

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

## Complimentary Tickets

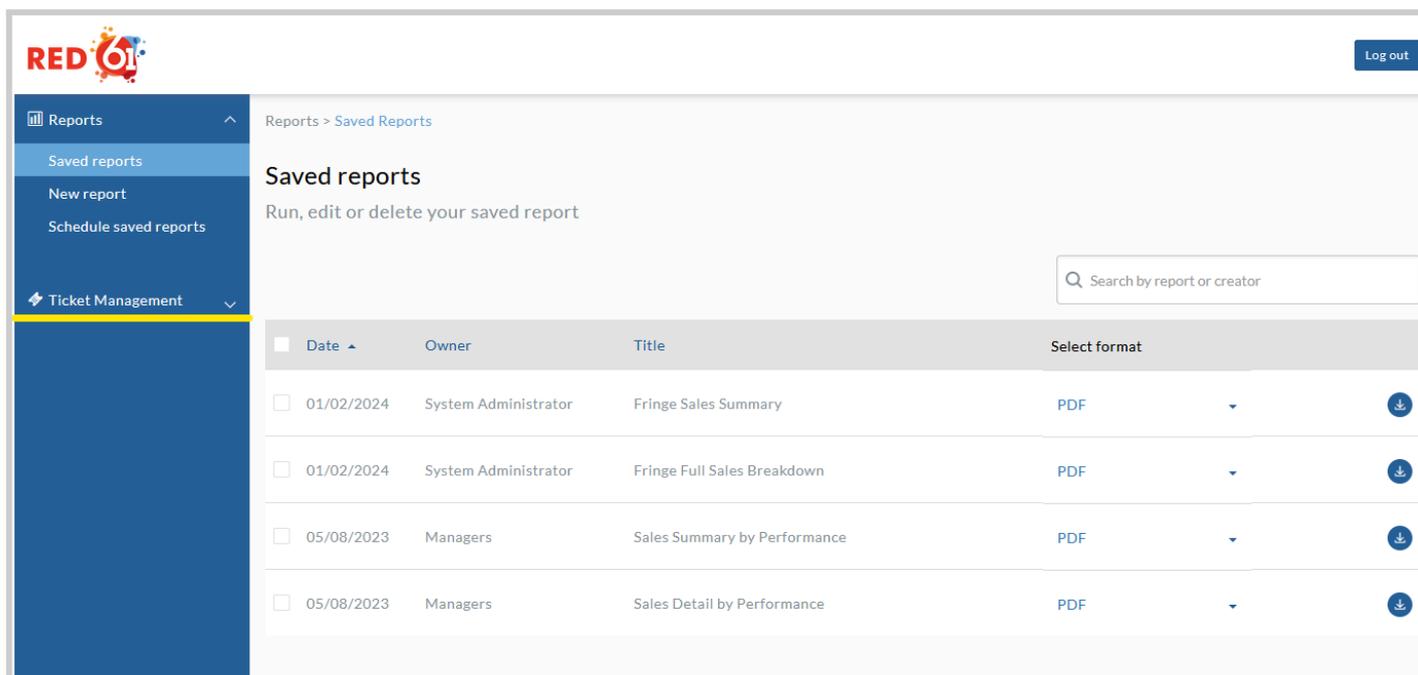
As a company, you can issue your own **complimentary eTickets** using the **Red61 Reporting Portal**. This is the same portal that you already use to access your ticket reports.

**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 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 > Event List

Ticket Management ▲

Complimentary tickets

### 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 > Event List

Ticket Management ▲

Complimentary tickets

### 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 > Event List > Performance

Ticket Management ▲

Complimentary tickets

### 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 > Event List > Performance

Ticket Management ▲

Complimentary tickets

### 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](mailto: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

## 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. On the left, a navigation menu has 'Ticket Management' highlighted with a yellow bar. The main content area is titled 'Saved reports' and includes a search bar and a table of reports.

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

Then select **Offers**:

The screenshot shows the RED 61 dashboard. On the left is a dark blue navigation menu with the following items: Reports, Ticket Management (expanded to show Complimentary tickets and Offers), and Offers (highlighted in yellow). The main content area on the right shows the breadcrumb path: Ticket Management > Offers > Event List > Add concession. Below this, the heading 'Offers' is displayed, followed by 'Event List'. A single event is listed: 'My Lovely Horse' by '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:

This screenshot is identical to the previous one, but the event 'My Lovely Horse' and its details are highlighted with a yellow background, indicating it has been selected.

