# Loading Event Inventory

**How to List Your Organization’s tickets in TicketOS**

TICKETOS

# Overview

This guide will cover everything you need to know to get your tickets into the TicketOS application so that they can then be assigned to and requested by your employees.

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# What to Expect in this Guide

In this guide, we'll cover the following topics:

- Required information before you start
- How to find the event in the system
- How to enter inventory details
- How to select ticket format
- How to review your work
- When and how to contact Support



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# Why Accuracy is Important

Having accurate inventory in TicketOS ensures:

- THE RIGHT TICKETS ARE AVAILABLE FOR THE RIGHT EVENTS AND DATES
- ACCURATE REPORTING, BILLING, AND RECONCILIATION
- FEWER ERRORS, REWORK, AND SUPPORT TICKETS
- BETTER CUSTOMER EXPERIENCE AND TRUST IN THE SYSTEM
- SMOOTHER FULFILLMENT AND DELIVERY TO END USERS

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# Gather Your Information

Before you load tickets, make sure you have:

## EVENT DETAILS

- Venue name
- Event Name
- Event date(s)
- Division / Business unit

## INVENTORY DETAILS

- Category (Seat, Parking, etc.)
- Level, section, row
- Seat quantity and seat numbers

## TICKET FORMAT

- Physical
- PDF
- Mobile
- SeatGeek
- MLB Ballpark

Options may vary based on inventory

**PRO TIP:**

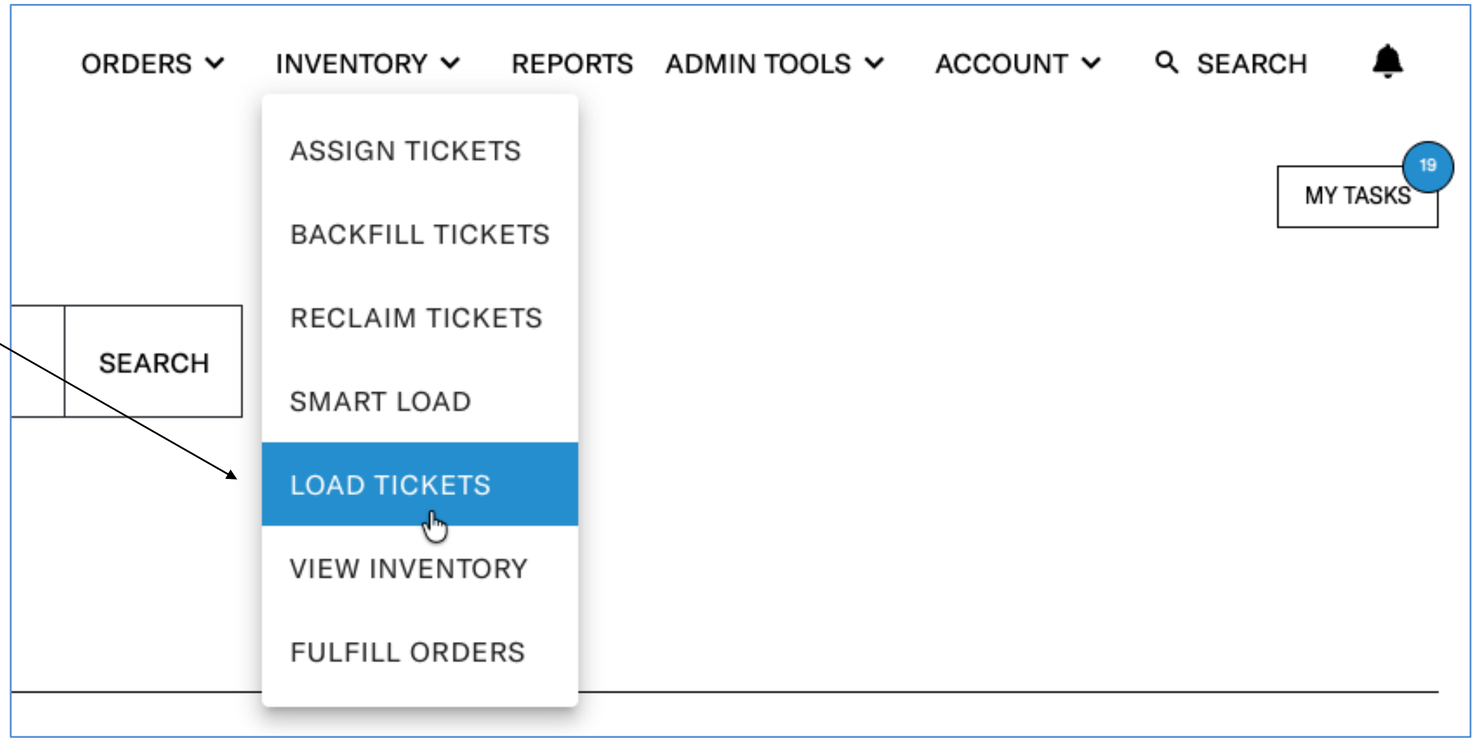
Collect everything upfront. It will save you time and prevent errors later.

