



ILLUMINATE

Box Office Data Upload

Description:

In this module you will learn how to manually upload box office data for your organisation, via the Illuminate box office upload template. This guide is applicable to you if you host ticketed events, but use a box office provider that is not integrated with Illuminate.

Many providers have the functionality to download data directly from their platform. Once downloaded, you can then copy and paste the required data into the Illuminate box office template.



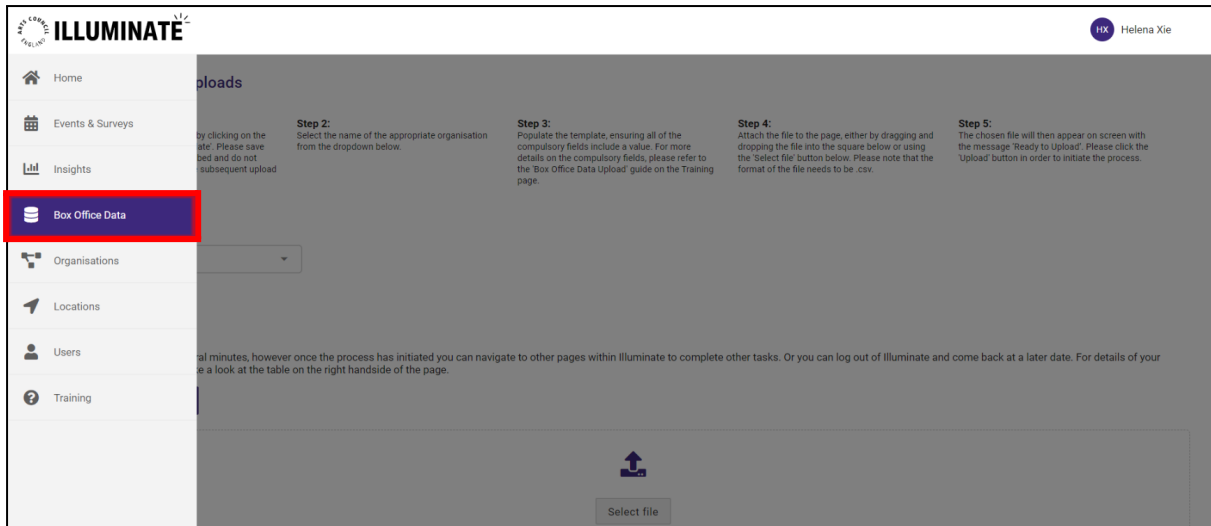
Only users with "NPO Admin" level access can upload box office data for your organisation.

This module will cover:

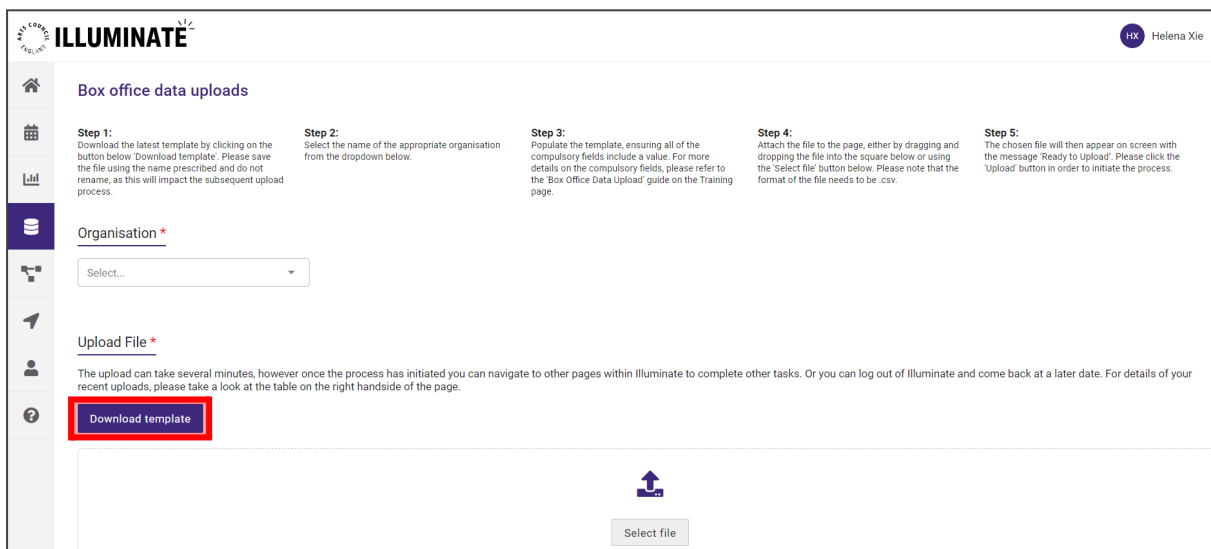
1. How to download the box office data template
2. Overview of compulsory fields
3. How to upload data to Illuminate
4. How to confirm a successful data upload

1. How to download the box office data template

To download the box office data template, select 'Box Office Data' from the left hand menu on the homepage.



