

Welcome To



myvenue

Suite Ordering Guide

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MyVenue

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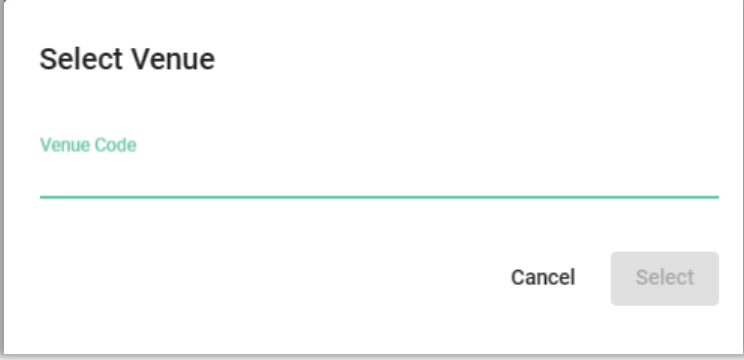
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Logging in

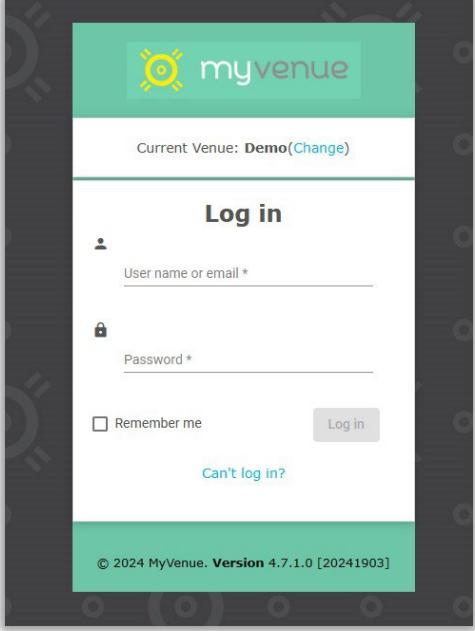
Enter <https://suites.myvenue.com> in a web browser to access the online ordering portal.

1. You will need to enter the venue code the first time you log in. This is provided by someone in the suites department at the venue.



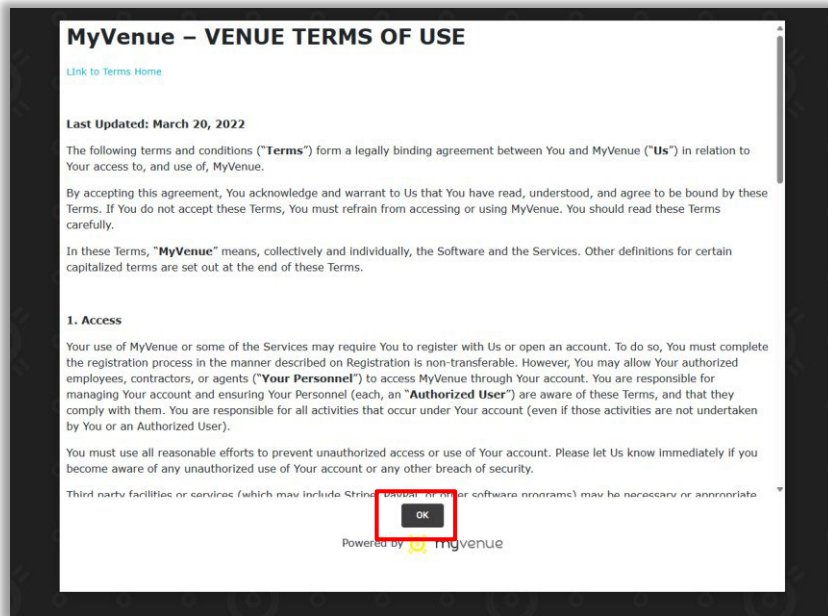
A dialog box titled "Select Venue" with a green border. It contains a label "Venue Code" in green text above a single-line text input field. At the bottom right, there are two buttons: "Cancel" and "Select".

2. Enter the username and password information provided to you. Your username may be your email address. If you have an account, but don't remember your password, click "Can't Log In?" at the bottom of the window to have a password reset link sent to you.



A screenshot of the myvenue login interface. At the top is the myvenue logo. Below it, it says "Current Venue: Demo(Change)". The main section is titled "Log in" and contains two input fields: "User name or email *" and "Password *". Below the password field is a checkbox labeled "Remember me" and a "Log in" button. At the bottom of the login section is a link that says "Can't log in?". The footer of the page shows "© 2024 MyVenue. Version 4.7.1.0 [20241903]".

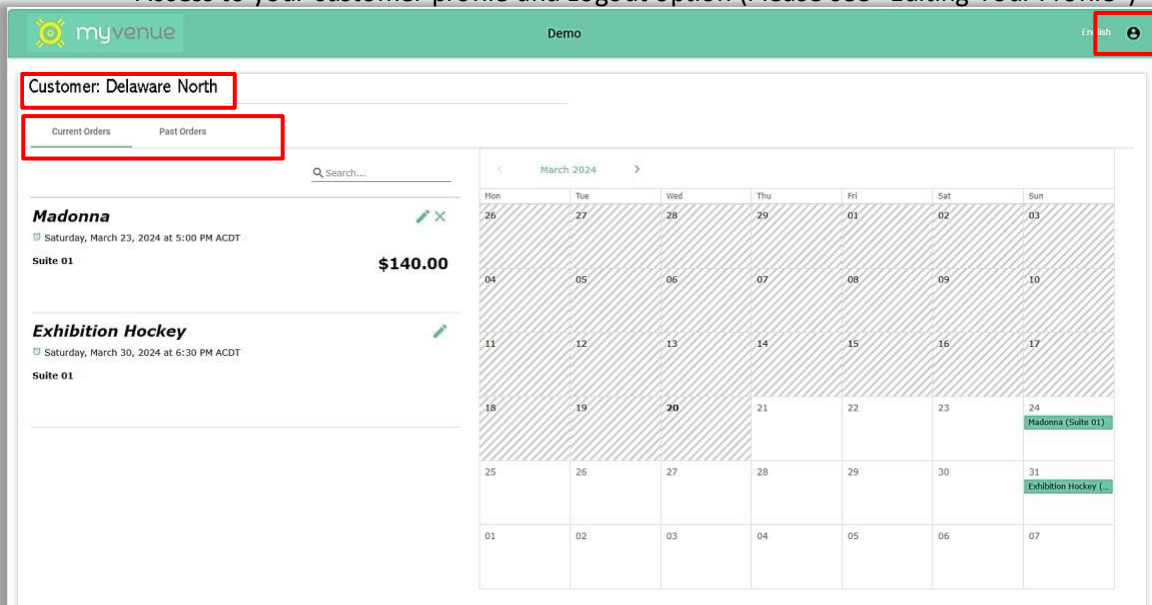
- After you log in, a greeting page opens that explains details about the ordering process including payment, cancellations, and the alcohol policy. This page displays each time you log in. Click OK at the bottom of the window to close it and continue with your order.



