# **Mobile Ticketing Disaster Plan**

For the purpose of this plan, “disaster” is an outage where fans cannot access their mobile tickets or there are network issues (scanning, computers, phones are not working). In these situations, fans are unable to scan into the building and they may not know their seat location. When 15,000 fans cannot access their tickets, it will be a disaster, but we can take steps to mitigate as many issues as possible.

## **Requirements to successfully implement plan**

|  |  |  |
| --- | --- | --- |
| Event Day | Details | Responsible |
| Emergency scanning event | * **Emergency Event Created per fiscal. FY24: CTC911**

Event created per fiscal & always ready to go! See end of document for detailed set up instructions (with screenshots)  | No action required on an event-by-event basis. |
| Patron list, availability and unprinted ticket lists.  | * Print event/game rider to ensure you have updated MODs (building, premium, box office) for that event
* **Host only events::** The evening prior/morning of an event AUT;CTCEMERG, AUT;ACCTINFO, VR <PROGRAMS>XFTBACC and VR <PROGRAMS>EXCHACC should be run by event manager. This will provide a list of ALL purchasers, opens (including price, without CRF or fees) and all unprinted tickets, as well as mobile tickets that have not yet been viewed. It will also include all transfers and exchanges when you run the VR programs.
* **Archtics Events**: Archtics reports: Seats – Combined, v\_ticket\_and\_secondary
* Early afternoon the same reports should be run and SAVED TO THE SHARE POINT DRIVE.
* Concerts & family shows: print maptyp of OPENS at gates
* All documents are to be DELETED from the Sharepoint Drive that evening/following morning if not required.
 | Box Office Event Manager |
| If issues or potential for issue arises, contact Ticketmaster CSS Team:  | * If local TM issues, Ticketmaster CSS Team can provide both host and archtics reports.
* If TM is down, then TMPS cannot provide, but would escalate to the “world” level so the urgency is known.

**Reports to request:** Host: * Patron list (AUT;ACCTINFO);
* Maptype of opens (request a maptyp of opens vs. an opens report so it includes current pricing)

Archtics:* Seats – Combined, v\_ticket\_and\_secondary & audit

FYI: Automated reports are not being run to protect customer data and ensure it is always secure. **Important to note:** Box office windows are on a different network than venue. All TM programs/tools are available on ALL workstations on the Bert’s Bar Side of the Box Office (host, archtics, TM1) |  |
| Pre-printed tickets for venue | * Use pre-printed tickets to sell at window if Ticketmaster is down for Senators home games and/or event with expected high volume walk up
* Concerts have minimal sales at box office; use carbon copy ticket slips for any walk up sales
* Use Square Devices to process payment (runs on wifi) – **can we use hotspot if wifi down?**
* Ticket for each and every seat in the building pre-printed and organized in box office. Boxes are located in box office storage room.
* When selling tickets at the window, the seller will retain the left-hand portion of the ticket (where it lists event code, seat location, etc) or carbon copy slip.
 | No action required on an event-to-event basis.**To do:** **Check Square hotspot (no wifi situation)** |
| Carbon copy replacement slips / TM1 Sales | Sellers can send text/reprint tickets for fans if they do not know where they are sitting. If no phone, can use carbon copy slips. Top slip goes to fan and second slip is kept in the box office. Slips are located in the “disaster box.” Additional slips are in the box office vault (bottom shelf, white bankers box).  |  |
| Box Office Tools | “Go Basket” created so all important documents can be easily found in one place. Includes: * Emergency login information for host, archtics and iPads
* Hard copy of disaster plan (including key event stakeholders’ phone numbers)
* Hard copy of emergency pricing for Ottawa Senators
* Square Readers (4)
* Emergency barcodes
* Carbon copy replacement slips
 | To add: Square Devices |

### **Potential Disasters:**

* Mobile App is down, TM Host/Archtics still online (*Ticketmaster Product Issue*)
* Ticketmaster wide outage (app, host, archtics) (*Ticketmaster Product Issue*)
* ALL IT is down / local network issue (*Venue Issue, Ticketmaster to be informed so they are aware*)
* No power in building (if no power, all fans are being held at the door) (*Venue Issue, but potential for event to be postponed due to no power*)

**If it is a TICKETMASTER PRODUCT issue**, email**:** canclientsupportarea16css@ticketmaster.ca, clientsupport@ticketmaster.com, cctss@ticketmaster.ca (only if issue is Senators related or an Archtics issue), TM CSSs

*Examples of when to use this group: Tickets without barcodes, QR codes appearing, TM1 Entry is down, TM1 Sales is down, TM/Account Manager is down …*

**If there is a potential we may need to BREAK GLASS/GAME DAY,** email**:** canclientsupportarea16css@ticketmaster.ca, clientsupport@ticketmaster.com, cctss@ticketmaster.ca (only if issue is Senators related or an Archtics issue), TM CDD & CSS

**If there is a POTENTIAL FOR THE SHOW TO BE POSTPONED, RESCHEDULED OR CANCELLED** we also need to get CS Management on standby. The team will prepare different CS scripts: doors are being held, event is postponed, or event is cancelled. In this case, email canclientsupportarea16css@ticketmaster.ca, em-canada-16-group@ticketmaster.ca , CDD, CSS, etc.

