

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

Complimentary Tickets

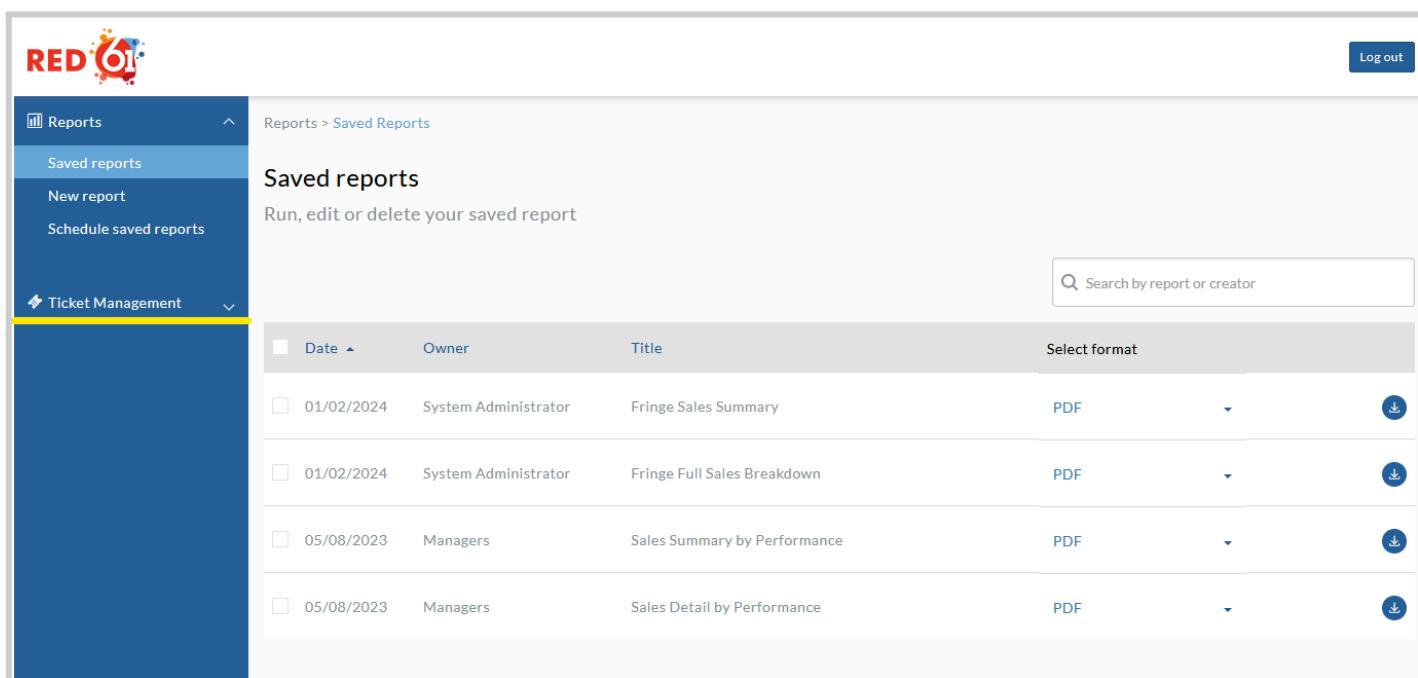
As a company, you can issue your own **complimentary eTickets** using the **Red61 Reporting Portal**. This is the same portal that you already use to access your ticket reports.

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.

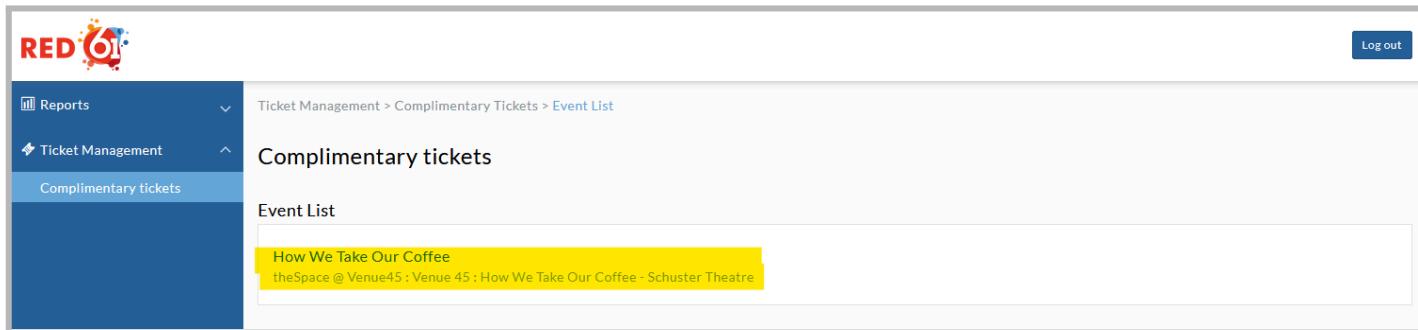
Select **Ticket Management** on the left:



The screenshot shows the Red61 Reporting Portal interface. The left sidebar has a 'Ticket Management' section highlighted with a yellow bar. The main content area is titled 'Saved reports' and shows a list of saved reports with columns for Date, Owner, Title, and Select format (PDF). Each report entry includes a download icon. The top right corner has a 'Log out' button.

