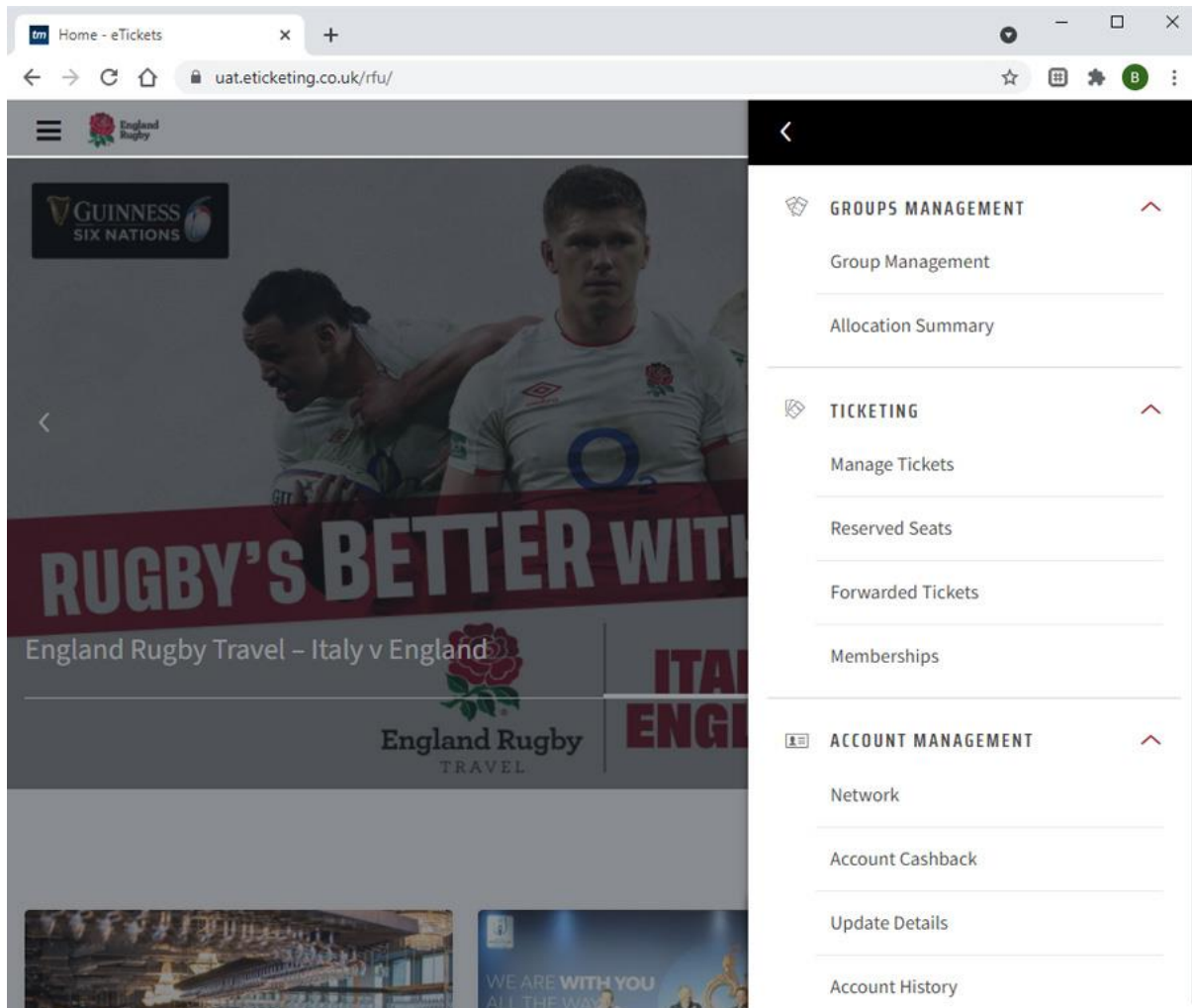


Setting Up & Managing Your Club Group

All RFU Affiliated Club ticket secretaries will be given access to the Group Management functionality from the Guinness Six Nations 2022.



