

Company: Issuing Your Own Comp Tickets and Opting-In to Discount Offers

Complimentary Tickets

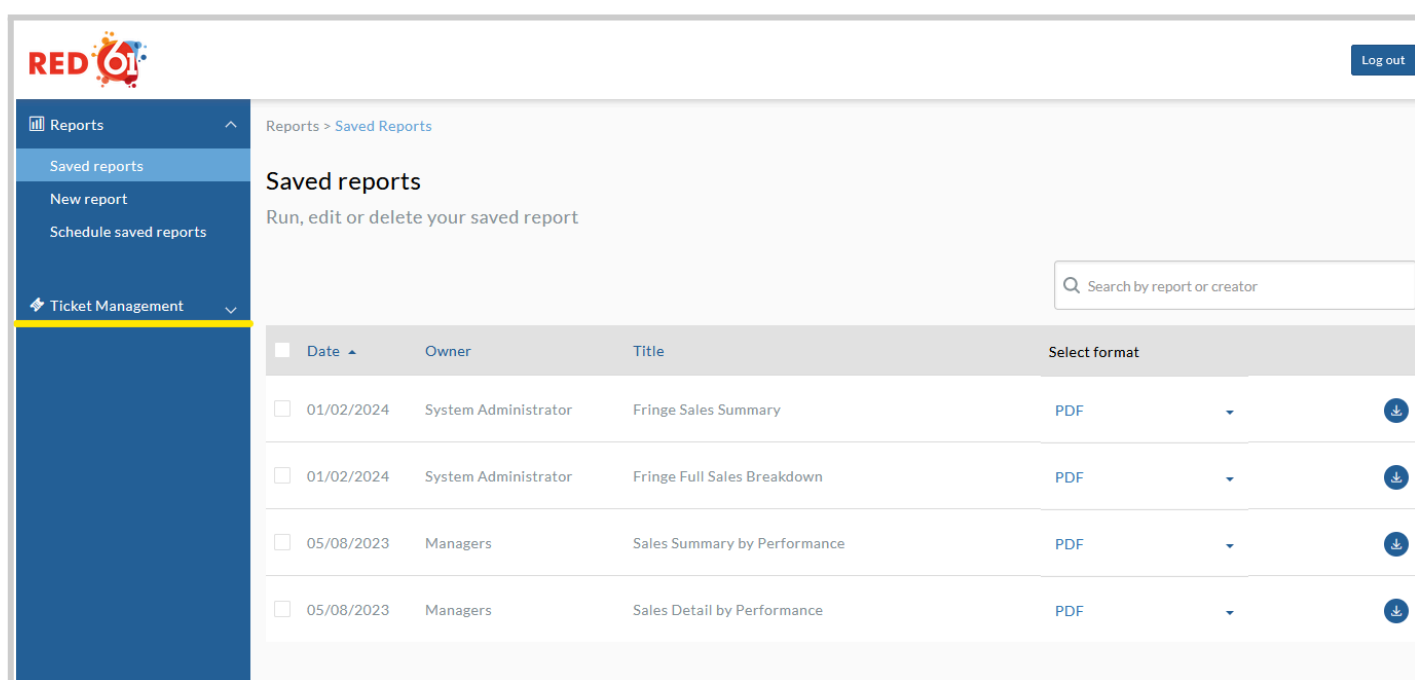
As a company, you can issue your own **complimentary eTickets** using the **Red61 Reporting Portal**. This is the same portal that you already use to access your ticket reports.

Note: Paper tickets e.g. for papering once in Edinburgh can still be requested through our Box Office.

How-To

Go to <https://tsuk.reports.red61.co.uk/> and log in with your COM username and email address password.

