User's Manual TICKPLACE

Index

1. Introduction

1.1 TICKPLACE

An exclusive platform for tourism professionals and tour operators.

Purchasing and managing tickets in a simple, secure and fast way. Planning your clients' visits with the purchase and management of tickets in advance for several different experiences.

All there is in one single place: the biggest tourist attractions, family shows, tickets for the best shows, sports events, among others.

1.2 TICKPLACE Flow

2. Profiles

2.1   Admin

This access allows you to:

- manage your account;

- create and manage the accounts of different users and respective permissions;

- purchase and manage tickets;

- check fiscal documents and reports.

There can be more than one user with Admin access.

2.2   User

This access allows the user to:

- purchase and manage tickets;

- check fiscal documents and reports.

The Admin account can decide which permissions to grant each user.

3 Account creation and login

Link to access TICKPLACE: https://tickplace.byblueticket.pt

3.1   Creating the Admin account

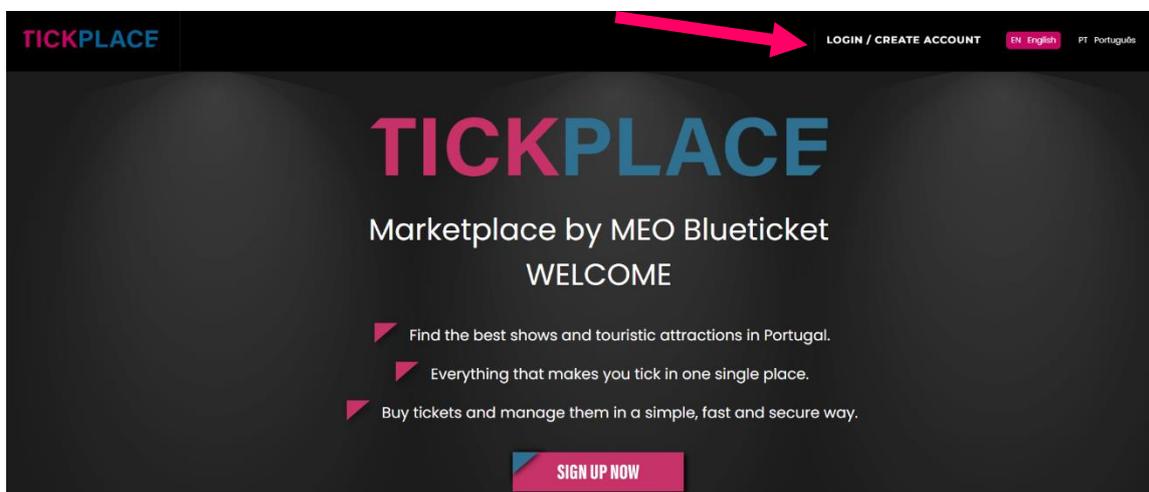On the homepage, go to the top right corner and click on LOGIN/CREATE ACCOUNT (Figure 1).