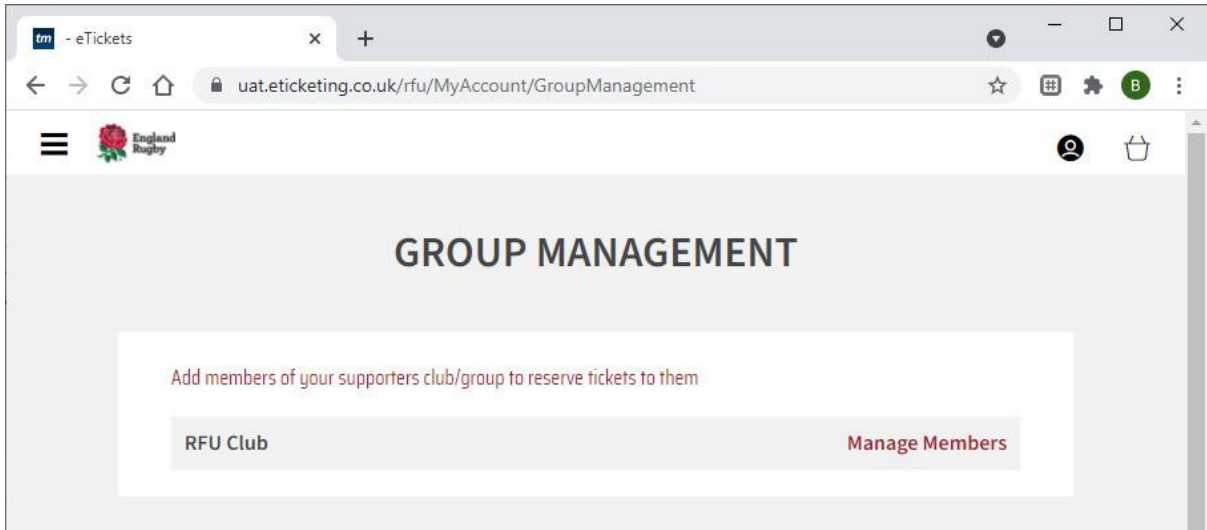
Once logged in, select the User Login and Account icon near the top right corner, then select the **View Account Menu** button. Under the **Groups Management** menu you will find **Group Management**.

Group Management will allow you to manage your Club Group, adding and removing members that you wish to reserve tickets for.

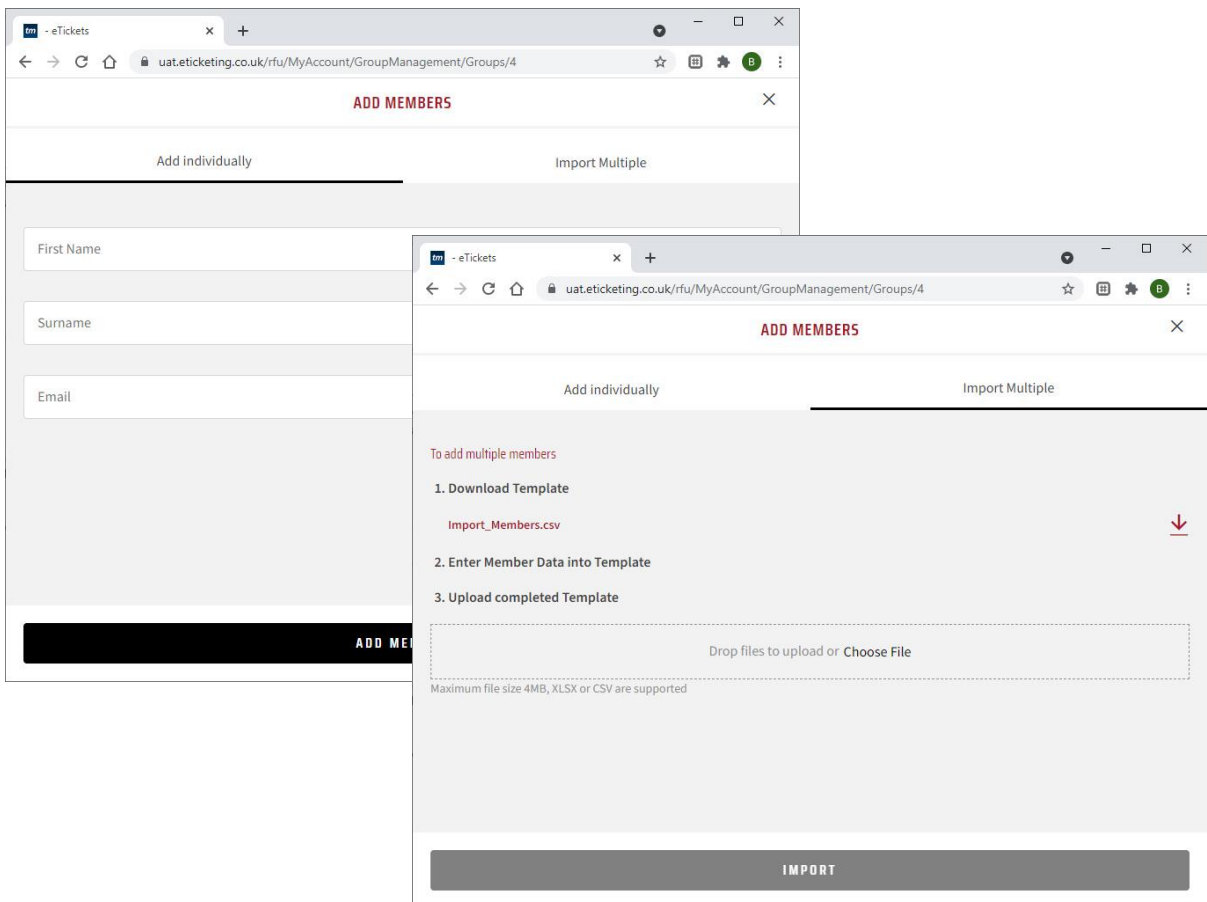
The group name should reflect your club name and is taken from a data field on our ticketing system used to manage your club ticket allocations.

