User Guide
BACK-OFFICE TRADE VENEZIA UNICA
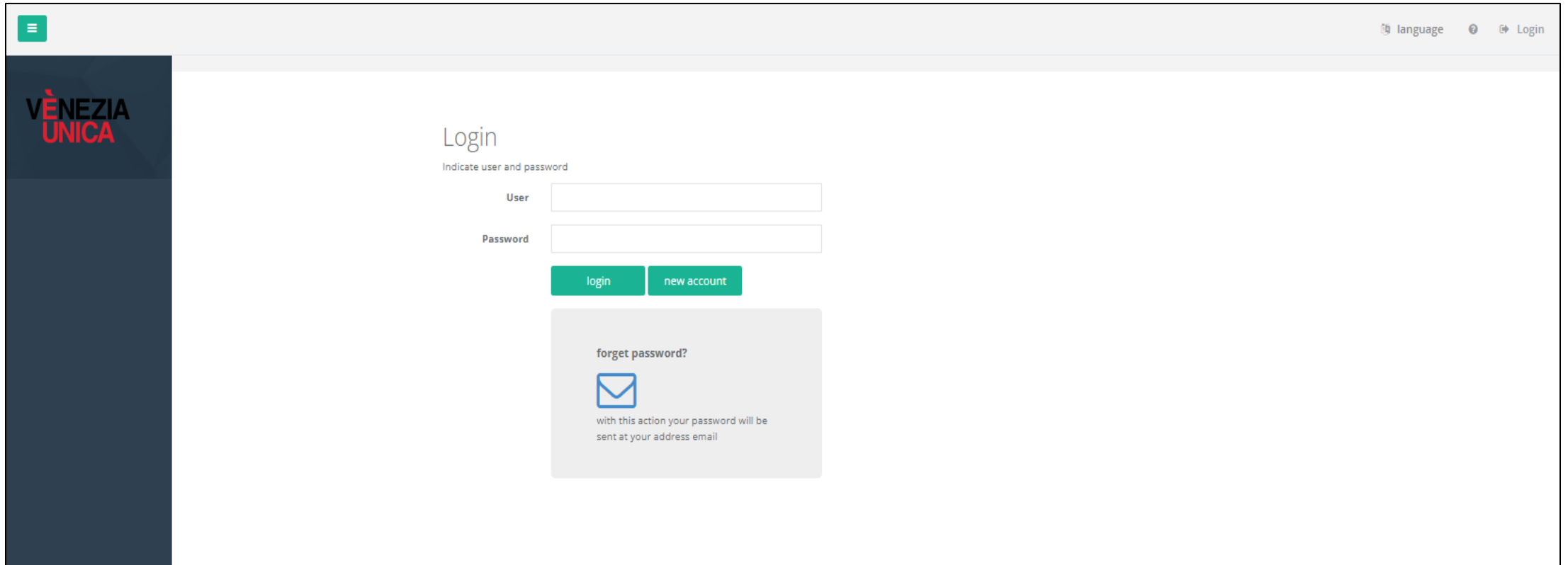
Web site http://trade.veneziaunica.it