*Examples of when to use this group: Venue has no power, Weather related concerns (tornado, Ice storm), Band/Team not able to perform/play but prior to public announce (ie. Sickness, not here)*

Technically the clientsupport@ticketmaster email should only be used on weekends or after hours, but since the majority of our disasters will happen then, I am including as part of the set list of emails.

Examples of when

## **Ticketmaster Troubleshooting Template for PRODUCT issues:**

The best to ensure that all the relevant information is being submitted and TM can start investigating and escalating the issue is to ensure as much information as possible is submitted at the start. If a line below does not apply, just delete/ignore.

**SUBJECT**:

**VAX/DATABASE**: QUE/SSE

**NAM SITE**: SSE

**VENUE**: Canadian Tire Centre, Ottawa, ON.

**SEASON NAME**:

**EVENT NAME**:

**EVENT CODE(S)**:

**TICKET TYPE(S)**:

**PROMO CODE(S)**:

**BRIEF DESCRIPTION**:

**EXPECTED RESULT**:

**ACTUAL RESULT**:

**STEPS TO REPRODUCE**:

# **Ticketmaster’s Disaster Recovery Tools**

### **Data Centre Redundancy**

If Account Manager goes down in Ticketmaster’s data centre in the East (Ashburn, Virginia), then their backup procedure is to redirect to the data centre in the West (Phoenix, Arizona).

The same applies for Archtics – there are two fully redundant copies of Archtics and Account Manager in the East and West that we can redirect to.

### **GameDay**

Highlights

* GameDay is the repository of barcodes for both host and archtics.
* Fans are able to login to GameDay using their archtics or TM.ca account login information.
* A link is emailed to fans where they can use their Account Manager or TM.ca login to access the GameDay site.

Details

* In the event of a failure such as Archtics database/Account Manager or Host database/TM.ca goes down completely and cannot come back up, then both Account Manager and TM.ca accounts redirect to GameDay.
* GameDay will only display barcodes for events that are happening that day; no upcoming events will be displayed.
* If we move to GameDay and Account Manager is still functional then you can manage your tickets from within GameDay. If Account Manager is not functional then all you can do is view that day’s barcodes in GameDay and you cannot manage tickets.
* It is possible to move the Presence SDK portion to GameDay.

### **BreakGlass**

Highlights

* If there is a major data centre or networking incident, then Ticketmaster will roll out BreakGlass.
* All Fans will receive an SMS with their ticket
* Question: does TM.ca/archtics pull from a specific field (mobile vs. day time phone, business phone). If no mobile phone, do they get an email?

Details

* Only static barcodes supported.
* Client functionality (like forwarding, posting for resale) are disabled.
* Since added value barcodes are generated and exported from Archtics they will also work if we are using GameDay.

### **When are GameDay or BreakGlass deployed?**

There is an elite escalation group in the States that TMPS reports into.  Once a case is deemed urgent (ie issue on an event date that will impact sales and/or entry to an event, having a major impact on client and patron experience) the group of managers looks at recovery of the database and/or servers affected. This group will be in contact with the venue and or any TM staff that are supporting the event at the venue, to work with them on next step decisions if they cannot recover the affected area in time for gates.  Presently the ticket data (barcodes / seat locations / email addresses) on each event (archtics and Host) is being housed on servers that will be used as backup to put these processes in place within 10 – 20 minutes after the final decision has been put in place to move forward with either GameDay or BreakGlass.