To update members within your Club Group, select **Manage Members**.

On this screen you will see a list of all members that have previously been added to your club group. You can remove a member by clicking on the bin icon next to their entry and you can add new members by selecting the **Add Member** option.



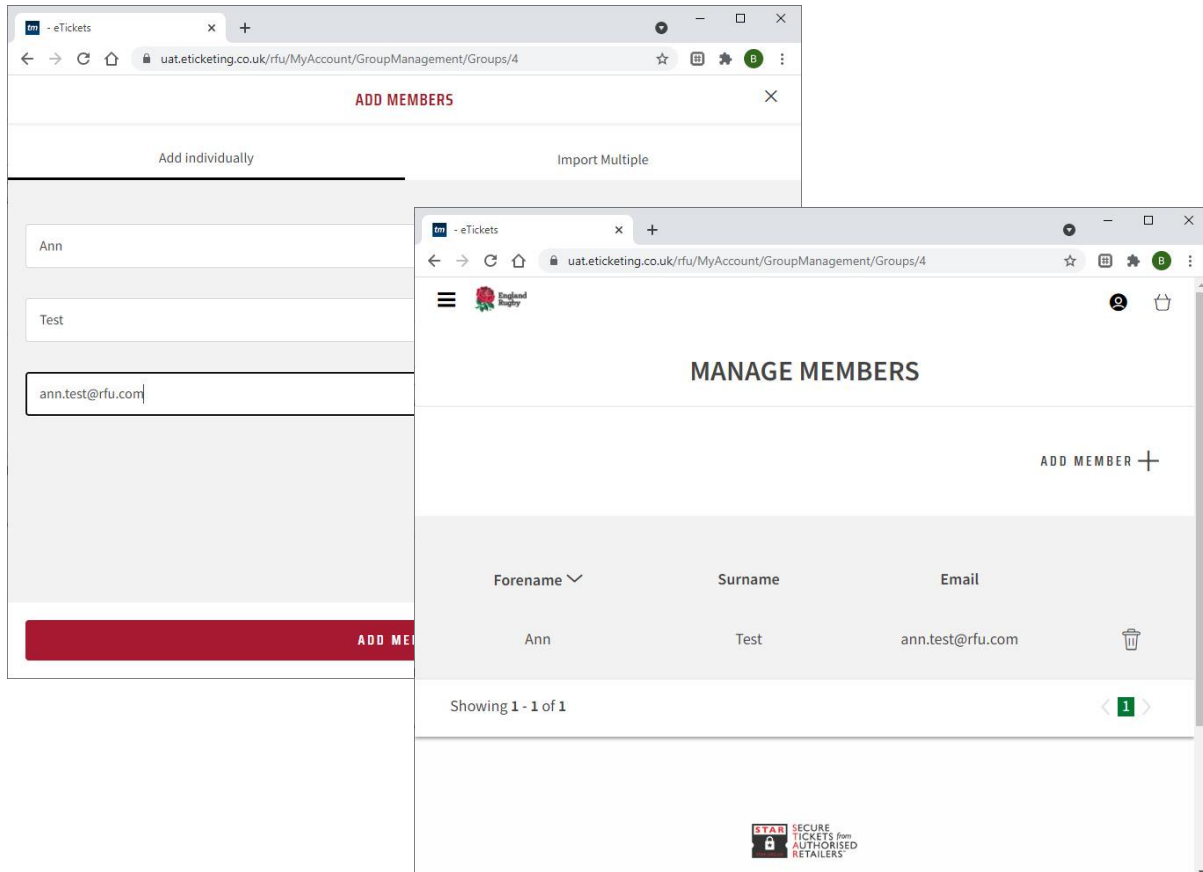
Members can be added one at a time, by entering a first name, surname and email address then selecting **Add Member** on the **Add Individually** tab, or a csv file can be used to import more than one member at a time using the **Import Multiple** tab.



