



ONEBOX SET UP 2023



ONEBOX PORTAL

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EVENTS CREATION

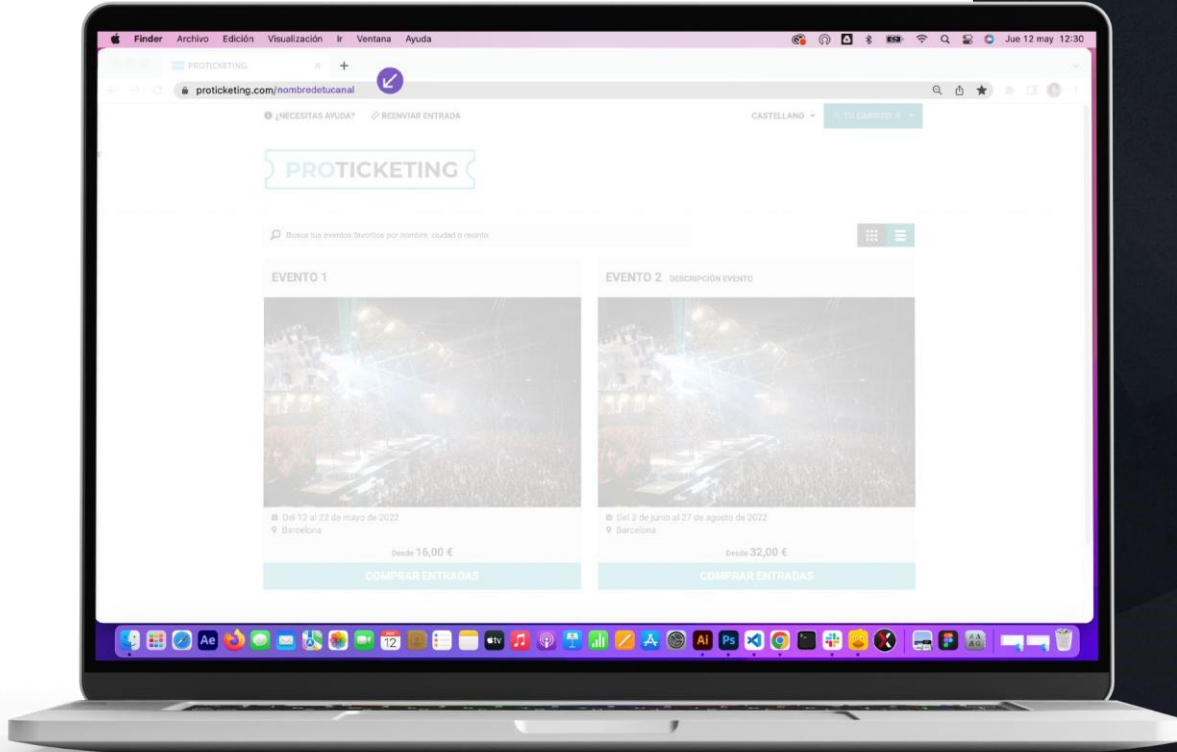
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PORTAL
ONEBOX