**Please note: CTC requires that the call to move to GameDay or BreakGlass must occur no later than 30 minutes prior to doors.**

# **Disaster Strikes!**

### **Three Most Important things to remember:**

1. It’s only a disaster if we’re 15 minutes into ingress. Otherwise, hold at doors until that point.
2. It’s going to be a disaster anyway, open the doors and let them in (check tickets if fan has them) – we will manage dupe seating as it arises.
3. Only send people to the box office if they don’t know where they are sitting

|  |  |  |
| --- | --- | --- |
| Action Plan | Details | Responsible  |
| Ticketmaster Network Issues GameDay/BreakGlass | * If a major network issue with Ticketmaster and Archtics two options: fans are sent an email with a link to their tickets (GameDay) or fans are sent a text with their tickets (BreakGlass).
* To be effective, this must be called no later than 30 minutes prior to doors.
* Once the call is made Box Office to confirm with Bill & MOD and a team should be sent outside
* If TM network failure happens within 30 minutes of doors, then we move to our internal disaster plan.
 | All Events: PBO MOD, CTC IT and Ticketmaster TMPS. **FINAL** call to Break Glass is made by Jody and Sharon.  |
| At what point do we follow plan?  | * If doors are not open and/or have been open for less than 15 minutes: hold fans at doors
* 15 minutes after scheduled door opening, implement disaster plan.
* If doors are open, ideally hold for 5 minutes to assess situation. However, this is dependent on how close it is to event start time/puck drop.
 | Non-Sens events: MOD w/show reps to make decision Sens: Bill, MOD, PBO (final call is MOD)  |
| Emergency Barcodes | * Gate supervisors will distribute barcodes to their respective gate staff.
* Scan away! The same barcode can be scanned multiple times.
* The gate staff will than scan the barcode for every fan who has a mobile ticket that they cannot render on their phone. Any fans who have already saved their ticket to their phone, or fans with regular tickets, can still be scanned
 | Emergency barcodes are located in the “disaster” box (located on the back counter in the box office) |
| Open doors and SCAN EMERGENCY MOBILE BARCODE | * Scan/offline scan hard tickets if possible
* Fans are only sent to the box office if they DO NOT know their seat location and for regular will call pick up
 | Non-Sens events: MOD w/show reps to make decision Sens: Bill, MOD, PBO |
| Double seating issues | * Fans who think they know where they are sitting and actually do not know will cause double seating issues.
* Guest services can radio box office for duplicate seating OR box office send seller/supervisor with iPad to look up accounts. If no access, seller/supervisor can use pre-printed lists/lists saved to Sharepoint
 | Box Office: use process outlined below to navigate these issuesSupervisor/Bill: Move confused people in the 200LVL or 300LVL to MFD and 100LVL people to Six Pints or 119 area to await their correct seat locationsHOW DO WE ACCOMPLISH THIS WITH TM1 sales and sharepoint?  |
| Givex issues | * If a fan cannot access their ticket, they cannot redeem their givex values
* If a fan claims they have givex credit, they get the value they claim they were supposed to have. Aramark to close to invoice.
 | Box office to inform Aramark |
| Valid Attendance Number | With emergency mobile barcode event, we will have correct attendance numbers in TM1 Entry.  |  See “How to Determine Emergency Scans for Drop Count” on steps  |

## **Important Cell Phone Numbers:**

## **Important Notes**

### **Radios**

In the case of a network issue, the radios will continue to function. All radios should move to the IT channel.

In the case of a power outage, we will have 6-8 hours of power and can only use channel “Simplex 1”

### **Calling a critical incident**

It is the responsible of the MOD to call the incident “critical” and whether to hold doors, immediately move to scanning the emergency barcode, etc.

### **Box Office**

In all potential scenarios Box Office MOD to call Ticketmaster CSS Team: xxx-xxx-xxxx. You also want to email (deleted). One of these groups will get CS Management on standby. The team will prepare different CS scripts: doors are being held, event is postponed, or event is cancelled.

### **Three Most Important things to remember:**

1. It’s only a disaster if we’re 15 minutes into ingress. Otherwise, hold at doors until that point.

2. It’s going to be a disaster anyway, open the doors and let them in (check tickets if fan has them) – we will manage dupe seating as it arises.

3. Only send people to the box office if they don’t know where they are sitting

|  |
| --- |
| Ticket Operations/Box Office |
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| Aramark |
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| Ticketmaster |
| Ticketmaster CSS Team |  |
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## **Box Office Plan**

|  |  |
| --- | --- |
| Disaster Situation | Details |
| Mobile App & TM.ca DownTM Host/Archtics online \*MINIMUM 30 MINUTES BEFORE DOORS\**Product Issue* | * Box Office MOD to call TM CSS Team & email TM to notify of issue and ask to send emergency reports. TBD on archtics reports.
* This will instigate Ticketmaster’s Disaster Recovery Plan and the potential for BreakGlass or GameDay will be implemented.
* Once the call is made it can take 10-20 minutes for TM to prepare on their end. With this in mind, to be beneficial we require that call no later than 30 minutes before doors.
* As soon as call made, inform Bill’s team to ensure people are “working the line” to disperse information and communicate with Social Teams to tweet, facebook, etc. (Communication Plan)

