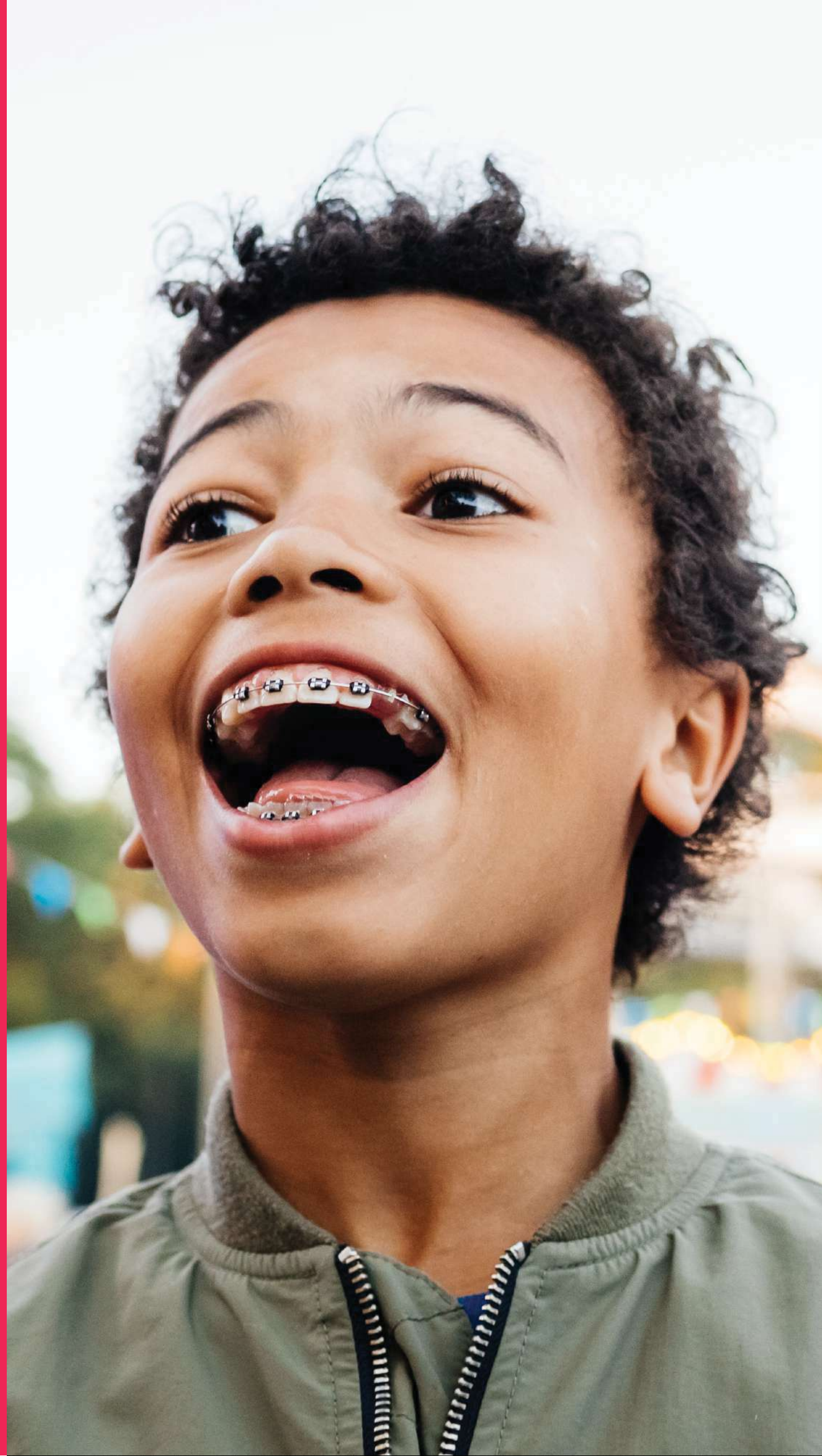# How to use the Convious Control Panel as a reseller

A short guide for Re-sellers to place and manage orders in the Convious Control Panel.

convious

Overview

Introduction

If you are a business partner and resellers of a Convious partner, this partner can grant you access to the Convious Control Panel upon agreement. You will receive your own Convious Control Panel login, which will enable you to sell and print tickets of your partner and soon access your sales statistics and much more. This is a short but comprehensive guide to get started.

