ERM User Manual

Product Availability. Sales Production Calendar. How to use the Product Availability Page to find the next best available date.

In view of the challenges, difficulties and issues with find the most suitable event date to book an event, it has been decided to streamline all Countries with the method and system we are currently using in the USA and UK.

This new system now allows you to easily select a product and check the price of the product or the product availability based on the dates/times available for each available product and production team/bin allocated to a particular product/show/performance/event. The Product Availability page allows you to see the **Availability & Price Check**, the **Product Details**, the **Product Description**, the **available Payment Method / Product Purchase Status**, **Staff Only Product Information**, the ability to **Copy the Link** to provide to Customers by message or email, the **Area/Region locations** the product is part and the **Production Team/BIN Calendar** for each specific product. The product availability page reduces the unsureness of whether a product can be purchased or an event can be booked in a particular date with a particular production team/BIN.

Quick Reference Page Contents.

- To check a Price of a Product
- Check the availability of a product
- Explanation of The Additional Tabs in Product Availability Page

The **Product Availability** page allows you to check the Price of a Product or Check the availability of a product.

To check the Price of a Product:

1. Click on the menu of **Product** and **Product Availability**.
2. Select the product in the **Product Select an Option** drop-list box.
3. If required change the currency to the correct currency by selecting the correct currency from the drop-list box.
4. Press the **Price Check Only** button.
5. In the **Check price section** leave the **Use current store pricing** option selected. You only need to use the ***Manually set the price for this item*** if you are checking a discounted price or a sales price to see the difference. This ***Manually set the price for this item*** should only be used on rare occasions.
6. Enter the quantity being purchased.
7. If applicable enter a coupon code to apply any related discounts.
8. Select the appropriate options that are associated with the Product. This is important as some product options may increase or decrease the overall price of a purchase.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:04

9. Press the **Check Price** button.
10. The prices of the Product based on your selections will be displayed on the right side of the screen. Most of column labels are self-explanatory.

    1. Below the **Price Checking Results** it will display other available prices (if applicable/available) if more or less quantities are purchased.
    2. If unsure at any time, always follow the company Never Assume Policy.

Check the availability of a product:

1. Click on the menu of **Product** and **Product Availability**.
2. Select the product in the **Product Select an Option** drop-list box.
3. If required change the currency to the correct currency by selecting the correct currency from the drop-list box.
4. Press the **Check Product Availability & Price** button.
5. In the **Check Availability section**

    1. Select a value from **Select Area/Region Select a location** dropbox. It provides a search input field to find a region/zone location.
    2. Select a value from **Select time** dropbox or enter a suggested time if the **Start Time field** is a blank empty text-field.
    3. Select a date from **Select Event Date** calendar by click on the calendar field or calendar icon. You can place/hover your mouse over a date and it will inform you if it is available, limited or not available. There are colour codes used for easy reference.

        1. Available days are displayed with a Green background.
        2. Days, where there are limited time slots, will display in Yellow/Orange background.
        3. Days that are not available or booked out are displayed with a Grey background.]
        4. Days displayed with a blue background is a selected date or the first available date. Ignore this colour code as it is only telling you where the start of the first available date is.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:04

6. Once you have checked the availability you can do a price check specific to that date. Prices may increase or decrease depending on dates and timeslots depending on the demand of the product, or special discounts. To check the price specific to the availability of a product follow these steps.

    1. In the **Check price** **section** leave the **Use current store pricing** option selected. You only need to use the ***Manually set the price for this item*** if you are checking a discounted price or a sales price to see the difference. This ***Manually set the price for this item*** should only be used on rare occasions.

    2. Enter the quantity being purchased.

    3. If applicable enter a coupon code to apply any related discounts.

    4. Select the appropriate options that are associated with the Product. This is important as some product options may increase or decrease the overall price of a purchase.

