
PRODUCTS USER GUIDE

Last Updated May 2024

PRODUCT CATALOGS

To create and configure a catalog of products within the VBO to be sold through Point of Sale (HT Gate App)

- 1) **Settings** → **All Settings** → **Products** (You must have School Administrator permissions or higher)
- 2) Begin by selecting **Add a Catalog**
- 3) Enter a **Catalog Name** and begin adding items to sell by selecting **Add a New Product**

Click & hold the dots icon at the top of each catalog to reorder multiple catalogs through 'drag and drop'

Use the Trash Bin icon on the top right to delete an entire Catalog. Once a sale has occurred, you can no longer delete the catalog.

Use the toggle next to the catalog number to deactivate the catalog.

The screenshot shows the 'Manage Products' interface. At the top right, a 'Settings' dropdown menu is open, showing options: 'All Settings', 'User Accounts', 'Manage Seasons', 'Sales & Payment Processor', 'Embed Code Generator', 'Refund Request', and 'Products'. A red callout '1' points to the 'Products' option. Below the settings menu, the 'Manage Products' section has a header 'And Catalogs'. A red callout '2' points to the 'Add a Catalog' link. Below this, there is a list of catalogs. The first catalog is 'Catalog #1' with a toggle switch that is turned on. A red callout '3' points to the 'Catalog Name' field, which contains the text 'Outdoor Concessions'. Below the name field is a 'Description' field. At the bottom right of the catalog list, there is a red callout '3' pointing to the 'Add a New Product' link. At the bottom of the catalog list, there are 'Cancel' and 'Save Changes' buttons.

PRODUCT CATALOGS

Products can be reordered through 'drag and drop' using the dots icon to the left of the product.

To delete a product, use the Trash bin icon to the right of the product. Once a sale has occurred, you can no longer delete the product.

Use the toggle to the right of the product to deactivate the item.

Deactivate individual products if they are sold out or no longer offered.

The screenshot shows the 'Catalog #1' management page. At the top, there's a header with 'Catalog #1', a green toggle switch, a three-dot menu icon, and a trash bin icon. Below the header, there are two input fields: 'Catalog Name' with the value 'Outdoor Concessions' and an empty 'Description' field. The main content area displays a list of products. Each product row has a three-dot menu icon on the left, followed by input fields for 'Name', 'Price', 'SKU', and 'UPC', and a 'Description' field on the right. The first product is 'Hot Dog' with a price of '\$ 1.50'. The second product is 'Pizza' with a price of '\$ 2.00'. To the right of each product row is a trash bin icon and a green toggle switch. The 'Hot Dog' row has the trash bin icon circled in orange, and the 'Pizza' row has the toggle switch circled in orange. At the bottom right, there is a link 'Add a New Product'. At the bottom center, there are 'Cancel' and 'Save Changes' buttons.

Catalog #1 ☒

Catalog Name: Outdoor Concessions

Description:

	Name: Hot Dog	Description:	
	Price: \$ 1.50	SKU:	UPC:
			<input checked="" type="checkbox"/>
	Name: Pizza	Description:	
	Price: \$ 2.00	SKU:	UPC:
			<input type="checkbox"/>

[Add a New Product](#)

PRODUCT CATALOGS

Associate Product Catalogs with an individual event in order to sell those products within the Gate App at the event.

- 4) From the Event Details page under **Advanced Event Options** → **Product Catalogs** and click **Edit**
- 5) **Check the box** next to the catalog you want to sell during that event and click **Submit**

Advanced Event Options

Event Codes <small>presale codes, passcodes or promocodes</small>	Edit	Capacity Manager <small>manage venue capacity and distancing tools</small>	Edit
Custom Fee Structure <small>profit center from ticketing or absorb the fees - it's your call</small>	Edit	Custom Event Terms <small>manage event terms</small>	Edit
Manage Custom Fields <small>add or remove custom fields for this event.</small>	Edit	Order Confirmation <small>edit messages and add attachments to order confirmation email</small>	Edit
Print Ready Tickets <small>Download Report (CSV)</small>	Export	Product Catalogs <small>associate product catalogs with this event</small>	Edit
Donations <small>Accept Donations for this event</small>	<input type="checkbox"/>	Address Collection <small>Collect address information at checkout.</small>	<input checked="" type="checkbox"/>