To start your Convious Control Panel setup, your partner must invite you via their own access. Once they have officially added you as a reseller, you will receive an invite via email.
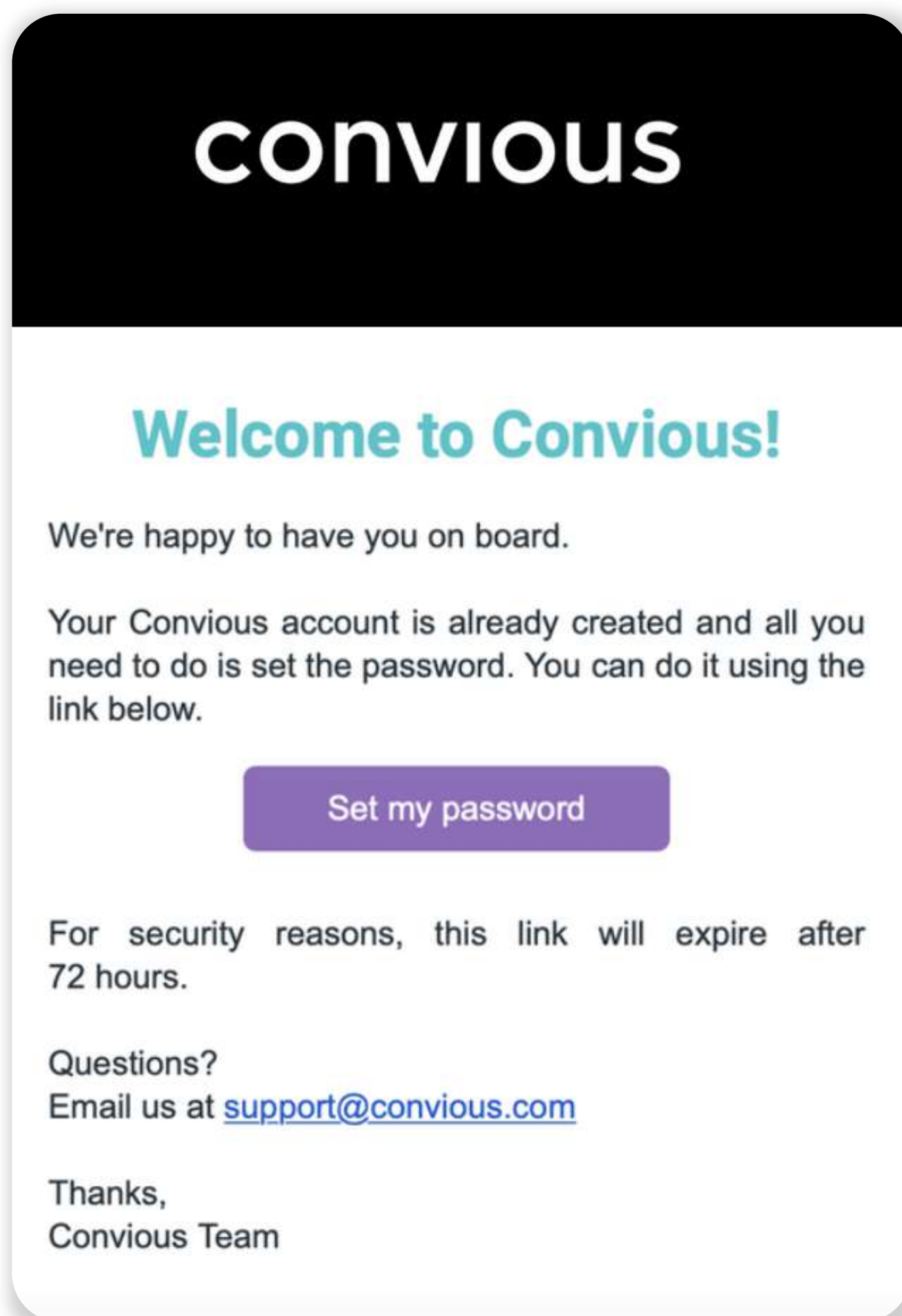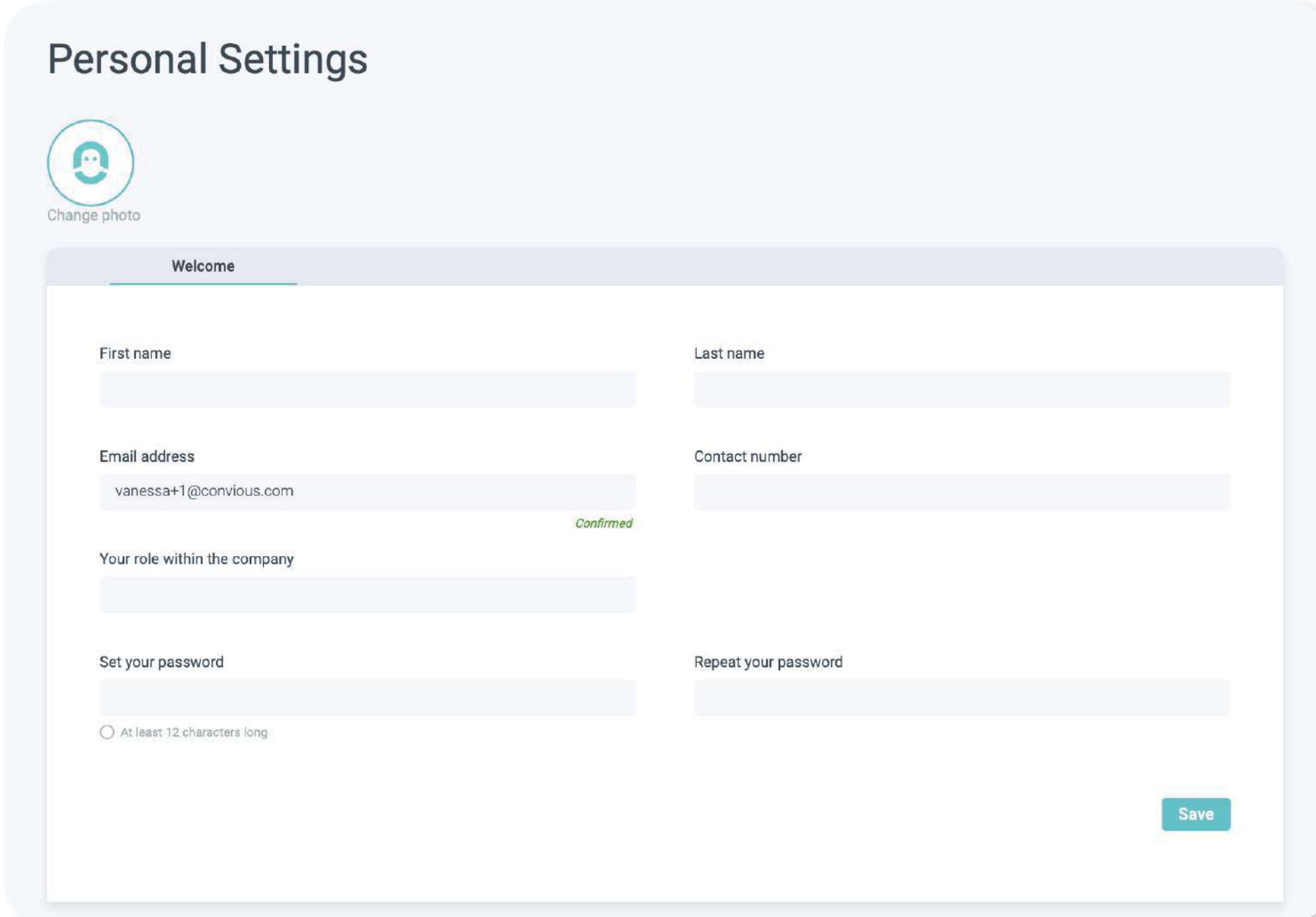
How to set up your account