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

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:



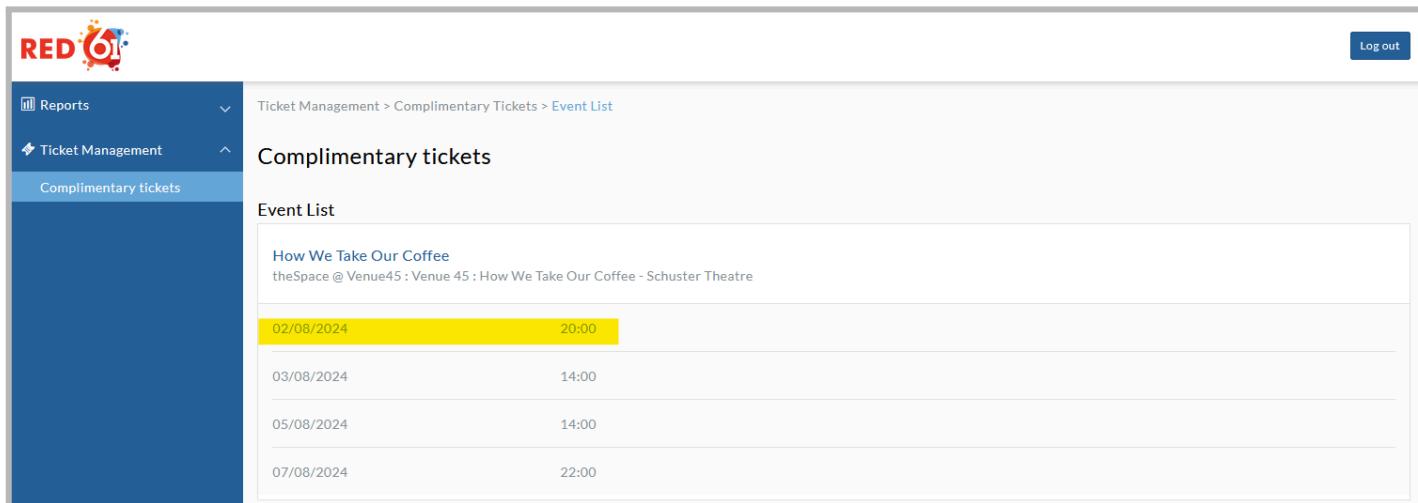
Ticket Management > Complimentary Tickets > Event List

Complimentary tickets

Event List

How We Take Our Coffee	theSpace @ Venue45 : Venue 45 : How We Take Our Coffee - Schuster Theatre
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You see a list of performances. **Click on a performance:**



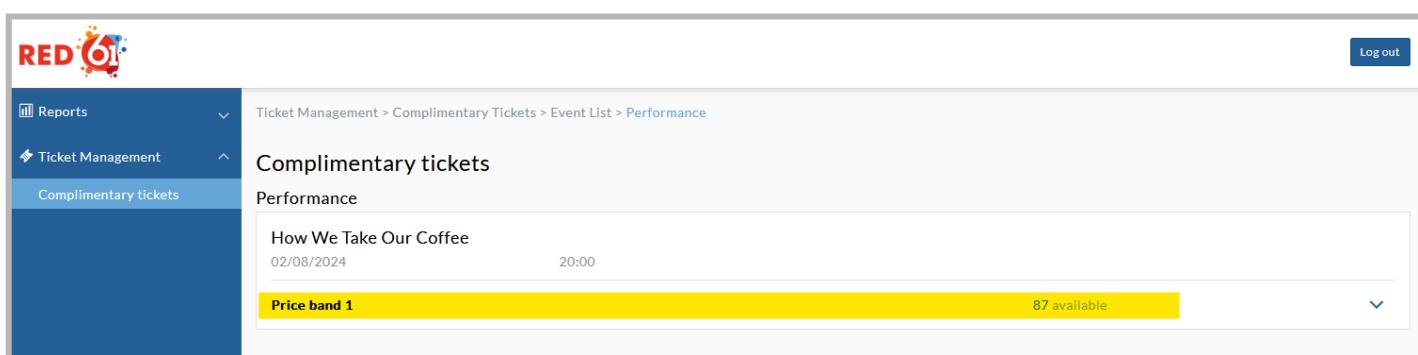
Ticket Management > Complimentary Tickets > Event List