CONTENTS LIST
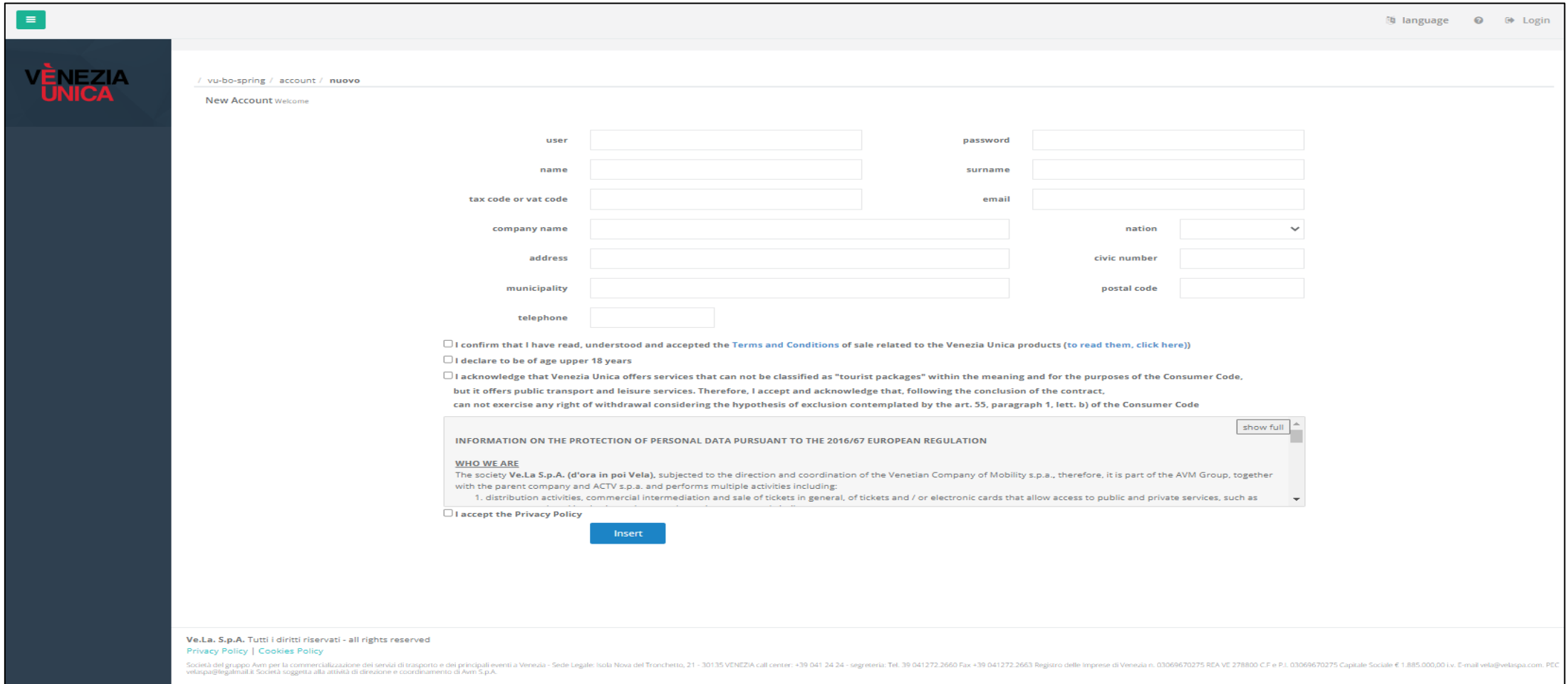
Venezia Unica Back Office/LOGIN

- LOGIN ➡️ Enter User Id and Password to access the back-office.

- # NEW ACCOUNT

To profile new users and obtain access credentials to the platform. Then you will receive confirmation of registration via e-mail.

