HOMETOWN

PRODUCTS USER GUIDE

Last Updated May 2024

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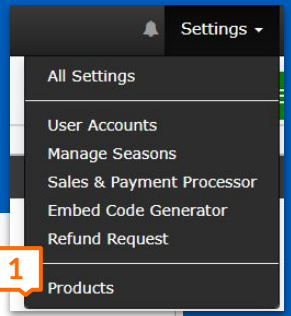
PRODUCT CATALOGS

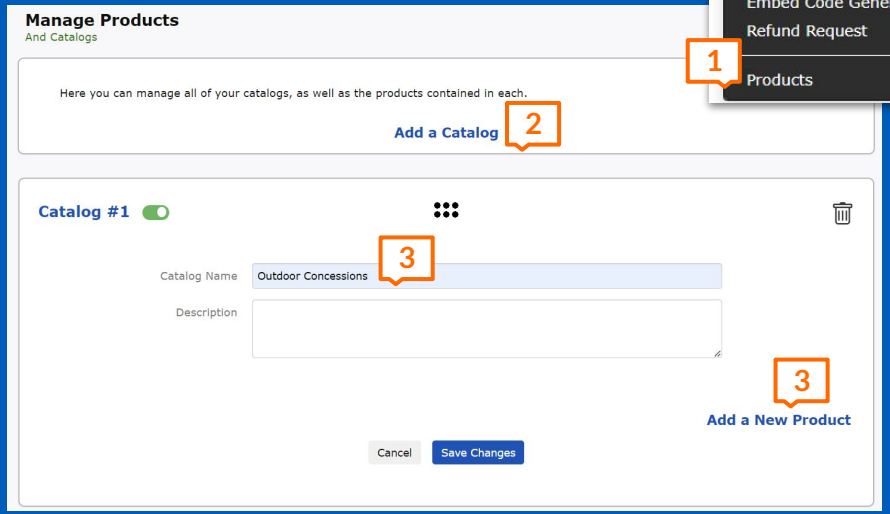
To create and configure a catalog of products within the VBO to be sold through Point of Sale (HT Gate App)



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.

HOMETOWN

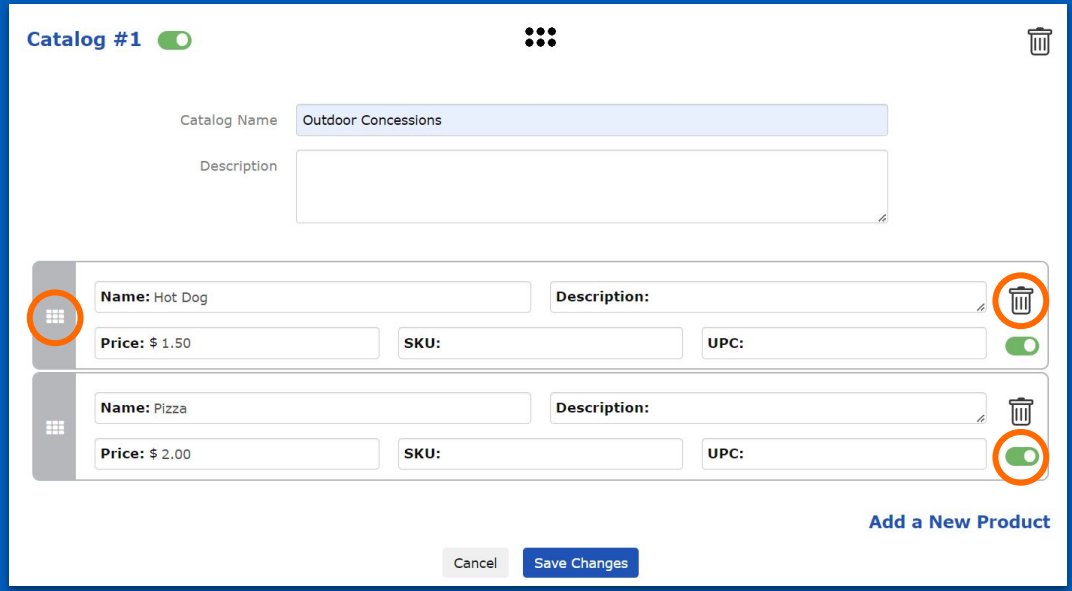
PRODUCT CATALOGS

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.