Edit Event Catalogs
event HomeTown vs Opponent

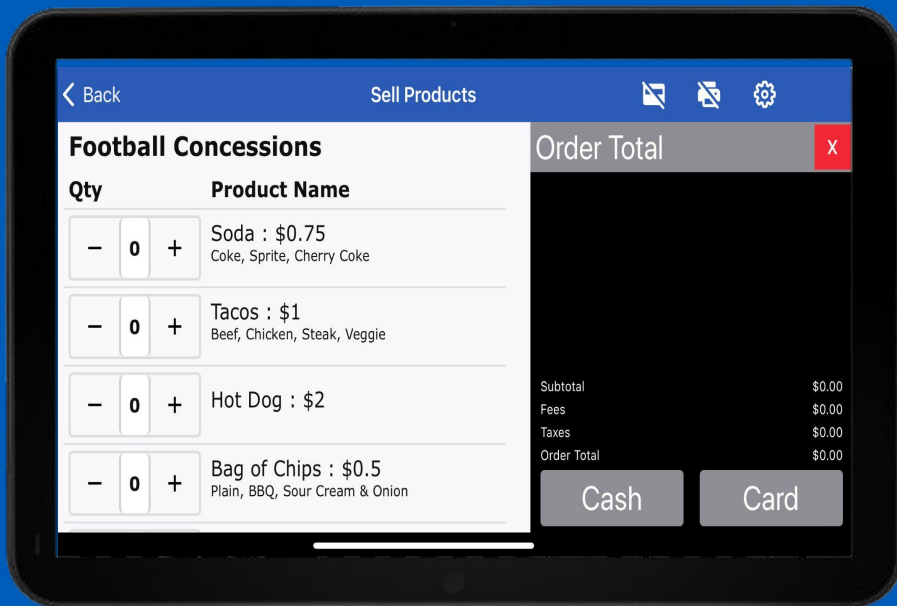
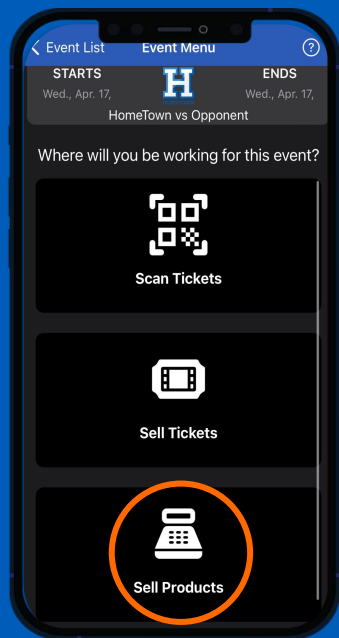
Select product catalogs for this event

☒ Outdoor Concessions

SELL PRODUCTS: IN THE GATE APP

Log in to the HomeTown Gate App with the appropriate user account info and select the event with the associated catalog.

Once the event is selected, the user will have the option to ***Sell Products***



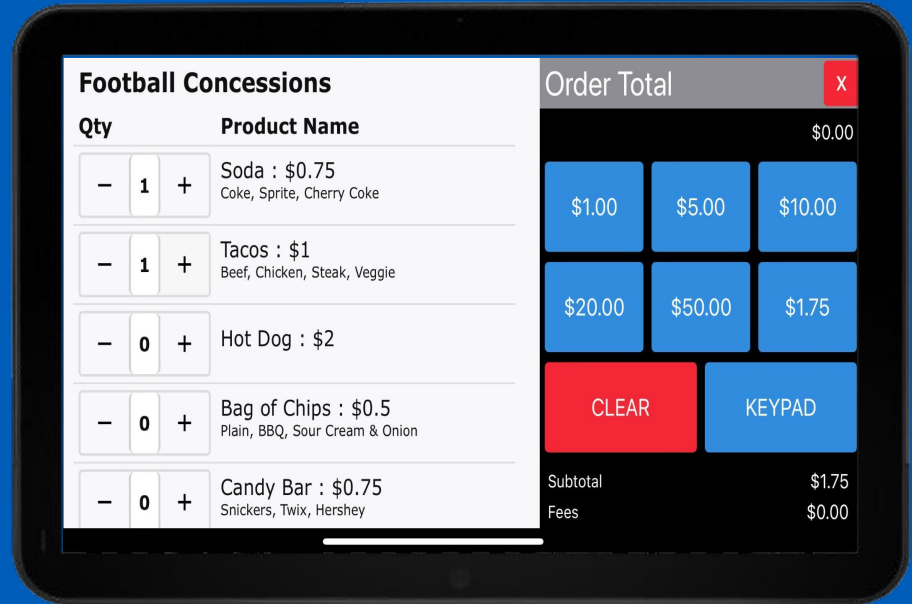
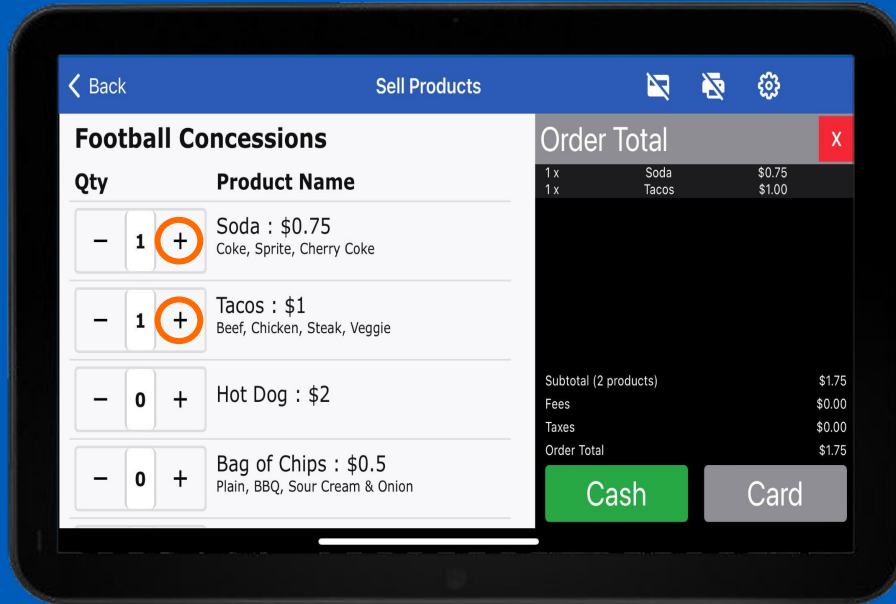
Once the ***Sell Products*** option is selected, the Catalog of products will appear on the next screen.