Step 1

Open the email and click on **set my password** to enter the setup environment of the Control Panel in your browser.

Step 2

Now, you should be able to **enter your personal settings.**

This includes first name, last name, email address (prefilled), your contact number, your role (= Reseller), and your password.

Step 3

Hit **Save**, and you will be automatically logged in. Make sure to save your email and password securely, as they will compose your login details for the future.

You can log in via https://control.convious.com/login/

How to place a new order

Your accounts' main purpose is for you to sell once a customer comes to your location and wants to purchase tickets for your partners' venue. This is how you can place a new order within a few clicks.
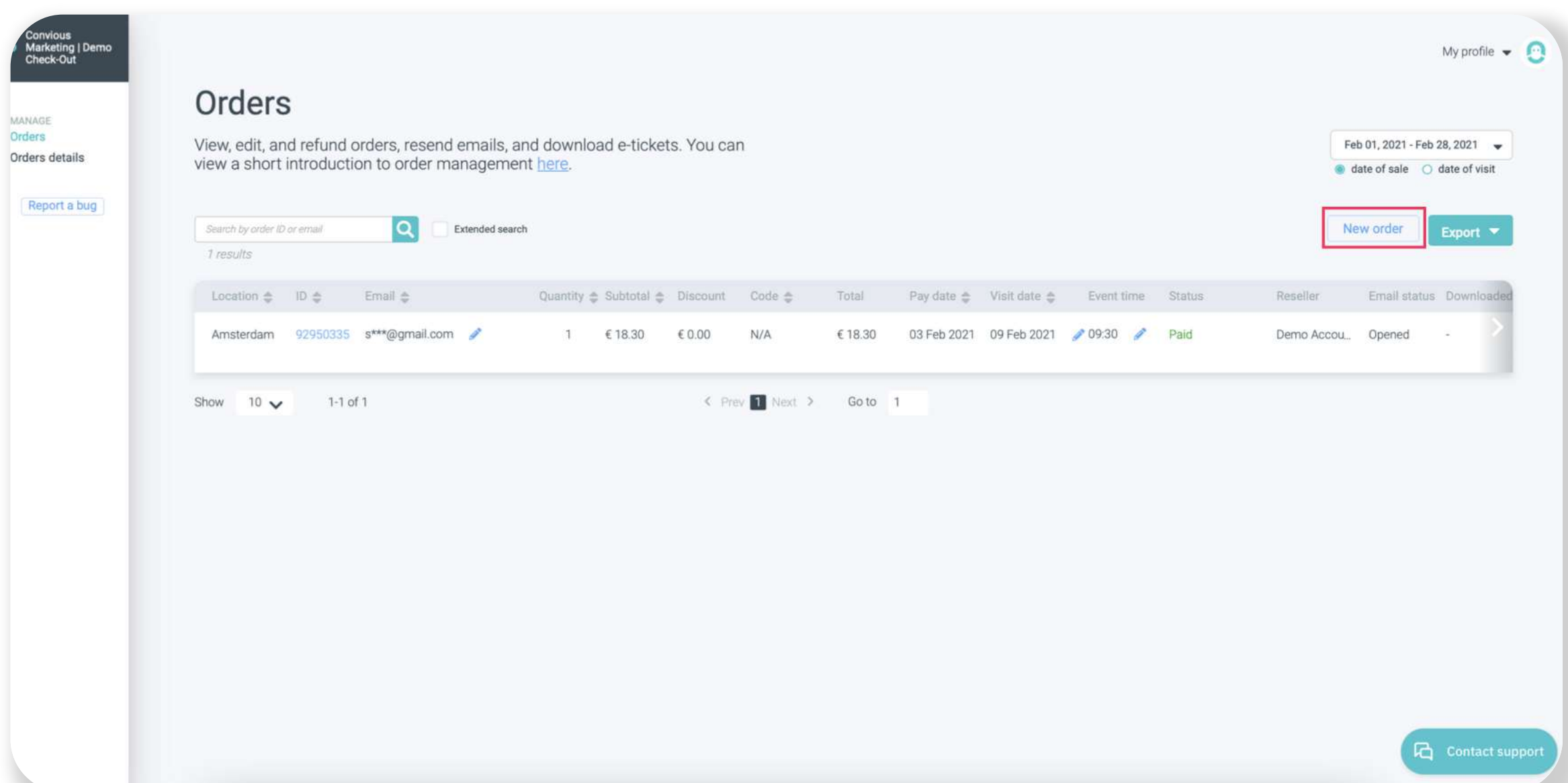
Step 1

Log into your Convious Control Panel via
https://control.convious.com/login/

Now, you will automatically land on the orders page.

Step 2

Click on **New Order** below the date selection on the right-hand side.

You will see your partners' inline Checkout now.

Step 3

Choose your language.

Step 4

Place the order by clicking through the Checkout and selecting the tickets the customer wants to buy.