To import several members in one go, click on the **Import Multiple** tab and then click on the **Import_Members.csv** link to download the template. Depending on the device you are using you may find the downloaded file appears at the bottom of your browser screen, or you may need to navigate to your devices 'Downloads' folder.

Once you open the template you can complete it by typing the Forename, Surname and Email of each member you wish to add. Remember, it's one member on each separate row. Once you have added to the spreadsheet all members to whom you will be allocating tickets, save the file on your computer.

Back on the website, once your import file is ready, click on **Choose File**, select your saved file and click **Open** followed by the **Import** button which will complete the upload process and add your list of members to your club group and enable you to allocate them tickets.



You can remove a member from the Club Group by simply clicking the dustbin icon next to their member record. Removing the member from your Club Group will not affect any existing reservations you have made for them and allocated tickets will remain available for them to purchase, unless the purchase deadline has passed, or the ticket is declined by the member.

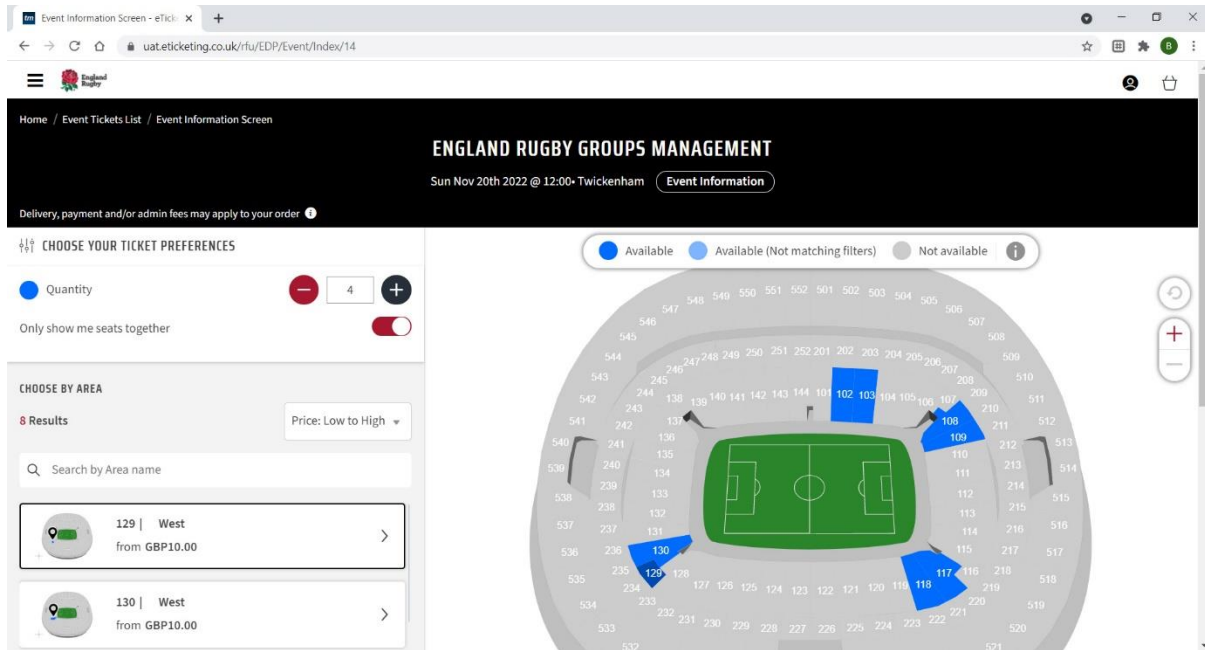
Seat Selection

Now that you have your members uploaded, you can begin the ticket purchasing process. We recommend that you complete the above process before purchasing any tickets, as it will make the ticket purchase and reservation process much quicker and more streamlined.