*Important to note – if mobile app is down, fans are still able to access their tickets using Ticketmaster.ca and vice versa, if Ticketmaster.ca is down, then tickets may be accessed in App.*  |
| Mobile App & TM.ca Down TM Host/Archtics online\*WITHIN 30 MINUTES OF DOORS\**Product Issue* | * Box Office MOD to email TM CSS & Client Support Teams. TM to notify of issue and ask to send emergency reports. TBD on archtics reports.
* Part timers text tickets using TM1 Sales. If fan does not have a phone, carbon copy tickets can be issued.
* SSMs with mobile tickets would have to wait for Ops to look up seat location AND/OR reassign some sellers to use TM1 Sales Archtics on iPads to text tickets.
* No impact on day of show/game sales, can continue to sell using TM1 Sales
 |
| Ticketmaster wide outage*Product Issue* | * Same process as “Mobile App Down” plus:
* PBO MOD to pull out pre-printed tickets and use opens report to pull out inventory to sell

When selling hard tickets, the seller will rip the portion of the ticket on the left hand side (at perforation) in order to balance at the end of the night.  |
| Entire IT network is down*Venue Issue* | * Game will go on if we still have power, so need to consider
* PBO MOD to have TM CSS on call rep email personal email address and use work laptop. Can use hotspot on work phone for internet.
* Ticket Ops and Box Office Supervisors to login archtics on windows 001, 002, 011 and 012 if Ticketmaster network is still available
* If able to print report, print and distribute reports so information doesn’t bottleneck at one person. If unable to print report, use as many laptops as possible and circulate to others working to personal email addresses. Everyone can hotspot off the same work phone.
* PBO MOD to pull out pre-printed tickets and use opens report to pull out inventory to sell
 |

## **Notes:**

* If it is an internal network issue then Ticketmaster workstations will continue to work normally (12 box office windows, concierge & club bell). Box office windows on Bert’s Bar side have Archtics, TM Win and TM1 (Reports, Entry).
* It is possible for the event detail pages (EDP) to be down (so people cannot purchase tickets on TM.ca) BUT the ticket management portion (ie. My Account) still be functional. In these cases, you do NOT have to break glass, as fans can still access their tickets.

## **Action Items – New/Outstanding (2024)**

* CA: Create TM1 Sales archtics only usernames (to use if NHL app goes down but AM still up)
* CA: One final post flow chart at each work station/PRINT FOR DISASTER BOX!
* CA/PD: Add emergency reports to pull to events/game day check lists
* CA: Confirm phone #s listed are current
* CA: IT confirm if possible to add second VPN for archtics outages?
* Off-season we should test plan (CA and Darren were going to test Spring 2020 .. maybe Spring 2023?)

## **Yearly Action Items**

* Confirm standardized pricing for fiscal. Print and add to “disaster box”
* Create Emergency Event for fiscal (TM Event, Configuration, upload barcode).
	+ If Emergency Event is ever used, must create new event
* Review action plan, phone numbers and update as necessary. Print updated docs for basket.
* Once we are SafeTix Enforced – ensure that emergency event is NOT enforced (as the barcode is not printer from a CTC printer …)

## **Emergency Scanning Event**

When does the emergency event need to be re-created?

* Every fiscal if not used
* If emergency occurs and tickets are scanned, a new event needs to be created.

### **Step 1: Create Host Event**

1. Create host event in EMT
	1. Create Submission
		1. Chart: HCTCTM1
		2. Financial Contract: choose parking (so $0 fees, nothing locks)
		3. Event Code Prefix: ECT (do not change)
		4. Event Code Suffix: X (adding a suffix in case we have an event on December 31st we don’t burn this code)
		5. Performance Date: December 31 of the FOLLOWING YEAR
		6. Performance time: 7:30PM
	2. Basic Information
		1. Performance: Update event Code to ECTEMERG or something similar
			1. Since ECTEMERG won’t be deleted by the time we build next year’s – will need to think of something else. Ie. ECT911 or ECTEMG22
		2. Event Flag: check off “box office only event
		3. Name/Categorization: Uncheck “Use primary attraction” and update to “Emergency Event 202X-202X Season”
	3. Update ticket text:

Line 1:

Line 2: TM1 ENTRY EVENT

Line 3: EMERGENCY EVENT

Line 4: FISCAL 20XX-20XX

LINE 5: BLANK

Line 6: Can leave as is

* 1. Onsales
		1. Availability/Onsale/Offisale: Update both Event Visibility and Public On sale Date & Time to TBD.
	2. Tickets and Pricing
		1. Add pricing to ADULT ticket (otherwise it won’t let you write to host)
1. Sell & print ADULT ticket
	1. Can print unbalanced account using PRTAC;LA;AL;;
	2. Printing ticket to push over to TM1 Entry
2. Wait until event populates in TM1 Entry
	1. Can take as little as 30 minutes to needing to refresh overnight.

