

ticketweb BACKLINE

How to schedule an automated customer list

(Auto-Send COBO)

To receive an automated email with a full customer list when your event comes off sale.

Go to your event dashboard, click on EDIT EVENT > SET UP

On the right-hand side of the event set up page you will see a box called AUTO-SEND COBO

The screenshot shows the Ticketweb event setup interface. On the left, there's a sidebar with the event name 'Brutus' and venue 'Brudenell Social Club', along with an 'Edit' button. The main area is divided into several sections: 'Event Details' with fields for Start, End, and Doors dates and times, and Announce, Onsale, and Off Sale dates and times; 'Display Options' with radio buttons for 'Full Date and Time' and 'Door Time Only'; 'Venue' set to 'Brudenell Social Club' and 'Age Limit' set to '14'; 'Promoter' with a search field; 'Display Name And Attractions' with 'Event Display Name' set to 'Brutus' and a list of attractions including 'Brutus' (100% Headliner), 'Melodic Hardcore' (75% Support), and 'Supporting Text (Optional)' (50% Support). On the right, there are 'Publishing' options for Ticketweb, Ticketmaster, and Facebook. A yellow box labeled 'Auto-Send COBO' is present, with a dropdown menu set to 'Do Not Send'.

Click on the arrows next to DO NOT SEND, you will then see 4 options.

This is a close-up of the 'Auto-Send COBO' dropdown menu. The menu is open, showing four options: 'Do Not Send' (highlighted in purple), 'COBO', 'COBO + Guest List', and 'All Purchasers'. Below the menu is a 'Do Not Send' button with a dropdown arrow.

If you select anything other than DO NOT SEND, a box will appear underneath, and you will be prompted to add an email address. You can add multiple email addresses, these must be separated by a comma.

Auto-Send COBO

Lists to Send

All Purchasers

Recipient Email

admin@mygia.com,
info@mygia.com

COBO – you will receive a list of customers who need to collect their tickets at the venue.

COBO + Guest List – you will receive a list of customers who need to collect their tickets at the venue and any names you have added to your guest list using Backline.

All Purchasers – you will receive a list of all customers who have purchased tickets for your event.

Once you have added the email addresses, make sure you save the changes on your event at the bottom of the set-up page.

Below is an example of what your report might look like



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Sunday, May 17, 2020 7:00 PM

£17.50

All Purchases List

*****CREDIT CARD FRAUD PREVENTION POLICY*****

Persons on the Box Office Collections list must present the credit card used for purchase in order to gain entry. You must verify that the name on credit card and last four digits of card number match order information. If the card used to make the purchase cannot be presented, patrons may show photo ID.

NAME	TICKETS	ORDERS	SECTION/PRICE	STATUS	AMOUNT
████████████████████	2 <input type="radio"/> <input type="radio"/>	M82X43████████	GENERAL ADMISSION	UNPRINTED	£35.00 VISA 3001
████████████████████	2 <input type="radio"/> <input type="radio"/>	MHQW████████	GENERAL ADMISSION	UNPRINTED	£35.00 VISA 2111
████████████████████	2 <input type="radio"/> <input type="radio"/>	MHQW████████	GENERAL ADMISSION	UNPRINTED	£35.00 VISA 1015
████████████████████	2 <input type="radio"/> <input type="radio"/>	MXJ37████████	GENERAL ADMISSION	UNPRINTED	£35.00 VISA 5782