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# Load Tickets Page

Click the Inventory menu dropdown and select the Load Tickets option to navigate to the Load Tickets page.

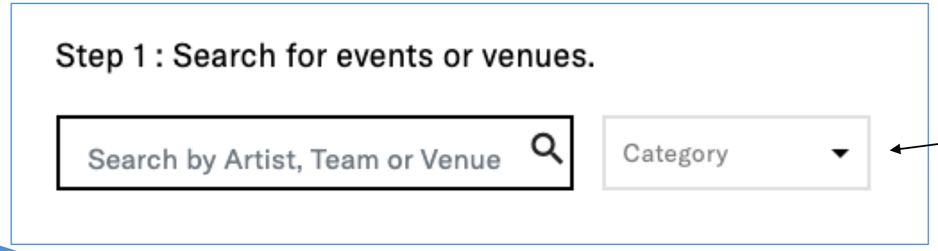
Click the inventory menu dropdown and select the Load Tickets option.




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# Search and Select Event or Venue

Search for and select the event or venue for which you wish to load tickets.

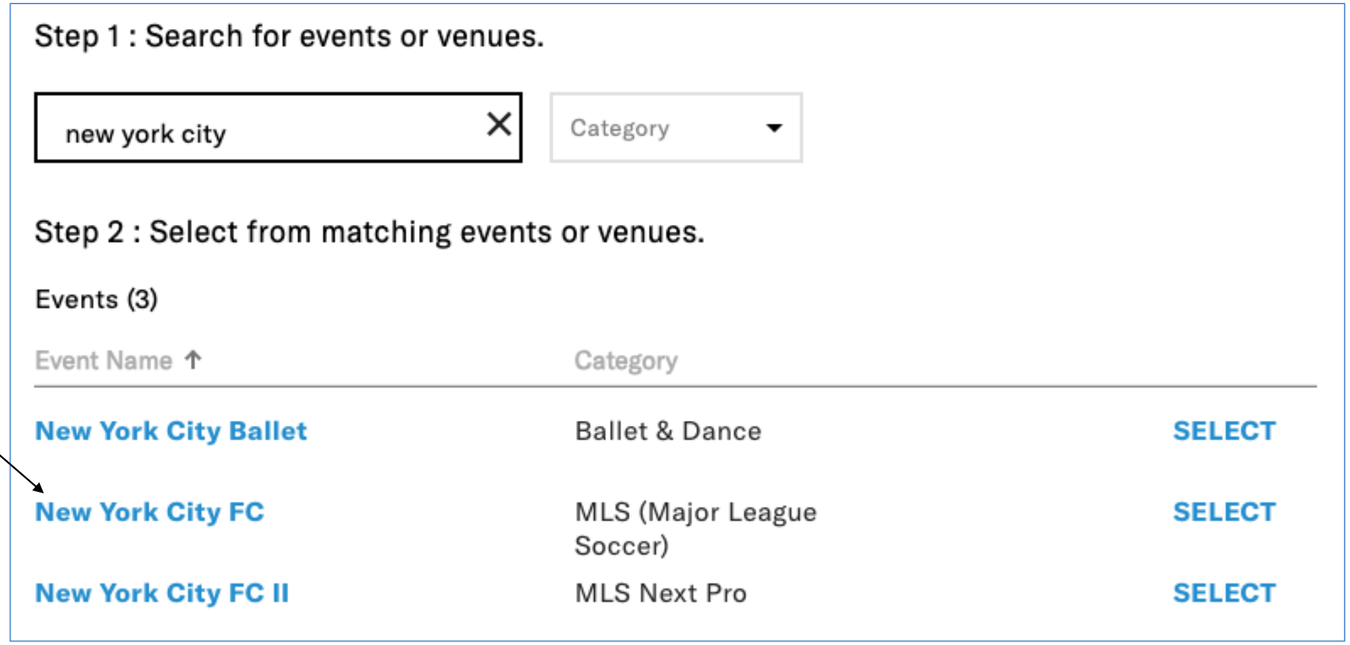



Search by artist, team, or venue name.
Refine results with the Category filter.

**PRO TIP:**

Search by venue when multiple events occur on the same date

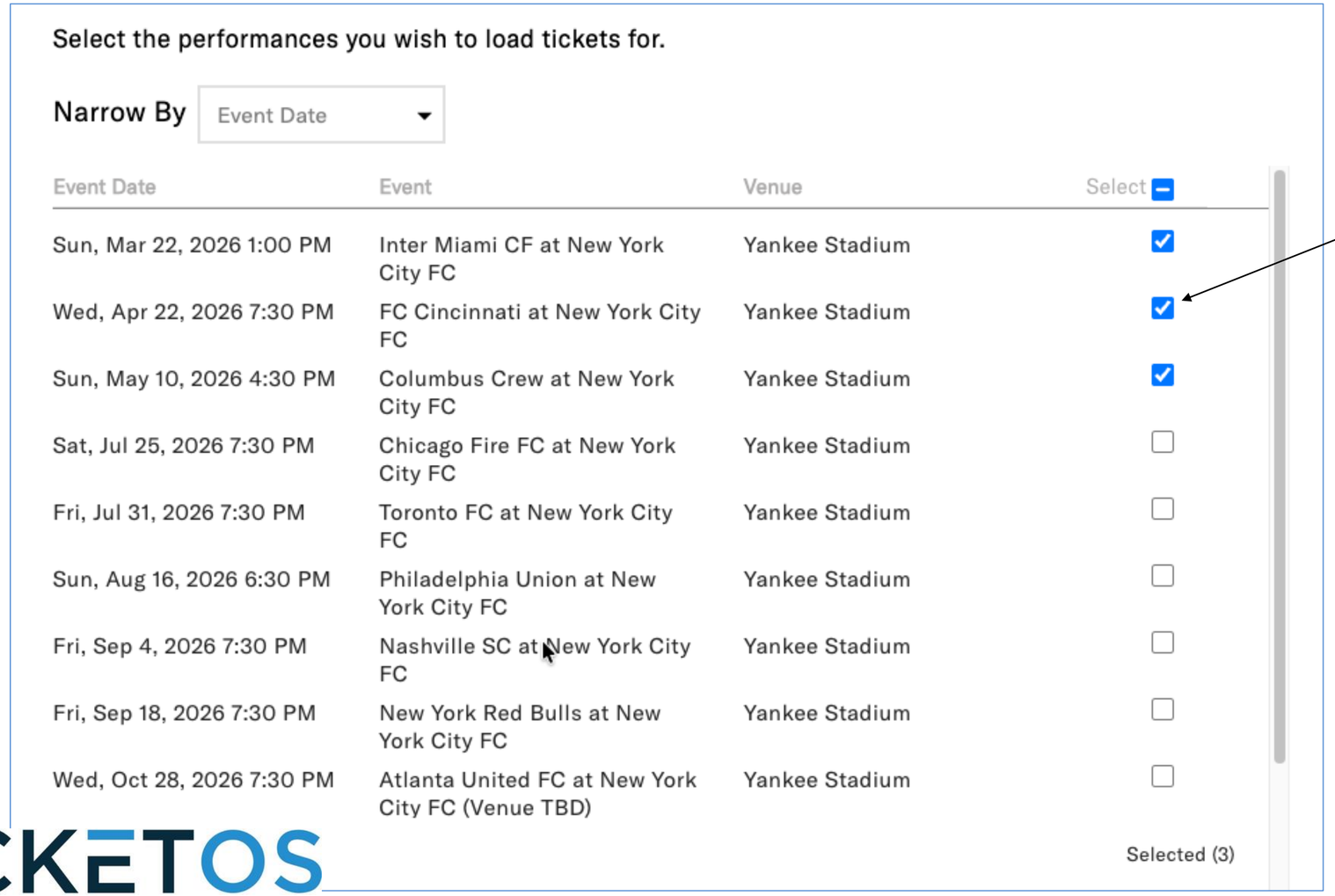
Select the Event or Venue that corresponds to the tickets you are loading.