Figure 1

Complete the text boxes on the right side under "CREATE ACCOUNT" (Figure 2). To proceed with signing up, it is necessary to enter a valid email address which will afterwards be used to log in, recover your password and contact (and be contacted by) TICKPLACE.
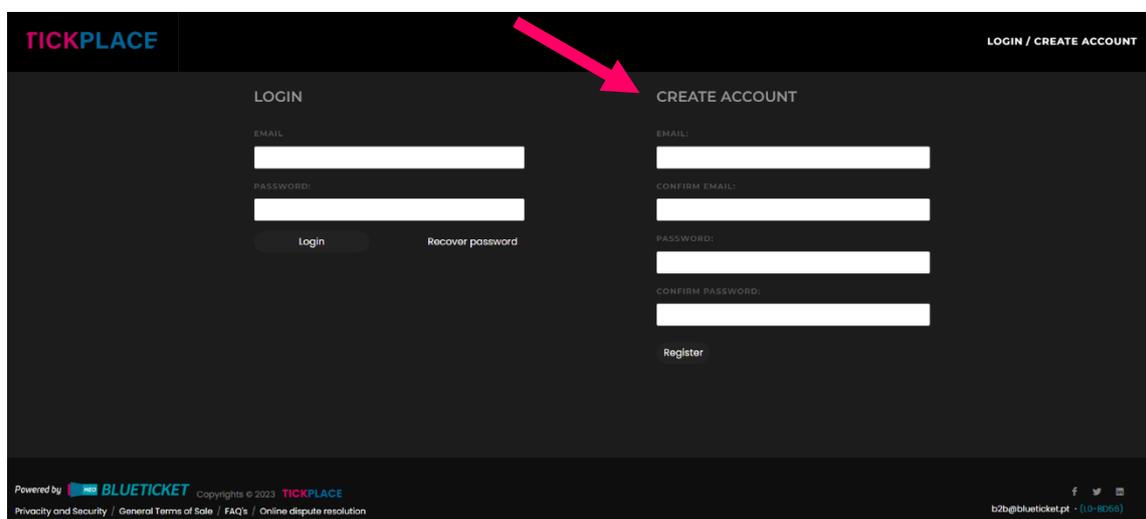

Figure 1

After clicking on "Register", an email will be sent to your address to proceed with the process of creating an account. In case the email does not arrive within 5 minutes, please check your spam folder. By clicking "here" on the email (Figure 3), the platform will open again at which time you can complete the registration process.

Complete your registration

TICKPLACE (blueticket@blueticketmail.pt) 1 minute ago

To:

Hello,
Complete your registration here.

TICKPLACE

Rossio dos Olivais, Lote 2.13.01 A
1990-231 Lisboa | Portugal
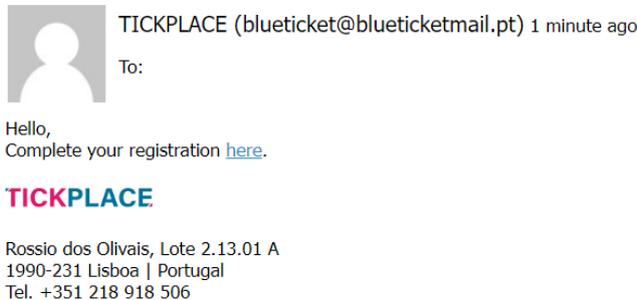Tel. +351 218 918 506

Figure 3

3.2   Complete the registration process

Completing the text boxes in Figure 4 is required. Enter the information required. On the right side, it is important to complete the financial information, which will be used later in all invoices and fiscal documents.

Figure 4

After completing these steps, your registration will be under consideration for approval by TICKPLACE Admin. When your registration is approved, you will receive a confirmation email with your account data and you will be able to log in onto the platform and access all its contents.

4 Manage account

The page MANAGE ACCOUNT (Figure 5) gives access to 4 pages: Account data, Users, Transfers, and Messages.
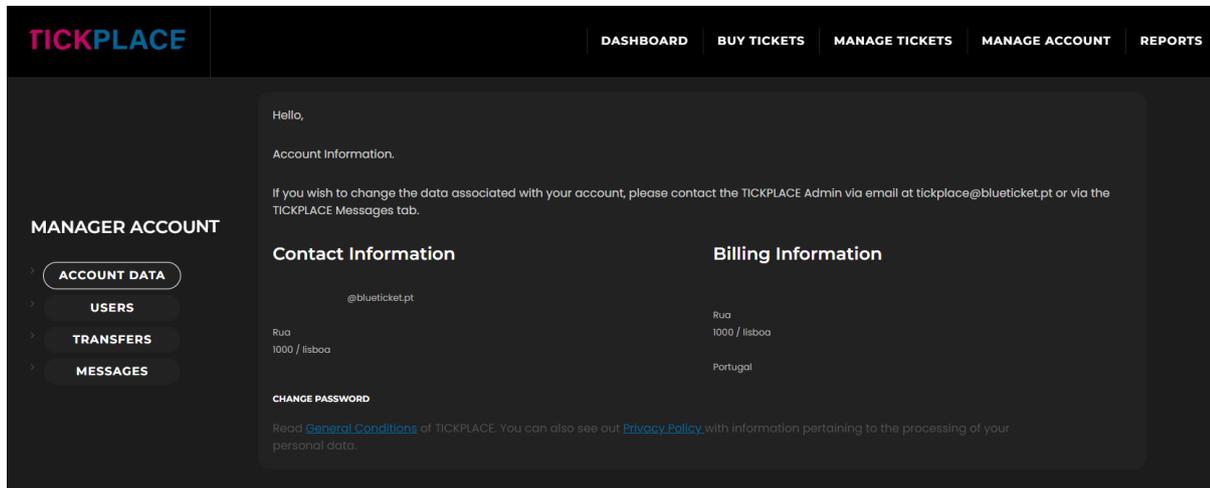
Figure 5