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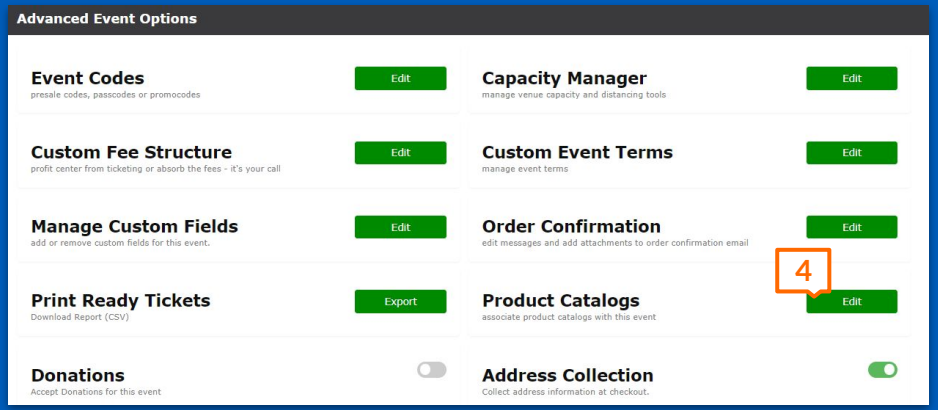
PRODUCT CATALOGS

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***



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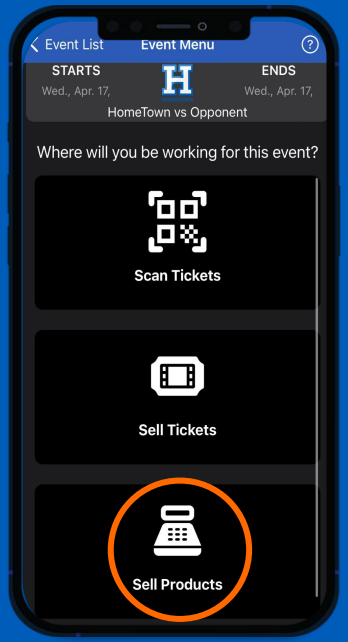
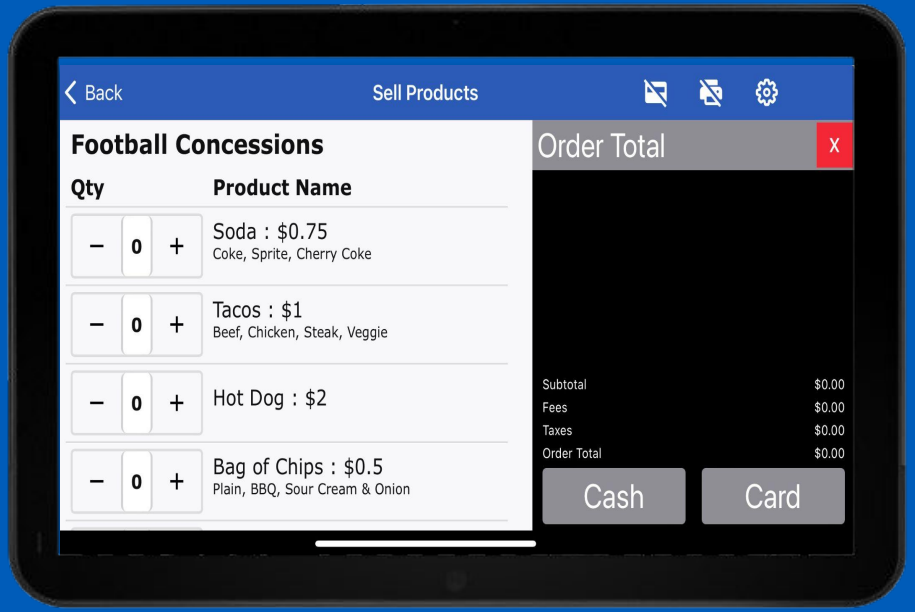
SELL PRODUCTS: IN THE GATE APP

