SAP Event Ticketing
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1 Sending a Reservation Link

Feature Description
In the online shop, the SAP Event Ticketing system already provides the ability to reserve seats and forward this reservation information to acquaintances, friends, and family using a link. The recipient of this link can then book all seats or only a certain number of seats for themselves. The reservation link provides an enhancement to the existing feature. It is used in advance booking to forward reservations from the back end to a customer. This involves creating a reservation in advance booking, which is then associated with a reservation link. The link can be sent to a customer or group of customers by email or other means. The recipient can subsequently open the link and select and book one or more tickets from the existing reservation.

Prerequisites
You have set up "Share Tickets" Release in the event administration under Master Data > Event. A distinction is made between the online shop and the back end. The Social Invitation feature is used to set up a release for the online shop. In the back-end area, this is set up using the Reservation Link feature.

You have set up the Reservation Link special shipping type for the event.

In the advance booking company, you have set up a new shipping method under Master Data > Company > Shipping Method. This shipping method includes the reservation link and a reservation shop under Special Shipping. During the subsequent process, this shop serves as the target shop for the reservations that are sent. For the shipping method, a payment method must be defined from the "Option" booking result.

In the advance booking company, you have set up a corresponding message plug under Master Data > Company > Doc. Flows/Messages > Message Plugs. You do this using the Reservation Link message slot.

You can set up the Invitation Reminder message slot to provide a reminder.

If required, you can activate the Enable Adjustable Ticket Types for Reservations feature in the shop administration under Master Data > Company > Shops > Settings.

This feature enables the customer to book tickets from the reservation in the online shop and change the preset ticket types if required.

Activities
In advance booking, the corresponding permitted number of tickets for the reservation is placed in the shopping cart. If the number of seats does not correspond to those set up in the release, the system issues an error text.

The Reservation Link special shipping method is then selected as the shipping method. If no reservation shop has been defined for special shipping, an error message is issued in the shopping cart stating that no reservation link was created.

“Option” is selected as the payment method and the tickets are paid for. The option end is based on when the reservation link was set up. The option end is determined by the current booking date plus the validity end date. If no value was defined for the validity in minutes/days during the release, the original selection box can be used for the option end.

The reservation can be concluded using the standard customer or a specific customer.

Two options are available on the order confirmation page. The link to the reservation can be copied to a clipboard and used in a different communication tool. In addition, you can use the button beneath this section to send the link by email.

For this, you can use the customer’s email address or enter any other valid email address.

**Accepting a Reservation in the Online Shop**

After a customer opens a link, the system displays the seats to be booked from the reservation. The display depends on the seating plan that has been defined. Once the seats have been selected, they can be placed in the shopping cart and all further steps relating to an online shop booking can be carried out.

**Notes for Implementation**

Note that this feature can be used only for SVG seating plans in the facelift online shop.

It must always be ensured that the prices and ticket type levels for the generated reservation can also be booked for the online shop defined in the reservation link. It may therefore be beneficial to work with different reservation links or online shops so that reservation links can also be sent for free tickets, for example.
2 Adjustment to Customer Dialog for Taking and Uploading Pictures

Feature Description
The customer dialog in the back end allows you to upload pictures or take pictures using the camera module of SAP ET local connector.

If the camera module is not activated for a user, a picture can now be taken using the browser instead.

Functionality Description
If the camera module has been configured for a user, the picture is taken as usual via the camera module of SAP Event Ticketing local connector.

If the camera module is not active for the user, this new feature enables a picture to be taken using the browser.

Follow the specified steps in the image processing dialog. This displays the image from the active browser camera in a window and crops it to the specified aspect ratio.

The picture is cropped from the center of the camera image.

The browser is authorized to take pictures using the camera. You can change the active camera using the browser.

All pictures that are uploaded are automatically converted to GIF format and saved as a GIF image.

The system supports the formats JPG, BMP, GIF, and PNG. The cropped image (413 x 531 pixels) is generated from the center of the image.

Prerequisites
The camera module of SAP ET local connector is disabled.

The camera used must support a resolution of 640 x 480 pixels.

Notes for Implementation
The camera must be enabled in the browser.
3 Integrated Sale of Secondary Market Tickets in Seating Plan

Feature Description

In the online shop and back end, you can select tickets from the internal secondary market in the seating plan when using numbered sections and place these tickets in the shopping cart. This provides the customer with a better overview of the available seats, makes the booking easier, and displays all available seats in the seating plan.

Prerequisites

In the booking company, you must enable the Resale – Tickets Can Be Booked in Seating Plan feature under Master Data > Company > Sales Management. This switch is not active in the standard system.

Note that the booking of secondary market tickets in the seating plan is supported only for SVG seating plans in the facelift online shop and in the back end of the Beautify workflow.

Functionality Description

If the feature Resale – Tickets Can Be Booked in Seating Plan is active at the company, the secondary market tickets are included along with the free seats for all bookable events in the case of numbered sections. No change applies to unnumbered sections.

The secondary market tickets do not count toward the adjacent seats. The availability display may therefore be yellow even though sufficient adjacent seats can be selected. The availability display may differ from the actual availability because, for performance reasons, the availability calculation is performed only based on the company and section.

The "best seats" search does not consider secondary market tickets for both numbered and unnumbered sections.

A seat that can be repurchased through the secondary market can now be booked in the seating plan and is indicated by a secondary market icon on the seat and the shop text Resale Ticket in the mouseover. Note that a resale icon overwrites an allocation icon. In this case, the allocation information is visible in the seat information only upon mouseover.