For this example, let's assume the customer wants to buy day tickets for two adults and one child for the 22nd of February, and they want to enter the venue at 12:30 AM.

EN ▾

Ticket selection

I want to buy tickets

Buy your tickets here & choose your timeslot right here! 🦩

I already have tickets

Have you already bought tickets? **Book your timeslot here!** 🦁

I have a member pass

Book your timeslot! No membership card yet? Order it directly here and save! 🐎

Your cart

Your cart is still empty

Continue

← Back

EN ▾

Ticket selection

^ Dated Tickets

Choose your visit day and timeslot at the best price.

^ Name your own price

Get your personal discount!

^ Flexible day tickets ⓘ

Your cart

Your cart is still empty

Continue

← Back

Choose your tickets

∨ Adult ticket   ⊖ **2** ⊕

∨ Child ticket   ⊖ **1** ⊕

Learn more about Convious. Questions? We're happy to guide you through our checkout!

Your cart

Your cart is still empty

Continue

← Back

EUR ▾

Choose your date & time slot!

February 2021   ›

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
€50.80	€55.10	€55.30	€56.90	€58.60	€59.10	€57.60

Your cart

Your cart is still empty

Continue

◯ Powered by Convious

February 2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun	
22	23	24	25	26	27	28	▶
€50.80	€55.10	€55.30	€56.90	€58.60	€59.10	€57.60	

Choose the time   ✕
Mon - 22 Feb

09:00	sold out
09:30	sold out
10:00	sold out
10:30	sold out
11:00	sold out
11:30	sold out
12:00	sold out
12:30	€53.30

Your cart

Your cart is still empty

Continue

IIn the last step of placing the order, there are a couple of things left for you to do:

- Enter the email address of the customer. This is needed because the eTickets will be sent to him/her via email.

- Ask the customer whether he wants to opt-in to receive more information and communications from the venue they are purchasing the tickets.

- If your partner offers Upsells such as rain insurance, parking, or meals, please check with the customer whether there is interest in purchasing such upsells.

- If customers can use coupons or discount codes, please enter them in the field below the cart summary before finalizing the purchase.

Step 5

Hit **"Confirm Reservation"** to place the order in the system. Please note that the actual payment and invoicing process is to be defined by your agreement with the partner.