Functions/PURCHASING PROCESS
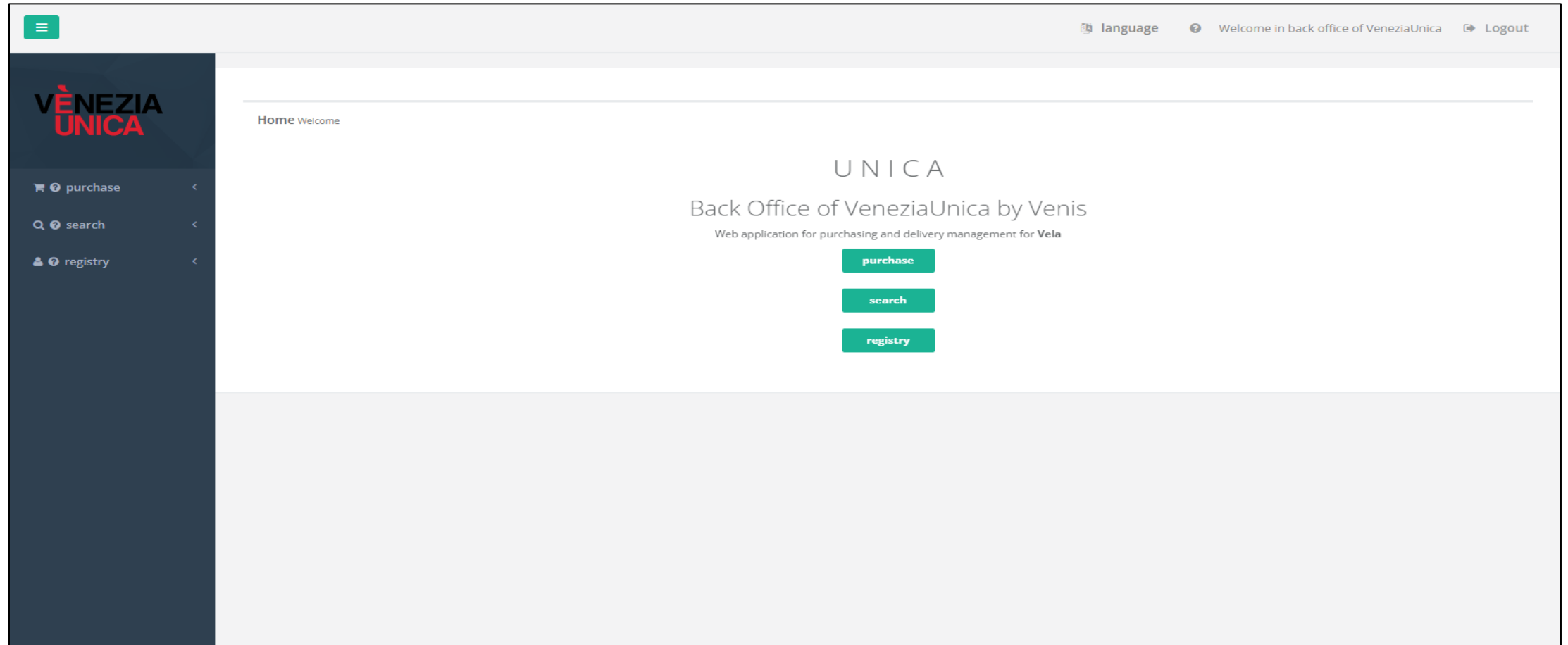
PURCHASE

Purchasing methods → **STANDARD** → 1 single VOUCHER = 1 single <mark>PNR</mark> code → **Reference code for each voucher**

(It will be valid for all the products purchased)

Items to be added to the basket can be found in the price list:

After selecting the product of interest → Enter the quantity you intend to buy, from the drop-down menu → Click on «ADD» to add items to the basket

language   Welcome in back office of VeneziaUnica   Logout

To complete the purchase

To remove all items from the basket

/ vu-bo-spring / purchase / **standard**

List of products

pay 3   clear   € 105.00

🛒 ❼ purchase

🛒 ❼ standard
🛒 ❼ multipnr

Q ❼ search
👤 ❼ registry

code	description	price	amount	action
10035	Venezia Metropolitana 24 + 2 UNDER 12 yrs (24h)	35	1	add info
10034	Venezia Metropolitana 24 + 1 UNDER 12 yrs (24h)	35	1	add info
10033	Venezia Metropolitana 24 (24h)	35	3	add info
11255	ACTV 7 day Transport + Airport Transfer Bus (return ticket)	72	1	add info
11345	ACTV 7 day Transport + Airport Transfer Bus (one way)	66	1	add info

Showing 1 to 5 of 28 entries (filtered from 89 total entries)

First   Previous   1   2   3   4   5   6   Next   Last

Venezia Metropolitana 24 (24h)
€ 35.0
delete→ info→

To delete a product from the basket

Venezia Metropolitana 24 (24h)
€ 35.0
delete→ info→

Venezia Metropolitana 24 (24h)
€ 35.0
delete→ info→

For further information on the product

8

After clicking on «PAY» ➡️ A basket summary will be provided.

After clicking on «GO TO PAYMENT» ➡ Enter the name and surname will appear on the voucher «Persona1» (optional field)

After clicking on «GO» ➡ Select the payment method ➡ Click on «PURCHASE» to complete the transaction

After making the transfer ➡ The payment confirmation will be displayed

After clicking on «VIEW ORDER» ➡ The purchase details will appear

Functions/ORDERS

Click on «PRINT VOUCHER» to get a print out or save the voucher in a «pdf» copy.

