SAP Event Ticketing
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1 Statistics - Status Report After Event Start

Function

New statistics are available that send an evaluation of the event after the introduction.

Key Features


A new cycle after the start of the event is available for these statistics Culture: Status Report After Event Start.

After you save for the first time, the system displays a new input field Execution Time (Minutes) under Additional Settings - depending on the selected statistics (click to expand).

The value stored there specifies how many minutes after the start of the event the short report is to be generated and sent.

During the night, a script runs once, which checks whether corresponding reports are to be sent.

For each event in the next two days that affects this, a process is requested for execution at the corresponding time.

If you change the event date/time, you can adjust existing requested processes.

⚠️ Caution

Please note that if an event is created for “today” or brought forward to “today”, no process for sending the short report is created for this event.
2 Statistics - Collective Invoice

Function
A new statistic Bill Overview is available.
The data output can help create a collective bill for major customers.

Key Features
These statistics are available under Accounting > Accounting Check > Display Statistics Plug-Ins > Invoice Overview.
The statistics provide ticket figures and gross sales according to the sales period, listed by invoices, events, and/or extra charges.
You can use the customer, selling store, event period, and event type to refine the statistics.
3  Back End - Enhancement of Matrix for Purchasing Authorizations

Function Description
The search query has been enhanced for personalization with customer data. Depending on the values in the matrix for purchasing authorizations, you can decide which customers can be searched for for personalization.

To configure this, you now have the following options:

- A feature to enable/disable “Create New Customers” in personalization in Purchasing Authorization Matrix
- Control the search using the number of tickets in the purchasing authorization matrix for customers/members and customers without a pool/club affiliation

**Controlling the Search Using the Number of Tickets**

<table>
<thead>
<tr>
<th>Description</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own Tickets &gt; 0</td>
<td>Customer can assign to himself</td>
</tr>
<tr>
<td>Accounts/Members &gt; 0</td>
<td>Customer can assign customers from customer pool/club</td>
</tr>
<tr>
<td>Customers Without Pool/Club Membership &gt; 0</td>
<td>Customer can assign customers of the organizer without a pool/club affiliation</td>
</tr>
<tr>
<td>Indicator &quot;Create new customers&quot;</td>
<td>Customer can also create new customers</td>
</tr>
</tbody>
</table>

The search always refers to customer pools or clubs that are assigned to the event using purchasing authorizations.

**Prerequisites**
Creating Purchasing Authorizations
The Create New Customers indicator has also been added when creating the standard values under:
Master Data > Pools > Customer Pools > Purchasing Authorizations - Number of Tickets
Members/Tickets > Club Administration > Membership Category > Purchasing Authorizations - Number of Tickets

**Notes on Implementation**
Changed Descriptions
Since the purchasing authorizations no longer refer only to clubs, but also to customer pools, some identifiers have been changed or enhanced, for example:
Member > Customer/Member
Non-Member > Customers Without Pool/Club Membership
Membership Category > Customer Pool/Membership Category
Change to the function
To be able to create new accounts, there was previously the Add Non-Members button. This was displayed if a value greater than zero was entered in the purchasing authorizations for non-members.

With the new version, there is a Create New Customer button.
This is only displayed if the corresponding indicator for creating new customers is set in the purchasing authorizations.

⚠️ Caution
Note that you need to adjust the purchasing authorization if you still want to create new customers.
### Function Description

Events can be copied or duplicated.

The Copy Events function under Master Data > Event can be used to copy multiple events.

The following functions are available when you copy an event:

- Copy adjusted advance booking periods
- Copy product allocations
- Copy event accounts and links to accounts
- Only copy links to accounts
- Copy special shipping
- Copy artist
- Copy event indicator
- Copy personalization settings
- Copy additional services
- Copy Order List Settings
- Copy purchasing authorizations

In recent years, many new features have been added to the administration of an event, such as ticket transfer, resale, and so on.

Up to now, you could not copy these properties of an event.

With the delivery of version 2110, you can now also copy the following elements of an event:

- Copy ticket upgrade
- Copy ticket activation
- Copy split ticket
- Copy resale
- Copy ticket transfer
- Copy question catalog

### Description Functionality

To copy an event, you must first release it.