4.1   Account Data

On this page (Figure 5), you can check the Contact Information and the Billing information of the account.

Also, the password for the Admin access can be changed.

4.2   Users

In the page "Users", the Admin can see their users and their current permissions. It is possible to create new user accounts. This page also allows the Admin to manage the permissions of each user and block user accounts, if need be.

4.2.1 Creating new user accounts

Going to MANAGE ACCOUNT > USERS (Figure 6), you can click on "CREATE USER" to create a new user account or admin account belonging to the same overall account. There will be a pop-up where the Admin can fill in the Name, Email address and Password of the new user account.
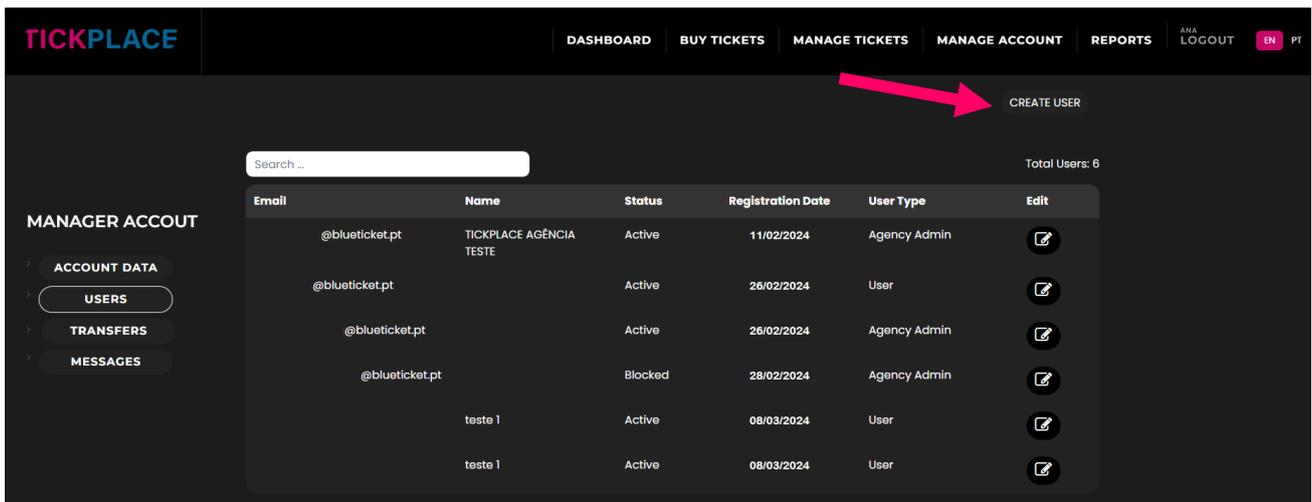

Figure 6

Bear in mind that both the email and the name cannot be changed on the platform, only by contacting the TICKPLACE Admin directly.

