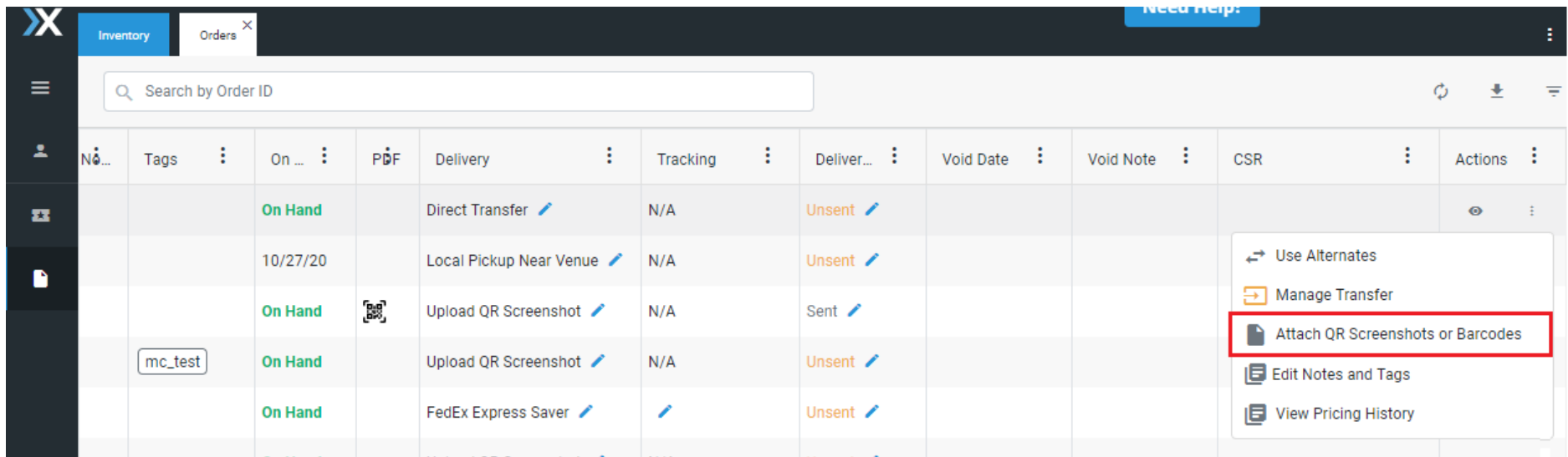
To Upload Transfer Screenshot, select Choose File and browse your computer for the file of your screenshot. Alternatively, if there's a Mobile Transfer URL that can be used, select the Mobile Transfer URL text field and enter the URL used for transfer.

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.


<input type="checkbox"/>	Order ID	Order Date	Order Status	Event	Venue	Event Date	Total	Due	On Ha...	PDF	Delivery	Delivery St...	Actions
<input type="checkbox"/>	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	
<input type="checkbox"/>	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”.



The screenshot shows the 'Orders' tab in the TicketNetwork interface. A table lists various orders with columns for 'On Hand', 'PDF', 'Delivery', 'Tracking', 'Deliver...', 'Void Date', 'Void Note', 'CSR', and 'Actions'. The 'Actions' column for one of the rows is expanded, showing a dropdown menu with the following options: 'Use Alternates', 'Manage Transfer', 'Attach QR Screenshots or Barcodes' (highlighted with a red box), 'Edit Notes and Tags', and 'View Pricing History'. A search bar at the top of the grid is labeled 'Search by Order ID'.

No...	Tags	On ...	PDF	Delivery	Tracking	Deliver...	Void Date	Void Note	CSR	Actions
		On Hand		Direct Transfer	N/A	Unsent				👁️
		10/27/20		Local Pickup Near Venue	N/A	Unsent				
		On Hand		Upload QR Screenshot	N/A	Sent				
	mc_test	On Hand		Upload QR Screenshot	N/A	Unsent				
		On Hand		FedEx Express Saver		Unsent				

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.

Inventory
Orders x
Manage eTickets for 7216648 x

Manage eTickets for Order Section NMACH std Row 10631 Seats 14 - 15 Hallows' Eve Fall Festival Avalon - MA, Boston, Massachusetts Sat, 10/31/20 11:00 PM

Upload PDF Low Seat High Seat Clear files

Drag & Drop PDFs here or Click to Browse

Seats	Page name	
14	Order #21... <input style="width: 80%;" type="text" value="Barcode"/>	x
15	Order #21... <input style="width: 80%;" type="text" value="Barcode"/>	x

PDF Preview Page 1 of 2


MUST PRINT ON PAPER. NOT VALID FOR ENTRY VIA MOBILE DEVICE*

431 8 19

**WASHINGTON REDSKINS
VS.
PHILADELPHIA EAGLES
FEDEXFIELD
SUN SEPT 10 2017 1:00PM**

17486183
Bank of Amer Gate
UPPER LEVEL

5552 001 5770




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BE CLEAR ON GAME DAY SAFETY

Teams will implement an NFL policy this year that limits the size and type of bags that may be brought into stadiums.



Only clear plastic bags not to exceed 12" x 6" x 12" are permitted inside FedExField. Small clutch bags no larger than the size of a hand may be carried separately or within the clear plastic bag. Additionally, seat cushions are no longer permitted inside FedExField.

FOR MORE DETAILS GO TO www.NFL.com/AIClear

2 FOR 1 TICKETS **SAVE 50% ON TICKETS**

TONS OF FUN, BUY 1 GET 1!

TICKETMASTER.COM/TWOFORONE

Important Instructions:

- The barcode only allows one entry per scan.
- Unauthorized duplication or sale of this ticket may prevent your admittance to the event.

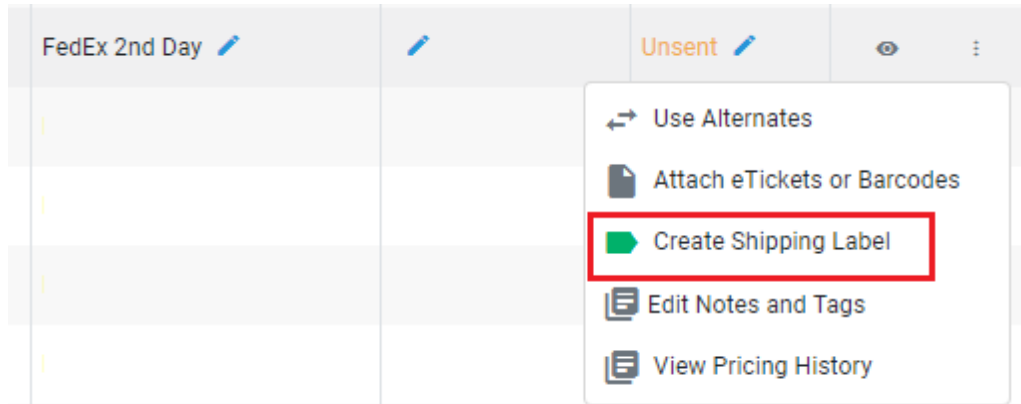
Section: 431 Row: 8 Seat: 15

Cancel
Save

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.



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

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