This process mirrors the process of selling ***Event Tickets***

You can use the - or + buttons to select the amount of products to be included in a transaction

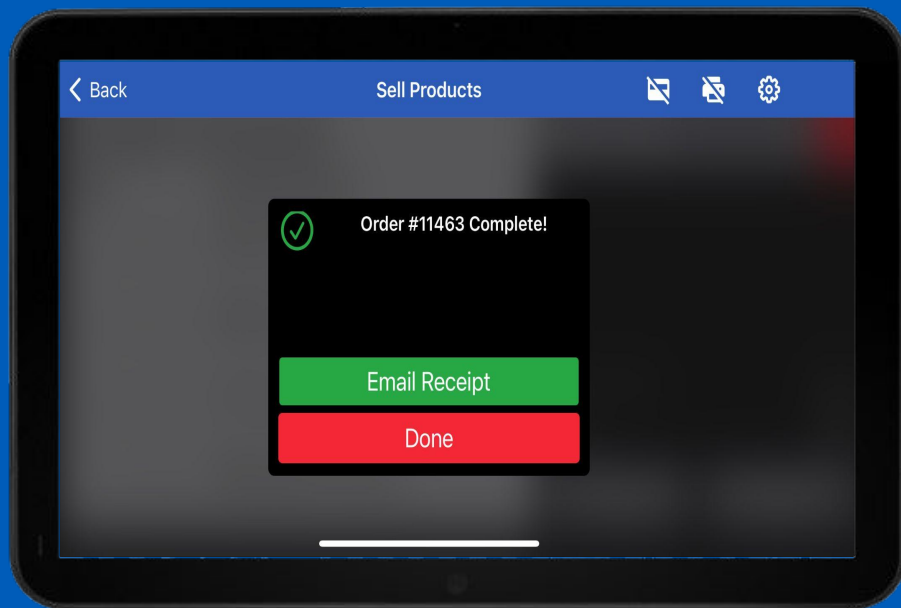
SELL PRODUCTS: IN THE GATE APP


Select the **Qty** of Products and go through the normal Buy Flow Process




SELL PRODUCTS: IN THE GATE APP


Upon completion of the products order, the user is able to email a receipt to the purchaser.




HOMETOWN

Download the HomeTown Fan App!
Now you can easily buy and store your digital tickets to events on your mobile device with the HomeTown Fan App, available for both iOS and Android devices.

 GET IT ON
Google Play

 Available on the
App Store

Below is your order receipt.

Order Summary
Order #: 11463

Purchaser: Box Office Order
04/15/2024 2:36:25 PM EDT

Quantity	Type	Price
1	Soda	\$0.75
1	Tacos	\$1.00

Payment Method: Cash
Transaction ID:

Total: \$1.75

If you have questions about this order or event, please contact the event manager:

Athletics
support.hometownticketing.com

Pro Tip

*If you need to view any previous orders, use the **Gear Icon** and select **Order History**.*

PRODUCTS: REPORTING

Product orders will be included in the **Order List** in the Box Office among ticket orders. You can choose to show or hide product orders from the **Order List**.

Product orders will also display in the Reporting Center under the **Orders List** report. Use the toggle at the top of the **Orders List** report to include or exclude product orders.

You can also run and download a POS User Report: **Event Details** → **Event Reports** → **POS User Report** → **Run Report**

REPORTS

Event Reports

☐ Event Audit - includes all active transactions

☐ Detailed Financial Audit - includes all event transactions

☐ Event Summary only

☒ POS User Report

Start Date

04/17/2024 8:00 AM

End Date

04/17/2024 11:30 PM

Run Report

Event

Event Start

2023/12/08 16:30:00

POS Sales Start

2020/01/01 16:39:00

Event End

2023/12/08 21:45:00

POS Sales End

2024/01/22 16:39:00

POS User Report Generated

01/22/2024 16:39:39 EST

scandhs

Ticket Sales	Ticket Level	Cash QTY	Cash Amount	CC QTY	CC Amount	Grand Total	Total QTY
	Gate Purchase (Cash option)	72	720.00	0	\$0.00		
	General Admission	0	0.00	44	\$352.00		
	Total	72	720.00	44	\$352.00		
						\$1072.00	116
Total Overall Sales						\$ 1072.00	116