When logging into the platform for the first time, the user must use the password pre-defined by the Admin of the account, but it can be changed later by the using by going to MANAGE ACCOUNT > ACCOUNT DATA.

4.2.2 Editing an user account and granting permissions

As soon as the new user account is created, that entry will show up in the table MANAGE ACCOUNT > USERS. To edit those accounts, it is mandatory to be logged in with an Admin account.
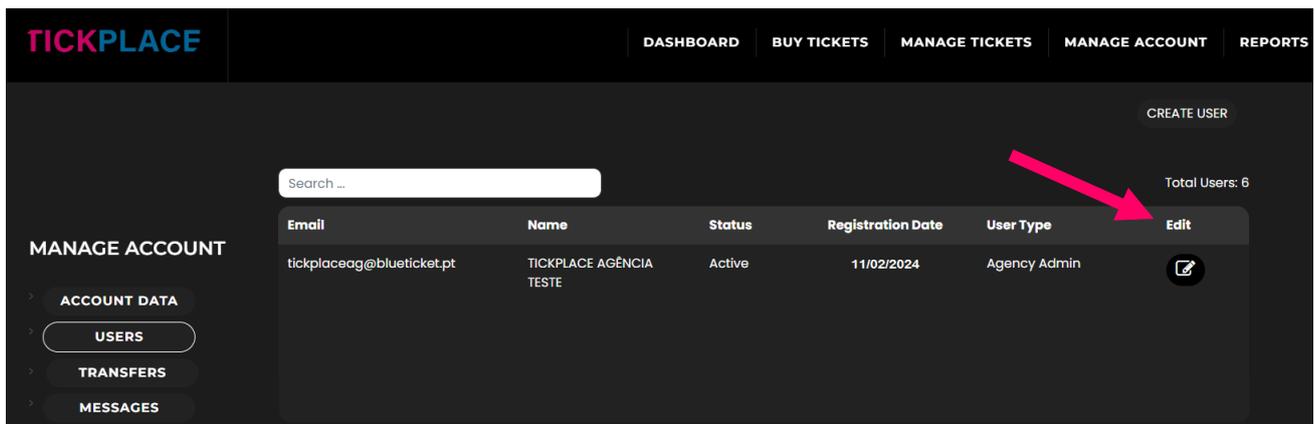
Figure 7

Clicking on the column "Edit" (Figure 7), the account status can be "Blocked" in case this user's access needs to be revoked. It is also possible to define any user's account as "Admin" with total access or as "User". Finally, Admins can also manage all users' permissions to access certain areas of the platform, namely "Buy tickets", "Manage tickets", "Users" and "Reports".

4.3   Transfers

In "Transfers", all the bank transfers made by the same account can be checked, along with relevant information, such as status, date/time, user purchase ID,and amount.

4.4   Messages

This area of the platform gives access to all the messages sent to, and received from, TICKPLACE Admin. The messages are shown using a chat feature and are simultaneously sent to the email address provided at the moment of account creation and login. You can filter the messages by "received/sent" or search for any word using the search bar.

It is not possible to send messages to other users or accounts. The recipient of all messages is always the same, TICKPLACE Admin.

To send a new message, go to the top right corner and click on "New message".