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# Select Performances

Select the performances you wish to load tickets for by event date.




Select multiple performances to load the same tickets for all selected dates.

**NOTICE:**

**If the event or date you need is not listed, contact TicketOS Support to have the correct event or date added.**

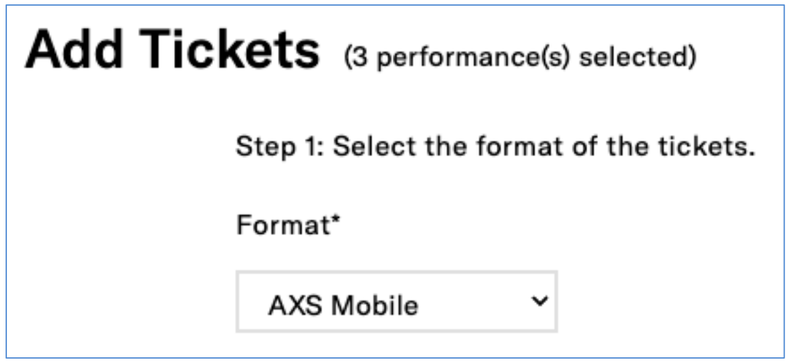
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# Add Tickets - Select Ticket Format

The format defines how the tickets will be delivered to your employees. Always select the format that matches the format received from your ticket supplier. For example, if tickets are supplied by AXS, choose the AXS Mobile format.

Available formats include:

- Physical (old-fashioned paper tickets)
- Eticket (PDF file)
- AXS Mobile
- MLB Ballpark
- SeatGeek
- TM Mobile
- Tickets.com




**NOTICE:**

**If you are unsure about the format of your tickets, check with your supplier or ask TicketOS Support.**

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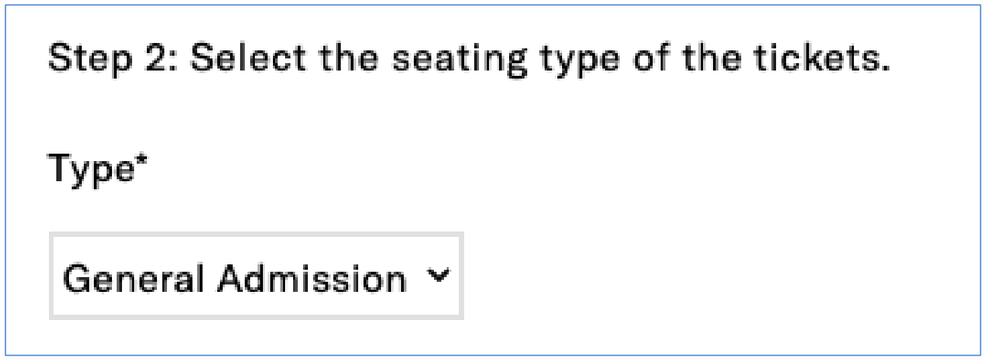
If you see this message, stop and check to be sure you are not loading duplicate inventory.




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# Add Tickets - Select Seating Type

The seating type determines which seat location fields will be available for entering details about the tickets. For example, the “Seating” seat type will make fields like Seat Start and Seat End available for entering the seat numbers on the tickets. However, choosing the “General Admission” seat type will remove those fields, requiring only a ticket quantity to be entered.