The Homepage

The homepage includes

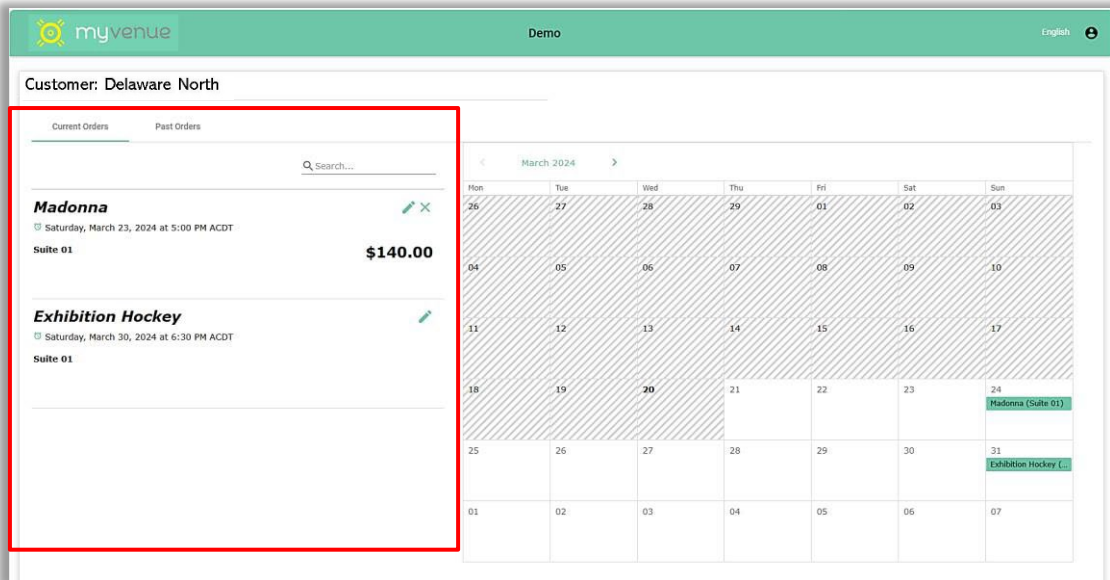
- The name of the suite customer who is logged on
- A calendar view of available upcoming events
- Current Orders and Past Orders
- Access to your customer profile and Logout option (Please see "Editing Your Profile")



Placing an Order

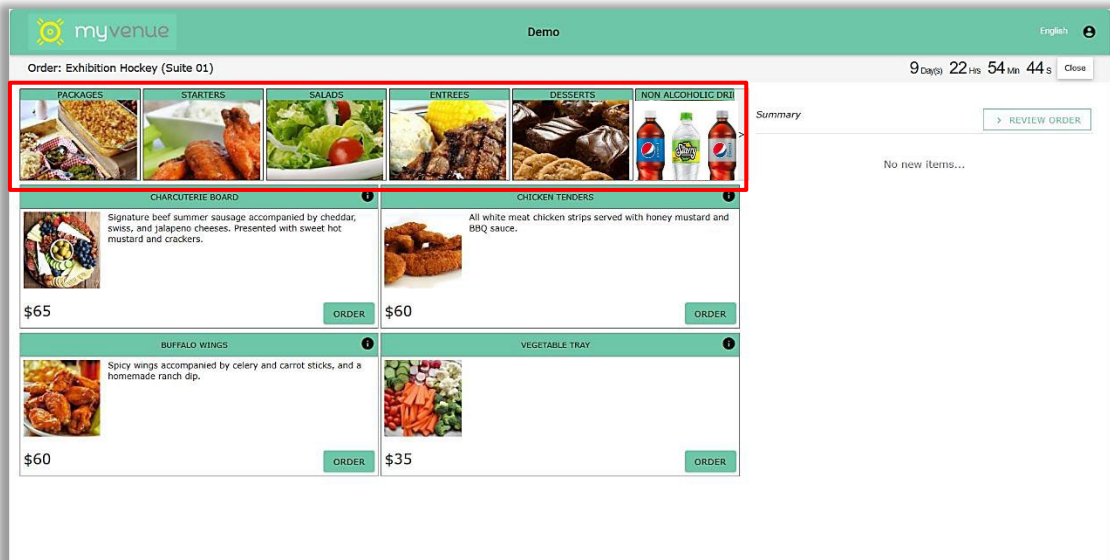
Upcoming events are listed in Current Orders on the left side of the screen.

Click the pencil on the right to open the food and beverage menu.



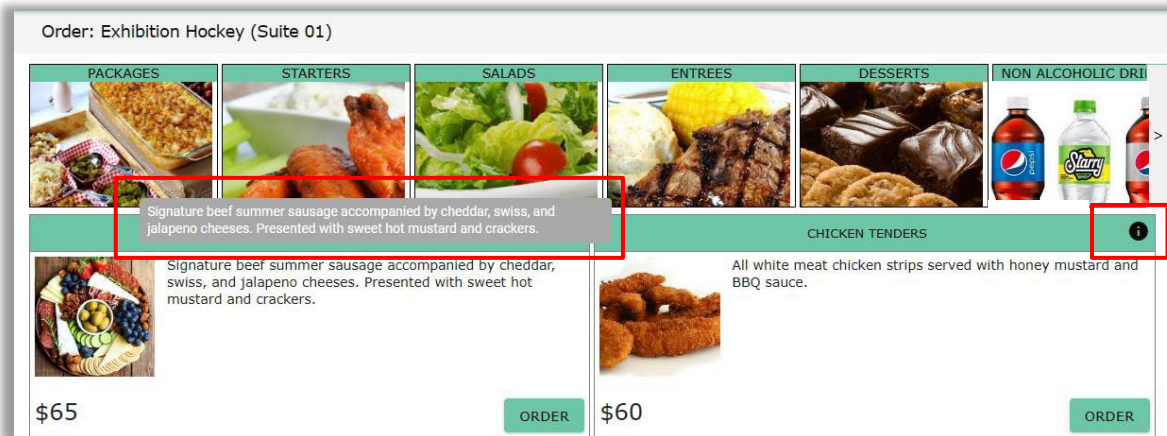
Food and Beverage Menu

Food and beverage categories are displayed in a row at the top left side of the screen. Click on one of the categories to display the products available to order.



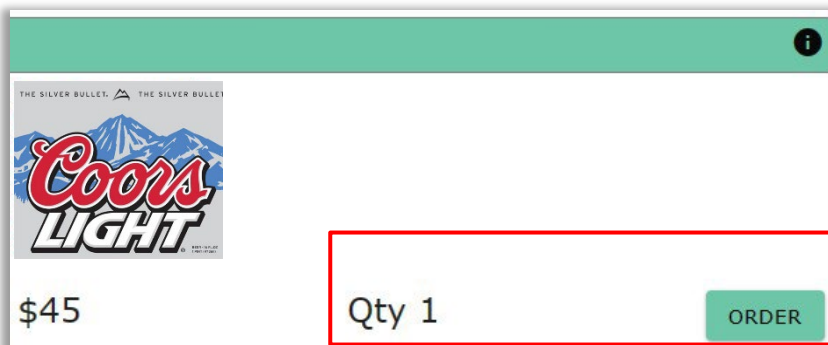
Product Descriptions

Many products include detailed descriptions. To see the full description, hover your cursor over the product description or click the  to the right of the product's name to open a separate window with this information.