### **Step 2: Update Emergency Barcode & Create Config**

* + - 1. Update text file with new event code

Format: 897346283610/ECTTEST/////

* + - 1. In TM1 Entry – search your event
				1. Toggle drop down to “upcoming”
			2. Upload Emergency Barcode
				1. Click “Upload Barcodes” box in upper right-hand corner
			3. Drag and drop your emergency barcode into the “Upload Barcodes” box. Click Upload.



* + - 1. Click on “Configuration”
				1. On this page we want to update the Active Scan Window (to set it for the entire year) AND update the ticket usage rule (so that the same barcode can be scanned repeatedly).
			2. Update Active Scan Window
				1. Click the pencil icon beside the “Active Scan Window” under Default Settings. Click “Specific Time” under “Period Type”
				2. Update scan window to be 364 days (cannot have the window run for an entire year).
				3. Start Date: Prior to first September Event.

 End Date: One year later, less a day

 Hit Apply.

 

* + - 1. Update Ticket Usage Rule
				1. Drag & drop the “Ticket Usage Rule” to the first Entrance listed. Update rule to be “Single Day” and “Unlimited”

 

* + - 1. Right click on first entrance and select “Copy this rule set.” Paste rule set in EVERY ENTRANCE. Each entrance will look like so:



The Emergency Scanning event config is now complete!

## **Emergency Scanning Event – Drop Count**

To confirm the # of times the emergency barcode was scanned, use TM1 Entry and search the emergency event code (ensure you are toggled to all upcoming events). On the overview page, it will have “Fans Inside” if looking on the day of the event. Otherwise, under scan totals, look under “entry”.

If looking the day AFTER the event, due to test scans, you may want to export the scan log and then do a pivot table on the # of scans for the day the actual emergency. Ensure you include “OKAY\_REENTRY” as that’s your first scan of the day (since it was previously scanned due to testing.



#### **Pivot Table Sample**



Pivot Table Fields:

Columns: Scan Response

Rows: Date

Values: Count of Scan Response

## **How to Create an Emergency Barcode**

If required, this is how to create a new emergency barcode:

1. Create a barcode that is an even number, but not a length that is being used by any events. Create a 16-digit barcode (no exceptions). We cannot use 12 or 14 digits, since archtics barcodes are 12 and host barcodes are 14 – by creating a 16-digit barcode, we don’t need to worry about having an actual event barcode on our emergency event. Our current emergency barcode is 421365981234 (currently 12 since recently discovered archtics barcodes are 12 digits, will be fixed next disaster and/or for next fiscal).
2. Plug in the barcode into <https://barcode.tec-it.com/en/Code25IL?data=42136598741236> and make sure you select Code-2of5 Interleaved. Download the image and take a screenshot of it.



1. Create a layout in Word where you can fit multiple images on the page to save paper. The current emergency barcode image dimensions were 2.9 cm height and 7.291 cm width. This fit 12 barcodes per page (3 x 4) on landscape setting, narrow margin. Barcodes shown below ARE SMALLER THAN THEY APPEAR IN REAL LIFE!

Allow plenty of white space around the barcode (dual purpose: easy to hold by gate staff, but also easier to cut once laminated).

**Before sending to print – ensure barcode scans!** You’ll get an error scan (Not Found) – but you’ll know the scanner recognizes the barcode. When printing, print on white paper and heavy stock if possible. Print 10 copies.



1. Put the barcode in a .txt file and uploaded it to the TM1 Entry Event.

Format: 897346283610/ECTTEST/////

1. **Ensure all current emergency barcodes are destroyed (including barcodes each Ticket Ops/Box Office Manager has!)**

## **Square Devices (collecting payment if Ticketmaster is unable to process payment)**

### **Square devices will ONLY be used when:**

* Ticketmaster.ca is down (mobile and app) AND
* TM1 Sales at the window is down
	+ If ONLY TM1 Sales is down then, we can support fans and walk them through how to purchase on TM.ca