You can copy an event as follows. Go to **Master Data > Event**. Search for the event that you want to copy and choose Change.

At the bottom of the screen, you will find the Copy button.
This opens a new dialog for copying the event. To copy an event, proceed as follows:

- First select the month in which the new event is to take place.
- Choose the year.
- Select the frequency.
- You can then select a different venue.
- Then click Select Days.
- In the following dialog, you can select the exact day of the event in the calendar.
- In the lower area, we provide additional functions that can also be copied.
- Then choose "Copy".
- On the last page, you see the new name of the newly created event with the suffix ",_copy" and the new TID of the event.

If you have also copied releases for subsequent features (ticket transfer, resale, ticket upgrade, ticket activation, share ticket), the system issues a message. Please check the copied releases of the newly created event.

**Caution**

Note that the current release periods are defined as follows:

- **Start**: Advance Booking Start
- **End**: Scheduled Offering

**Prerequisites**

To be able to copy properties such as the question catalog, ticket transfer, ticket resale, ticket upgrade, ticket activation, ticket share, the original event must have these properties.

If the event does not have the relevant attribute, it is not listed in the selection.

**Notes on Implementation**

None
5 Backend - Allocations & Pricing - Enhancement for Matrix Seating Plan

Function
The display in the seating plan has been adjusted if you use an allocation screen.

Function Description
If an allocation image is uploaded and this image is also displayed in the seating plan, no other seat information is displayed in the shop and back end in the seating plan for matrix seating plans and graphical seating plans, for example, the seat number.

On the following screen, the system still displays seat numbers and a quota image.

With version 2110, only the quota screen is now displayed.
6 Shop - Discount Selection Before Shopping Cart

Function
In the online shop, you can adjust the reduction for selected tickets that are only in one preselection.

Function Description
In the shop, you can also adjust the reduction when preselecting tickets. You control this preselection using the shop value under Master Data > Shops > Values with the parameter FLEXSHOP_BASKET_CHANGEREDUCTIONSELECT. You can set the value "2" here and the reduction selection is then available. The tickets do not yet have a status in this step.

Please note that this is not yet a shopping cart and the tickets are therefore not yet prereserved.

Prerequisites
In the online shop, you must set the shop value FLEXSHOP_BASKET_CHANGEREDUCTIONSELECT to the value "2".

Notes on Implementation
The reduction selection in the preselection is available in the WOW Shop and Facelift workflows.
7 Security - Encrypting IDs in the Web Shop

Function Description
To increase security in the Web shop, individual security-critical values are transferred in encrypted form.
This does not change the buying process for the buyer in the Web shop.
Connected technical systems, such as tracking, SSO, portal integrations, must be checked for compatibility.

Description Functionality
Individual transfer values, such as payment method, event key, or event series IDs, are transferred in encrypted form and can therefore no longer be guessed.
The encryption is based on the current session, which prevents certain replay scenarios.

Activities
Connected technical systems must be checked for compatibility.
For example: tracking, SSO, portal integrations, payment enhancements, custom developments

Notes on Implementation
If you use your own workflow and/or layout, you must add the output encoding to it. encryption.
This can be defined using the variable. The following additional parameters are provided for encryption:
idInt - numbers, idString - character strings, idJs - Javascript values, IDUrl - parameter of a URL

Example
old: performanceid=[PERFORMANCEID]
new: performanceid=[PERFORMANCEID|idInt]
8 Encryption of URLs

Function
To increase security in the online shop and in the back end, individual security-critical URLs are transferred encrypted.

This does not result in any changes for the buyer in the online shop/back end.

Connected technical systems, such as tracking, SSO, portal integrations, must be checked for compatibility.

Function Description
Many parameters are often transferred in the URLs.
These can be viewed in the address bar of the browser and therefore represent a possible target for attack.

Individual security-critical URLs are encrypted in their entirety and transferred to Event Ticketing.
As a result, only one or more unreadable parameters are visible in the address line. An assignment to the encrypted content is not possible.