5 Buy Tickets

The page "Buy tickets" (Figure 8) gives access to several tourist attractions, exhibition venues and events for which you can buy tickets on TICKPLACE.
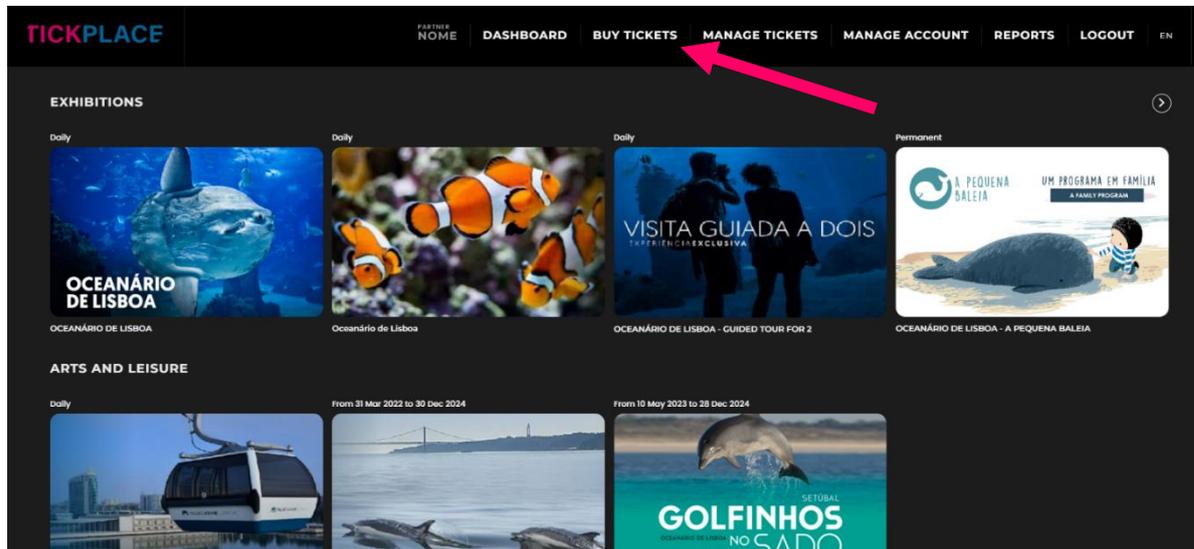
Figure 8

Attention: some tourist attractions require you to choose a time slot for the visit to proceed with the purchase. Figure 9 below shows a venue with those characteristics and the fields needed.
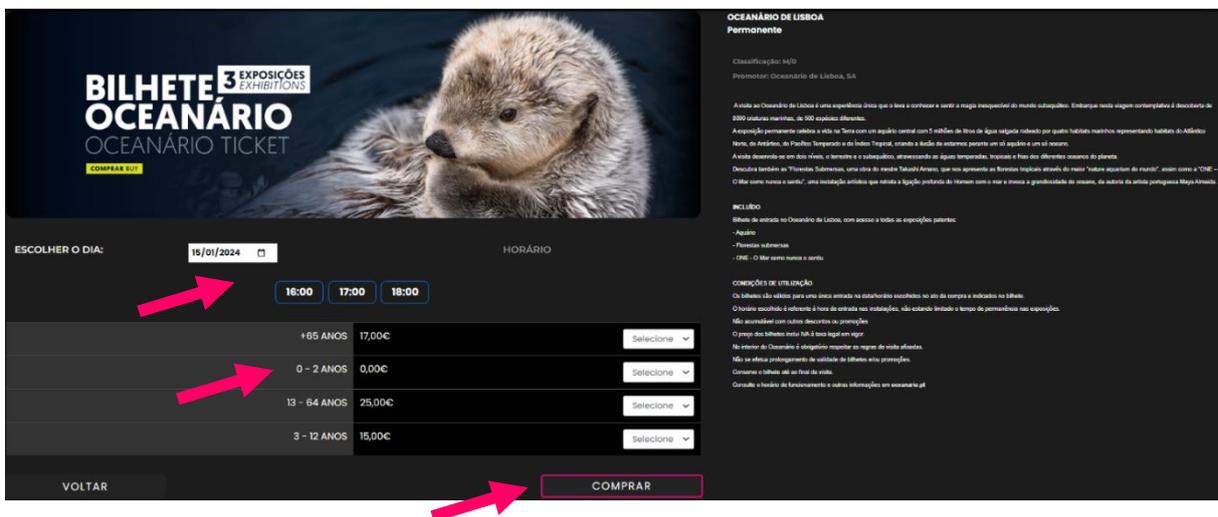

Figure 9

To proceed with the selection of tickets, it is necessary to:

1) Choose the day and time of the visit;
2) Select the type of ticket desired as well as the number of tickets to purchase;
3) Click on "Purchase" to send the tickets to the shopping cart.

