

Advanced Order Entry is a course designed to help System Administrators and Group Sales Managers unlock the power of the Galaxy Order Entry module. In this course you will learn the capabilities, configuration, and established Best Practices for Order Entry. Whether you're a seasoned Order Entry veteran or just coming out of System Administrator Essentials, this course will help you use Order Entry to its full potential and help you realize your organization's goals.

You'll learn:

- **How to configure Order Entry**
- **How to effectively plan and manage groups**
- **How to implement Best Practices for Order Entry**
- **Techniques for efficiently handling large and small orders**
- **How the Charge Account works and how to track its use**
- **How to use attributes to match customers with suitable events**
- **How to create and maintain contact lists for marketing purposes**

This course is held at our training facility at the Gateway Ticketing Systems corporate headquarters in Boyertown, PA. Our state-of-the-art training room provides the opportunity for hands-on learning as well as a chance to network with other Galaxy users.

Location: Gateway Ticketing Systems, Boyertown, PA · Duration: Five Days · Tuition: \$2,195

Note: A minimum of three registrants is required to hold this class.

Course Syllabus

- I. **Overview of Order Entry**
- II. **Basic Setup and Usage**
- III. **Returns and Voids**
- IV. **Limiting Purchase Options & Offering Group Rates**
- V. **Offering Credit to Customer**
 - Credit Related Configuration
 - Setting Billing Terms
 - Understanding the Charge Account
- VI. **Selling Events and Reservations**
 - Using the Event Availability dialog
 - Attributes
 - Events of the Fly
- VII. **Working With Groups**
 - Group and Venue Limits
 - Group Planning Reports

- VIII. **Advanced Use of Contacts**
 - Setting Order Rules
 - Creating and Maintaining Contact Lists
- IX. **Delivery and Issuance Methods**
 - Activating and Deactivating Tickets
 - Batch Printing
 - Quick Order Pickup
- X. **Other Useful Features**
 - Collecting Custom Data
 - Associated Tickets
 - Reprinting Tickets
- XI. **Managerial Tasks and Functions**
 - Order Manager
 - Working with Filters
 - Tracking Changes
- XII. **Reporting**