Select **Ticket Management** on the left:



The screenshot shows the Red61 Reporting Portal interface. On the left, a dark blue sidebar contains a menu with 'Reports' (expanded) and 'Ticket Management' (highlighted with a yellow bar). The 'Reports' menu includes 'Saved reports', 'New report', and 'Schedule saved reports'. The 'Ticket Management' menu is currently selected. The main content area is titled 'Saved reports' and includes a search bar. Below the search bar is a table of saved reports:

<input type="checkbox"/>	Date	Owner	Title	Select format	
<input type="checkbox"/>	01/02/2024	System Administrator	Fringe Sales Summary	PDF	Download
<input type="checkbox"/>	01/02/2024	System Administrator	Fringe Full Sales Breakdown	PDF	Download
<input type="checkbox"/>	05/08/2023	Managers	Sales Summary by Performance	PDF	Download
<input type="checkbox"/>	05/08/2023	Managers	Sales Detail by Performance	PDF	Download

The page defaults to **Complimentary Tickets**. You will see a list of your events (shows). **Click on the event (show)** for which you wish to issue tickets:

RED 61

Log out

Reports

Ticket Management

Complimentary tickets

Ticket Management > Complimentary Tickets > Event List

Complimentary tickets

Event List

How We Take Our Coffee
theSpace @ Venue45 : Venue 45 : How We Take Our Coffee - Schuster Theatre

You see a list of performances. **Click on a performance:**

RED 61

Log out

Reports

Ticket Management

Complimentary tickets

Ticket Management > Complimentary Tickets > Event List

Complimentary tickets

Event List

How We Take Our Coffee
theSpace @ Venue45 : Venue 45 : How We Take Our Coffee - Schuster Theatre

02/08/2024	20:00
03/08/2024	14:00
05/08/2024	14:00
07/08/2024	22:00

Next, click on **Price Band 1:**

RED 61

Log out

Reports

Ticket Management

Complimentary tickets

Ticket Management > Complimentary Tickets > Event List > Performance

Complimentary tickets

Performance

How We Take Our Coffee
02/08/2024 20:00

Price band 1 87 available

And finally, click on **Company Issued Free Ticket:**

RED 61

Log out

Reports

Ticket Management

Complimentary tickets

Ticket Management > Complimentary Tickets > Event List > Performance

Complimentary tickets

Performance

How We Take Our Coffee
02/08/2024 20:00

Price band 1 87 available

Company Issued Free Ticket

Now, **complete the form** with the details of the person who should receive the ticket(s).

Note: All tickets issued are sent as **eTickets**, so the recipient will need to show the emailed QR code on a smartphone or via a printout when they arrive for the performance.

You must select a number of tickets, also note you can see how many tickets are available. There is no limit here, if you wished, you could give away all your tickets! We don't recommend this, of course, as it would mean no-one could purchase tickets.

You must also enter the name and email address of the recipient. Finally, add a reason for issuing.

Important: Do not use this for Press tickets. Press and reviewer requests must be directed to our Press Office by email (to publicity@thespaceuk.com).

When you're ready, click **Confirm**. Your recipient will receive an email containing their complimentary eTickets.

Issue complimentary tickets

Enter the name and all details of the person you are processing complimentary tickets for. The email address you enter will be where the order confirmation is sent. This should be your guest's email address, but can also be your email address if your guest's email is unknown to you.

Quantity from general availability

-

0

+

87 available

First name

Last name

Company (optional)

Email

Reason for issuing

Confirm

Reporting on Complimentary Tickets

You can keep track of how many free tickets you issue by looking at your detailed ticket reports:

- Sales Detail by Performance

Company-issued tickets will be listed as **Price band 1 - COMCOMP**.

Discount Offers

As a company, you can opt-into a selection of **ticket discount offers**. By opting in, you are agreeing to make a specified number of tickets available for sale at a discount through theSpaceUK’s website and in-person box offices.

The offers we have made available are:

- 2 for 1 tickets
- 20% discount

How-To

Go to <https://tsuk.reports.red61.co.uk/> and log in with your COM username and email address password.

Select **Ticket Management** on the left:

RED 61

Reports

Saved reports

New report

Schedule saved reports

Ticket Management

Reports > Saved Reports

Saved reports

Run, edit or delete your saved report

Search by report or creator

Date	Owner	Title	Select format
01/02/2024	System Administrator	Fringe Sales Summary	PDF
01/02/2024	System Administrator	Fringe Full Sales Breakdown	PDF
05/08/2023	Managers	Sales Summary by Performance	PDF
05/08/2023	Managers	Sales Detail by Performance	PDF

Then select **Offers**:

RED 61

Reports

Ticket Management

Complimentary tickets

Offers

Ticket Management > Offers > Event List > Add concession

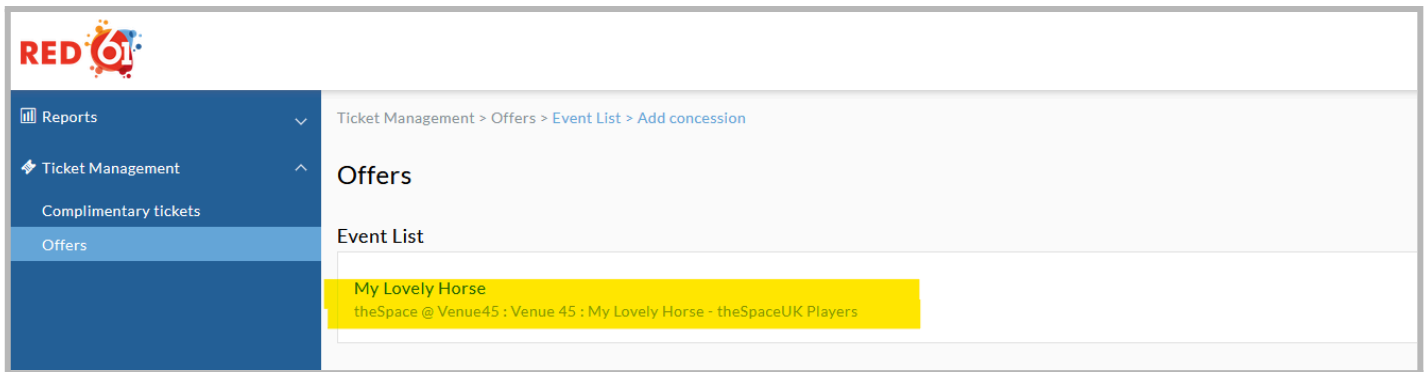
Offers

Event List

My Lovely Horse

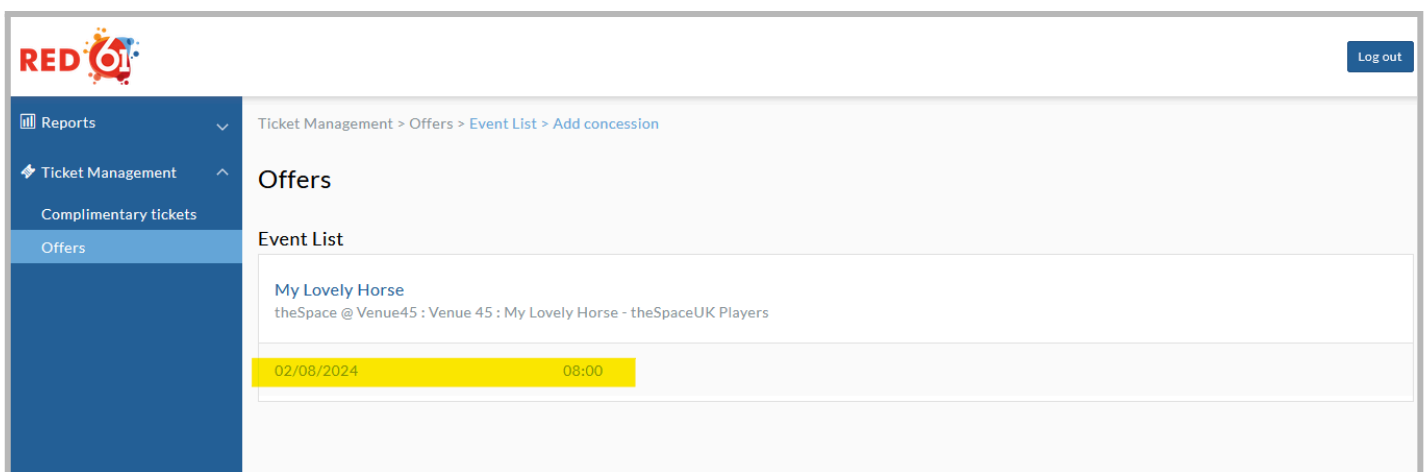
theSpace @ Venue45 : Venue 45 : My Lovely Horse - theSpaceUK Players

You will see a list of your events (shows). **Click on the event (show)** that you wish to opt-in to a ticket offer:



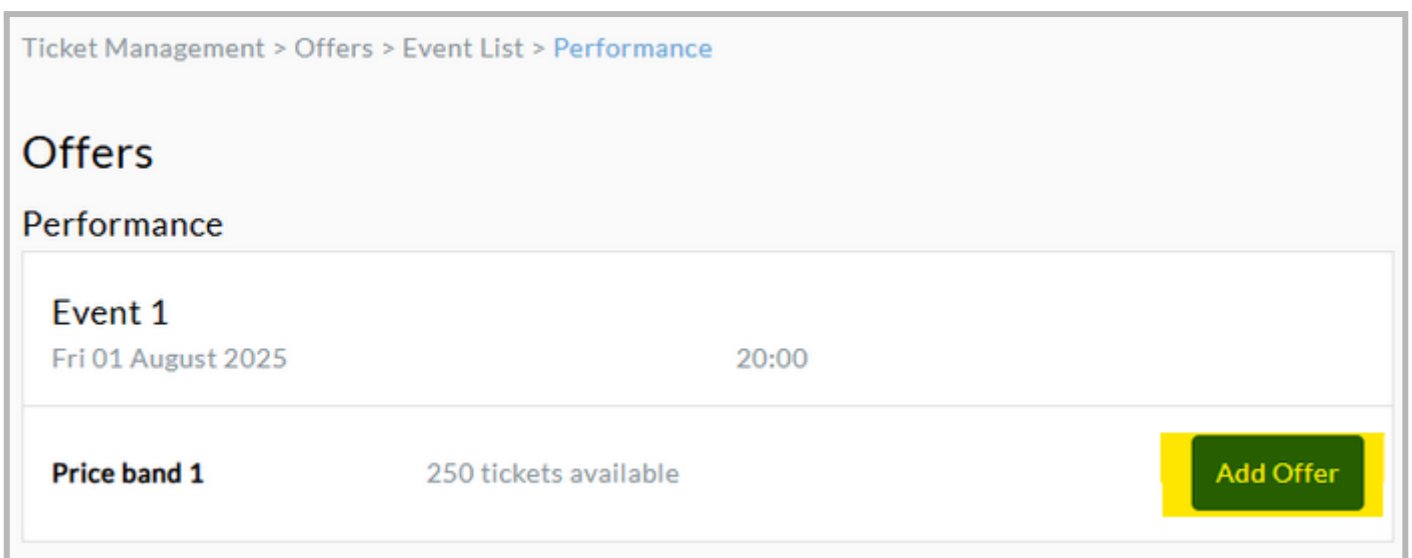
The screenshot shows the RED 61 Ticket Management interface. On the left is a blue sidebar with a menu containing 'Reports', 'Ticket Management', 'Complimentary tickets', and 'Offers'. The 'Offers' menu item is highlighted. The main content area has a breadcrumb trail: 'Ticket Management > Offers > Event List > Add concession'. Below this is the heading 'Offers' and a sub-heading 'Event List'. A single event is listed in a yellow-highlighted row: 'My Lovely Horse' by 'theSpace @ Venue45 : Venue 45 : My Lovely Horse - theSpaceUK Players'.

You see a list of performances. **Click on a performance:**



This screenshot shows the same interface as the previous one, but with a 'Log out' button in the top right corner. The event list now shows a performance for 'My Lovely Horse' on '02/08/2024' at '08:00', which is highlighted in yellow. The breadcrumb trail remains the same.

Now **click on the “Add Offer” button** against the Price band 1 line:



The screenshot shows the 'Performance' details for 'Event 1'. The breadcrumb trail is 'Ticket Management > Offers > Event List > Performance'. The heading 'Offers' is followed by 'Performance'. The event details are: 'Event 1' on 'Fri 01 August 2025' at '20:00'. Below this, 'Price band 1' is shown with '250 tickets available'. A yellow 'Add Offer' button is located at the bottom right of the performance details section.

