

Ticketing – How to Define Other Ticketing Lookup Lists

<i>Speech</i>	<i>Cursor Actions</i>
Sumac Ticketing uses about a dozen Lookup Lists, which are pre-defined lists of values. This video describes how to set up several Ticketing Lookup Lists.	Title: Ticketing Set-up – How to Define Other Ticketing Lookup Lists.
	Show Title: How to Define Event Types
Event Types are used for internal classification of events. Some events might be seminars, others are performances, and others may be fundraising events.	Slide: Event Types are used for internal classification of events. For example: <ul style="list-style-type: none"> • seminars • performances • concerts • fundraising events
In your Sumac console, click Utilities, Customize Database, then click Lookup Lists.	Show console, expand Utilities, Customize Database, then click Lookup Lists.
Click the Area: Ticketing, then click the Lookup List: Event Types	Click Area: Ticketing. Click Lookup List: Event Types
Click New to add a new Event Type.	Click New
Enter the Name of your Event Type,	Enter Name: Performance
Click OK to save this Event Type in your database. Continue these steps until you have defined all your Event Types.	Click OK
	Show Title: How to Define Adjustment Reasons
If the value of a ticket order needs to be adjusted, then an adjustment reason must be specified. Adjustment Reasons are text descriptions of why a price adjustment was applied to an order. These are for use only within your organization and are never displayed to ticket buyers.	Slide: Adjustment Reasons describe why a price adjustment was applied to a ticket order. For example: <ul style="list-style-type: none"> • media • mistake in last order • disgruntled ticket buyer
In your Sumac console, click Utilities, Customize Database, then click Lookup Lists.	Show console, expand Utilities, Customize Database, then click Lookup Lists.
Click the Area: Ticketing, then click the Lookup List: Adjustment Reasons	Click Area: Ticketing. Click Lookup List: Adjustment Reasons
Click New to add a new Adjustment Reason.	Click New
Enter the Name of your Adjustment Reason,	Enter Name: Mistake in last order

Click OK to save this Adjustment Reason in your database. Continue these steps until you have defined all your Adjustment Reasons.	Click OK
	Show Title: How to Define Delivery Methods
Delivery Methods are how the tickets for an order are supposed to be delivered. All delivery methods are available to a Sumac user who is entering an order, but you can prevent a delivery method from appearing on your website if it's only for internal use.	Slide: Delivery Methods define how the tickets for an order should be delivered. For example: <ul style="list-style-type: none"> • Box Office Pick-up • Courier • Regular Post
In your Sumac console, expand Utilities, Customize Database, then click Lookup Lists.	Show console, expand Utilities, Customize Database, then click Lookup Lists.
Click the Area: Ticketing, then click the Lookup List: Delivery Methods	Click Area: Ticketing. Click Lookup List: Delivery Methods
Click New to add a new Delivery Method.	Click New
Enter the Name of your Delivery Method,	Enter Name: Courier
If there is a surcharge that applies to this Delivery Method, select it here.	Select Surcharge: Courier
If you have integrated Sumac Ticketing with your website, and you do not want this delivery method to appear on your website, set this check box.	Point to “Do not display on web” check box
Click OK to save this Delivery Method in your database. Continue these steps until you have defined all your Delivery Methods.	Click OK
	Show Title: How to Define Seasons
Seasons allow you to specify which season of performances an event applies to. Sumac allows you to define event groups – a list of several related events. If a group of events are for a particular season, then you can tell Sumac that the particular event group relates to a season. This is often used by theatres that group their productions into annual seasons.	Slide: Seasons allow theatres to specify which season of performances an event applies to. For example: <ul style="list-style-type: none"> • 2013 Season • 2014 Season • 2015 Season
In your Sumac console, expand Utilities, Customize Database, then click Lookup Lists.	Show console, expand Utilities, Customize Database, then click Lookup Lists.
Click the Area: Ticketing, then click the Lookup List: Seasons	Click Area: Ticketing. Click Lookup List: Season
Click New to add a new Season	Click New
Enter the Name of your Season,	Enter Name: 2015 Season

Click OK to save this Season in your database. Each year, you can follow these steps to specify the upcoming event season.	Click OK
<i>You should now move on to more training videos to learn more about setting up and using Ticketing in Sumac!</i>	Slide: “Move on to other Ticketing how-to videos”