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

The screenshot shows the RED 61 dashboard with a 'Log out' button in the top right corner. The navigation menu is the same as in the previous screenshots. The breadcrumb path is 'Ticket Management > Offers > Event List > Add concession'. The heading 'Offers' is present, followed by 'Event List'. The event 'My Lovely Horse' is listed. Below the event name, a list of performances is shown. One performance is highlighted in yellow: '02/08/2024' at '08:00'.

Now **click on the round “+” button** against the Price band 1 line:

The screenshot shows the 'Offers' page for the performance 'My Lovely Horse' on 02/08/2024 at 08:00. The breadcrumb trail is 'Ticket Management > Offers > Event List > Performance'. The left sidebar contains 'Reports', 'Ticket Management', 'Complimentary tickets', and 'Offers'. The main content area shows a table with one row: 'Price band 1' with '86 available' tickets. A yellow '+' button is highlighted on the right side of this row.

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

The screenshot shows the 'Add concession' page for the performance 'My Lovely Horse' on 02/08/2024 at 08:00. The breadcrumb trail is 'Ticket Management > Offers > Event List > Performance > Add concession'. The left sidebar is the same as in the previous screenshot. The main content area shows a table with one row: 'Price band 1' with '86 available' tickets. A blue '+' button is highlighted on the right side of this row. Below the table, it says 'You haven't assigned any concessions to this priceband yet.' To the right, the 'Add concession' panel is open, showing the instruction 'Select your concession type below and then set the maximum number of tickets for that concession.' Underneath, it says 'Select concession type' and lists two options: 'Company Issued 20% Discount' and 'Company Issued 2F1 Discount', both highlighted in yellow.

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

### 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**

**£0.30**  
Price before Company Issued 2F1 Discount

**£0.15**  
Price after Company Issued 2F1 Discount

*Prices shown do not include any booking fees.*

Cap number of concession

10

Unlimited

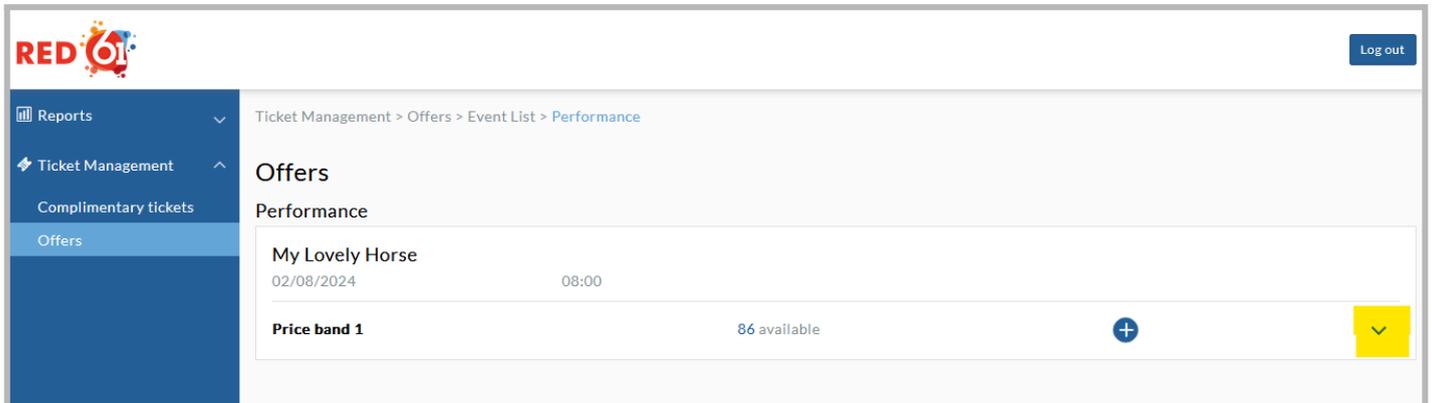
Save

Finally click **Save**.