    5. Press the **Check Price** button.

    6. The prices of the Product based on your selections will be displayed on the right side of the screen. Most of the column labels are self-explanatory.
        1. Below the **Price Checking Results** it will display other available prices (if applicable/available) if more or less quantities are purchased.
        2. If unsure at any time, always follow the company Never Assume Policy

Explanation of The Additional Tabs in Product Availability Page:

There are additional TABS in the Product Availability page that can help you with checking product availability.

1. The **Product Details** TAB displays additional product details that are specific to the product that the customer may not be able to view. This information can be provided to a customer if asked. The additional information you can find here are
    1. Locations of where the product is may be available.
    2. It's suitability
    3. Event Product start times or Duration
    4. What the company provides.
    5. What if any, things that are recommended for the customer
    6. Product Minimum or Maximum Stage or Area required
    7. Product Minimum Setup & Set Down Time required (also known as Bump-In and Bump-Out)
    8. Any available resources and if additional charges apply
    9. Product Adaptability
    10. Minimum quantity required to be purchased
    11. Availability
    12. Product SKU (if applicable)
    13. Warranty Information
    14. Bin Picking Number (is the Troupe or Bump-In Group that is allocated for the product.
    15. Stock Level
    16. Deposit Required (if applicable)
    17. Visibility of the product (this is whether the customer can view this on the company website or if only staff can view the product for purchase.
    18. Featured (if the product is featured a special or popular product on the company website.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:04

2. The **Product Description** TAB displays marketing information and advertising material specific to the product that the customer may not be able to view. This information can be provided to a customer if asked.

3. The **Payment Method / Product Purchase Status** TAB displays the allowed payment methods accepted that are specific to the product that the customer will not be able to view, as well as the status of the products visibility to purchase. This information **cannot** be provided to a customer even if asked.

4. The **Staff Only Product Info** TAB displays the specific information specific to the product that the customer will not be able to view. This information **cannot** be provided to a customer even if asked and is for internal staff information only.

5. The **Copy Link for Customer** TAB provides you with the exact customer URL link that you can copy and paste or give to the customer over the phone, by SMS or by email/letter correspondence. This information can be provided to a customer if asked.

6. The **Area/Region Values** TAB displays the allowed quantity, minimum and maximum values for each date/time, and location specific to the product that the customer will not be able to view. This information **cannot** be provided to a customer even if asked and is for internal staff information only.

    1. Let's look the Area/Regions Values in more details. In the image it is displayed as Product Availabilty Results. This is the same as **Area/Region** Values

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:04

Look at the required date and see if the there are any available dates. When reading the product availability page. The first number refers to the number of shows available on the date specified. The middle number indicates the minimum number of tickets allowed to be purchased. And the third number means the maximum allowed to attend or be purchased.
Example 1: if we look at the image above Mar 01, 2016, Tue shows 1/90/1500.

- The **1**/90/1500 means there is 1 show available to be booked on this date (Mar 01, 2016 Tue)
- The 1/**90**/1500 means there is 90 as a minimum of the number of tickets allowed.
- the 1/90/**1500** means there is a maximum of 1500 allowed at this event.

Example 2: if we look at the image above Apr 01, 2016, Fri shows 0/90/1500.

- The **0**/90/1500 means there is 0 show available to be booked on this date (Apr 01, 2016 Fri)
- The 0/**90**/1500 still means there is 90 as a minimum of the number of tickets allowed, but because there are 0 shows, this number is irrelevant.

- the 0/90/**1500** still means there is a maximum of 1500 allowed at this event, but because ther are 0 shows, this number is also irrelevant.

7. The **Production Team Schedule Calendar** TAB displays the availability of the Production Team/BIN that has been allocated specific to the product that the customer will not be able to view. This information **cannot** be provided to a customer even if asked and is for internal staff information only. Refer to What is the region or radius to book an event? for a more accurate account of the radius each event must be within for each production team. If you are uncertain always follow the Never Assume Policy and ask your Events Team or Team Supervisor for assistance.

Attached files:

Unique solution ID: #1196
Author: n/a
Last update: 04-Jun-2020 02:34

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:04