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

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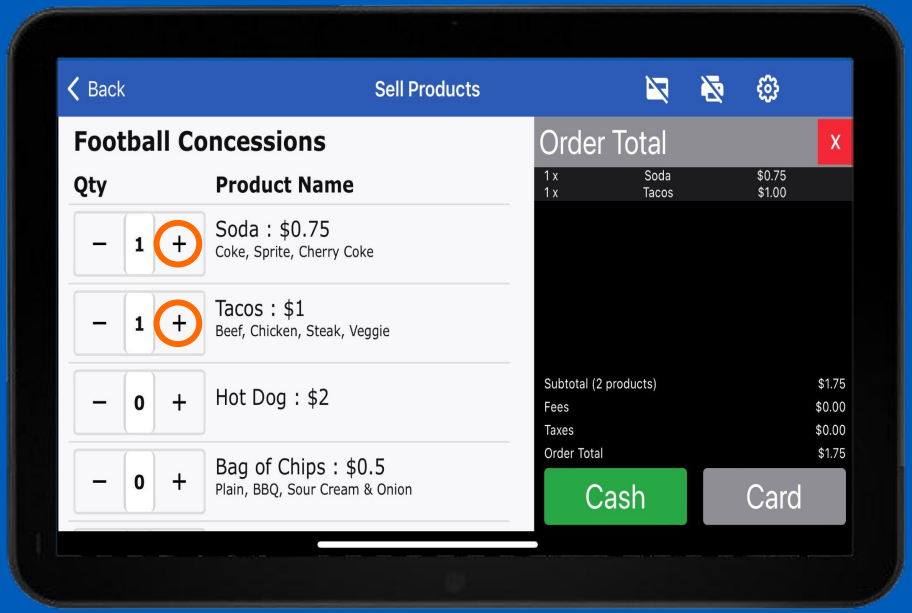
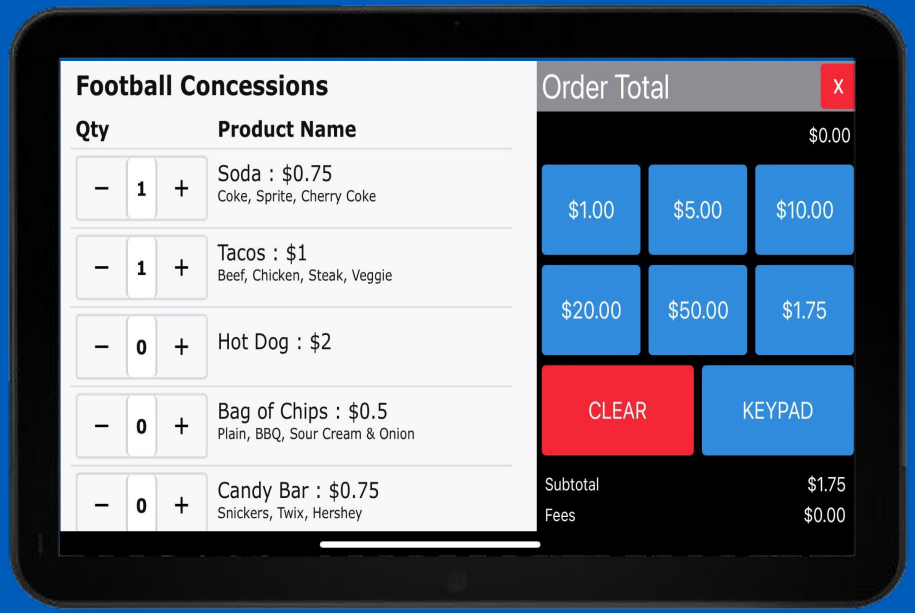
SELL PRODUCTS: IN THE GATE APP