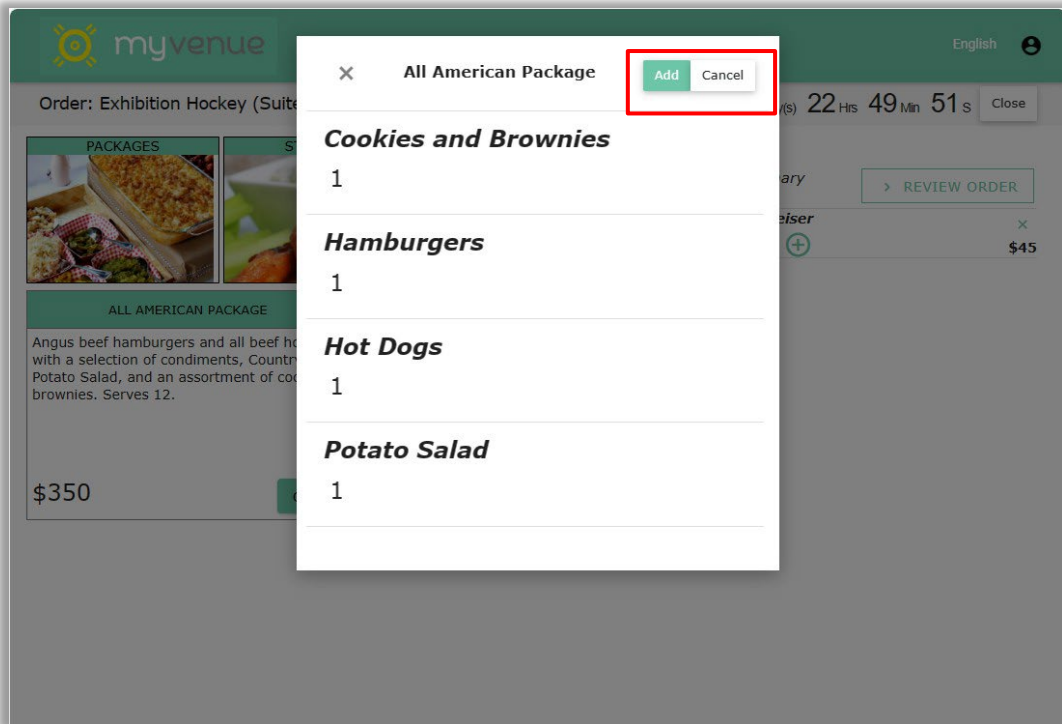
Adding a Product to an Order

- To add a product to your order, click the "Order" button. The quantity is shown on the product when it is added to an order. The Summary on the right also displays the products and quantities. (Please see the section titled Order Summary for details).



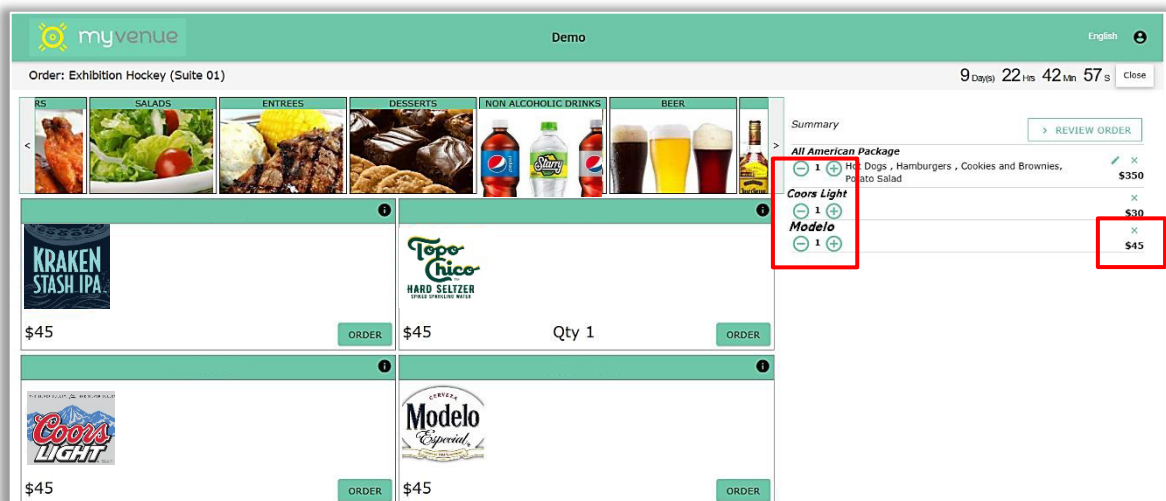
Ordering a Package

1. If the product is a package, the detailed list of all products included in the package is displayed when you click the “Order” button. Click “Add” at the top of the list to add the package to your order, or “Cancel” to continue without adding it to the order.



Order Summary

1. As products are added to the order they are displayed in the Summary on the right side. From the Summary, you can click the + or – to increase or decrease the quantity or click the X (by the price) to remove it from the order.



Order Cut off time

- The time remaining to place an order for the selected event is displayed above the Summary.

Demo

English

9 Day(s) 22 Hrs 41 Min 44 S

Close

DESSERTS

NON ALCOHOLIC DRINKS

BEER







\$45

Qty 1

ORDER

Summary

>

REVIEW ORDER

All American Package

1

+

Hot Dogs , Hamburgers , Cookies and Brownies, Potato Salad

\$350

Coors Light

1

+

\$30

Modelo

1

+

\$45

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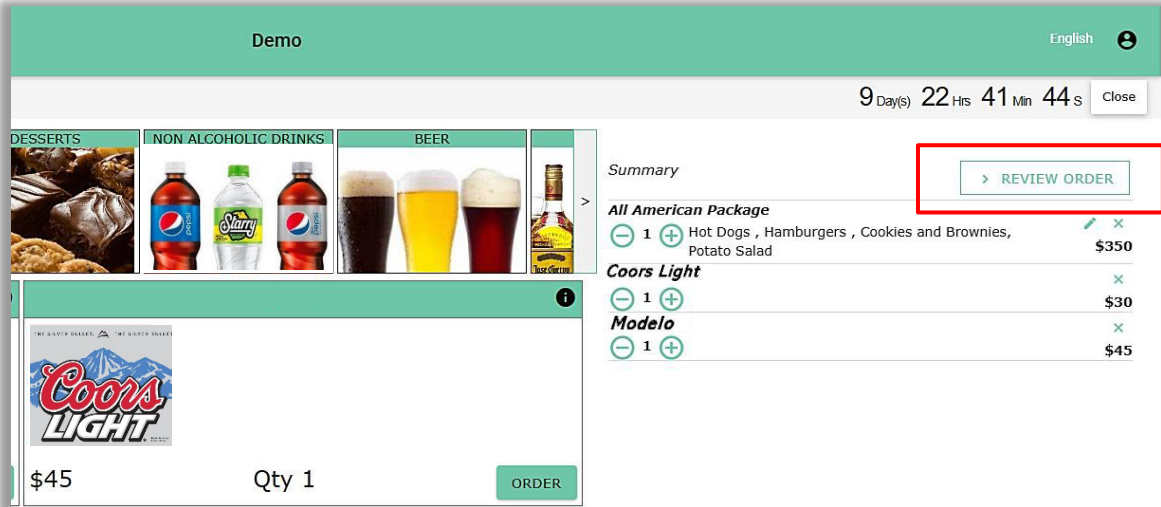
 www.myvenue.com