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:**



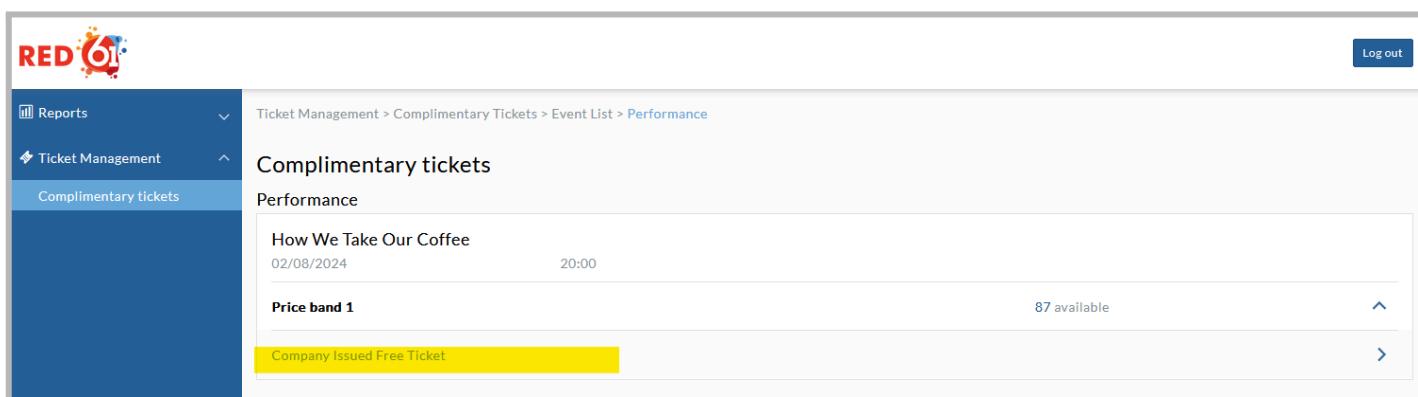
Ticket Management > Complimentary Tickets > Event List > Performance

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:**



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

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.

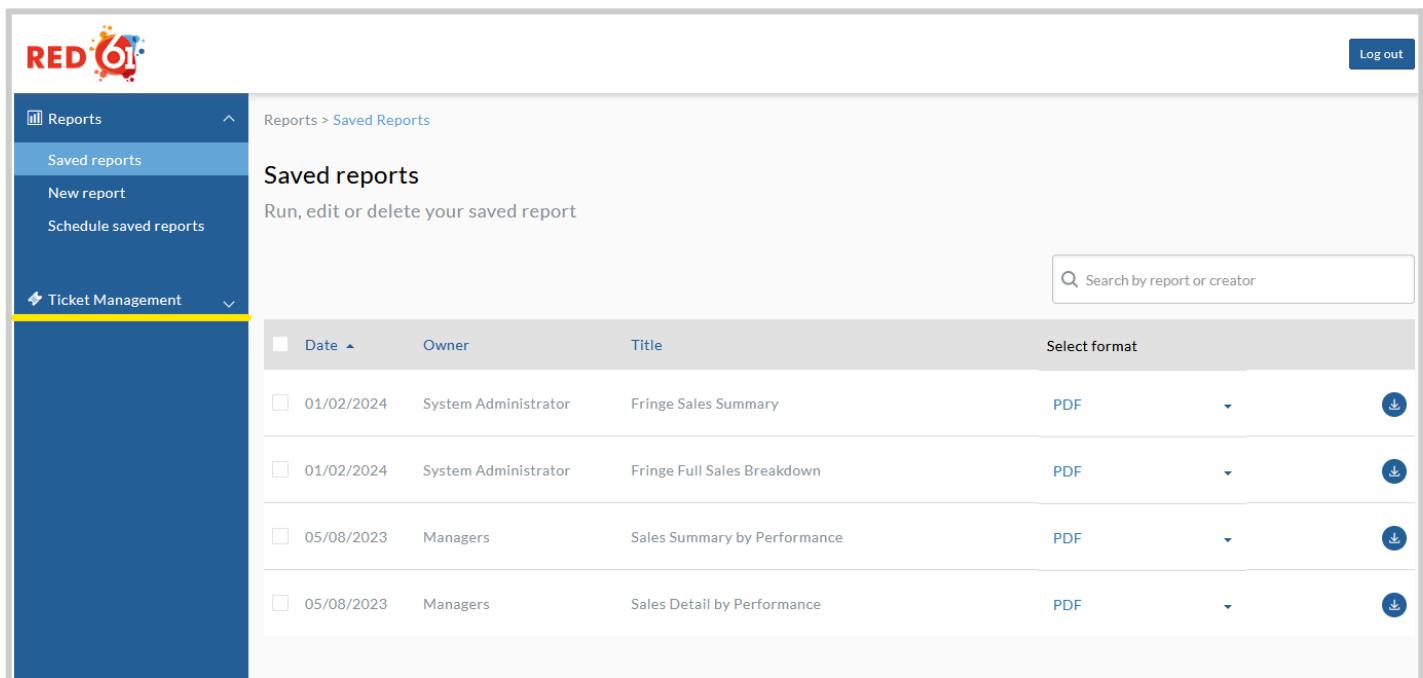
The offers we have made available are:

- 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.