PORTAL DOMAIN DEFINITION

ONEBOX PORTAL



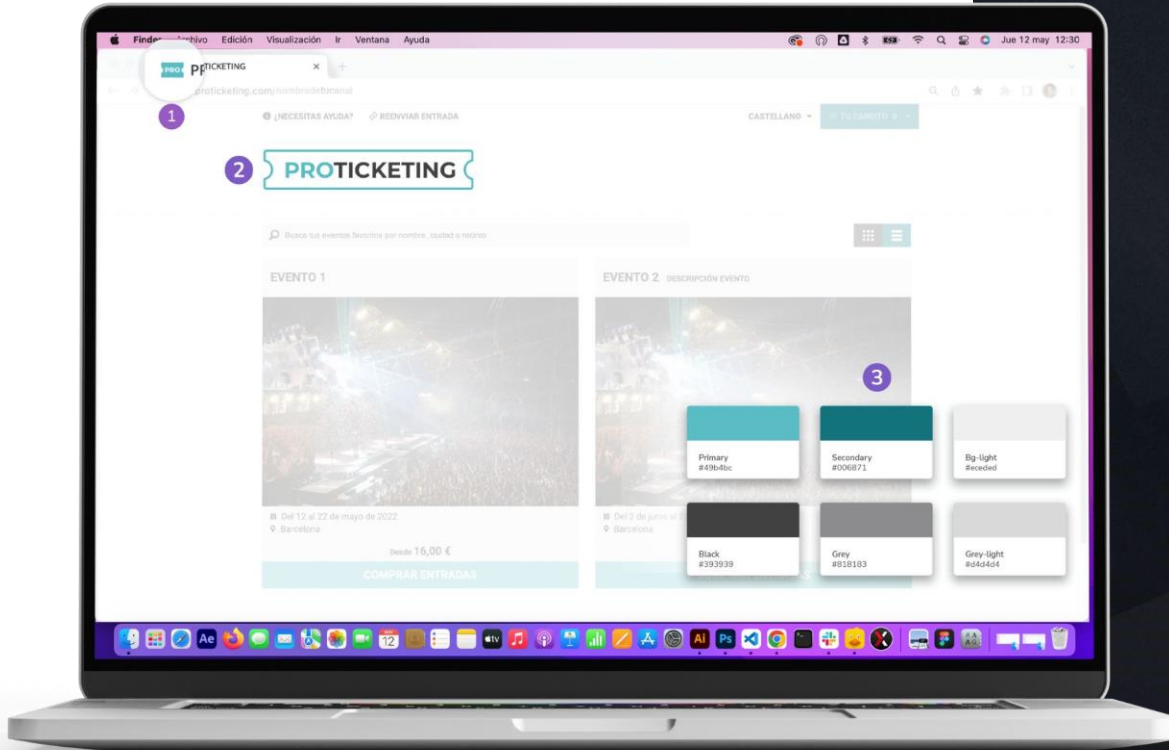
Decide what your domain name will be (↩), it will appear at the end of the URL

You can choose between two options:

Use the **proticketing** subdomain or use your **own** subdomain. For the second option please contact your Client Success Manager.

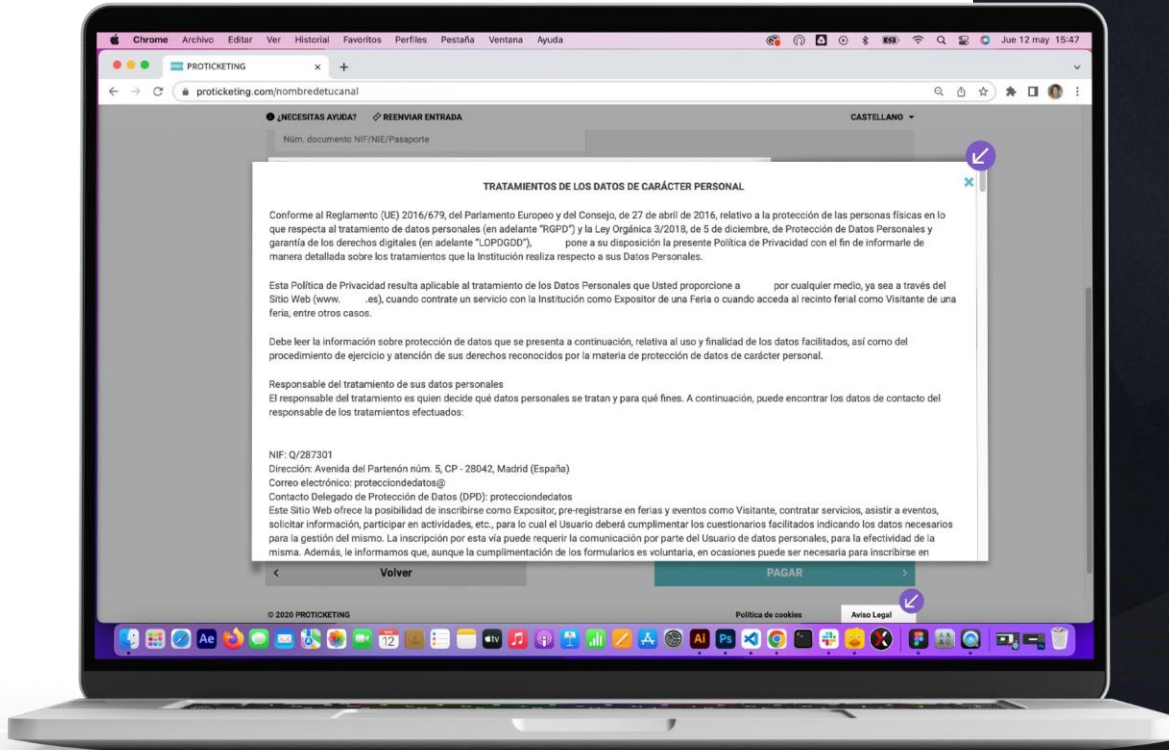
CORPORATE IMAGE OF THE COMPANY

PORTAL ONEBOX



In order to design your portal we need all the corporate information you can provide, especially your logo (high resolution, vector format) and your corporate website, so we can adapt your look and feel to the white label channel:

1. Favicon
2. Logo
3. Corporate colors (brand image)




To configure your sales channel we need you to send us the following legal texts, translated into all the languages available in your sales channel:

Annex 1: Terms and conditions.

Annex 2: Privacy policy.

Annex 3 : Purchase receipt email

Annex 4: E-tickets email.

 *Sample of a legal text within the portal*

** You will find the text templates attached for your reference. They are texts written by a legal expert, if you prefer you can edit them with your company data.*

BACKOFFICE

ONEBOX



CHANNEL (WHITE LABEL, B2B, BOX OFFICE, WEB BOX OFFICE) SET UP

BACKOFFICE ONEBOX



ONEBOX
Ticket Distribution System

España

Datos generales Operativa Diseño Comunicación Configuración Promociones

Recargos

Puedes definir los recargos por defecto del canal. En el momento de establecer una nueva relación con un evento a comercializar, se aplicarán por defecto los recargos indicados en este apartado. Estos recargos constituyen un suplemento en el precio de la entrada y se cobran al cliente en concepto de "Gastos de gestión".

Recargos genéricos

+ NUEVO RANGO

RANGO DE PRECIO	Fijo	%	Min	Max
0,00 € - ∞	0,00 €	0 %	0,00 €	0,00 €

1

Recargos para entradas con promoción

Si activas esta opción, cuando haya ventas con promociones que tienen la marca "recargoscostes de canal alternativos", se aplicarán unos recargos de canal diferentes.

Configurar recargos alternativos para promociones 2

Recargos en promociones de operación

Si activas esta opción, los recargos del canal se aplicarán después de la aplicación de las promociones de la operación.

EXPORTAR OBTENER INFORMACIÓN

Assign the fees you want to apply to your tickets. You can set a fixed amount, a percentage or minimum-maximum, or set a scaling.

- We can specify the fee per ticket.
- Ability to set up specific fees for promotional tickets.



ONEBOX
Ticket Distribution System

ESPAÑA

COL.LABORADORES FESTIVAL

Datos generales Operativa Diseño Comunicación **Configuración** Promociones

Comunicación clientes

Módulos de pago

Herramientas relacionadas

Servidor

Puedes configurar tu propio servidor de correo electrónico para el envío de los emails de recibos y entradas

Onebox

Proxi

1 Servidor 4 Puerto *

2 Usuario 5 Contraseña

3 Seguridad de la conexión *

Ninguna

Requiere autenticación

TEST

Plantillas

Plantilla De... Alias Copia e...

CANCELAR GUARDAR CAMBIOS

In order to set up the mail server linked to your channel we need the following information:

1. SMTP Server
2. User
3. Connection security (optional)
4. Port
5. Password
6. The e-mail that will be displayed as sender

** If you do not have your own email account, Onebox can provide it*

PAYMENT GATEWAY SET UP

BACKOFFICE ONEBOX



ONEBOX
Ticket Distribution System

ESPAÑA

NUEVO MÉTODO DE PAGO

Parámetros de integración con pasarela de pago

Nombre *

Descripción

Castellano

Nombre Castellano *

Substituir Castellano

Substituir Castellano

Es el nombre del método de pago que será visible en el canal de venta cuando exista más de un método en el canal.

Escribir aquí su texto

Selecciona la pasarela de pago que desea utilizar en su canal

Pasarela de pago *

Intentos *

Desactivación automática

Ds_Merchant_MerchantName *

Ds_Merchant_Password *

Ds_Merchant_MerchantCode *

Ds_Merchant_Terminal *

CANCELAR CANCELAR CANCELAR GUARDAR CAMBIOS

We will need some data in order to integrate the payment gateway with our platform. If you have a POS other than Redsys, please go to your Client Success Manager.