Dear
your payment has been successfully received, Purchase date (dd/mm/yyyy) : 09/05/2022

CITYPASS
VENEZIA UNICA

Your personal code (PNR) is: 43HKIG6

€ 11,00

Audioguided Tour of the Teatro La Fenice - FULL ticket

Date of validity*: 09 May 2022

Teatro La Fenice P.IVA 00187480272
Use the barcode on your Voucher for admission to the Teatro La Fenice and take advantage of the free audio guide.
The audio guide is also available on APP. DOWNLOAD before coming at the Theater (no wifi connection at Teatro La FENICE):
Google Play Store (Android): https://play.google.com/store/apps/details?id=com.duvaworkshop.fenice / Apple Store : https://apps.apple.com/it/app/teatro-la-fenice-ufficiale/id1502967431
► IMPORTANT: Check the Theatre schedule online to confirm that the Theatre is open: SCHEDULE OF TOURS https://festfenice.com/en/orari
free AUDIO GUIDE (ITALIAN, ENGLISH, GERMAN, FRENCH, SPANISH, PORTUGUESE, RUSSIAN, CHINESE, JAPANESE, Italian Sign Language)

BARCODE: OVUI164219845

NOTE: Venezia Unica Vouchers that include one or several tickets to visit the **Musei Civici Veneziani (Civic Museums)**, must have a Musei Civici barcode for each of the entries purchased.

IMPORTANT TO ACCESS TO MUSEUMS and THEATERS: From 06/08/2021 access to to museums, theaters and cultural structures is allowed only if you have:
- GREEN PASS (https://bit.ly/3I3uUsz) and a valid ID document

Total person: € 11,00
Total (PNR) is: € 11,00

(*) :
• *The date of validity* indicates **the date from which the ticket can be used**.
The purchased products can be used within 24 months from the date of purchase.
• for **"time-limited tickets"** ACTV/AVM the period of validity starts **when the ticket is used for the first time** (not when the ticket is purchased), for **"time-limited tickets"** Alilaguna the period of validity starts from the issue at the Alilaguna ticket-office upon presentation of the Venezia Unica voucher.
• for pre-purchased **"dated"** tickets the date shown as the "date of validity" indicates **the precise date** on which the purchased service must be used.

ATTENTION: In case of complaints / reports when using the services included in this voucher, please refer to https://www.veneziaunica.it/en/content/complaints-and-reports

Purchase date (dd/mm/yyyy) : 09/05/2022
Total € 11,00

Please remember that you have 60 minutes from the time of purchase to make the cancellation of the entire voucher, on the condition that none of the products purchased has yet been collected.

PAYMENT SYSTEM

USERS WITHOUT A VENEZIA UNICA CONTRACT:

Payment method:

Immediate payment by CREDIT CARD

- Standard purchase

  - After having added the product(s) to your basket

  - Click on «PAY»

  - Enter the details of a valid credit card to complete the purchase

Voucher will be displayed

USERS WITH VENEZIA UNICA CONTRACT:

– **Voucher issue against MONTHLY BILLING of the purchased items.**

Payment method:

Voucher issue against MONTHLY BILLING of the purchased items

- Standard purchase

  - After having added the product(s) to your basket

  - Click on «PAY»

  - Click on «GO TO PAYMENT» to complete the purchase

Voucher will be displayed

Functions/REFUNDS

After clicking on «STORNO-REFUND» ➡️ The status of the order will be displayed
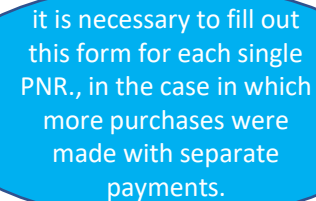
IMPORTANT:

The refund procedure requires **WITHDRAWAL** of the voucher that may have already been handed over to the customer.
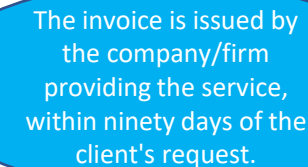
REQUEST FOR INVOICING

To request an invoice → Fill in the Form in the dedicated section Request for invoicing

NOTE:

1 – Enter the PNR code – *«more than one PNR codes = more than one Form to fill out»* → it is necessary to fill out this form for each single PNR., in the case in which more purchases were made with separate payments.