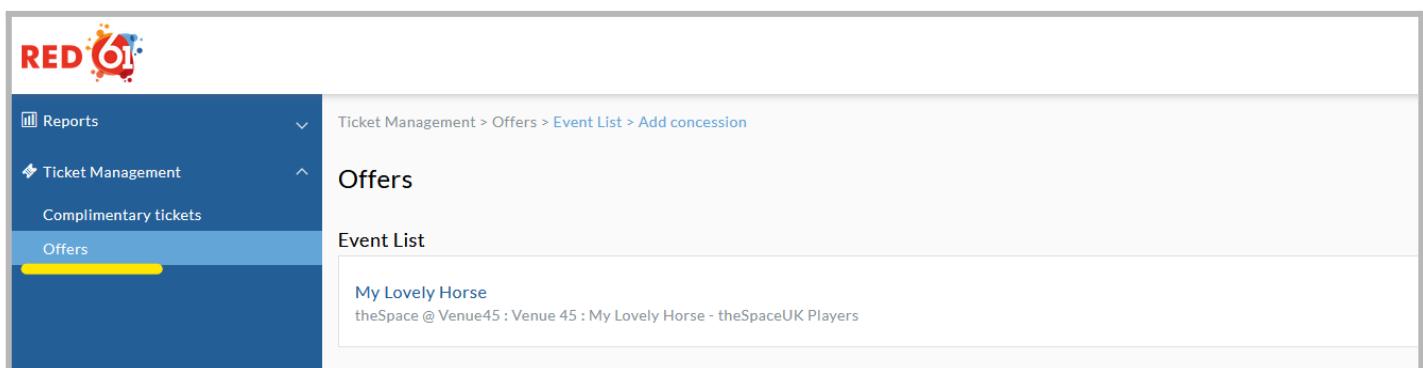
Select **Ticket Management** on the left:



The screenshot shows the RED61 Reports interface. The left sidebar has a 'Ticket Management' section with a yellow bar highlighting the 'Offers' option. The main content area is titled 'Saved reports' and shows a list of four reports with columns for Date, Owner, Title, and Select format (PDF). Each report has a download icon.

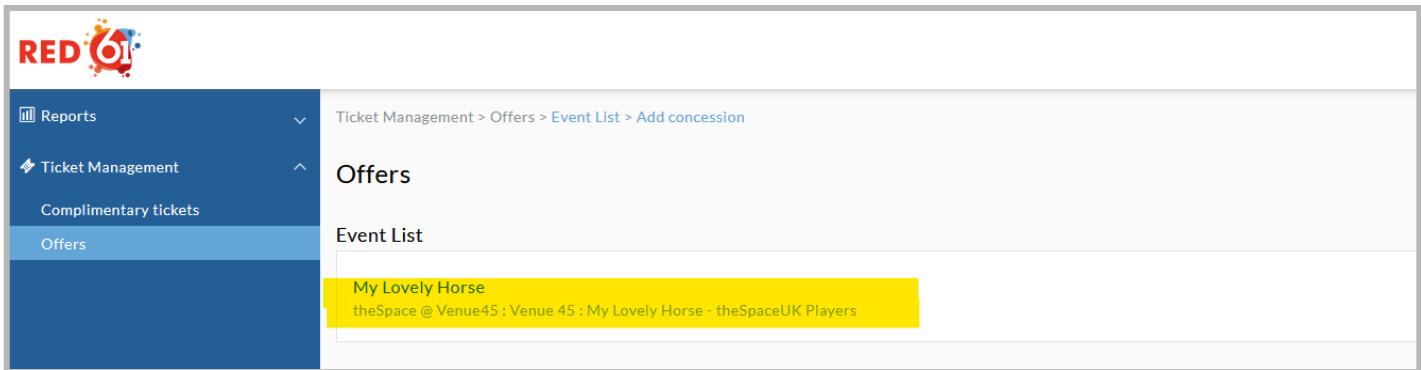
Date	Owner	Title	Select format
01/02/2024	System Administrator	Fringe Sales Summary	PDF
01/02/2024	System Administrator	Fringe Full Sales Breakdown	PDF
05/08/2023	Managers	Sales Summary by Performance	PDF
05/08/2023	Managers	Sales Detail by Performance	PDF

Then select **Offers**:



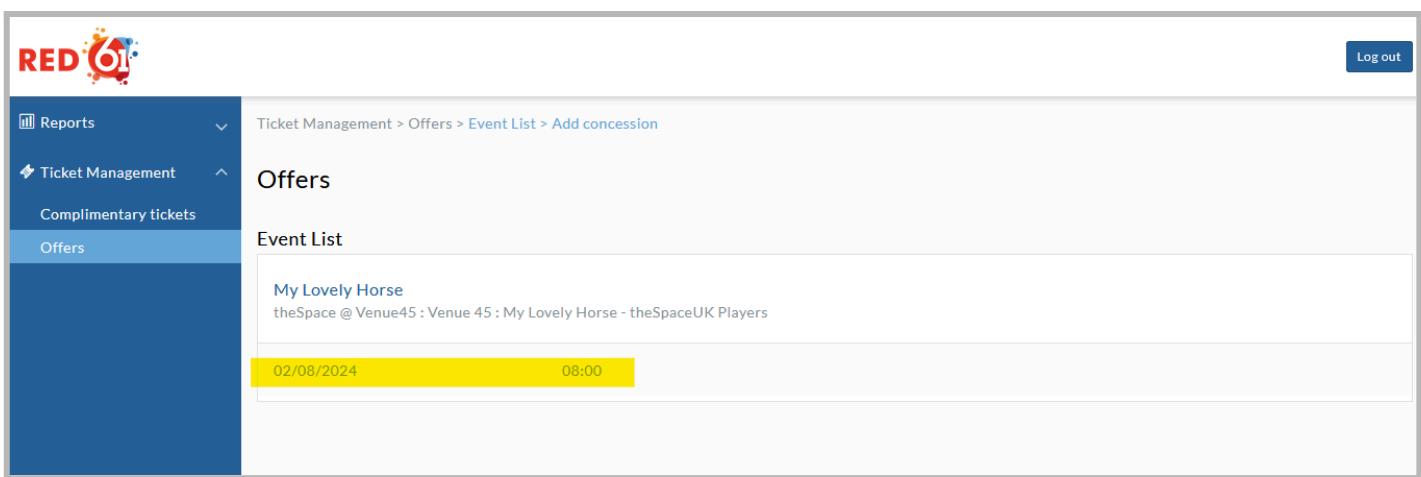
The screenshot shows the RED61 Ticket Management interface. The left sidebar has a 'Ticket Management' section with a yellow bar highlighting the 'Offers' option. The main content area is titled 'Offers' and shows an 'Event List' with one item: 'My Lovely Horse' at 'theSpace @ Venue45 : Venue 45 : My 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:



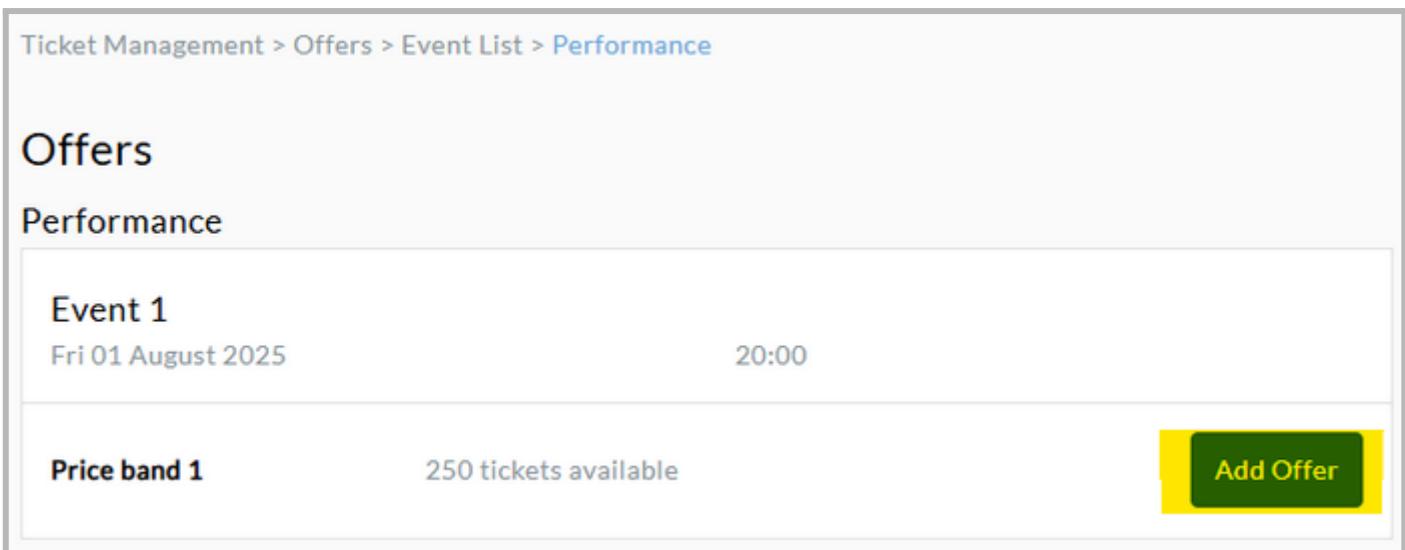
The screenshot shows the RED61 software interface. The left sidebar has a dark blue background with white text. It includes links for 'Reports', 'Ticket Management' (with a dropdown arrow), 'Complimentary tickets', and 'Offers'. The 'Offers' link is currently selected and highlighted in light blue. The main content area has a light gray background. At the top, it shows the path: 'Ticket Management > Offers > Event List > Add concession'. Below this, the word 'Offers' is displayed in bold. Under 'Offers', the section 'Event List' is shown. A list of performances is displayed in a table format. The first row, 'My Lovely Horse', is highlighted with a yellow background. The row contains the performance name, the venue ('theSpace @ Venue45'), and the description ('Venue 45 : My Lovely Horse - theSpaceUK Players').