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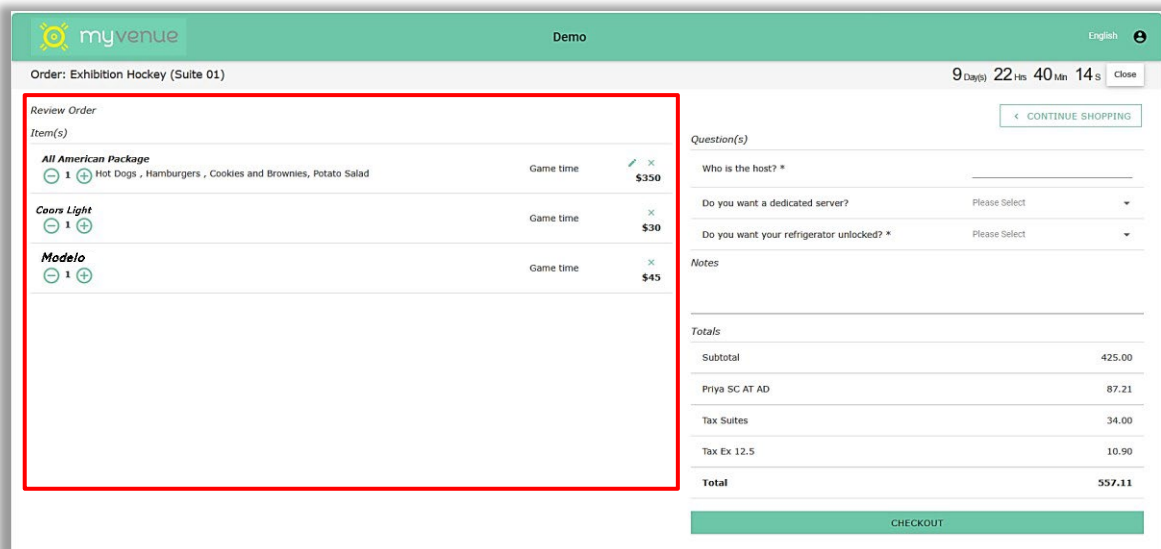
Reviewing the Order

After all products are added to your order, click the Review Order button. You will still be able to return to the menu and continue shopping.



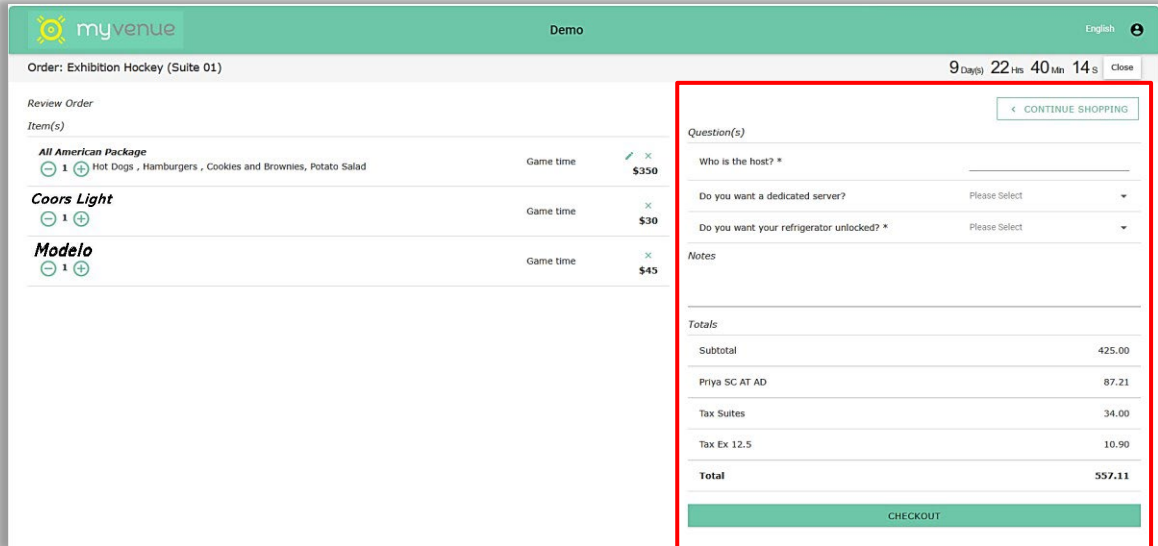
Order Details

1. All products included in the order are listed on the left side. You can make changes to products ordered by clicking the + or – to increase or decrease the quantity or click the X (by the price) to remove it from the order.



Question, Notes, and Totals

2. On the right side,
 - You may have Questions that are required to answer before placing the order.
 - A notes section is available to enter additional information about your order.
 - Totals including the product subtotal, service charge, and taxes are displayed.



Order: Exhibition Hockey (Suite 01) 9 Day(s) 22 Hrs 40 Min 14 S Close

Review Order

Item(s)

Item	Game time	Price
All American Package Hot Dogs , Hamburgers , Cookies and Brownies, Potato Salad	Game time	\$350
Coors Light	Game time	\$30
Modelo	Game time	\$45

Question(s)

Who is the host? *

Do you want a dedicated server? Please Select

Do you want your refrigerator unlocked? * Please Select

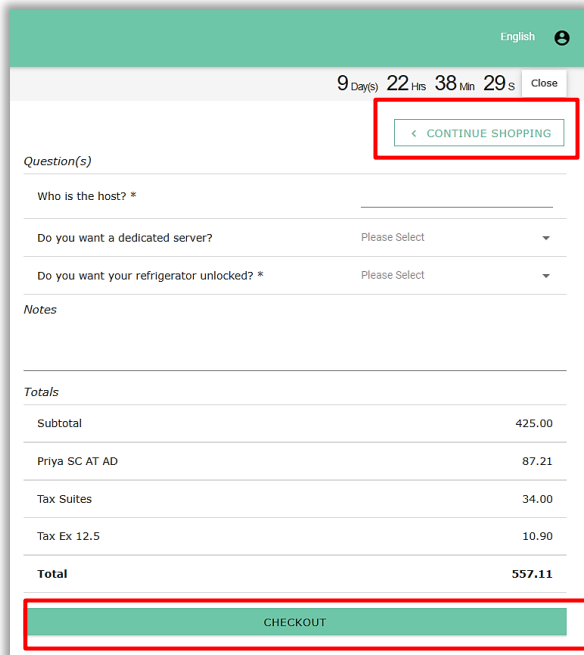
Notes

Totals

Item	Price
Subtotal	425.00
Priya SC AT AD	87.21
Tax Suites	34.00
Tax Ex 12.5	10.90
Total	557.11

CHECKOUT

3. You may either click the Continue Shopping button to return to the food and beverage menu or click Checkout to proceed to payment.