6 Manage Tickets

After purchasing the tickets, they can be seen and managed in the page "Manage Tickets". Here there are three areas: Available, Sent, All tickets.

6.1 Available

In the page "Available" (Figure 10), you can find the tickets which are still in your wallet and have not been sent or downloaded yet. They are shown grouped by the tourist attraction or event and type of ticket. It is possible to filter the information by name of the event or by the period of purchase.
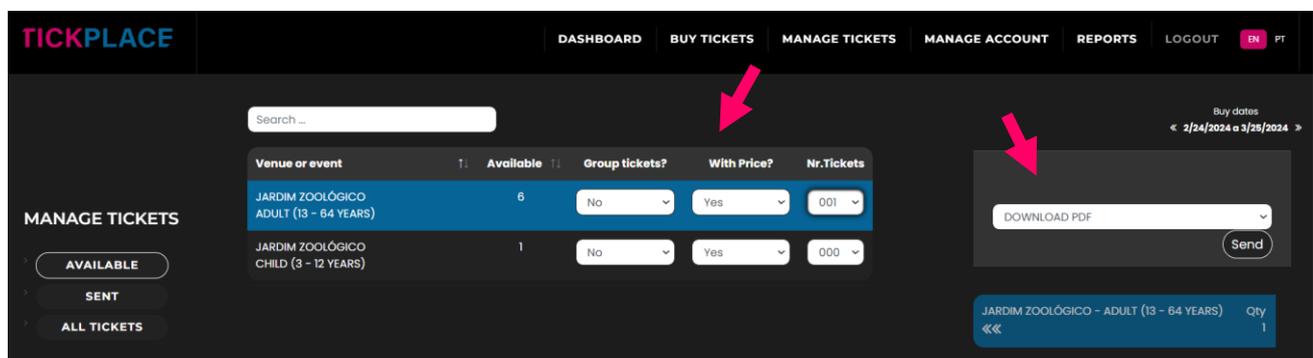

Figure 10

To proceed with the emission of tickets, you have to choose the desired tickets and select the following options:

- **Group tickets?**: "Yes" in case you wish the tickets to be sent grouped in a single ticket, or "No", if you prefer the tickets to be sent individually. For instance, in case there is a group of 15 visitors for the same venue with the same type of ticket, you can choose if those entries are shown in a single ticket for 15 people with the characteristics of a group ticket. Nevertheless, this ticket will account for 15 entries at the time of validation.

IMPORTANT INFORMATION: When emitting group tickets, all group members must enter the premises together, there can be no separation of group tickets back in individual tickets, nor can there be refunds, unless it falls under MEO Blueticket's responsibility.

- **With price?**: "Yes" if you want the ticket to present the purchase price, or "No", if you prefer to send the ticket without the price.

- **Nr. Tickets**: Select the number of tickets you wish to send or download.

After having selected the number of tickets, it is possible to select on the right side how you would like to have access to the tickets (Figure 10):

- download the selected tickets to the device currently in use in PDF format;

- send the tickets to any email address with a link to download the tickets;

- send an SMS to any phone number with a link to download the tickets.

6.2 Sent

After the tickets are sent or downloaded, they are automatically removed from the page "Available" and are added to the page "Sent" as another row in the column, where they can be consulted.

In this page, it is still possible to obtain the tickets again on the right-side columns, either by downloading the tickets to the device, downloading the bar codes, or sending the tickets to another email address.

6.3 All tickets

The page "All Tickets" shows all the tickets grouped by the Purchase ID (or *Atendimento*).

In this table, the information pertaining to each purchase can be viewed, including the name of the venues or events, number of tickets, purchase date and time, status, method of payment, and amount.

By clicking on a single purchase, you will have access to the details of each purchase, namely the types of tickets purchased, price, sending status and if it was already validated at the location.