### **Important Information**

* Set up information: Square.ca/setup
* Battery level can be checked in app (devices only show four dots)
	+ Open Square app (on iPad) and power on device.
	+ Go to More, Settings, Hardware and your devices (powered on and in range) will display if they are connected (Bluetooth) and the battery level
* There is NO off button on the devices. Once powered up, they will not power off for two hours
* Receipts are sent via mobile or text
	+ What about the tickets? In this situation we are selling HARD tickets (pre-printed emergency stock) and/or slips with seat location

### **Connecting a NEW Square Reader to iPad**

* Go to: More, Settings, Hardware
* Under “My Hardware” our square readers will be listed. Scroll the page to Square Readers
* Under “Card Readers” it will list our four readers and from here you can tap “Connect a Reader.”
* You will be prompted to “press button on reader to connect”
* Press and hold the button on the reader until the lights flash orange and release the button. Keep the reader close to the ipad to pair
* Four green lights appear on the Square device and you’ll get another pop-up saying you are ready for contactless payments

### **Connecting a Square Reader to iPad**

* Power on Square Reader (press and hold button) & iPad (p/w 1010)
* Open Square App
* Go to: More, Settings, Hardware
* Under “My Hardware” our square readers will be listed
* Tap the Square Reader you wish to use
* You will be prompted to “press button on reader to connect”
* Press and hold the button on the reader until the lights flash orange and release the button. Keep the reader close to the ipad to pair
* Four green lights appear on the Square device and you’ll get another pop-up saying you are ready for contactless payments

### **Adding Ticket Prices to Square App \*REMEMBER TO PUT THE TOTAL PRICE = TICKET + FACILITY FEE + SERVICE CHARGE**

* Sign into Square (on desktop)
* Click Items
* On main page, you can create “quick” items. Enter Price Level and price. Hit save



* To add second price, tap “+” beside Quick create and an empty box will appear where you can enter the name & price



* You can bulk update your events (ie. To go from one concert to the next or one Sens Season to the next!)
	+ Select all items & tap “Edit Events”



* + Edit the item name and price. Tap Update 3 variations



* + Open the Square App. It should update automatically, if not I just toggle to and from different screens and they updated. 😊

### **Processing Payments using Square**

* On iPad, open Square app
* From Favorites tab, tap Library
* Tap event name & price (will be listed on bottom of screen)
* Tap Review Sale
* Confirm price
* Tap Charge $1 (or whatever price you’re charging)
* One green light on Square Reader means you’re ready to accept payment
	+ HEADS UP! It will let you get this far if you’ve forgotten to connect the Square Reader to the ipad. If you’re forgotten, you can go to More, Hardware, Etc to connect to the Square Reader. Tap Checkout once done to get back to where you were.
* Four green lights & a beep means your payment is complete
* Red Light? Payment failed.
* No tap? Enter pin on iPad
* Need to cancel order? Tap the three dots in the upper right hand corner (on current sale screen) and tap Clear Items.

### **Square Device Readers on Hand**

* Square Reader (1234)
* Square Reader (1234)
* Square Reader (1234)
* Square Reader (1234)

## **Box Office Quick Disaster Guide**

### **Ticketing & Entry Issues**

|  |  |  |  |
| --- | --- | --- | --- |
| What’s happening?  | What IS working? | Step 1 | Step 2 |
| Ticketmaster outage (prior to 30 minutes before doors) | Nothing!  | Global outage, TM should contact venue … if not: contact TM Emerg Contacts | If Ticketmaster is not expected to be functional prior to 30 minutes prior to doors then Sharon and Jody will make the decision to Break Glass (text tickets) or action Game Day (email tickets).Use iPads, Square Devices & pre-printed tickets/slips to sell at box officeOffline scanning |
| Ticketmaster outage (within 30 minutes before doors and/or after doors) | Nothing!  | TM1 Support urgent caseEmail TM Emerg ContactsIdeally hold doors for 5 minutes | Guest services will pick up emergency barcodes and offline scan. Will scan hard tickets or tickets saved to wallet when possible. Fans who do not know their seat location can go to box office. Dupe seating will be held at xyz locations. Detailed process on page 4 of document. Use iPads, Square Devices & pre-printed tickets/slips to sell at box office |
| Ticketmaster APP cannot render barcodes / fans cannot access tickets | Ticketmaster.ca (mobile browser)TM1 Sales | Submit Case through TM1 SupportEmail TM Emerg Contacts + Jody, CA, PD | Radio MOD (or all gates?). Communicate: 1. If ticket was previously saved to mobile wallet, access ticket and scan in
2. Go to Ticketmaster.ca and login into account