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



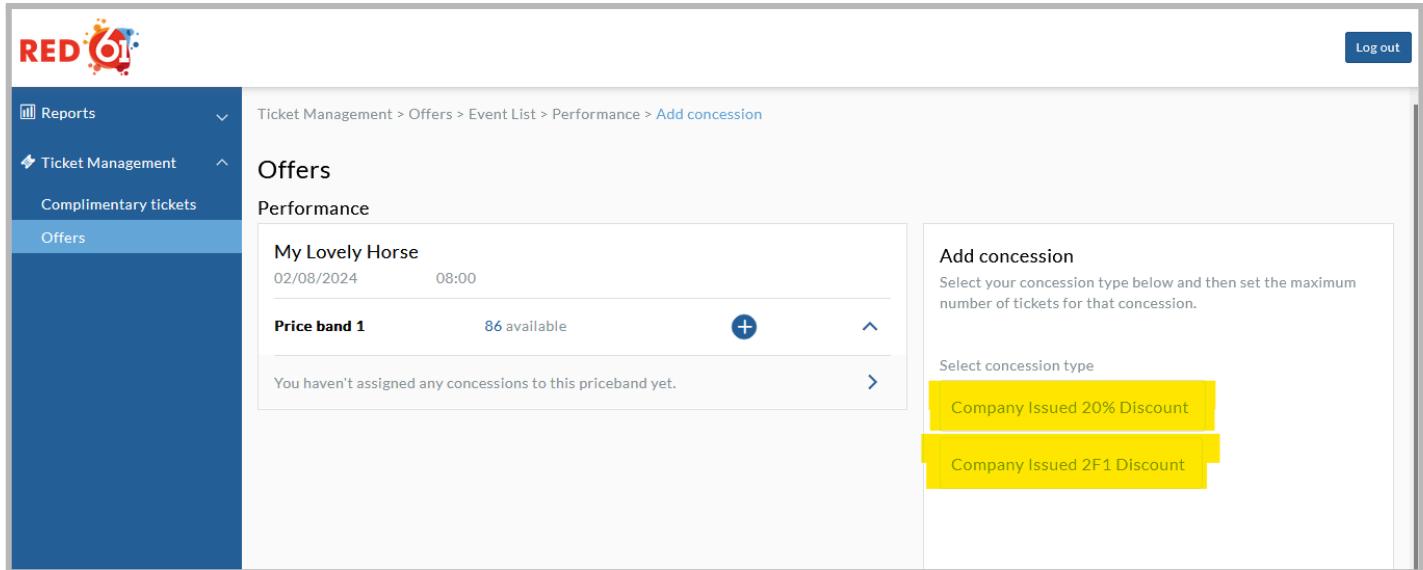
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Now **click on the “Add Offer” button** against the Price band 1 line:



The screenshot shows the RED61 software interface. The left sidebar has a dark blue background with white text. It includes links for 'Reports', 'Ticket Management' (with a dropdown arrow), 'Complimentary tickets', and 'Offers'. The 'Offers' link is currently selected and highlighted in light blue. The main content area has a light gray background. At the top, it shows the path: 'Ticket Management > Offers > Event List > Performance'. Below this, the word 'Offers' is displayed in bold. Under 'Offers', the section 'Performance' is shown. A list of performances is displayed in a table format. The first row, 'Event 1', is highlighted with a yellow background. The row contains the event name, the date ('Fri 01 August 2025'), and the time ('20:00'). Below this row, a yellow box highlights the 'Price band 1' column and the '250 tickets available' text. To the right of the '250 tickets available' text, there is a green button with the text 'Add Offer' in white.

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



Ticket Management > Offers > Event List > Performance > [Add concession](#)

Offers

Performance

My Lovely Horse
02/08/2024 08:00

Price band 1 86 available [+](#) [^](#)

You haven't assigned any concessions to this priceband yet. [>](#)