Click on **'Download Template'** on the screen displayed. This will download the template to your computer for you to open and insert your data.



When saving the file to your computer, please make sure that:

- The file name remains the same**
- The file name does not include a special character, such as !,?,()**
this may occur when downloading the file more than once
- The file type is saved as a .csv file**

2. Overview of compulsory fields

This document contains the breakdown of all the key fields that need to be entered into the box office data template:

- **Column A: Event Name**
Name of the event

This is a compulsory, free text field for the box office data set. Event names should be individual and unique to each Event ID. Eg. you cannot have more than one event name for each Event ID.

- **Column B: Event ID**

Reference ID for the event, this is for your organisation's reference.

The ID in this field must match the 'Box Office reference ID'. Even if you do not have a box office, this field must be entered to link your uploaded data to your events. This can be any combination of numbers and/or letters, e.g. A001. If you have not yet assigned a 'Box Office Reference ID' for your event, you can add this by editing your event details.

*Entering n/a will **not** be accepted for this field.*

Event IDs should be unique to each event name, you should not have one Event ID spanning multiple different events.

- **Column C: Event Date**

In the format of DD/MM/YYYY

This is a compulsory field for the box office data set. This must be a valid date.

*Dummy dates such as entering 00/00/0000 will **not** be accepted for this field.*

- **Column D: Event start time**

In the format hh:mm:ss

*If you **do not** have the 'ss' information, enter **00** by default*

- **Column E: Ticket ID**

Unique ID reference to the ticket

*This is a compulsory field. If you **do not** have this information for this field, enter **n/a***

- **Column F: Ticket Cost**

Amount (value in £) e.g. for a £12 ticket enter 12 in this field

*If you **do not** have this information for this field, or the tickets for your event were free, enter **0***

- **Column G: Concession flag**

Either 1 (for concession) or 0 (no concession)

You must enter one of the above options, or you will receive an error message. When there is no concession, ensure the following two fields (concession type and concessions/discount amount) are completed appropriately as explained below.

- **Column H: Concession type**

Type of concession (discount) if the concession flag is 1 E.g. Senior, Child. This is a free text field.

If there is no concession, enter n/a

- Column I: **Concessions/Discount amount**
This refers to the amount of the discount, eg. the full ticket price minus the concession ticket price. Enter the concession discount amount (value in £). E.g 8
If the concession flag is 0, enter 0
- Column J: **Order ID**
Unique ID reference to the order
*This is a compulsory field. If you **do not** have this information for this field, enter **n/a***
- Column K: **Postcode (Booker)**
E.g SW2 3JW
*If you **do not** have this information for this field, enter **n/a***
- Column L: **Datetime of purchase**
In the format dd/mm/yyyy hh:mm:ss
*This is a compulsory field. Only valid dates will be accepted for this field, therefore n/a and 00/00/0000 will **not** be accepted. If you **do not** have this information for this field, you can input a dummy datetime such as **01/01/1900 00:00:00***
- Column M: **Method of purchase**
How the ticket was purchased e.g. online. This is a free text field.
*If you **do not** have this information for this field, enter **n/a***
- Column N: **Seat**
E.g. 32
*If this is not applicable to your event, or you **do not** have this information for this field, enter **n/a***
- Column O: **Row**
E.g. R
*If this is not applicable to your event, or you **do not** have this information for this field, enter **n/a***
- Column P: **Section description**
E.g. Circle
*If this is not applicable to your event, or you **do not** have this information for this field, enter **n/a***

If you leave a field blank, the file will not upload and will cause an error message, as seen in the example shown below:

EXAMPLE: THIS TABLE BELOW WILL NOT UPLOAD DUE TO BLANKS

Event name	Event ID	Event date	Event time	Ticket ID	Ticket cost	Concession flag	Concession type	Concessions / Discount amount
ExampleEvent001	Ex001	14/02/2023	15:00:00	T001	5	1	under 12	3
ExampleEvent002	Ex002	15/02/2023	16:00:00	T002				

Enter n/a in the place of blanks in fields that are not numerical, for columns that are an amount/number, enter 0 (as shown below)