Step 6

Lastly, you need to enter the customer's information in the **After Payment Form**. Depending on the partner's requested details, you will have fields varying from Full name and phone number to the address or date of birth. Please ensure this information is correct to meet the regulations of the partner.
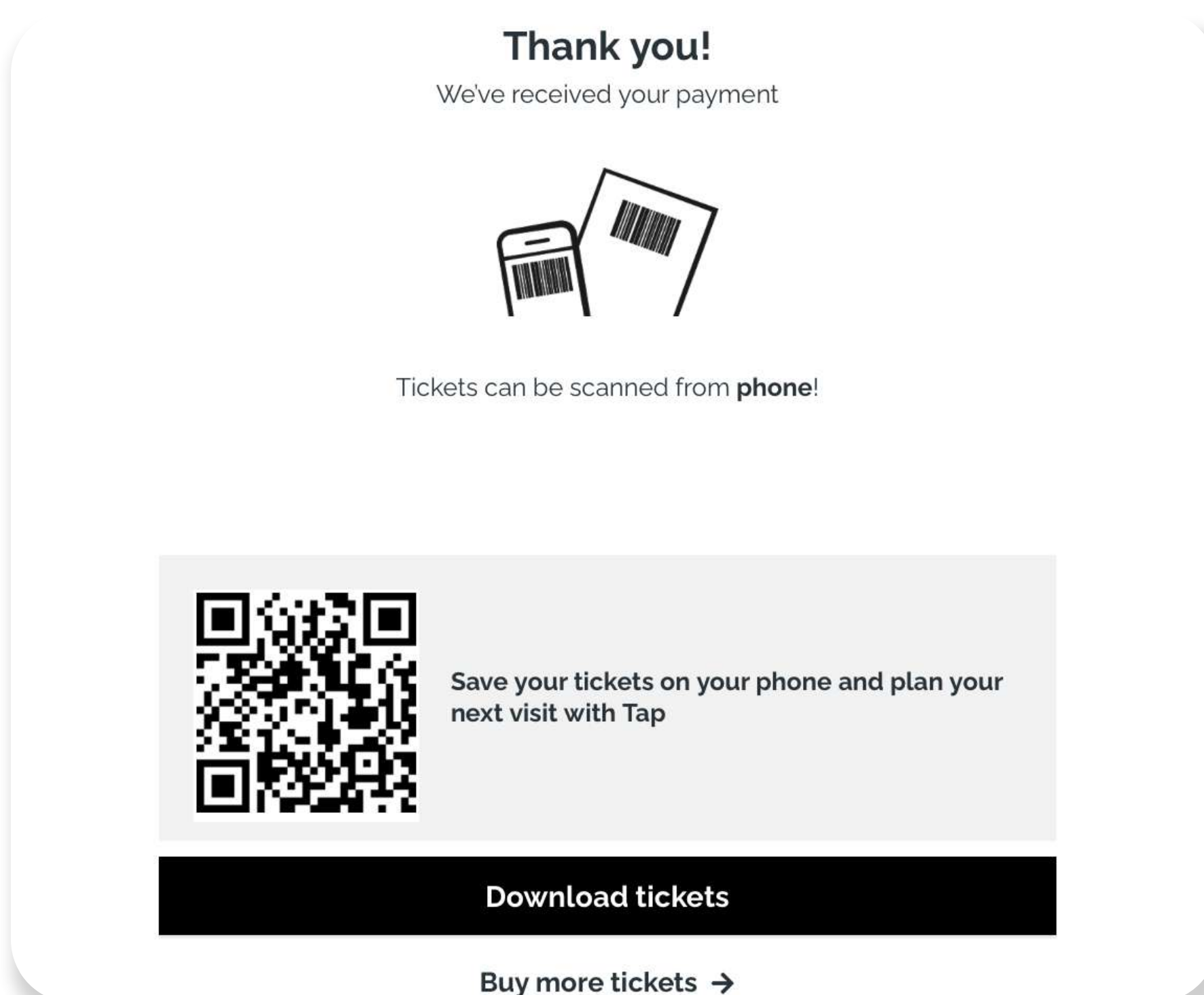
Step 7

Hit Submit & DONE!

The order is placed.

Please wrap-up the payment as agreed upon with your partner.
The customer receives the eTickets via email. However, you
can also let them scan the QR-code on the Thank You screen
to download the Tap app and get the tickets straight on their
phone. They will also receive this code within the confirmation
email.

Order Management

In your Convious Control Panel, you will see two options for Order Management:

- **Orders**
- **Orders Details**

Orders vs. Orders Details

In the Orders section, you will be able to see the orders in a bundle and manage it (reschedule, refund, cancel, resend, etc.) while in the "Orders Details," you will be able to see - as the name indicates- the complete and detailed order. For each product, you can see the type of products, different types of tickets, barcode number, personal details, etc. You can open the order details page for a specific order by clicking on the Order ID or opening the Order details page and searching for the order by ID.

How to view orders in the Control Panel

Once you have sold tickets at your location via your access to the Convious Control Panel, you can view them in your order overview. You can also resend emails to customers and download the customers' tickets in case you offer to print them.
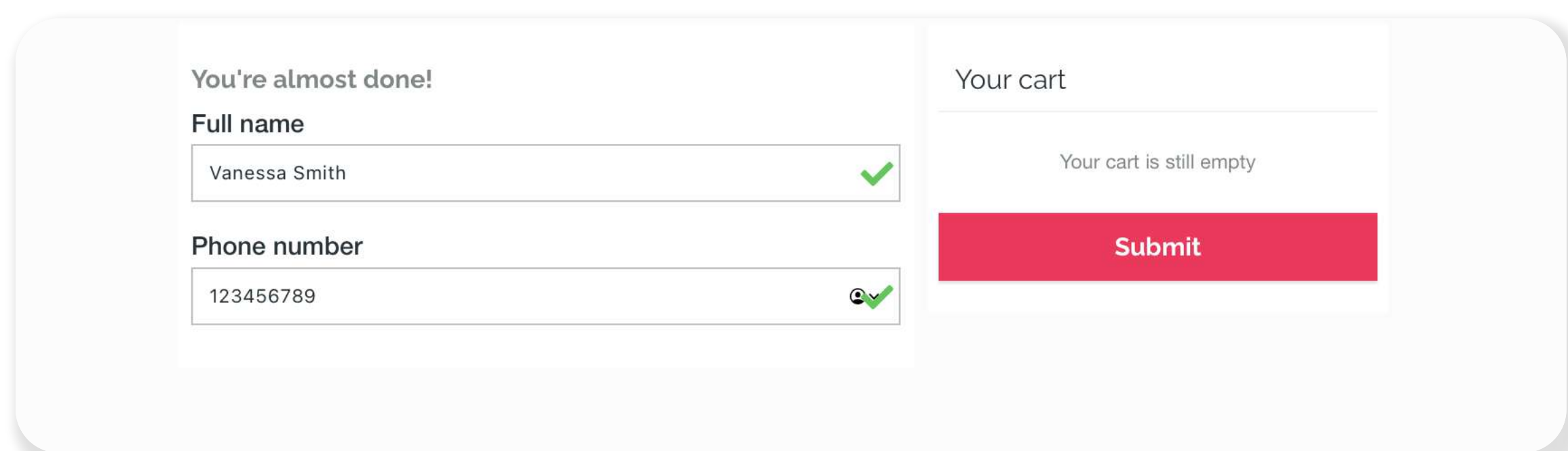
Step 1