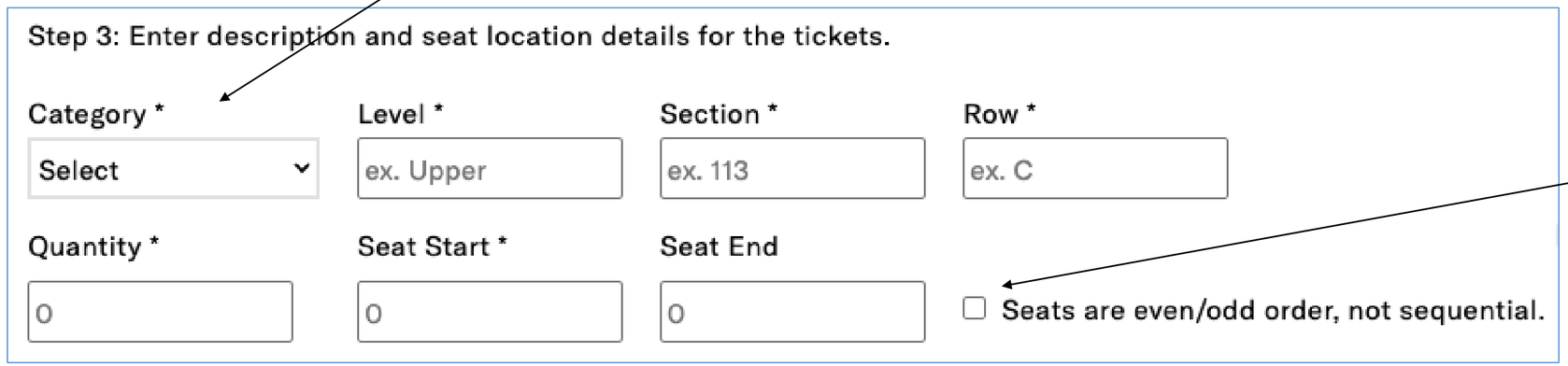



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# Add Tickets - Seat Location Details

You will now enter all the details of the seat location. These details inform your employees where the seats will be located inside the venue.

First select a ticket Category. The ticket Category is useful for tracking utilization of tickets with the same category (Suite for example) across multiple events and venues.




Theatre tickets? Tick this box to automatically calculate the Seat End if the tickets are all even or odd numbered.



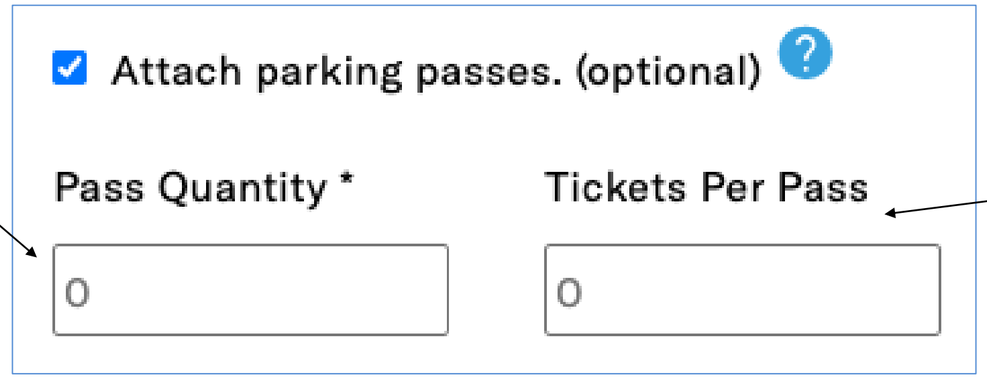

Notes you enter will be shown to your employees when they request the tickets. Enter anything that is relevant.

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# Add Tickets - Attach Parking

You have the option to attach any available parking passes to the ticket group. This will ensure that parking gets distributed fairly and automatically included when tickets are ordered.

Enter the quantity of available parking passe here.