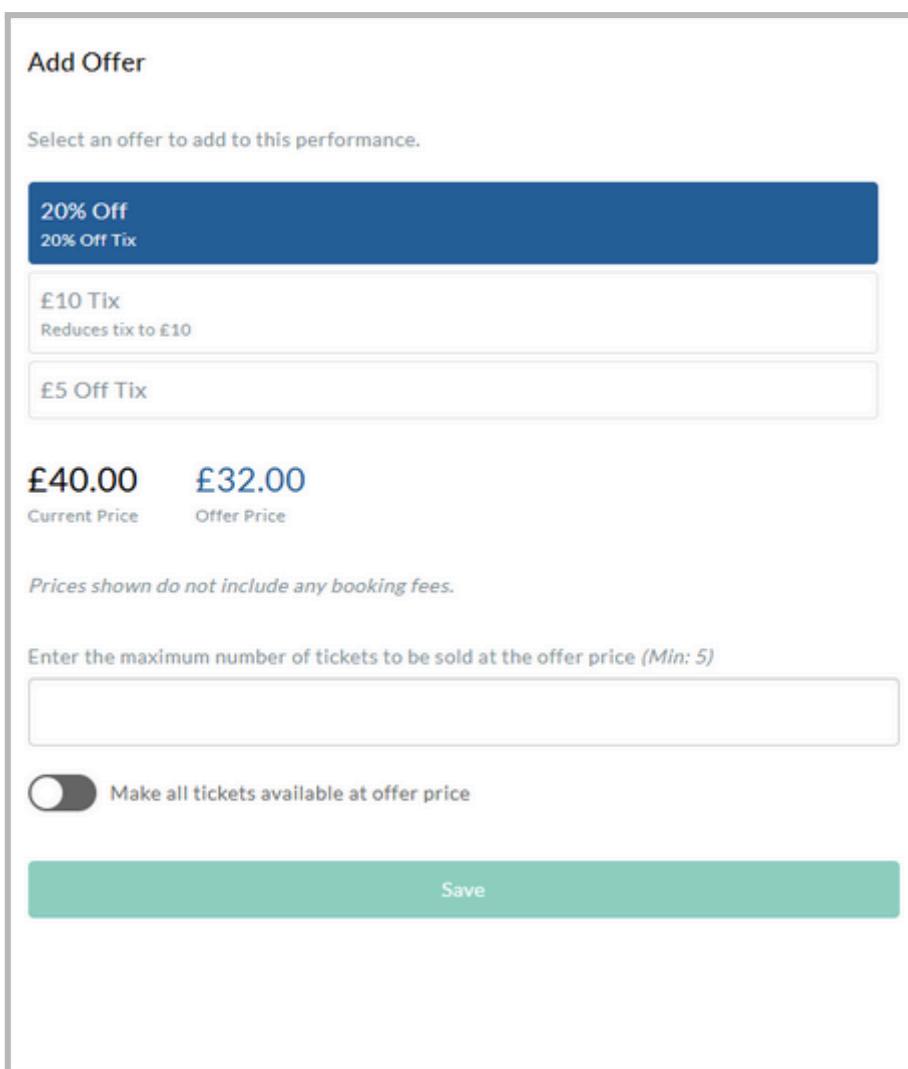
Add concession
Select your concession type below and then set the maximum number of tickets for that concession.

Select concession type

Company Issued 20% Discount

Company Issued 2F1 Discount

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**:



Add Offer

Select an offer to add to this performance.

20% Off
20% Off Tix

£10 Tix
Reduces tix to £10

£5 Off Tix

£40.00 **£32.00**

Current Price 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

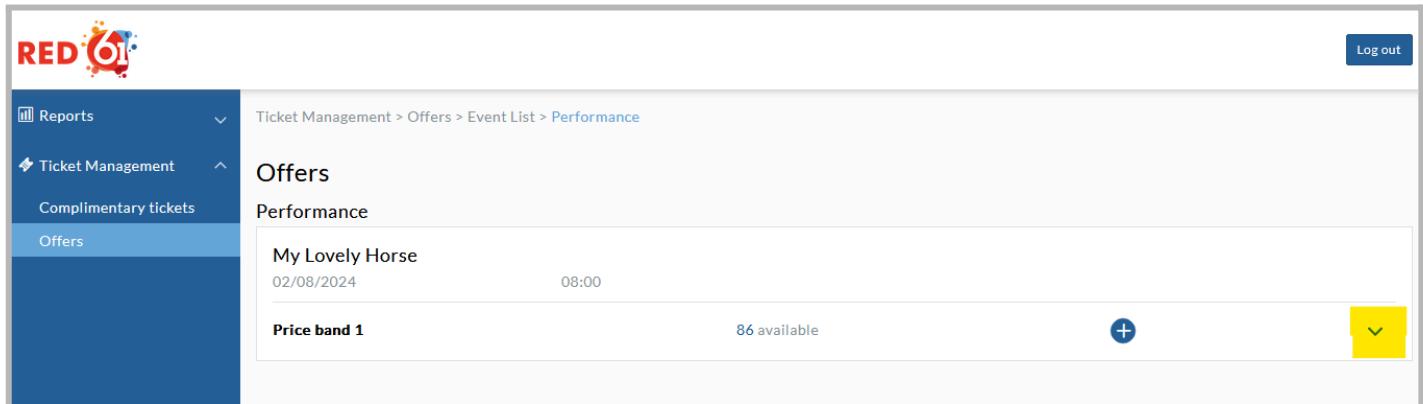
Save

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**):



