Add New Order / Book Event

When can I book an event? How to check for product availability? How to work out date availability on Sales Calendar?

Most events can be booked all year around based on the products availability. Refer to Product Availability Page by clicking on this link Production Availability, Sales Production Calendar, How to use the Production Availability Page and the Sales Production Calendar to find the next best available date.

Events can be booked any day and any time 365 days year 24 hours day, when the customer requests it, depending on availability and the Product Availability.

Events can be booked in the following locations:

1. All of Australia (including all states and territories and rural country areas)
2. Hong Kong, China, Japan, Thailand
3. India (from September 2016)
4. All of the USA (including the islands of the Americas) (excluding Puertor-rico and the Carribean)
5. All of Cananda
6. All of the United Kingdom
7. All of Ireland

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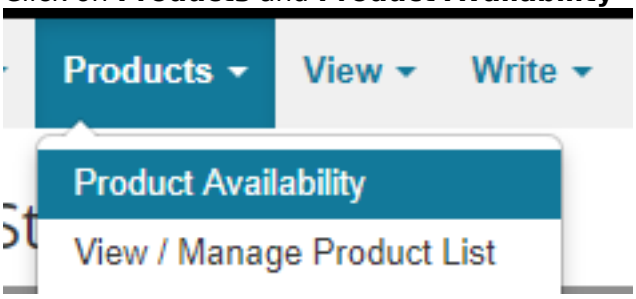
NEVER SAY NEVER TO A CUSTOMER WHO IS WISHING TO BOOK AN EVENT.Â **ALWAYS TRY TO FIND THE MOST SUITABLE DATE** THAT WORKS FOR THE **CUSTOMER** AND IS **SUITABLE FOR THE PRODUCTION TEAM SCHEDULE**.Â If **UNSURE** - always **contact and speak with the event management team** for assistance or **your team supervisor** to find a solution.

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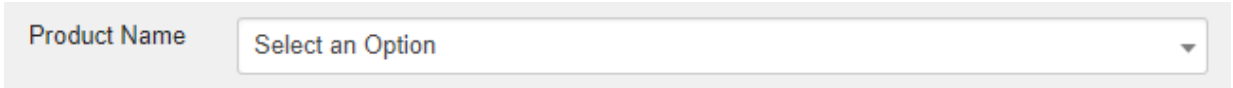
Products, Events, Performances and Shows must be booked and based on the Company's Availability which is based on the **Production Team's Core Calendar, specific to the event or show.**Â Â All Production Teams are designated a Team Bin Number.Â

HOW TO CHECK FOR PRODUCT AVAILABILITY:

1. Click on **Products** and **Product Availability**

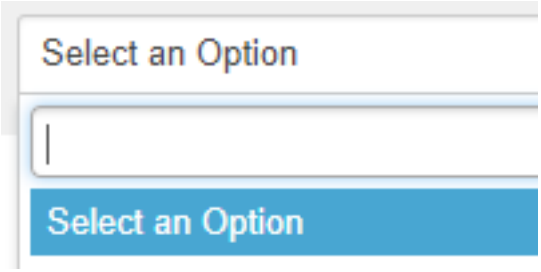


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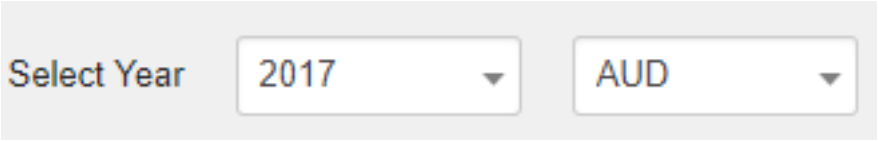


Click on the drop box and select the product you are doing a check on.
Keep in mind that you can type the name of the product as well for a quick search by typing in the search field box

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3. Select the correct year and Currency

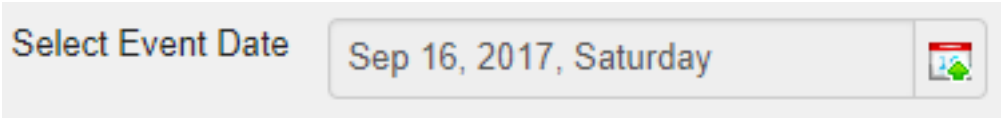


4. Press the 

5. Select the correct Area/Region



6. Add a time (any time) time does not matter here.

7. Press 

to select the date and check for availability.
Please note that **Green numbers** means it is available and **grey or red** means it is not available.

This will give you the Product Availability.

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<u>ADDITIONAL INFORMATION FOUND ON PRODUCT AVAILABILITY PAGE:</u>

The **Product Availability** Results Tab

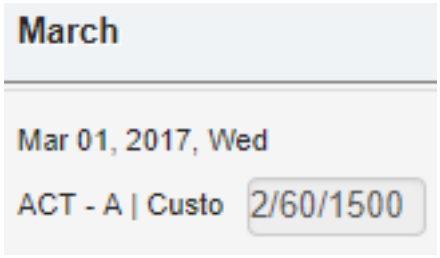


Displays the exact quantity of events can occur on the day / the minimum number allowed / the maximum number.

Example in this display

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March 01, 2017 Wed in Location ACT, it allows 2 shows, with a minimum of 60 and a maximum of 1500 tickets.

The **Production Team Schedule Calendar** will only be viewable if you have permission.



This displays the actual Colored team Bins and where they will be.Â

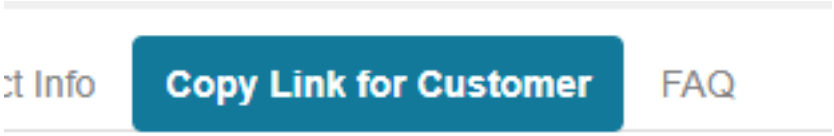
The **Product Details** tab provides you with a great deal of customer information on the product.



The **Staff Only Product** Information displays information specific to the product for staff only.



The **Copy Link for Customer** provides you with a link to the Customer Store Information Marketing Page if you need to send an email to the customer with the link of the product.Â Simply click on this tab and then press the **Copy** button.



The FAQ tab no longer works.Â If you want to access the FAQ for a particular show, then move to the FAQ and search for the exact product for the additional informaton and FAQ on the product.

To work out the best day or best available date to offer or add a booking on, use the following process.

1. If the customer offers a date or you provide a date for them to beÂ interested in or book, check the **product availability first** to see if the there are available shows.

The policy for booking an event must always be with the closest region / zone radius.Â For more information on the Region / Zone Radius Refer toÂ Refer to [What is the region or radius to book an event?]

Multiple events can be booked on the same day, however it is company policy when booking an event, try to fill out the whole week first, before allowing multiple bookings on the same day?

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Attached files:

Unique solution ID: #1148
Author: n/a
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