Log into your Convious Control Panel via
https://control.convious.com/login/

Now, you will automatically land on the **orders page.**

Step 2

Choose the date range you want to view the orders from.
Next to deciding to view either predefined date ranges or a custom date range, you can select to search by date of sale or date of visit.

In this example, you can see all the orders for February.

NOTE: The data in your Control Panel is masked. Find out why and how to view your customer's data here.

For each order, you will see the following properties:

- **Location:** If your partner has different venue locations, this property will show you to which location that specific order

- **ID:** Every order has a unique "Order ID" consisting of a combination of numbers. It can be useful when identifying and finding specific orders.

- **Email:** The email with which the order was purchased and where the confirmation email was sent to.

- **Quantity:** How many products are associated with that order. For example: if an order contains two different tickets, then the quantity number will be 2 for a single order.

- **Subtotal:** This is the total price for your order, without applying any discounts.

- **Discount:** If your visitor used a special discount, code, or voucher, the discount amount would be reflected in this column.
- **Code:** The code your visitor used to apply the discount to the subtotal price of the order.
- **Total:** This is the overall adjusted total price for all your orders. This reflects what your visitor paid for the entire order.
- **Pay Date:** The date the purchase was made.
- **Visit Date:** The date when your visitor is attending your venue.
- **Event time:** Timeslot the visitor is arriving at your venue.
- **Status:** There are different types of states regarding your order:
    - **Paid:** When the transaction has been approved.
    - Redeemed: When the visitor has used the tickets/products.
    - **Refunded:** This is when you refund the tickets.
    - **Charged back:** This is when the customer requests the money back from the bank.
    - **Partially refunded:** This is when only some tickets are refunded.
- **Reseller:** This is where you will see your name.

For undated tickets only:

- **Validity from & validity to:** indicating the validity time frame of the ticket. Note that you can edit and update this validity, but only for all items in the order at the same time, not individual tickets.

In case a customer approaches you regarding a change in visit date and time - depending on the agreement with your partner, you will be able to edit this property via your orders page.

Further, you can find an order via a simple or extended search.

- **Simple Search:** You can find orders via the order number or the order email.
- **Extended Search:** You can find orders via the customers' information, order number, order email, or location.

The simple search is set by default. You can enable the extended search by ticking the box next to the search bar. See more details on how to find an order.

Order Details

On the order details page, you can view some additional properties, such as:

- **Product:** This refers to which specific product your visitor has acquired (ex: adult ticket, child ticket, etc.)
- **Barcode:** Unique numbers associated with each specific product.

All other details your partner requested will be showcased here. If your partner asked to complete an **After Payment Form**, which may include full name, street name, zip code, phone number, and so on, you will be able to edit these properties here in case a customer or partner requests it.

How to resend an email to a customer & download tickets

Next to viewing the orders' properties and managing your orders on the **orders page**, you can scroll to the left to **take action.**

If you click on **Action**, you will see you can easily resend an email to a customer or Download the customers' tickets.

Access your sales statistics.

COMING SOON!

We are currently still working on making your sales statistics available to you. As soon as we are ready to go, we will inform you on how to view your numbers!

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