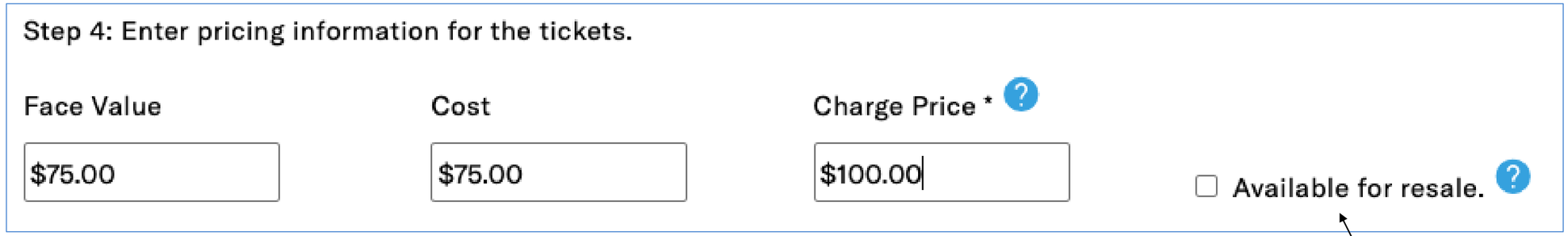



“Tickets per pass” will be automatically calculated, dividing the tickets by the number of parking passes.

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# Add Tickets - Enter Pricing Info

Provide the **per-ticket** pricing information for your tickets. The “face value” and “cost” are informational only. The “charge price” is the price that will be charged to your employees and used in any order total calculations.

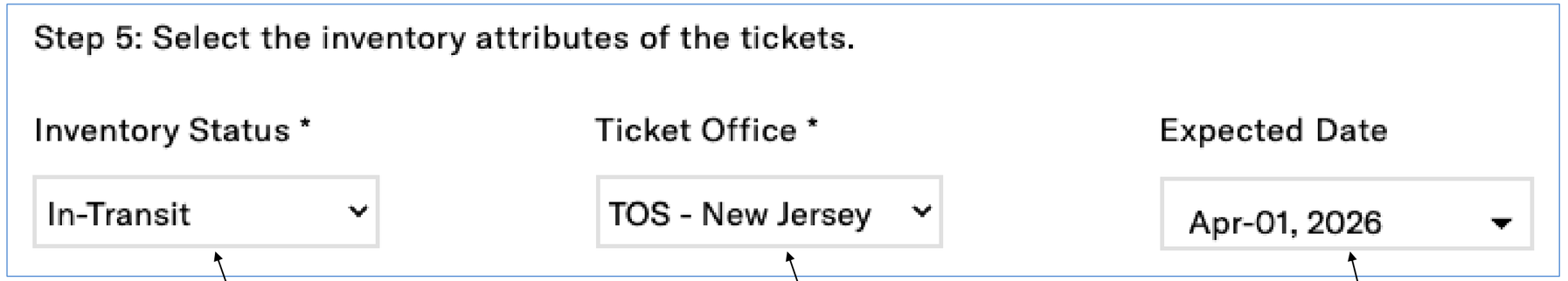



If this box is ticked, when tickets are assigned to Public they will also be made available for internal and/or external resale.

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# Add Tickets - Inventory Attributes

The inventory attributes relate to order fulfillment. Set the Status of the tickets and which Ticket Office will be responsible for fulfilling orders.




Set the inventory status to identify if the tickets have been received from the supplier.

Choose the ticket office responsible for handling fulfillment of orders for these tickets.

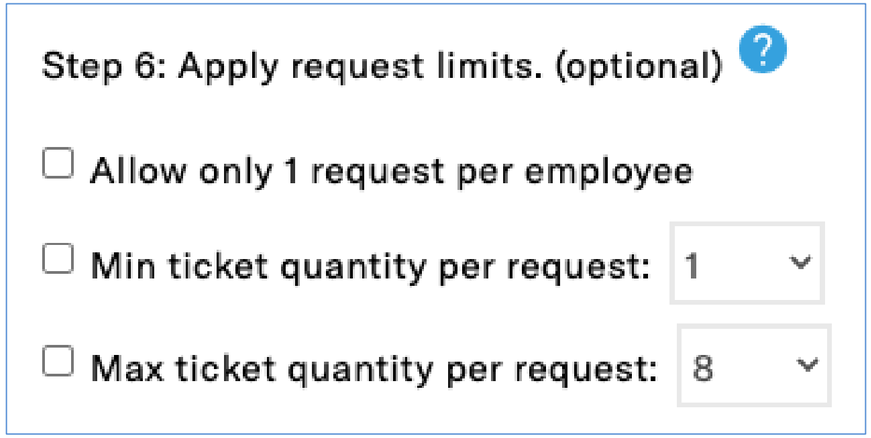
Set the expected date to get reminders if the tickets have not been received (optional if the tickets are In-Transit).