To buy tickets, click on **Event Tickets** and then find the event in the list that you wish to buy tickets for.

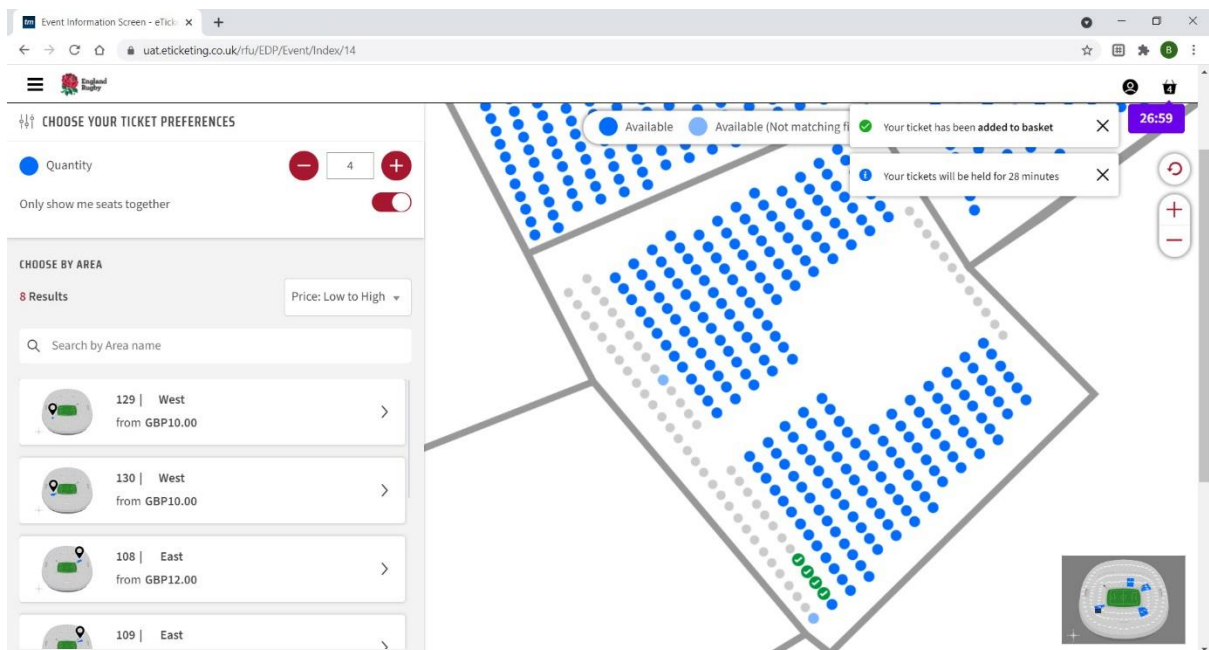
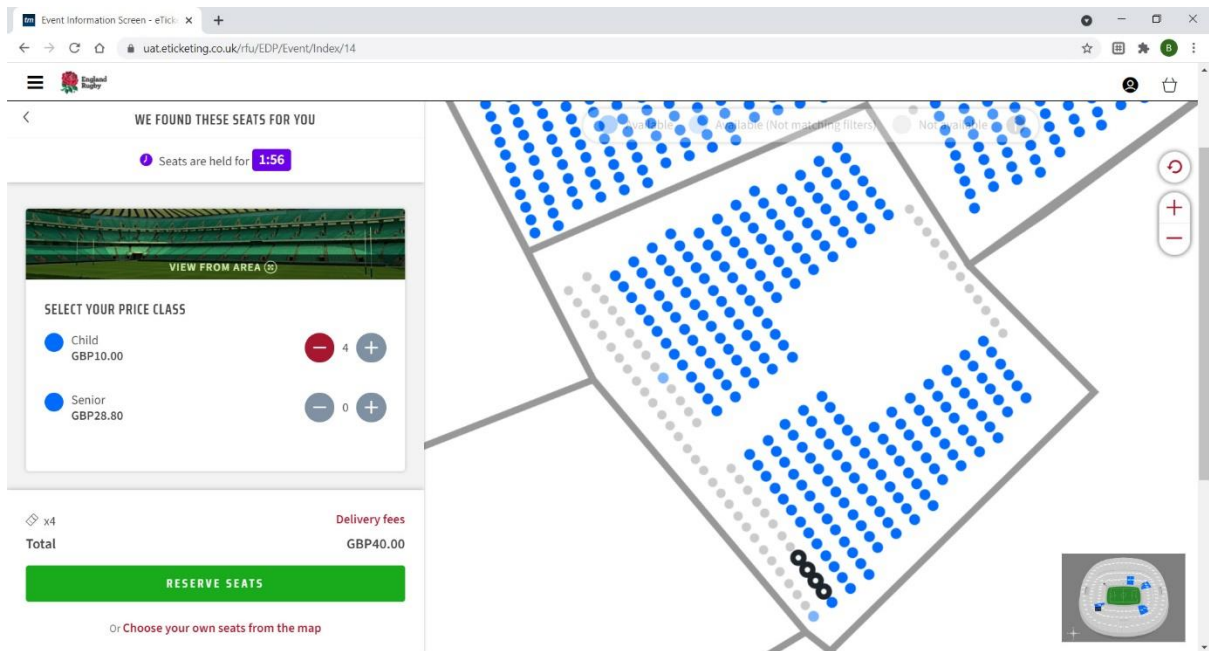
You can select the number of tickets that you require using the plus and minus buttons. By making use of the **Only show me seats together** option you will only be shown the blocks where there are that number of tickets available as a group. If you toggle this option off it will give you more choice of available blocks, but you won't necessarily find the number of seats that you want sat together.