The discount offer(s) available to you are listed. **Pick** which one you'd like to opt into:

The screenshot shows the RED 61 Ticket Management interface. On the left is a navigation menu with 'Reports', 'Ticket Management', 'Complimentary tickets', and 'Offers' (selected). The main area shows the breadcrumb 'Ticket Management > Offers > Event List > Performance > Add concession'. The 'Offers' section is titled 'Performance' and lists 'My Lovely Horse' on '02/08/2024' at '08:00'. Under 'Price band 1', it shows '86 available' with a '+' icon and a message 'You haven't assigned any concessions to this priceband yet.' with a '>' icon. On the right, the 'Add concession' section prompts the user to 'Select your concession type below and then set the maximum number of tickets for that concession.' It lists 'Select concession type' with two yellow buttons: 'Company Issued 20% Discount' and 'Company Issued 2F1 Discount'. A 'Log out' button is in the top right corner.

Enter the **number of tickets** you wish to make available via this offer. If you wish to make all your tickets available, click **Make all tickets available at the offer price**:

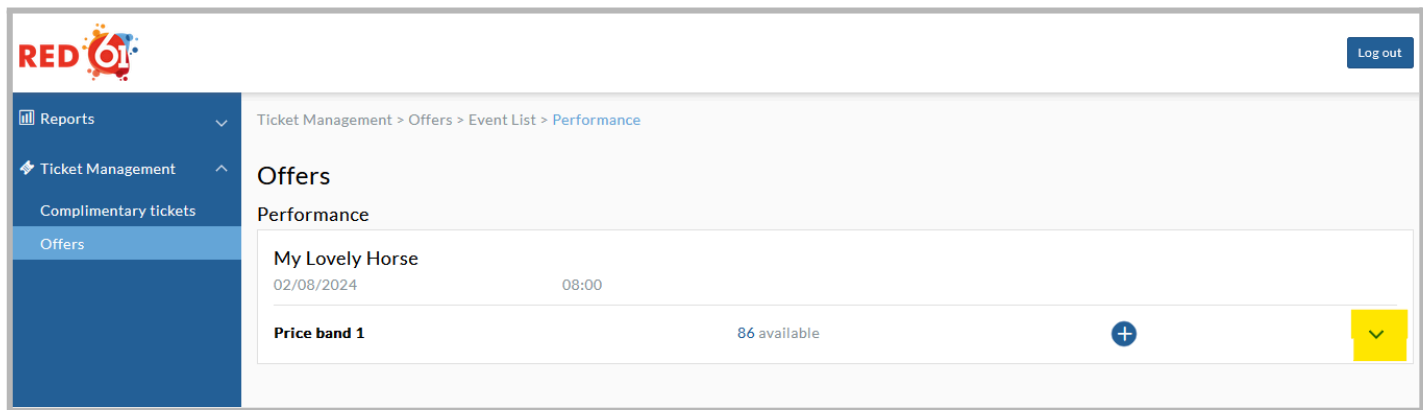
The 'Add Offer' form is shown. It starts with the instruction 'Select an offer to add to this performance.' and lists three options: '20% Off 20% Off Tix' (selected), '£10 Tix Reduces tix to £10', and '£5 Off Tix'. Below these, the 'Current Price' is '£40.00' and the 'Offer Price' is '£32.00'. A note states 'Prices shown do not include any booking fees.' The next step is to 'Enter the maximum number of tickets to be sold at the offer price (Min: 5)' with an empty input field. There is a toggle switch for 'Make all tickets available at offer price' which is currently turned off. At the bottom is a large green 'Save' button.

Finally click **Save**.