English

9 Day(s) 22 Hrs 38 Min 29 S Close

CONTINUE SHOPPING

Question(s)

Who is the host? *

Do you want a dedicated server? Please Select

Do you want your refrigerator unlocked? * Please Select

Notes

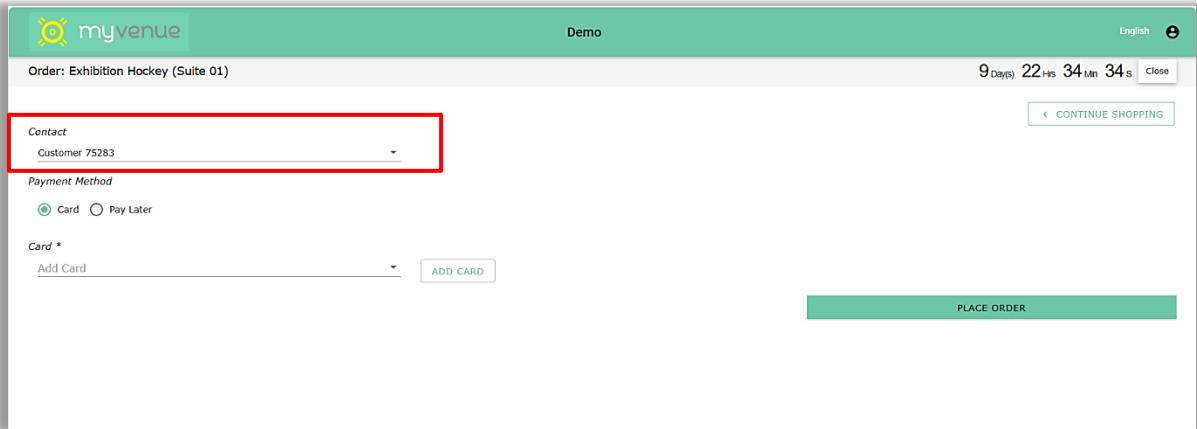
Totals

Item	Price
Subtotal	425.00
Priya SC AT AD	87.21
Tax Suites	34.00
Tax Ex 12.5	10.90
Total	557.11

CHECKOUT

Checkout and Payment

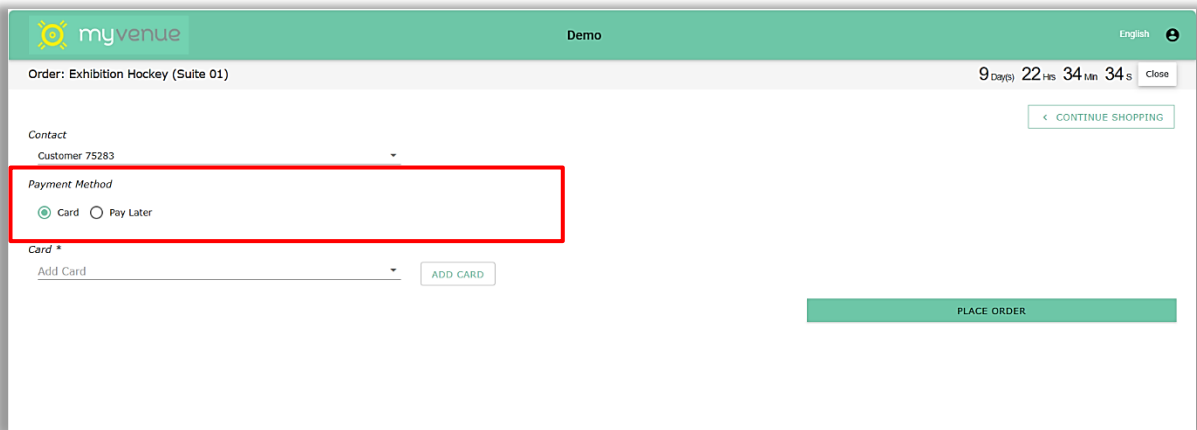
1. The Contact associated with the suite is listed on the left. If there is more than one, you can use the drop-down arrow to view and select a different contact.



The screenshot shows the MyVenue checkout interface. At the top, there's a green header with the MyVenue logo, the word "Demo", and a language selector set to "English". Below the header, the order details "Order: Exhibition Hockey (Suite 01)" are displayed on the left, and a countdown timer "9 Days 22 Hrs 34 Min 34 S" with a "Close" button is on the right. A "CONTINUE SHOPPING" button is also visible. The "Contact" section shows a dropdown menu with "Customer 75283" selected, which is highlighted by a red rectangular box. Below this, the "Payment Method" section has two radio buttons: "Card" (selected) and "Pay Later". The "Card" section includes a dropdown menu for "Add Card" and an "ADD CARD" button. A green "PLACE ORDER" button is located at the bottom right.

Payment Methods

2. Below the Contact, available payment methods are shown.
3. In the Card section, you may use the drop-down arrow to view the credit cards you have on file, or click the Add Card button to add a new card to this order.

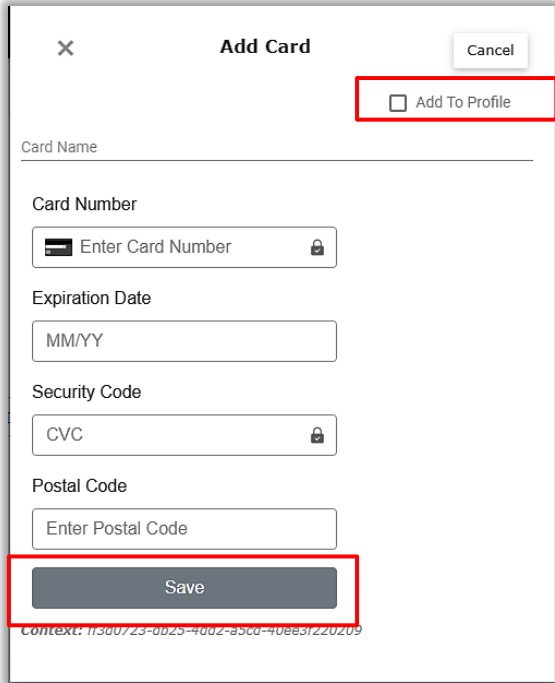


This screenshot shows the same MyVenue checkout interface as the previous one. The "Contact" dropdown menu is still highlighted with a red box. The "Payment Method" section, which includes the "Card" and "Pay Later" radio buttons, is now highlighted with a red rectangular box. The "Card" section remains visible with its dropdown menu and "ADD CARD" button. The "PLACE ORDER" button is still at the bottom right.