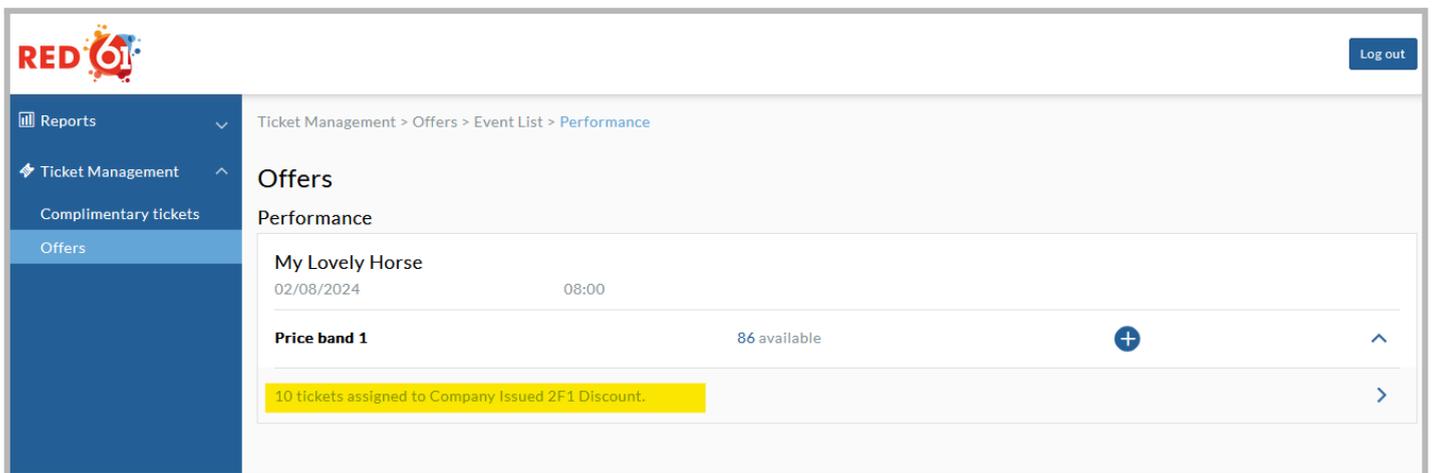
Now tell the world that you have discounted tickets available via [www.thespaceuk.com](http://www.thespaceuk.com)! No code is required, customers will be able to see that there are discounted tickets available when they put them in their basket.

## Adjusting Tickets in an offer

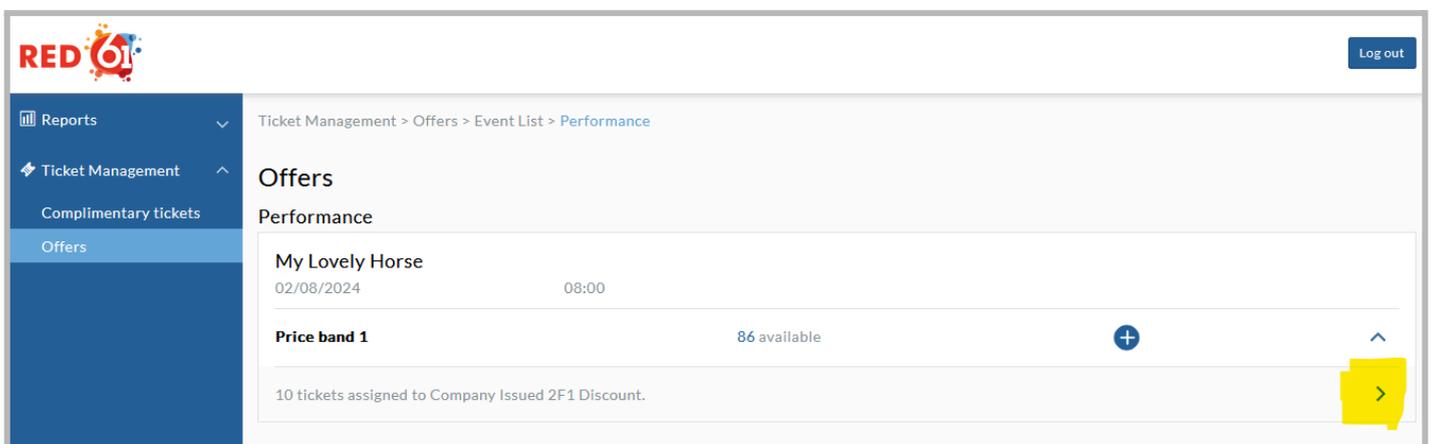
You can see what tickets are in an offer by clicking the **down-arrow next to Price Band 1** (which you'll find under **Offers**, pick your **show**, then pick a **performance**):



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 Concession** button.





- Reports
- Ticket Management
- Complimentary tickets
- Offers

Ticket Management > Offers > Event List > Performance > Edit concession

## Offers

### Performance

My Lovely Horse

02/08/2024 08:00

Price band 1

86 available



10 tickets assigned to Company Issued 2F1 Discount.



### Edit concession

£0.30

Price before Company Issued 2F1 Discount

£0.15

Price after Company Issued 2F1 Discount

Prices shown do not include any booking fees.

Cap number of concession

10

Unlimited

Save

Remove concession