Box Office Staff:1. If enough staff, send iPads to Gate 2/3 to quickly text fans tickets who are challenged with the above
2. Fans at Gate 1 can go to the box office where sellers can reprint using TM1 Sales
 |
| Apple Wallet Tickets not scanning | Ticketmaster | Submit Case through TM1 SupportEmail TM Emerg Contacts + Jody, CA, PD | Radio MOD (or all gates?). Communicate: 1. Go to Ticketmaster.ca or open Ticketmaster App and login into account

Box Office Staff:1. If enough staff, send iPads to Gate 2/3 to quickly text fans tickets who are challenged with the above

Fans at Gate 1 can go to the box office where sellers can reprint using TM1 Sales |
| Ticketmaster.ca is down  | Ticketmaster AppTM1 Sales | Fans can download Ticketmaster App  | Radio MOD (or all gates?). Communicate: 1. If ticket was previously saved to mobile wallet, access ticket and scan in
2. Ask fans to download app

Box Office Staff:1. If enough staff, send iPads to Gate 2/3 to quickly text fans tickets who are challenged with the above

Fans at Gate 1 can go to the box office where sellers can reprint using TM1 Sales |
| TM1 Sales is down | Ticketmaster.ca Ticketmaster App | Submit Case through TM1 SupportEmail TM Emerg Contacts + Jody, CA, PD | Guide fans through purchasing on Ticketmaster.ca. Square devices are ONLY to be used in the case of a total Ticketmaster outage.  |
| Ticketmaster sales channels are down | Fans are able to render barcodes successfully | Submit Case through TM1 SupportEmail TM Emerg Contacts + Jody, CA, PD | Square devices!  |
| Scanners not able to offline scan | Scanners that TM1 Entry was previously loaded that day | Source scanners that were previously loaded up.  | The morning of event guest services should be opening the TM1 Entry app on the scanners, which loads that day’s event(s) and saved configurations. If this is not done prior to an outage,  |
| NHL App Down(impacts Sens & Suites for live events) | Ticketmaster Host/TM1 Sales/Account Manager | Submit Case through TM1 SupportEmail TM Emerg Contacts + Jody, CA, PD | **CREATE TM1 SALES ARCHTICS ONLY LOGINS – ADD TO EMERG BOX (plus QR CODE THAT LINKS TO AM?)**Radio MOD (or all gates?). Communicate: 1. If ticket was previously saved to mobile wallet, access ticket and scan in
2. Go to account manager mobile browser and access tickets

Box Office Staff:1. If enough staff, send iPads to Gate 2/3 to quickly text fans tickets who are challenged with the above – GIVE THEM EMERG LOGINS!

Fans at Gate 1 can go to the box office where sellers can reprint using TM1 Sales (if iPads) or supervisor/ops can reprint. |
| Account Manager Down (impacts Sens & Suites for live events) | Ticketmaster Host/TM1 Sales, ArchticsFYI: If AM goes down, the ticket functionality in the NHL App would not work.  | TM1 Support urgent caseEmail TM Emerg Contacts | **Prior to 30 minutes to doors**: See “Ticketmaster Outage”**Within 30 minutes to doors or after doors**: See “Ticketmaster outage (within 30 minutes before doors and/or after doors)”In this case, fans would also not be able to access give-x vouchers as well:1. Radio Aramark and ensure they are aware. Confirm that tickets previously added to wallet AND printed tickets are still scannable. If ticket/voucher not in wallet or ticket in hand, Aramark must close to invoice.
2. Confirm once fans are able to access Account Manager.

 **Note:** For Concerts – this would ONLY impact suites (and no give-x implications), so emerg barcodes should only be used for suite tickets and regular scanning for all other tickets.  |
| Account Manager – cannot accept transfer through email (and/or TM’s email distribution is down) | You can accept tickets from mobile account manager and/or NHL App | Submit case to TM CSS Group (cc TM SSE Support Group & Nick) Run SQL “Ticket Posted for Web Pickup” (in ticket ops reports) – this will give you the list of fans who have been SENT tickets (but not accepted). We can then send that group an email informing them that they can access their tickets via their My Sens Account. Can filter report for timing of outage as well (if necessary)**Email template**: Go to page xx | Radio MOD (or all gates?). Communicate: 1. Fans who have not accepted ticket transfers from Account Manager/My Sens account cannot accept transfer from email. They CAN access from mobile browser & NHL App. Does not impact fans who bought from Ticketmaster.
2. Go to account manager mobile browser or NHL app and access transferred tickets

Box Office Staff:1. If enough staff, send iPads to Gate 2/3 to quickly text fans tickets who are challenged with the above – GIVE THEM EMERG LOGINS!