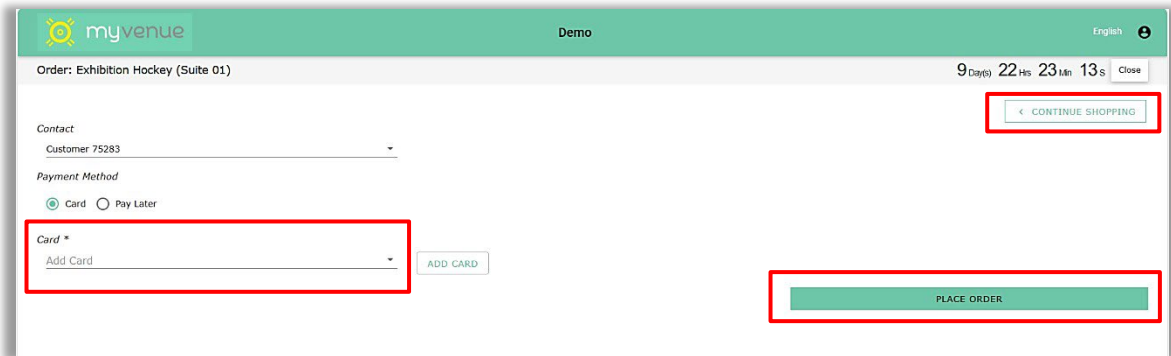
Adding Credit Card Information

- Complete all information in the Add Card window and click Save at the bottom. If you would like to add the card to your profile to use the next time you place an order, check the box for Add to Profile before saving.

Note: Your card is assigned to your order but is not charged for anything at this time.



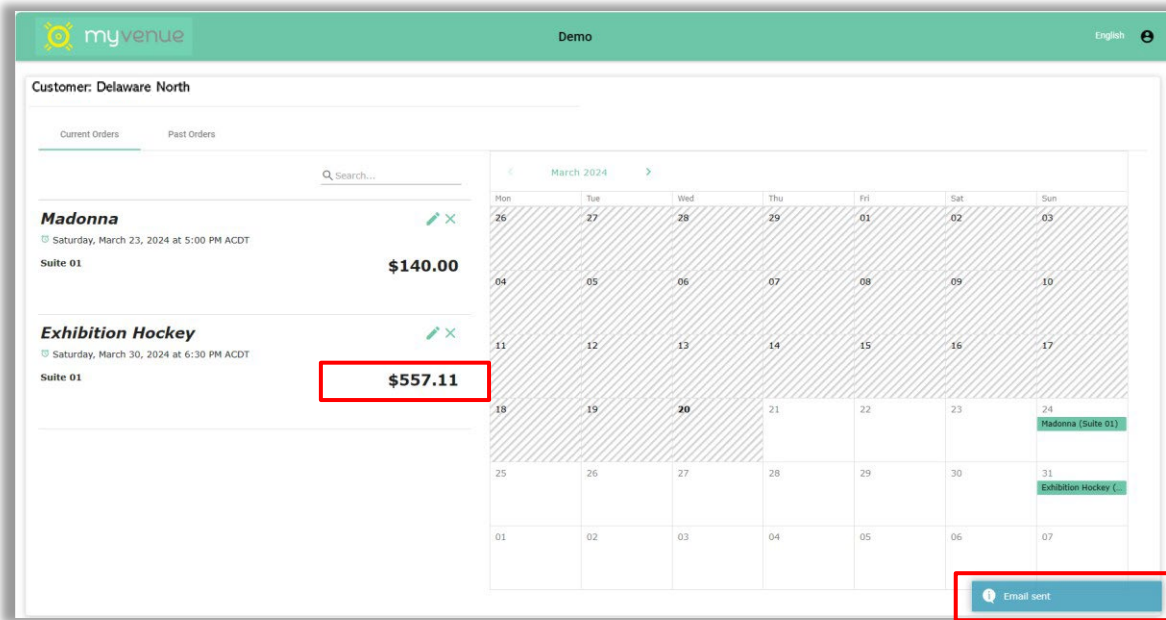
- If you have added a credit card or selected a card from the list, the masked card details are displayed in the Card field. To complete your order, click Place Order, or you may elect to Continue Shopping.



Email confirmation

After you place your order,

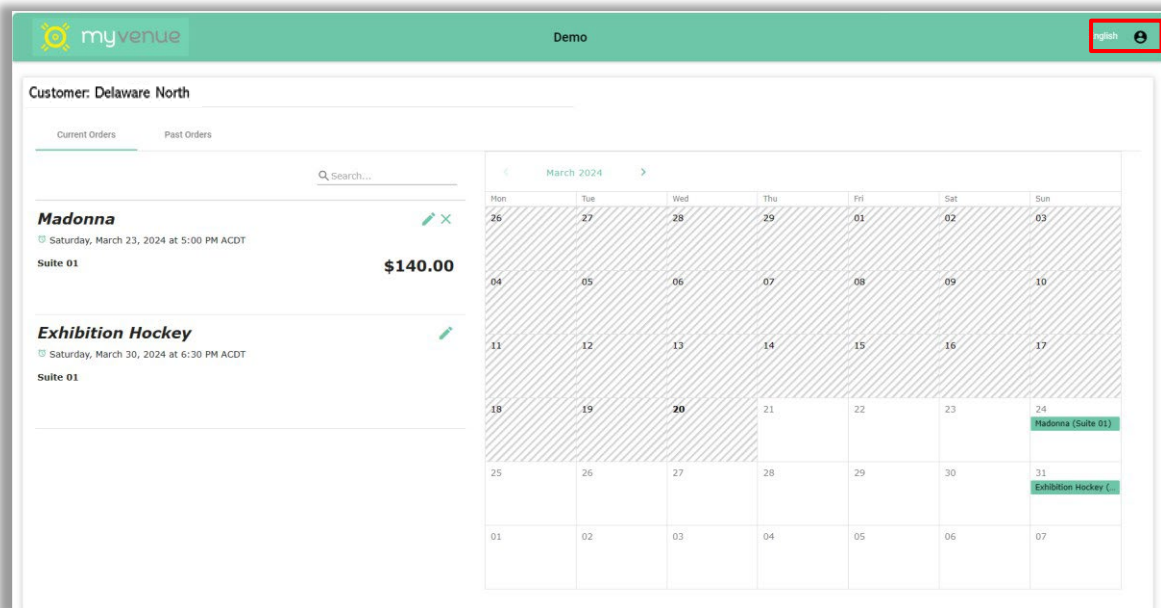
- You are returned to the homepage
- An order confirmation will automatically be sent to your email. You will see the notification that this email was sent in the lower right corner of the screen.
- The order total is displayed in Current Orders so you can see at a glance if you have placed an order for an event.