2 – Select the Service Provider's category

3 – Provide the data of the Agency

4 – Enter the email address to send the invoice

The invoice is issued by the company/firm providing the service, within ninety days of the client's request.
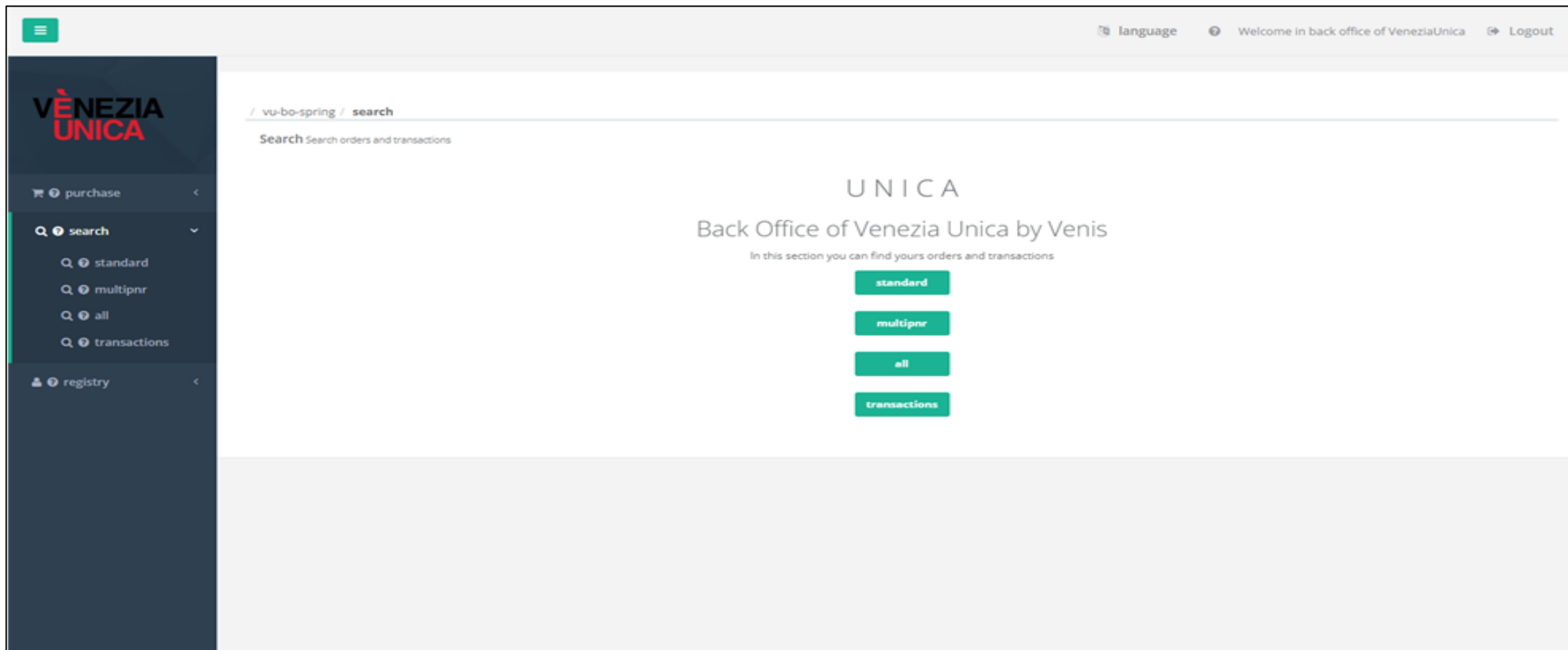
ATTENTION:

TAXFREE - No invoice shall be issued -

- MUSEUMS (Tourist City Pass + Entrance to Museums and Foundations)
- CHURCHES
- PUBLIC TOILETS (Veritas)

SEARCH

Search menu for orders issued from your profile or by an associated 2nd / 3rd level profile

Search PNRs issued by entering "key word" and/or date of issue

After clicking on «SEARCH» ➡ The result will be displayed

REGISTRY

- New user (if enabled) ➡️ Add new users ➡️ 2nd level user "sales supervisor"

  3rd level user "user" (who cannot add other users)

- Search user (if enabled) ➡️ Possibility of viewing all users, including 3rd level users added by 2nd level users