You can select the price of the tickets and the block that you would like to purchase in from this list. The map zooms in to the selected block and shows you the seats that have been pre-selected for you.



If you wish to select seats different seats then you click **Choose Your Own Seats From The Map** and then you can select a block from the stadium map and start adding seats to you basket, one at a time.

If there are junior prices available on the match, you can choose to buy some of the selected tickets at the junior rate using the plus and minus buttons or you can leave them all as adults. Once you are happy with your selection, click **Reserve Seats** and you will see your selected seats turn green on the stadium map indicating they have been added to your basket.

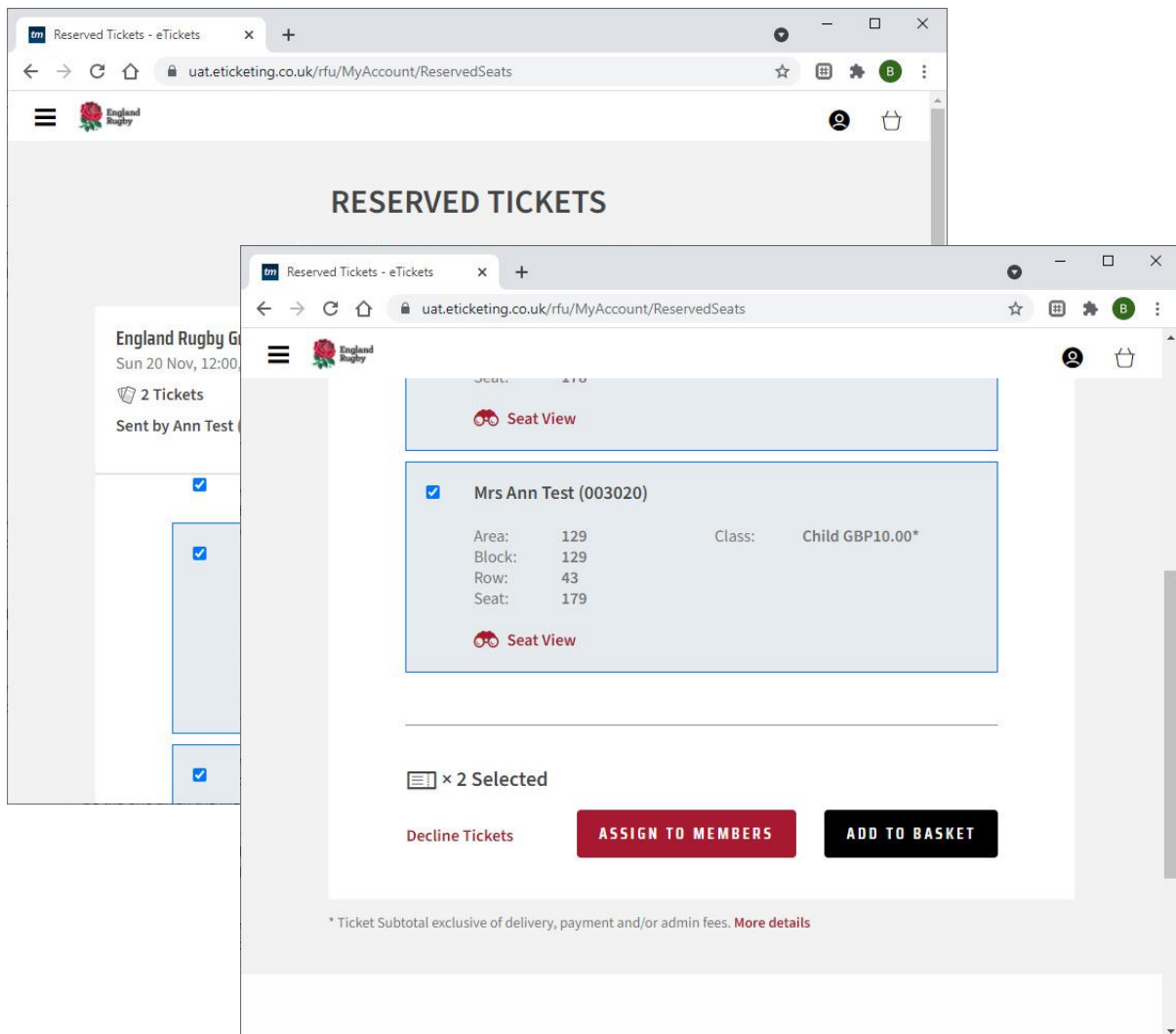


Reserved Seats In Your Basket