Required data (Example for Redsys PG):

1. **Merchant Name** : Name
2. **Merchant Password**: (Format SHA256)
3. **Merchant Code** : 918600031
4. **Merchant Terminal** : 1

VISUAL
CONTENTS



PURCHASE RECEIPT & LAST PURCHASE PROCESS STEP

VISUAL CONTENTS



1

Recibo de compraREFERENCIA: 123ABC456ZXW

INFORMACIÓN DEL USUARIO

Nombre: [Jairo Mirera](#)
Apellidos: [Lanceo Antón](#)
E-mail: 123456789@acsbilbao.com

INFORMACIÓN DEL EVENTO

Evento	Campeonato de Liga 2021-2022	Dirección	Rafael Moreno Pichichi Kalea, s/n., 48013 Bilbao
Lugar	San Mamés	Fecha sesión	15/5/22 19:30:00
Sesión	ATHLETIC CLUB - CA OSASUNA		

DETALLE DE LAS LOCALIDADES

Entradas	Sector	Fila	Asientos	Importe	Gastos de gestión	Total
1	BLOQUE 118-C-	0014	0015 1183	90,00 €	2,50 €	92,50 €
1	BLOQUE 118-C-	0014	0014 1183	90,00 €	2,50 €	92,50 €
1	BLOQUE 118-C-	0014	0012 1183	90,00 €	2,50 €	92,50 €

INFORMACIÓN DE LA COMPRA

Entradas	Importe base	Descuentos	Gastos de gestión	Método de entrega (Envío al email)	Precio total
3	270,00 €	0,00 €	7,50 €	0,00 €	277,50 €

Tarjeta: 277,50 €

DESCARGAR TICKETS

2

email.

Banners that will be shown in the last purchase process step and, as well, in the purchase receipt that will be sent to your customers via

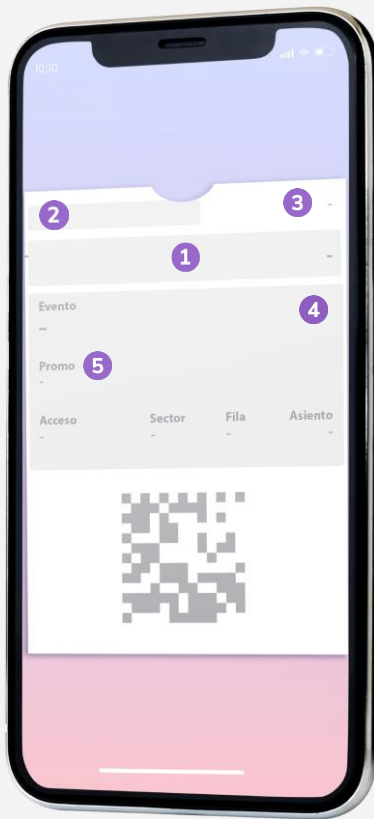
1. **Header** (670x56 px).
2. **Thank you Page/email Banner** (300x242 px).

Both modules can be linked with an URL

Contents

PASSBOOK

VISUAL CONTENTS



The download of tickets in passbook/passwallet format is also available. To set up how your ticket will look like in this format, we will need the following images:

Event level:

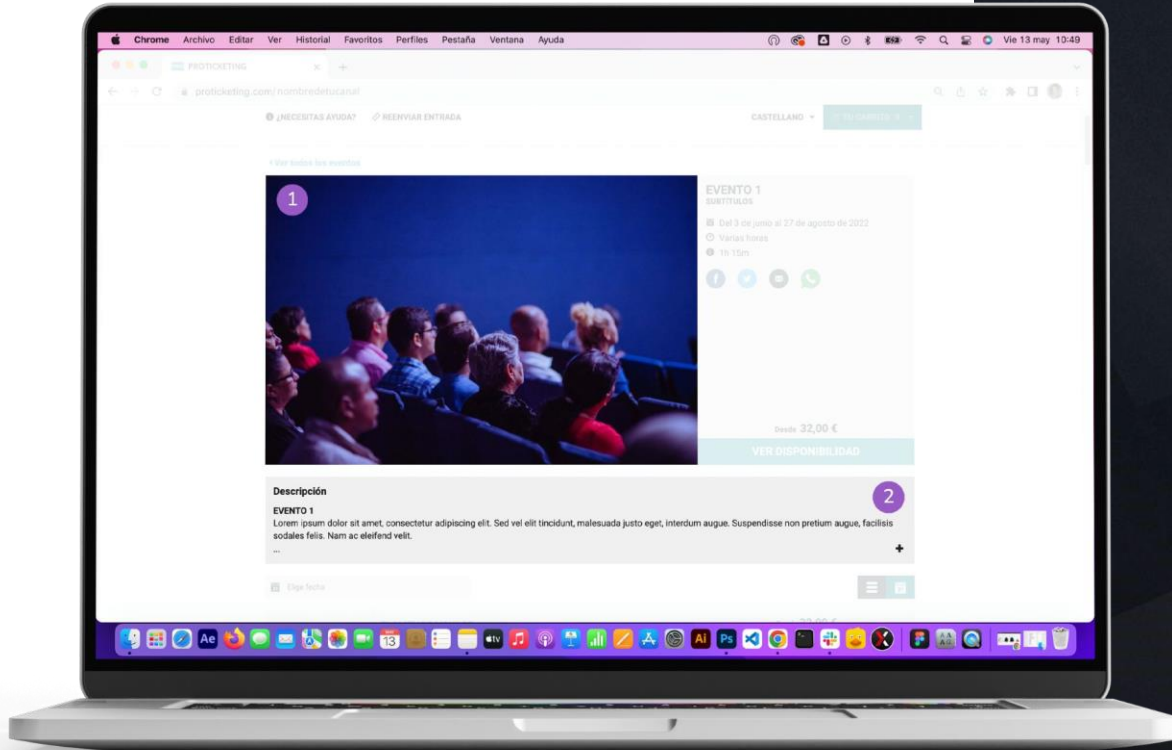
1. Main image (640x168p)

Channel Level

2. "Logo" passbook banner image (350x60px).
3. Background color
4. Label color
5. Text color

COMUNICATION CONTENTS

VISUAL CONTENTS



This is the information your customers will see on your sales portal. You will need the following images:

Contents

1. Slider images, it is recommended to use the .JPG format (680x370px).
2. Brief description of the event/session (2500 characters max).

SET UP - CREATION

EVENTS





SEATING PLAN

SET UP - CREATION EVENTS



F10	26	24	22	20	18	16	14	12	10	8	6	4	2	1	3	5	7	9	11	13	15	17	19	21	23	25	F10
F9	24	22	20	18	16	14	12	10	8	6	4	2	ESCALERA	1	3	5	7	9	11	13	15	17	19	21	23	F9	
F8	24	22	20	18	16	14	12	10	8	6	4	2		1	3	5	7	9	11	13	15	17	19	21	23	F8	
F7	24	22	20	18	16	14	12	10	8	6	4	2		1	3	5	7	9	11	13	15	17	19	21	23	F7	
Acceso	F6	16	14	12	10	8	6	4	2	1	3	5		7	9	11	13	15	F6	Acceso							
	F5	16	14	12	10	8	6	4	2	1	3	5	7	9	11	13	15	F5									
	F4	16	14	12	10	8	6	4	2	1	3	5	7	9	11	13	15	F4									
	F3	16	14	12	10	8	6	4	2	1	3	5	7	9	11	13	15	F3									
F2	22	20	18	16	ESCALONES	14	12	10	8	6	4	2	1	3	5	7	9	11	13	ESCALONES	15	17	19	21	F2		
F1	22	20	18																						F1		
ESCENARIO																											
CAPACIDAD SALA : 187																											

We have designed many venues. If you need a new configuration we ask you to send us the seating plan.

You can send it in excel, PDF, Autocad, word, etc., where you can clearly see the names of the sectors, holds, visibility and reduced mobility areas..



GENERAL ADMISSION EVENTS

SET UP - CREATION EVENTS



performances

If your venue is set up in a general admission format, we will need the capacity of each price zone. If you prefer it to be graphic, we ask you to send us a drawing like this one to replicate it:

You can send it in excel, PDF, Autocad, word, etc., where you can clearly see the names of the sectors, holds, visibility and reduced mobility areas..

PERFORMANCES CREATION

SET UP - CREATION EVENTS

We will need the following information in order to create the



Performances date Onsale Activation Promotions Rates, prices and and time schedule fees

SHAPING THE FUTURE OF ENTERTAINMENT TICKETING

