

HOW TO CREATE SEASON PASSES

The HomeTown VBO can create 3 types of passes. “Teams” are used to tie passes to individual events. The Team(s) selected for a pass will allow the pass to be valid for any event with that Team selected.

Passes Overview

When a fan purchases a season pass, they receive a confirmation email containing the pass QR code in an attachment. This QR code can be scanned as long as the pass is valid, so they can easily save it to their mobile device. Their passes will also be available all season in the Fan App!

Creating a Pass Event -

- 1) From the Dashboard, click **+New Event**
 - 2) Change the **Event Type** from **Ticketed Event** to **Season Passes**
 - 3) Fill out the Pass Details (Name, School, Venue, etc.) and keep in mind you can hide the venue from purchasers by clicking **Hide Venue**
 - 4) Choose the **Event Start Date** and **Event End Date**, these should be the dates you want the pass to be visible on your ticketing page
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HOW TO CREATE FLEX PASSES

A Flex Pass (sometimes referred to as a punch pass) allows you to customize the number of scans available to use on any event in the box office, between 5 and 25 scans. Fans can choose to either use it per event (providing entry to multiple people for one event) or using it for multiple events.

Create the Pass Type -

- 1) Change the Pass Type to *Flex Sport Pass*
- 2) Choose the number of scans the pass is valid for (keep in mind these scans will be valid for ANY event in the box office)
- 3) Choose the dates you'd like the Pass to be on sale

The screenshot shows the 'Pass Details & Pricing' form. Callout 1 points to the 'Pass Type' dropdown menu, which is set to 'Flex Sport Pass'. Callout 2 points to the 'Total Scans' dropdown menu, which is set to '5'. Callout 3 points to the 'Ticket Sales Start' and 'Ticket Sales End' radio button options. The form includes fields for 'Pass Name', 'Description', 'Net Price', 'Quantity', 'Order Min', 'Order Max', and 'Additional options'.

Pass Details & Pricing

Pass Type Flex Sport Pass
Flex Sport Pass: Create flex sport pass -- fans get access to any sport with a set number of scans (games to enter)

Pass Name * Training Pass

Description will appear on your website

Colored Ticket ☐ Apply ticket level color indicator

Net Price * 0.00 **Quantity *** 1000
Net Price is the amount the school will keep. Production fees will be included during checkout - Printed Cards will appear to customer as \$5 greater (per pass). Digital Passes will appear as \$3 greater (per pass).

Order Min * 1 **Order Max *** 20

Total Scans * 5
Additional options ▼

Ticket Sales Start/End
Select the time you would like to start/end sales for this ticket level. ⓘ

Ticket Sales Start *

- ☒ Start Sales Immediately
- ☐ Schedule ticket sales to start on select day/time
- ☐ Select custom day/time to start sales

Ticket Sales End *

- ☒ End of event
- ☐ Schedule ticket sales to end on select day/time
- ☐ Select custom day/time to end sales

HOW TO CREATE MULTI-SPORT PASSES

A Multi-Sport Pass allows the purchaser valid entry to any event with the chosen Teams selected. The Teams included on the pass can be chosen by you, and changed any time!

Create the Pass Type -

- 1) Change the Pass Type to **Multi-Sport Pass**
- 2) Choose the **Sports Teams** the pass should apply to (it will list all active teams from **Manage Seasons** in Settings)
- 3) Choose the dates you'd like the Pass to be on sale
- 4) Under **Additional Options**, you can make the pass valid for up to 7 scans per event

Create Ticket Level
event Training Pass

Pass Details & Pricing

Pass Type Multi Sport Pass
Multi Sport Pass: Create multi-sport pass -- fans get access games for multiple teams

Pass Name * Training All-Sports Pass

Description will appear on your website

Colored Ticket ☐ Apply ticket level color indicator

Net Price * 50 **Quantity *** 1000
Net Price is the amount the school will keep. Production fees will be included during checkout - Printed Cards will appear to customer as \$5 greater (per pass). Digital Passes will appear as \$3 greater (per pass).

Order Min * 1 **Order Max *** 20

Sports Team * Fall '24
☐ Select All
☒ Test Team

Additional options ▾

HOW TO CREATE SINGLE SPORT PASSES

A Single Sport Pass allows the purchaser valid entry to any event with the chosen Team selected.

Create the Pass Types -

- 1) Change the Pass Type to **Single Sport Pass**
- 2) Choose the **Sports Team** the pass should apply to (it will list all active teams from **Manage Seasons** in Settings)
- 3) Choose the dates you'd like the Pass to be on sale

The screenshot shows the 'Pass Details & Pricing' form. Annotation 1 points to the 'Pass Type' dropdown menu, which is set to 'Single Sport Pass'. Below it, a green note reads: 'Single Sport Pass: Create single sport pass -- fans get access to games for (1) team'. Annotation 2 points to the 'Sports Team' dropdown menu, which is set to 'Basketball'. The 'Pass Name' field contains 'Student Training Pass' and the 'Description' field contains 'will appear on your website'.

The screenshot shows the 'Ticket Sales Start/End' section. Annotation 3 points to the 'Ticket Sales Start' section. The 'Ticket Sales Start' section has three options: 'Start Sales Immediately' (selected), 'Schedule ticket sales to start on select day/time', and 'Select custom day/time to start sales'. The 'Ticket Sales End' section has three options: 'End of event' (selected), 'Schedule ticket sales to end on select day/time', and 'Select custom day/time to end sales'.