Fans at Gate 1 can go to the box office where Ticket Operations and supervisor(s) can reprint. **Checking to see if we can add SQL to Box Office SQL** |
| Givex not working – unrelated to TM outage | Fans can render barcodes, but givex not working | Confirm what the issue is using barcode/account/seat. | Re-run ticket count/ticket balance report. Does this number make sense? No: Inform Aramark we have an issue and they should close to invoice. Email Givex contacts. Log a ticket with givex using their portal (under HELP and Support Request)Emai TM CSS Distribution and cc Nick. Ask for **barcodes to be deleted in vc\_ticket\_added\_value so they can be resent**Standby for further instructions from givex/TicketmasterGivex Contact Info:Customer Support: 1-800-962-4935  |
| QR Codes are in circulation for event and/or suite event. QR Codes are OK for vouchers, upsells & parking (anything where enforcement has been removed).  | Everything else is good! | Submit case to EM Group, EM After Hours Group, TM SSE Support Group & cc Nick & BJ | Request CSS Remove enforcement. **Do NOT attempt to troubleshoot, remove enforcement. Regardless of the issue, QR codes will not scan while we are SafeTix enforced.**Subject line: URGENT (DOORS OPEN and/or DOORS OPENING AT TIME)/QUE: EVENT CODE/EVENT NAME/CANADIAN TIRE CENTRE/REMOVE ENFORCEMENT Specifically request enforcement be removed to ensure proper escalation within Ticketmaster. Once Archtics Team has removed enforcement QR codes will begin to scan within 2-5 minutes. **Communicate:**1. Radio MOD (or all gate supervisors) – note QR codes are in circulation and currently not scanning. Request submitted to Ticketmaster and should be resolved ASAP. In the meantime, direct fans with QR codes (ensure ticket and not food voucher) to Box Office (can assist with all issues) or Gate 2 concierge (suites only)

Radio MOD (or all gate supervisors) once resolved. If any scanners are offline, they will need to go online for change to take effect.  |

### **Day of Event Cancellation, Postponement or Rescheduled**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Step 1 | Step 2 |
| Event is postponed/cancelled | Two stages: it is a possibility the event status will change & it is confirmed it is not happening | Email EM Canada 16 GROUP to alert of potential event status change. Be clear NO action to be taken at this time, but to please be on standby. CC: Jody, Chrissy/Pam, Nick, Sasha & Angela. em-canada-16-group@ticketmaster.ca | Once event status change is confirmed:Email EM 16 (regular EM email) and EM Canada Group to confirm event status change. Subject line: URGENT/QUE: EVENT CODE/EVENT NAME/CANADIAN TIRE CENTRE/EVENT CANCELLED/POSTPONED/RESCHEDULECopy usual suspects. If postponed/rescheduled – confirm refund details if available **Live Events**: Send updated information to confirmed scaling distro (reply all to your initial confirmed scaling). **Archtics events**: action dependent on what the status change is:Cancelled: Uncheck (whatever that box is)Postponed: Uncheck (box) and update date/time to TBD for inetRescheduled: updated date/time  |
|  |  |  |  |

## **Email Template for Account Manager Transfer Disruption**

Email can/will be sent by Membership Services for Sens games & premium seating for non-Sens events.

Ottawa Senators

Dear Sens Fan,

We are experiencing a disruption in service affecting the sending and receiving of ticket transfer emails pertaining to Ottawa Senators tickets.   Transfer functionality remains available but email notifications are not being sent in real time.  We note that you recently had a pending transfer on your account. You can accept the transfer by logging into your My Sens Account at am.ticketmaster.com/sse using this email address.  Alternatively, you can wait for the transfer email to action, but please be advised we are currently experiencing delays in excess of 1 hour.  We apologize for the inconvenience and look forward to seeing you at the game!

Best regards,

The Ottawa Senators Hockey Club

Chers partisans des Sénateurs,

Nous rencontrons une interruption de service qui touche l’envoi et la réception de courriels de transfert de billets de match des Sénateurs d’Ottawa. La fonctionnalité de transfert reste accessible, mais l’avis de courriel n’est pas envoyé en temps réel. Nous remarquons que vous avez un transfert en cours sur votre compte. Vous pouvez accepter le transfert en ouvrant une session sur Mon compte des Sénateurs au am.tickemaster.com/sse en utilisant cette adresse de courriel. Vous pouvez aussi attendre que le courriel de transfert soit transmis, mais veuillez tenir compte que nous rencontrons actuellement des retards de plus d’une heure. Nous nous excusons pour les inconvénients et nous avons hâte de vous voir au match!

Cordialement,

Le Club de hockey Les Sénateurs d’Ottawa

**+ need to add additional templates for non-Sens events**