Prerequisites
None

Activities
None

Note for start-up
Connected technical systems must be checked for compatibility.

For example:
Tracking, SSO, portal integrations, payment extensions, custom development

Security-relevant SAP Notes
If you use your own workflow and/or layout, the encryption should be forced.

This can be defined using the variable. The following additional parameters are provided for encryption:
link – The content of the variable is grouped together in an encrypted URL parameter and can only be used by the Event Ticketing server.
linkexternal – This encoding type is intended for communication with external systems. The content of the variables is output URLcoded with plain text parameters (for example, forwarding to payment providers).
Example of URLs to External Systems

old: <a href="[FORWARDURL]"> ... <a>
new: <a href="[FORWARDURL|linkexternal]"> ... <a>

Example of URLs to Event Ticketing

old: <a href="[EVENTURL]"> ... <a>
new: <a href="[EVENTURL|link]"> ... <a>
# Interface - adjustment of XMLRPC function tickets_order_basket

**Adjustment of function tickets_order_basket**

We've added a parameter here.

<table>
<thead>
<tr>
<th>setShippingAddress</th>
<th>Set Delivery Address (NOTE: This address must belong to the customer of the invoice and must be of the type delivery address!)</th>
<th>Integer</th>
<th>10</th>
</tr>
</thead>
</table>
Function

All cash balance changes can be sent to an external system using a data exchange object.

The cash balance object is displayed as follows.

<table>
<thead>
<tr>
<th>name</th>
<th>required?</th>
<th>type</th>
<th>values</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>cashBalanceChanges</td>
<td>no</td>
<td>list</td>
<td></td>
<td>A list consisting of multiple cash balance changes that correspond to a specific cash closing</td>
</tr>
</tbody>
</table>

In dieser Liste werden einzelne Positionen (Kassenbestände) mit folgenden Feldern dargestellt:

<table>
<thead>
<tr>
<th>name</th>
<th>required?</th>
<th>type</th>
<th>values</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>cashClosingId</td>
<td>no</td>
<td>string</td>
<td>max 255</td>
<td>The corresponding user closing ID (if available).</td>
</tr>
<tr>
<td>companyClosingId</td>
<td>no</td>
<td>string</td>
<td>max 20</td>
<td>The corresponding company closing ID (if available).</td>
</tr>
<tr>
<td>poolClosingId</td>
<td>no</td>
<td>string</td>
<td>max 20</td>
<td>The corresponding pool closing ID (if available).</td>
</tr>
<tr>
<td>currency</td>
<td>no</td>
<td>string</td>
<td></td>
<td>The currency, e.g. ‘EUR’</td>
</tr>
<tr>
<td>value</td>
<td>no</td>
<td>decimal</td>
<td>max 14</td>
<td>The value of the cash balance including an algebraic sign if negative (e.g. &quot;-12.34&quot; or &quot;10.55&quot;).</td>
</tr>
<tr>
<td>date</td>
<td>no</td>
<td>integer</td>
<td>max 12</td>
<td>The timestamp when</td>
</tr>
<tr>
<td>name</td>
<td>required?</td>
<td>type</td>
<td>values</td>
<td>description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------</td>
<td>---------</td>
<td>--------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>userId</td>
<td>no</td>
<td>integer</td>
<td></td>
<td>The user ID of the user who created the cash balance change.</td>
</tr>
<tr>
<td>reason</td>
<td>no</td>
<td>string</td>
<td></td>
<td>The reason the user specified when creating this cash balance change.</td>
</tr>
<tr>
<td>type</td>
<td>no</td>
<td>string</td>
<td>max 20</td>
<td>The type of the cash balance change (deposit / withdrawal / difference).</td>
</tr>
<tr>
<td>paymentType</td>
<td>no</td>
<td>string</td>
<td>max 10</td>
<td>The payment type (only for differences). E.g. 'b' for cash payment.</td>
</tr>
<tr>
<td>documentNumber</td>
<td>no</td>
<td>integer</td>
<td>max 20</td>
<td>The position number for this cash balance change (unique).</td>
</tr>
</tbody>
</table>