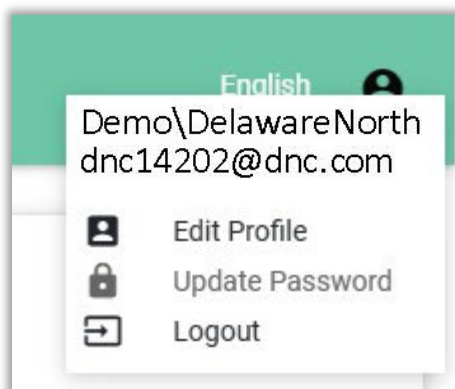
The screenshot displays the MyVenue online suite ordering interface. The header shows the MyVenue logo, a 'Demo' label, and a language selector set to 'English'. The main content area is titled 'Customer: Delaware North' and features two tabs: 'Current Orders' and 'Past Orders'. Under 'Current Orders', there is a search bar and a list of orders. The first order is for 'Madonna' on Saturday, March 23, 2024, at 5:00 PM ACDT, for Suite 01, with a total of \$140.00. The second order is for 'Exhibition Hockey' on Saturday, March 30, 2024, at 6:30 PM ACDT, for Suite 01, with a total of \$557.11. To the right of the orders is a calendar for March 2024. The calendar shows dates from 26 to 07. The 24th and 31st are highlighted with green bars, indicating booked dates for 'Madonna (Suite 01)' and 'Exhibition Hockey' respectively. In the bottom right corner, there is a blue button with a white envelope icon and the text 'Email sent'.

Editing Your Profile

You can view and edit your profile information by clicking the “person” in the right corner of the header.

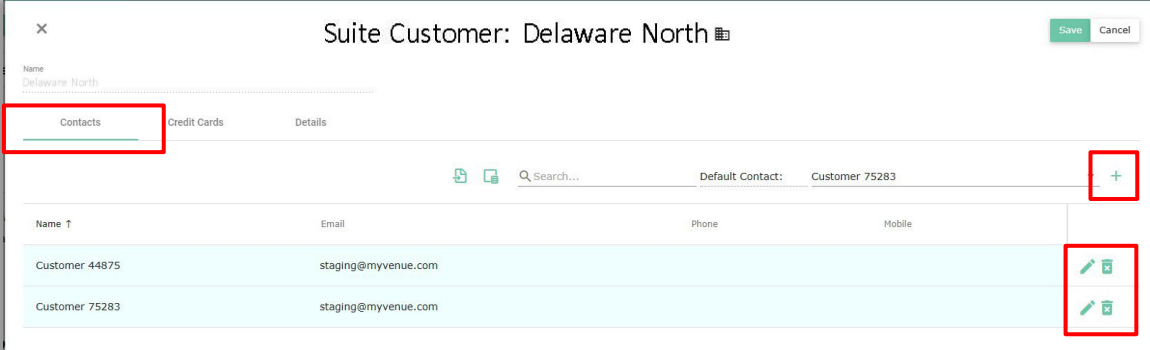


From here you can edit your profile, update your password, and log out.



Contacts

1. To edit information for an existing contact, click on the pencil in the column on the right.
2. To add a new Contact, click the + to the right of the search bar.



Suite Customer: Delaware North

Save Cancel

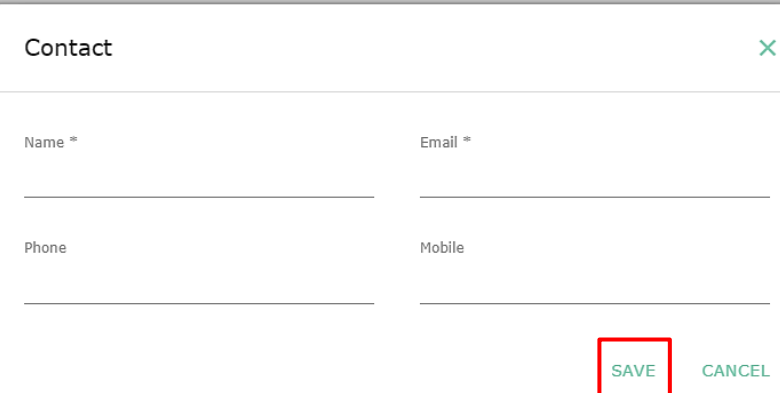
Name
Delaware North

Contacts Credit Cards Details

Search... Default Contact: Customer 75283

Name ↑	Email	Phone	Mobile
Customer 44875	staging@myvenue.com		
Customer 75283	staging@myvenue.com		

Enter the contact's information in the window that opens. The Name and Email address of the new contact are required to save the contact to the profile.



Contact

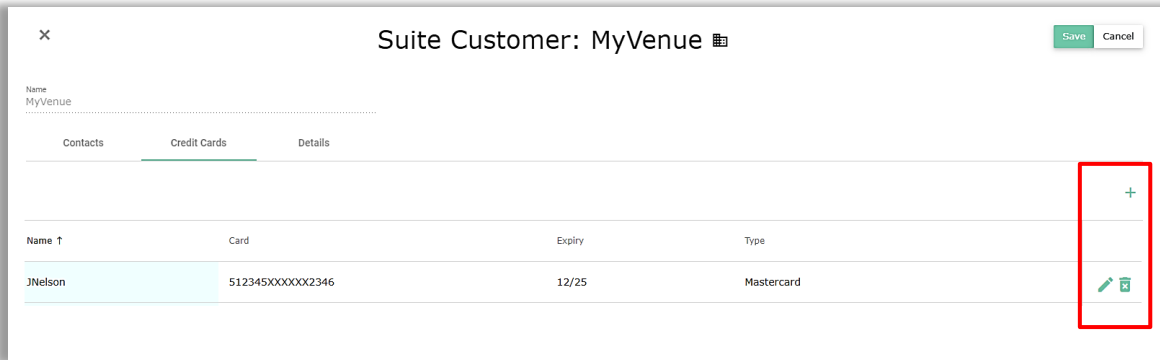
Name * Email *

Phone Mobile

SAVE CANCEL

Credit Cards

- Credit cards saved to the profile are listed.
 - Any card listed can be used when placing a new order.
 - The complete card number for any saved credit cards cannot be viewed or edited. Only the name associated with previously saved cards can be edited by clicking the pencil in the column on the right.
 - Cards may be deleted if you no longer want them to be available for future orders. Deleting a card does not remove it from an order that is already placed.
- New cards can be added by clicking the + on the right side to open the Add Card window.



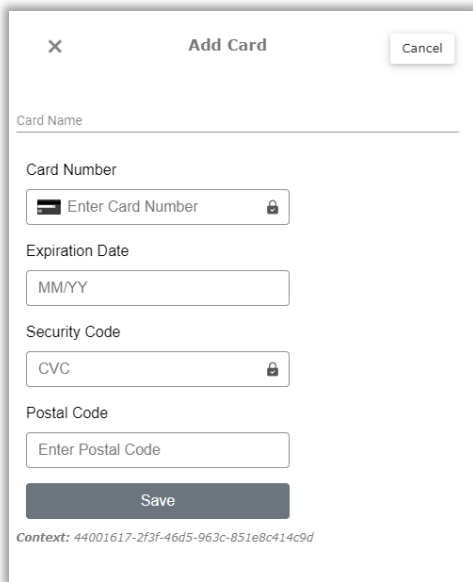
Suite Customer: MyVenue

Name MyVenue

Contacts Credit Cards Details

Name ↑	Card	Expiry	Type	
JNelson	512345XXXXXX2346	12/25	Mastercard	+ ✎ 🗑

Fill out all the information and click Save to add the card to the profile.



