Add New Order / Book Event

Products with quantity based pricing and how to do a price check or calculate the price or find out what the price is for quantity based pricing of products.

The prices to the shows can be found on the **Product Availability Page** in the ERM under the TAB of **Products**.

All per ticket prices, per day, per booking prices are displayed on the ERM, after selecting the product.

SPECIAL NOTE: Never let a customer go. If they can't book the show because the price is too expensive ... THEN ASK THEM

1. What they can afford and that you will check to see what you can do.
2. Contact STEVE BALTZOIS or your manager immediately to find the best price we can offer them.
3. Also keep in mind that all Event Sales Agents, are allowed to offer a 5% discount without approval. However do not use this freely and be thrifty with who you are applying the discount to.
4. Ensure that you place your 5% Discount Coupon on the ADD NEW Order page.

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IMPORTANT INFORMATION REGARDING PRICING FOR PRODUCTS BASED ON QUANTITY PRICING:

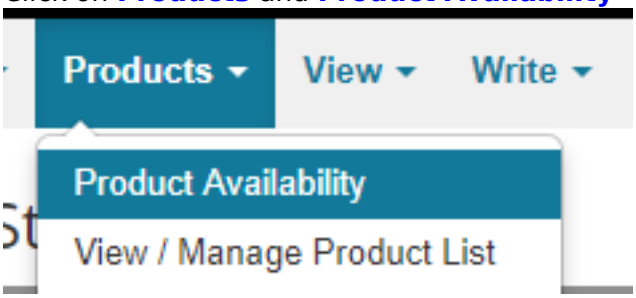
In view of the confusion that was being caused with the group pricing costs, we have spent the last week finding a better and easier solution when checking prices and how it displays.

You will now find that the Group Pricing is now calculated internally and you will no longer need to select the group size. This will happen automatically by the system based on the quantity of tickets you have entered for the product.

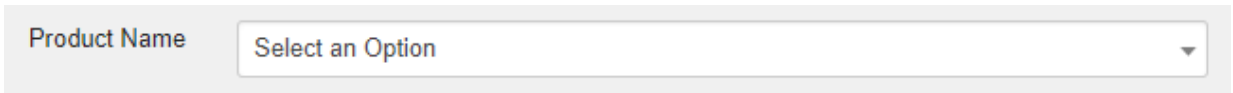
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HOW TO DO A PRICE CHECK:

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

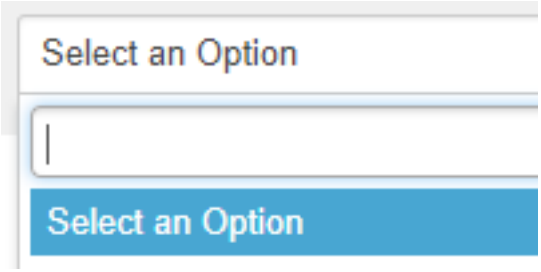


2. In

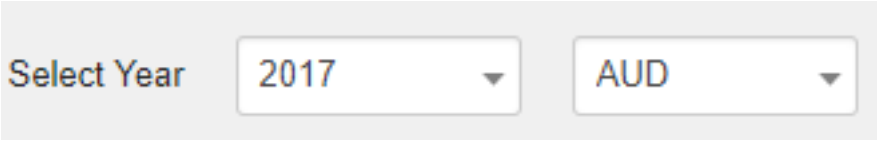


Click on the drop box and select the product you are doing a check on.
Keep in mind that you can type the name of the product as well for a quick search by typing in the search field box

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3. Select the correct year and Currency

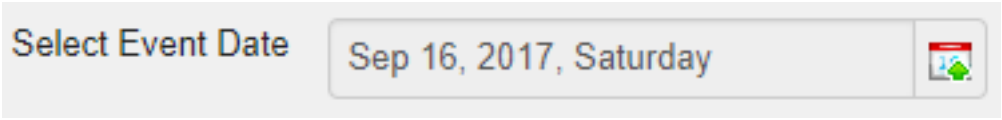


4. Press the 

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.

To continue for a **PRICE CHECK**, simply add the quantity of tickets that the customer wishes to purchase.

1. Fill out the options as required except you **do not need** to fill out these fields for **PRICE CHECK**.
   - Event Start Time
   - Audience Age Group
   - Area to setup Event
   - Unloading at Venue Area
   - Are there steps/stairs to climb to enter the Setup Area?
   - Parking Available?

2. Enter na in Special Requirements. or requests

3. Press

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button to get the price of the show.
The system will show you the price for the quantity entered and will then show prices of other group size discounts as required.

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For the customer (this is only for the customer),

For the customer on the online customer booking page it will now automatically calculate the price based on the quantity the customer enters in the quantity box in the online booking page for customers. This means that the customer will be notified of any changes to prices based on the quantity they selected. It will also show them the price based on the quantity size.

I hope this helps everyone so that the pricing check is easier to check and provide prices to customers for.

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VERY IMPORTANT:

With the change, you will find some of the show prices have changed. If you were quoting a customer a previous price and with the new system the price has increased, do the following

1. Apologize to the customer.
2. Inform them â€œthat there was an error on our system and it was displaying incorrect pricingâ€.
3. Inform them that this is the new correct price.
4. Apologize to the customer again and say that you do apologize for the inconvenience.
    1. **If the customer is okay with the increase price and is happy to proceed, then proceed with adding a new order as normal.**
    2. ***If the customer is not happy with the increased price and wants the original price***
        1. Say to the customer that because the error was a computer error, that we would honour the price quoted and that you just need to receive approval from your team supervisor.
        2. Chat on Slack with a Team Supervisor or me of the situation and they will give you the discount amount and Approval Code.
        3. Proceed with the booking, add the discount and in the ORDER COMMENTS, enter the approval code and the Team Supervisors name. For example you would write in the ORDER COMMENTS, â€œdiscount approval code = xxxxxxxxx approved by Steve Baltzoisâ€.

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If you are unsure of the new method or you are confused, then contact me directly for support or the Team Supervisors on Slack.

Attached files:

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Unique solution ID: #1194
Author: Matthew Walker
Last update: 15-Sep-2017 06:04

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