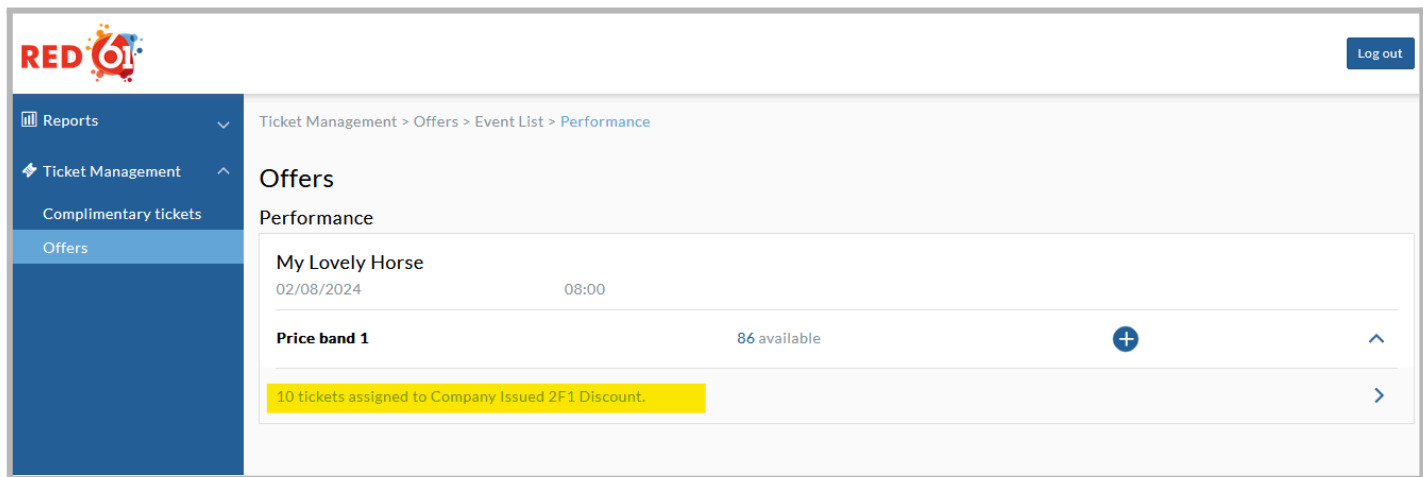
Now tell the world that you have discounted tickets available via www.thespaceuk.com! No code is required, customers will be able to see that there are discounted tickets available when they put them in their basket.

Adjusting Tickets in an offer

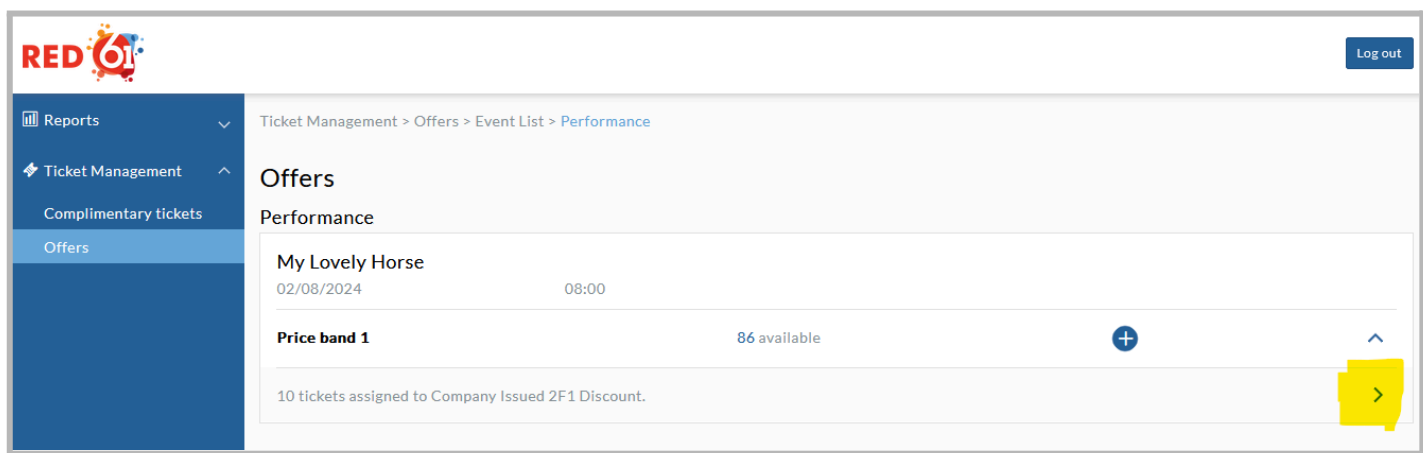
You can see what tickets are in an offer by clicking the **down-arrow next to Price Band 1** (which you'll find under **Offers**, pick your **show**, then pick a **performance**):



You can see how many tickets are available:



You can change the number of tickets in the offer by clicking the right arrow, making changes, and clicking **Save**. To remove tickets entirely, use the **Remove Offer** button.



Edit Offer

20% Off

£40.00

Current Price

£32.00

Offer Price

Prices shown do not include any booking fees.

Enter the maximum number of tickets to be sold at the offer price (Min: 5)



Make all tickets available at offer price

Save

Remove Offer