Once you have selected all the seats you require, click on the Basket icon and you will be shown a list of your selected seats. Once you are happy with your selection, click **Reserve**.

The selected seats are now reserved and instead of continuing straight to the payment pages you will now be presented with two options – **Assign To Members** or **Add To Basket**. You may be required to **Show Reserved Tickets** on each match to see these options if you have tickets reserved for multiple matches.

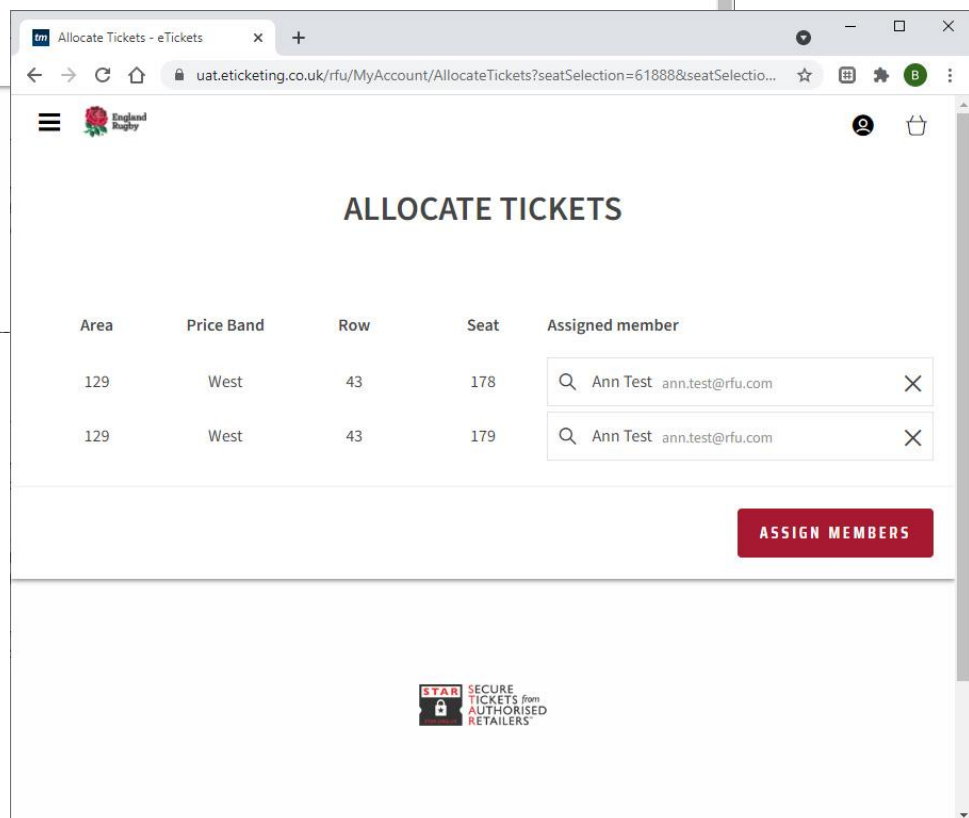
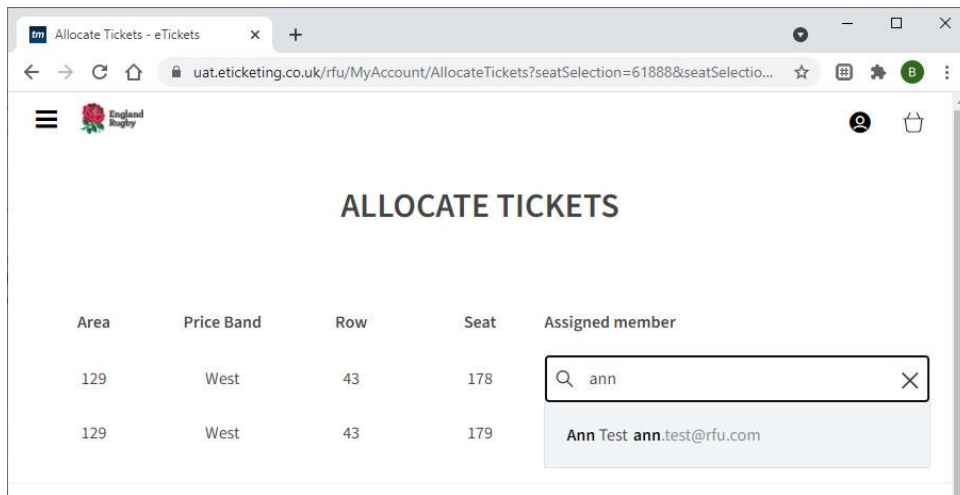
If you add the tickets to your basket you can then proceed to the checkout in the usual way and these tickets can be paid for using the club Direct Debit (if available) or by credit or debit card and will then be delivered by the chosen delivery method to the club ticket secretary.