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





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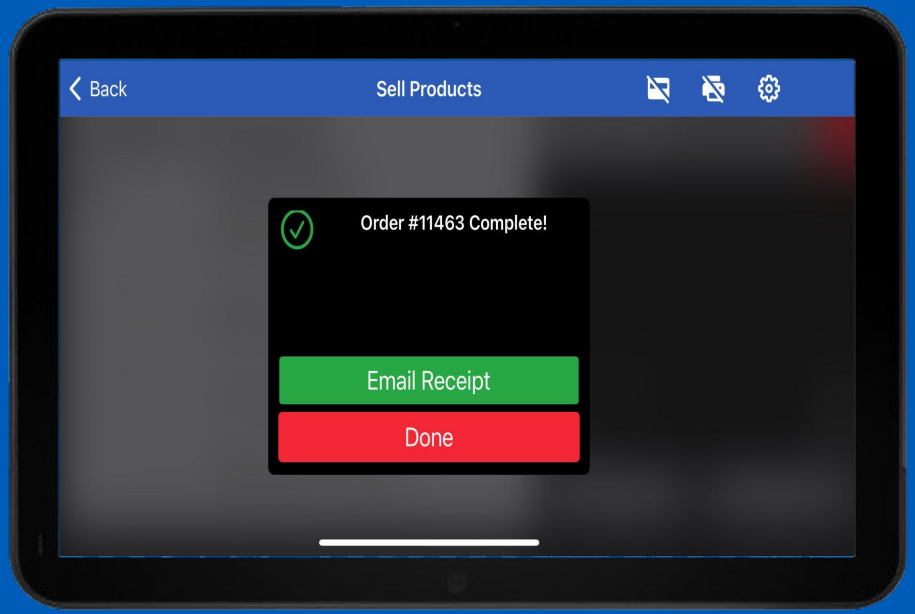
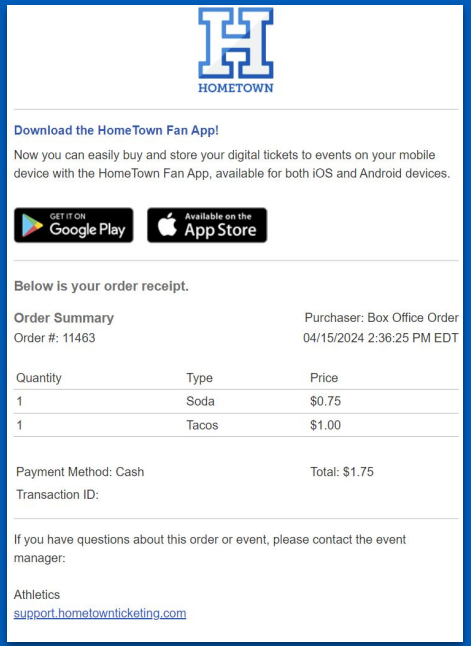
SELL PRODUCTS: IN THE GATE APP

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





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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**.*

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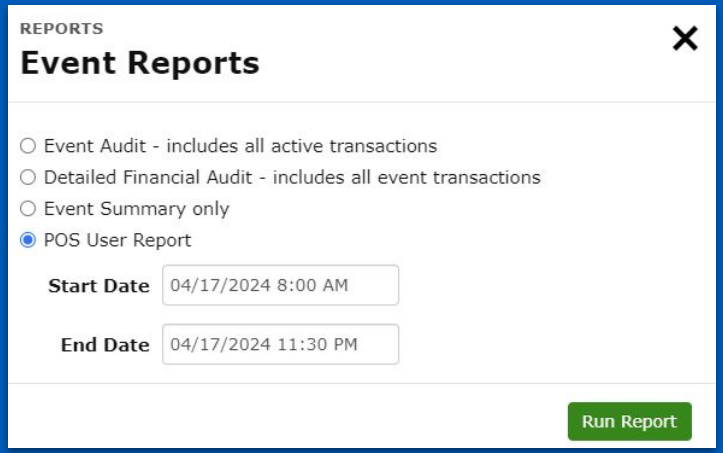
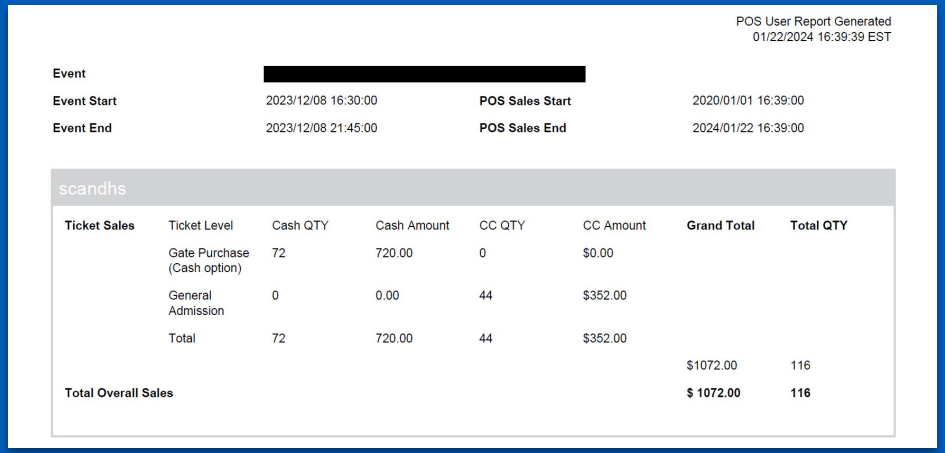
PRODUCTS: REPORTING

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***