In case the ticket has been sent, there will also be information regarding that process, more specifically which method was chosen (download, email or SMS) and respective date and time.

7 Reports

In this page, you can access fiscal documents (invoices and credit notes), as well as several reports, including:

- Purchasing Map

- Purchasing Map Details

- Billing Map

- Payment Map

- Documents (e.g. invoices)

8 FAQs

Which payment methods are available?

At the moment, the TICKPLACE platform allows the choice between: ATM (option service payment), Credit cards (VISA and MASTERCARD), MB Way, PayPal, and bank transfer.

When will I access to my tickets after purchase?

It will depend on the payment method chosen. In case you choose payment by **credit card**, **MB Way** or **PayPal**, after the purchase, the tickets will be available immediately (or up to 30 minutes after) in your area MANAGE TICKETS > AVAILABLE.

If you choose **ATM service payment**, you will have up to 4 hours to proceed with the payment, and after that payment, the tickets will be available immediately (or up to 30 minutes after) in your area MANAGE TICKETS > AVAILABLE.

In case you use **bank transfer**, it is necessary for the TICKPLACE Admin to confirm the delivery of the transfer, which can take up to 3 working days after the payment. When the transfer is confirmed, you will receive an email informing you, and the tickets will then be available in your area MANAGE TICKETS > AVAILABLE.

Where can I find the invoices regarding my purchases?

The invoices can be found on the area REPORTS > DOCUMENTS > INVOICES.

I need to change my account data, namely name, access email or billing data. How can I proceed?

You need to get in touch with TICKPLACE Admin by either sending a message on MANAGE ACCOUNT > MESSAGES or sending an email to tickplace@blueticket.pt.

Is it possible to change the time/date of the tickets purchased?

It may not be possible, but you can get in touch with TICKPLACE Admin via tickplace@blueticket.pt and explain your situation.

Are ticket exchanges or reimbursements possible?

Generally speaking, it won't be possible, but you can get in touch with TICKPLACE Admin via tickplace@blueticket.pt and explain your situation.

I grouped 20 individual tickets in a single group ticket, but I would like to separate them back in individual tickets. Is it possible?

Unfortunately, it is not possible to separate group tickets in individual tickets. Being a group ticket, it is necessary that all group members enter the premises together, and refunds are not allowed, unless it falls under MEO Blueticket's responsibility.

9 Glossary

Admin – Account administrator.

Group tickets – Create a group ticket for more than one entry presenting only one bar code. This group ticket assumes that all group members enter the premise together and does not allow refunds or the separation back in individual tickets.

Tickets – Tickets/entries/access titles for shows, museums, monumentsm, exhibitions, theme parks, transportation and others, that BLUETICKET makes available on TICKPLACE to be acquired in the account by the User.

Purchase tickets – The operation through which the User chooses the location, date, time, ticket type and quantity of tickets to be acquired, proceeds with the payment information, confirms the payment and billing data, through tickplace.byblueticket.pt platform, propriety of BLUETICKET.

Account – The individual account of each User on TICKPLACE.

Register – To create an account on TICKPLACE.

TICKPLACE – The platform, owned and managed by BLUETICKET, of electronic commerce of tickets/entries/access titles for tourist attractions, family shows, shows, museums, monuments, exhibitions, theme parks, sports events and others, in the legal terms in force, exclusively for tourism operators and professionals.

TICKPLACE Admin – entity that manages the TICKPLACE platform and that can be reached via tickplace@blueticket.pt. All communications regarding the platform must be carried out with this entity.

User – Any individual person (over 18 years old) or collective person that commercially develops leisure, sports and cultural activities, presenting as open air tourism or cultural tourism activities, and that are of tourist interest for the region where they take place.

TICKPLACE Manual   13

9 Assistance

For any questions related to TICKPLACE, you can contact TICKPLACE Admin by sending a new message on the platform MANAGE ACCOUNT > MESSAGES, or by sending an email to tickplace@blueticket.pt.