Reserve Tickets For Club Members

If you choose **Assign To Members** you will be able to allocate the selected tickets directly to those members you have added to your Club Group.

This is where your previous efforts of adding your members to your Club Group in advance of purchasing tickets will help make this process easy. To assign a ticket to one of your members, just begin searching for their name or email address in the Assign Member box alongside one of the listed tickets and those members that match will appear for you to select. Be sure to check that you are allocating your member the correct seats at this stage, in the same block and row of the stadium. When you are happy, click **Assign Members**.



Those tickets have now been assigned to your member and your member will receive an email telling them that the tickets have been reserved and that they can now purchase them.

Once assigned, the tickets are reserved for your member and an automated email is generated and sent to them asking them to visit the website and purchase the reservation.

You will be presented with an **Allocation Summary** page following this process.

Allocation Summary

The Allocation Summary page can also be found at any time after logging in by selecting the User Login and Account icon near the top right corner, then select the **View Account Menu** button. Under the **Groups Management** menu you will find **Allocation Summary**.

Click **View** next to the event you would like to review. You will be presented with a drop down menu allowing you to view the allocations you have made based on the price categories available. After selecting a price category you will be presented with a seat by seat listing detailing which member you have allocated each seat to within that category, along with a booking status, telling you whether you member has purchased the reservation, or if not, when the reservation will expire.

The top screenshot shows the main Allocation Summary page with the following table:

Event Date	Fixture	Allocation Deadline	Quota Limit	Reserved	Purchased	
20 Nov 2022	England Rugby Groups Management TM	Invalid date	0	2	0	VIEW
01 Jan 2022						

The bottom screenshot shows a detailed view for 'England Rugby Groups Management' with the following details:

- Event: England Rugby Groups Management
- Date: 20 Nov 2022, TM
- Select Price Band: South (GBP20.00 - GBP43.20)

The seat allocation table in the bottom screenshot is as follows:

Block	Row	Seat	Member Name	Price Class	Price Band	Status
18	10	199	Ann Test ann.test@rfu.com	Club price	South	Reserved
18	10	200	Ann Test ann.test@rfu.com	Club price	South	Reserved

Purchase Of Reserved Seats By Club Members

Your members will receive an email to tell them they have tickets reserved. On logging into their account (or activating their account if they've not previously registered), they can visit their ***Reserved Seats*** page, select the tickets, then either decline or accept these tickets and checkout.

Ticket Exchange

When a ticket is posted for sale on the ticket exchange by the club ticket secretary or the club member, the customer posting the ticket (the purchaser) will receive the amount back they paid. If the ticket was purchased at the Club Entitlement Price and sold at the higher Standard Price, the profit will be paid to the club.