Ticket Management > Offers > Event List > Performance

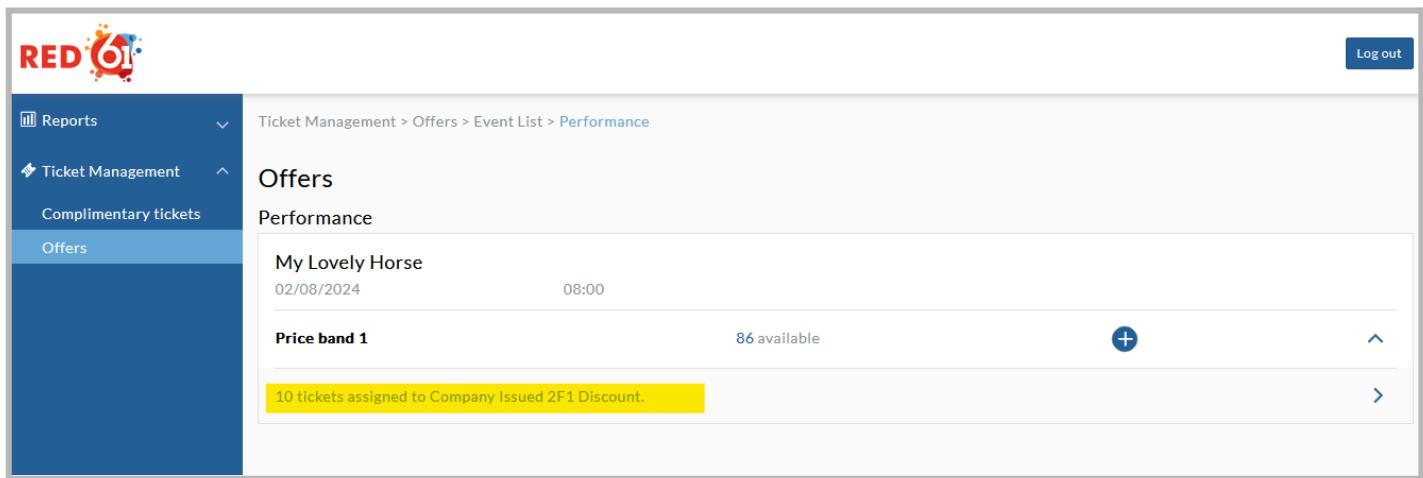
Offers

Performance

My Lovely Horse	02/08/2024	08:00
Price band 1	86 available	+

Log out

You can see how many tickets are available:



Ticket Management > Offers > Event List > Performance

Offers

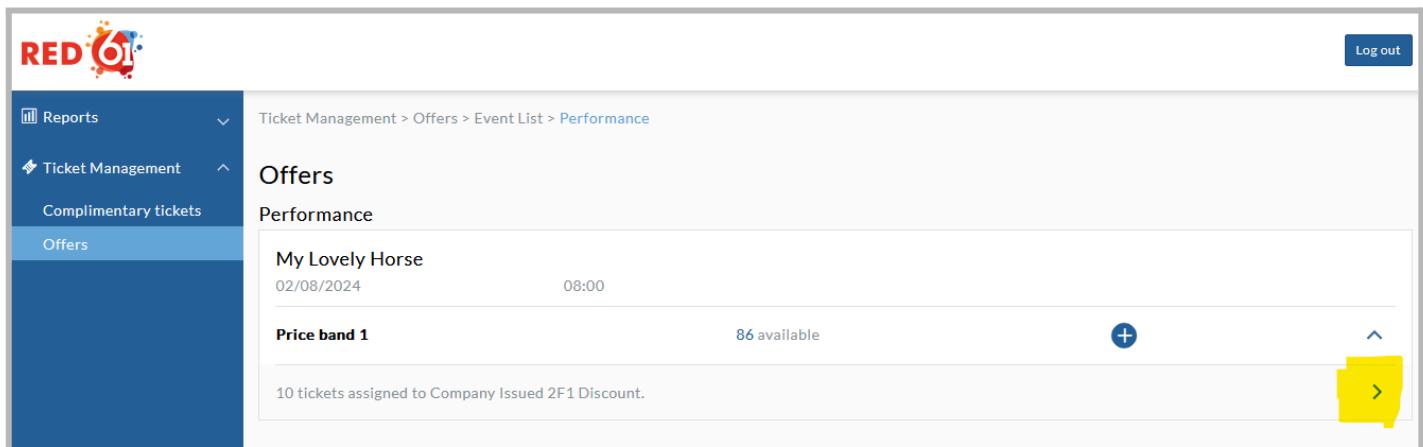
Performance

My Lovely Horse	02/08/2024	08:00
Price band 1	86 available	+

10 tickets assigned to Company Issued 2F1 Discount.

Log out

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.



Ticket Management > Offers > Event List > Performance

Offers

Performance

My Lovely Horse	02/08/2024	08:00
Price band 1	86 available	+

10 tickets assigned to Company Issued 2F1 Discount.

Log out

Edit Offer

20% Off

£40.00 £32.00

Current Price

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)

20



Make all tickets available at offer price

Save

Remove Offer