



Events Management System

FAQs for Nutickets

V0.2
CSSC Events Team
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FAQs

Event Set Up and general queries

Will Head Office add appropriate images if I do not have any? Yes, we will add images suitable to the event or a CSSC logo if none are available.

I have 30 tickets for my event so have set the maximum number for each of the 3 ticket types (CSSC Member, Non-Member and Child) to 30. I need the system to stop selling tickets once 30 has been reached regardless of ticket type. How can this be done? Under Online Tickets there is a box called 'Set Maximum allowed capacity' this will override any maximum numbers selected within each ticket type.

Will I still need to complete a form for the WebTeam to add the event on the website? All events on Nutickets will show automatically on the CSSC website following the approval process.

For joint events (where there are more than one organiser) can both organisers see the event? This will depend on your user permissions. At present treasurers and key committee members can view all events arranged by their relevant association. Organisers unless otherwise advised will be set up so that they can view only the events they arrange. Please contact the CSSC events team if you are not seeing what you would expect to see.

Expression of interest for events-will this be done in the same way? Events that just require an expression of interest can be set up with a Guest list option instead of individual tickets. Please use the EOI Templates available under manage events.

Where can I find the posting and Area/Region/ SRB codes? Please email nutickets@cssc.co.uk with the association that you require the codes for and we can send these over to you.

Does the system support cash back offer's? cashback offers would be completed off system or via the website (dependant on the cashback type) rather than on Nutickets. We are currently looking at ways of improving this process in the future.

Event Reporting and Entry Fees

How do I see all responses to any questions (data capture fields) asked? Within Attendance click 'Edit Fields to Show' and select any fields that you would like to see. We suggest noting down what data fields you have included per ticket for ease when exporting attendance reports. To help searching click CTRL and F on your keyboard to bring up a keyword search.

When the money is refunded to the area via nutickets does it come with a list of the people who have paid? Returned payments to Areas are issued alongside a remittance statement sent to the relevant Treasurer via email. This remittance outlines all transactions the payment includes which can be checked against the relevant report in Nutickets.

How does the money get refunded to the area/ regions account and how often? Payments are returned via BACS once a week unless otherwise advised.

How does the system check membership numbers if the member is current? Currently the system can be set with checks for the members purchasing against their registered email address rather than membership number. Membership number can be requested when purchasing tickets so this could be further checked if required. The system updates the membership list whenever a new member joins, or someone's membership ends to ensure the list is automatically up to date.

If there is a situation such as a cancelled concert how are the payments refunded to the member/purchaser? Refunds are processed through Nutickets and refunds made directly back to the member using the payment type they utilised at purchase. Refunds can be processed by someone with the correct permission levels.

Booking Process

For members that don't have online access and want to pay over the phone-how will the system recognise they have a booked a ticket? Anyone with log in details in to admin.nutickets can 'Sell tickets' offline so that a space is taken off the event allocation. Only those that are current members of CSSC will show on the 'Membership List' on Nutickets. An error message will show if booking a CSSC member ticket for someone that is not a current member of CSSC.