Add Card

Card Name

Card Number

Enter Card Number

Expiration Date

MM/YY

Security Code

CVC

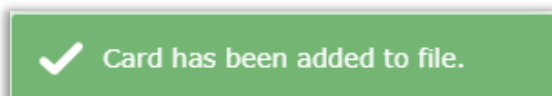
Postal Code

Enter Postal Code

Save

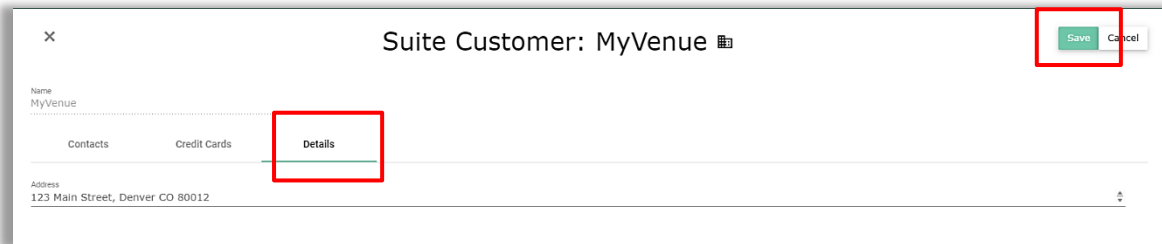
Context: 44001617-2f3f-46d5-963c-851e8c414c9d

A notification displays in the lower right portion of the screen to confirm the card is added.



Details

Address information can be updated from this tab by typing directly on the Address line. Be sure to click the Save button to keep the changes.



×

Suite Customer: MyVenue

Save Cancel

Name
MyVenue

Contacts Credit Cards Details

Address
123 Main Street, Denver CO 80012

Updating your Password

Selecting the Update Password option opens a new window. You will need to enter your current password, and new password, then confirm your new password. Click Save at the bottom of the window to finish updating your password.



Update Password

Current Password *

New Password *

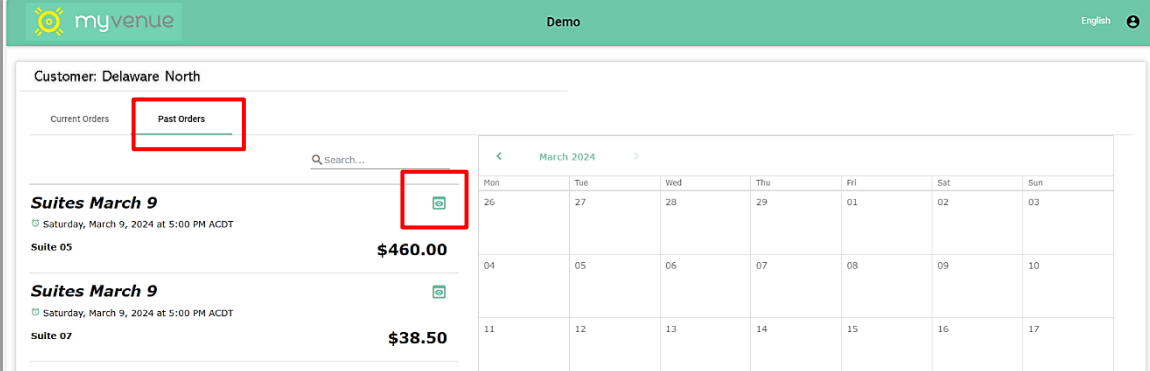
Confirm New Password *

Save Cancel

Viewing Past Orders

If you have previously placed orders, you can view, print, or email the details of those orders from the Past Orders tab.

1. Click the “eye” icon above the order total to view the order summary



Customer: Delaware North

Current Orders | **Past Orders**

Search...

Suites March 9
Saturday, March 9, 2024 at 5:00 PM ACDT
Suite 05 **\$460.00**

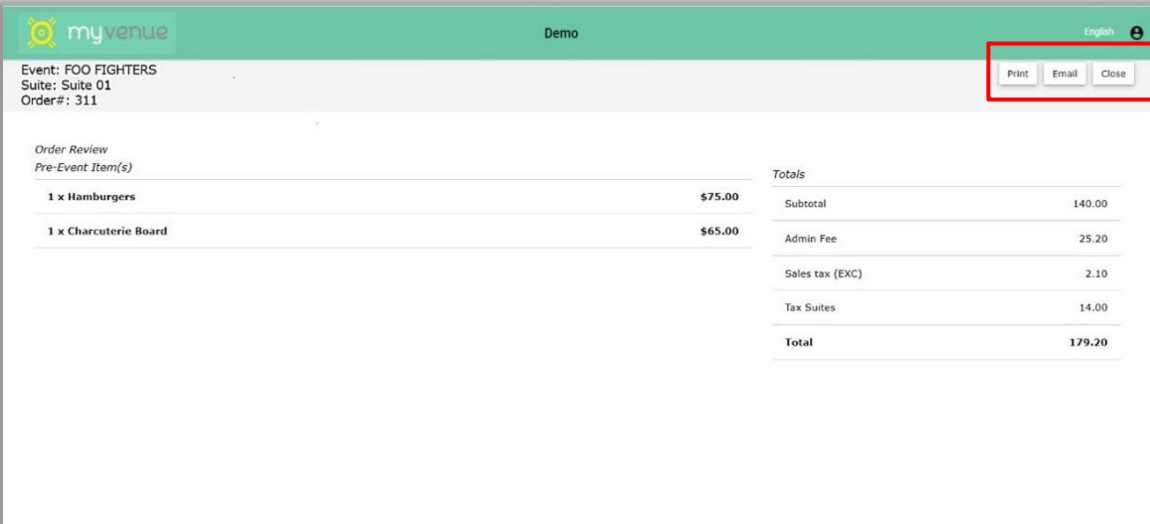
Suites March 9
Saturday, March 9, 2024 at 5:00 PM ACDT
Suite 07 **\$38.50**

March 2024

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17

2. From the Order Review, you can print or email the order. This will be in the same format as the order confirmation that was emailed when the order was placed.

Note: If you choose email, it will be sent to the Contact for the suite (The contact information is visible in the Profile)



Event: FOO FIGHTERS
Suite: Suite 01
Order#: 311

Print | Email | Close

Order Review
Pre-Event Item(s)

1 x Hamburgers	\$75.00		
1 x Charcuterie Board	\$65.00		

Totals

Subtotal	140.00
Admin Fee	25.20
Sales tax (EXC)	2.10
Tax Suites	14.00
Total	179.20