EXAMPLE: THE TABLE BELOW HAS BEEN COMPLETED ACCURATELY AND WILL UPLOAD

Event name	Event ID	Event date	Event time	Ticket ID	Ticket cost	Concession flag	Concession type	Concessions / Discount amount
ExampleEvent001	Ex001	14/02/2023	15:00:00	T001	5	1	under 12	3
ExampleEvent002	Ex002	15/02/2023	16:00:00	T002	0	0	n/a	0
ExampleEvent003	Ex003	16/02/2023	17:00:00	T003	4	0	n/a	0

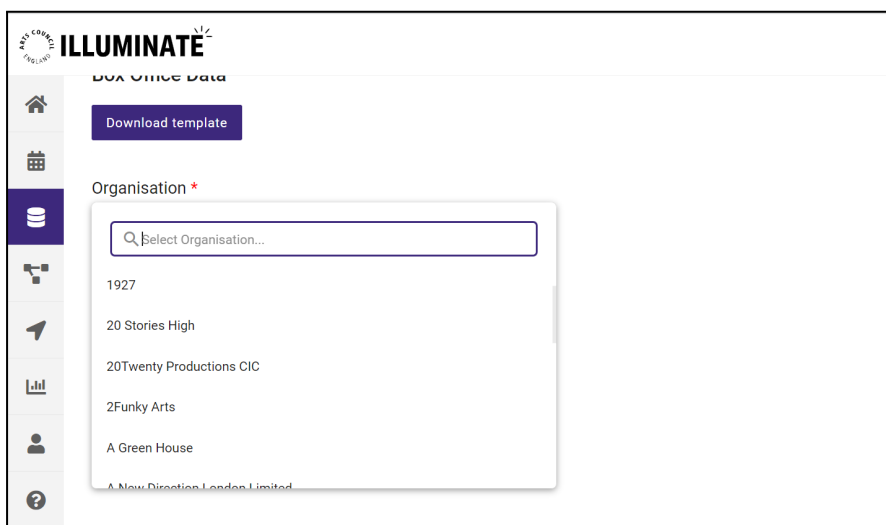
3. Upload data to illuminate

To upload the box office data, navigate back to the 'Box Office Data' page on Illuminate.

Select the organisation from the drop-down list, that you would like to upload box office data for. The drop down will show you all the organisations you have access to.



If you are a member of a consortium, you can upload box office data for any organisation that you have been provisioned access to.




To upload the box office data, you can drag and drop the file into the 'Upload File' area on the screen or click on 'Select File' to select the box office data.

The format of the file must be in .csv.

Upload File *

The upload can take several minutes, however once the process has initiated you can navigate to other pages within Illuminate to complete other tasks. Or you can log out of Illuminate and come back at a later date. For details of your recent uploads, please take a look at the table on the right handside of the page.

Download template


Select file
or Drop file here

The chosen file will then appear on screen with the message 'Ready to Upload' and 'File accepted for import'.

Now you can click '**Upload**' to complete the process.

✕

BoxOfficeDataUploadTemplate.csv 392 bytes

Ready to upload

File accepted for import

Upload

If the file is not in the correct .csv format, the data will not be accepted for upload, as shown in the example below.

✕

BoxOfficeDataSet.xlsx 11 kb

File Type is not allowed

Additionally, if the file name has changed, or includes a special character, the file will not be accepted for upload.

✕

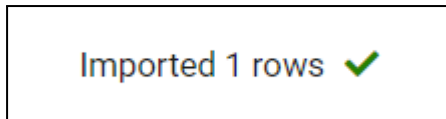
BoxOfficeDataUploadTemplate (1).csv 390 bytes

File Name is invalid

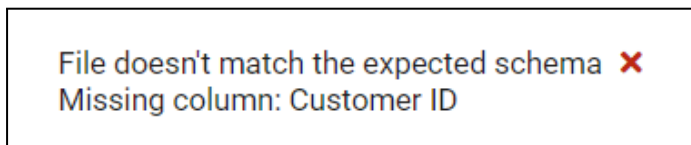
4. How to confirm a successful data upload

To check if the file has successfully uploaded, scroll down the page to the 'Upload status' section. Here you can see the status of all previous box office upload attempts.

A successful box office data upload will show a green tick, as seen in the screenshot below:



If the file upload was not successful, then you will receive an error message which explains the reason for the failed upload. For example:



If this occurs, then please resolve the reason for upload failure and then re-upload your updated .csv file onto Illuminate.



Once you have uploaded your data using the template, you will be able to view the insights from your box office / ticketing data, within the Insights module.