If the shop value FLEXSHOP_BASKET CHANGEREDUCTIONSELECT is set, you can change ticket types for tickets from the primary market in the preliminary shopping cart, but cannot change them for the secondary market. These tickets are identified with a resale icon and display the full price. If you have set that secondary market tickets can also be booked with ticket types, the ticket type setting can be made only in the shopping cart.

The icon for a resale ticket has been redesigned in the shopping cart.
In the back end, you can select secondary market tickets in the seating plan using the Beautify workflow. This is done in the same way as in the online shop.

The capacity display and the seating plan take secondary market tickets into account in the same way as in the shop (that is, only for numbered sections).

Activities
None

Notes for Implementation
None

Security-Related Notes
None
4 Adjustment to Layout of Test Print in PDF

Feature Description

This feature provides an improvement in the layout system under Master Data > Layout System > Layouts.

The test print has been enhanced to include the display of a PDF.

When calling a PDF layout, you can use this as a print preview.
5 Enhancement of Security Code for Tickets

Feature Description
This feature enhances the security code for tickets, which is used to check whether the ticket is genuine.
The variable PTSECLOGO2 is provided for this purpose.
This adjustment was developed for personalization with and without a customer record.
The fourth position in the code is replaced by the penultimate letter of the first name of the person used for ticket personalization.
6 Event Group and Purchase Authorizations for Chunks

Feature Description

In a chunk event, you can define an event group to configure and evaluate the purchase authorizations.

Activities

You can define the Event Group in the administration of a chunk event under Master Data > Event > Additional Settings.

This enables corresponding purchase authorizations from the event group also to be evaluated for chunk events.
7 Exporting E-Tickets

Feature Description
To make the sending of tickets easier, it is possible to export print@home and Passbook tickets.

Activities
In sales, you can export tickets using the print dialog in the Additional Features area.
When you perform an export, a background process starts in a separate dialog that generates the tickets and exports them as a ZIP file.
This ZIP file contains the relevant tickets with the print@home and Passbook ticket files.
The name of the files corresponds to the event, block, row, seat, name of the purchaser or person for whom the ticket is personalized, and the ticket number.
A log file is also provided for the ticket check. This contains information about locks, missing personalization, and missing activation.
A note is also entered in the invoice history stating that the tickets were printed using Export Tickets.

Notes for Implementation
All tickets for an order can be exported in the back end. This feature is available in the Beautify workflow and in the advance booking workflow - standard enhanced.
Tickets with a status of Locked are not exported.
Tickets that have not been personalized in full are not exported.
The Export Tickets feature is available only if the shipping method defined for the invoice is SAP Event Ticketing print@home, SAP Event Ticketing Passbook ticket, or SAP Event Ticketing print@home/Passbook.
8 Ability to Evaluate Personalization Questionnaires Using Selections/Reports

Feature Description
When selling events, you can create a questionnaire that is answered by the customer during personalization. You can now use selections and reports to output the responses to each question in a separate column. The answers are output in the sequence of the questions defined for the event.

Prerequisites
You have activated the user right Create Selections and Reports.
In the report, you have set up the callback answersSplit.
For all questions in the questionnaire, you have created a column in the report with the BOA Ticket.Ticket-Nummer and the callback answersSplit.
The selection contains tickets to which answers are assigned.

Functionality Description
For each ticket, the system determines the responses and assigns them to the columns of the report.
The data originally saved is not changed by the report creation.

Activities
Create the report.

Notes for Implementation
Set up the callback under Statistics > Reports > Callbacks.
Choose Callbacks > New and set up the callback with the following data.
- Description: answersSplit
- Script Name: answerSplit.php
- Type: Change Callback
For each question in the questionnaire, create a column with the BOA Ticket.Ticket-Nummer. Under Callback Assignment, select the type Change Callback and New.
Assign the created callback answersSplit.
Recommendation: Define a column header that matches the question definition in the questionnaire for the event.
Security-Related Notes

None
9 Further Adjustments

Adjustments to Symfony

Symfony was updated to Version 5.4. Please therefore perform detailed compatibility checks for your bundle.

Information about the relevant changes to the Symfony framework can be found here:

- https://github.com/symfony/symfony/blob/5.4/UPGRADE-5.0.md
- https://github.com/symfony/symfony/blob/5.4/UPGRADE-5.1.md
- https://github.com/symfony/symfony/blob/5.4/UPGRADE-5.2.md
- https://github.com/symfony/symfony/blob/5.4/UPGRADE-5.3.md
- https://github.com/symfony/symfony/blob/5.4/UPGRADE-5.4.md

Adjustments to Header Bar (Shell Bar) of the SAP Event Ticketing System

The header bar (shell bar) has been redesigned and now uses the SAP Fiori design. As part of this redesign, icons have also been replaced. You can find an overview of the changed icons below:

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚀</td>
<td>Switch Client</td>
</tr>
<tr>
<td>🔍</td>
<td>Express Customer Search</td>
</tr>
<tr>
<td>📂</td>
<td>Invoice, Reservation, Ticket Number</td>
</tr>
<tr>
<td>🔍%</td>
<td>Select Promotion Code</td>
</tr>
<tr>
<td>⚡</td>
<td>Log out</td>
</tr>
</tbody>
</table>

The navigation markers (for example, when navigating from an event) are now located in a different position in the upper border below the icons.

If it takes a long time to load the icons or menu items, a loading animation is displayed.

Adjustment to Sorting in Online Shop Under My Tickets

The sorting in the online shop under My Tickets has been adjusted.

The tickets are now sorted in ascending order by section, row, and seat. Sorting by section is determined by the specified priority in the section.

Integration of Subscription Check Feature in Back End Configuration
The function for the “Subscription Check” has been optimized. It is used to check subscription events. Please reach out to your relevant contact if you want to enable this feature.