See the Status Glossary article in our Knowledge Base for definitions of each available inventory status.

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# Add Tickets - Request Limits

Optionally, you can enforce limits on how many requests can be placed and how many tickets can be requested by your employees. These rules apply to tickets assigned to Public or Waitlist only. Learn more about request limits here: Request Limits Guide.



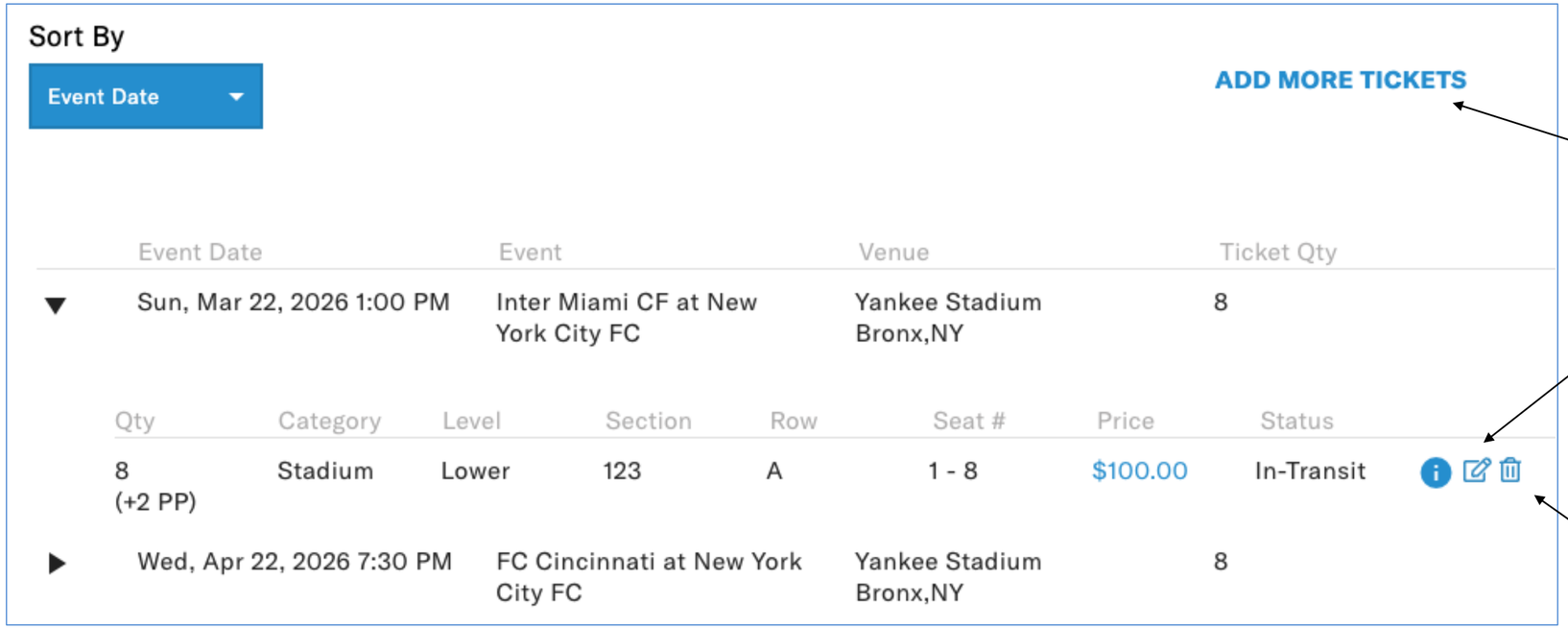

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# Review & Save

Before saving your inventory record, be sure to take the time to review your selections for accuracy before proceeding.

**PRO TIP:**

Change the Sort By order to “Ticket Block” to edit for all events at once.




Use this button to continue adding more tickets to this inventory record.

Click the Edit button to make changes.

Click the Delete button to remove tickets.

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# Recap

In review, these are the steps for loading ticket inventory.

- Gather your information
- Go to the Load Tickets page
- Select an Event or Venue
- Select the Performances
- Add the Tickets
- Review and Save

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