

User Guide

BACK-OFFICE TRADE


VENEZIA UNICA

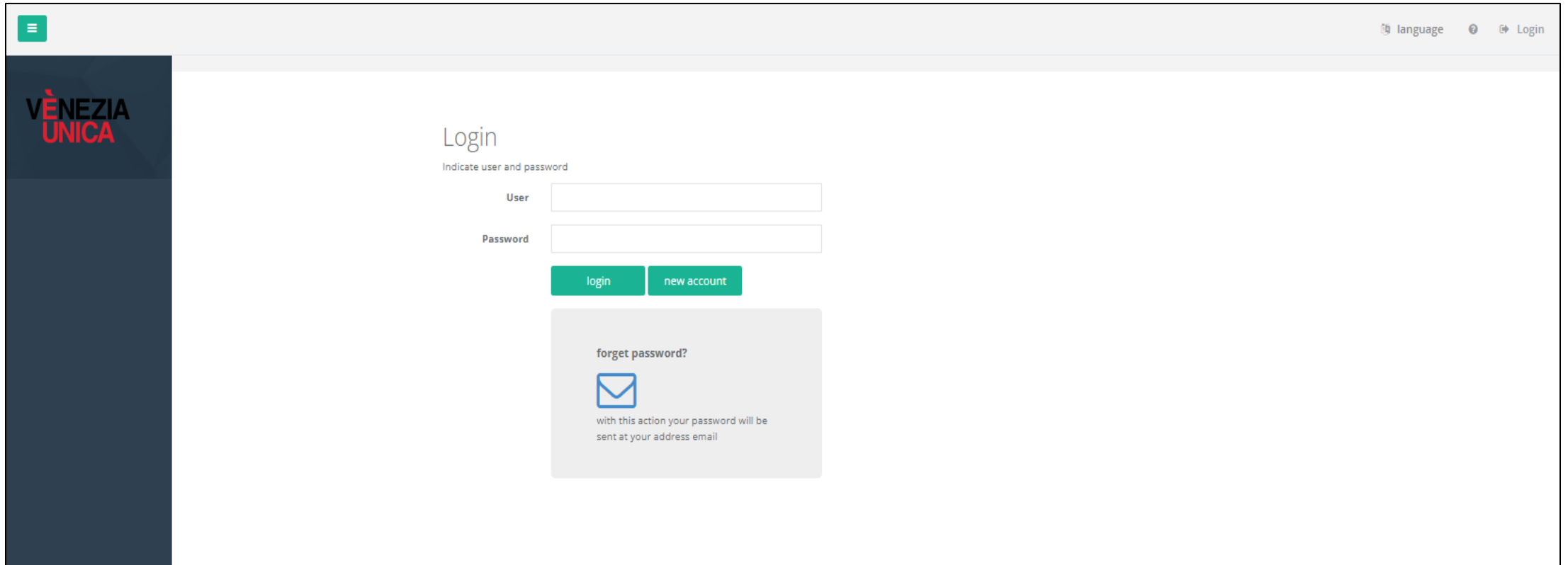
Web site <http://trade.veneziaunica.it>

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 - ORDERS
 - PAYMENT SYSTEM
 - REFUNDS
- **1.1 – ONLINE SERVICES**
 - REQUEST FOR INVOICING
- 2- SEARCH
- 3- REGISTRY

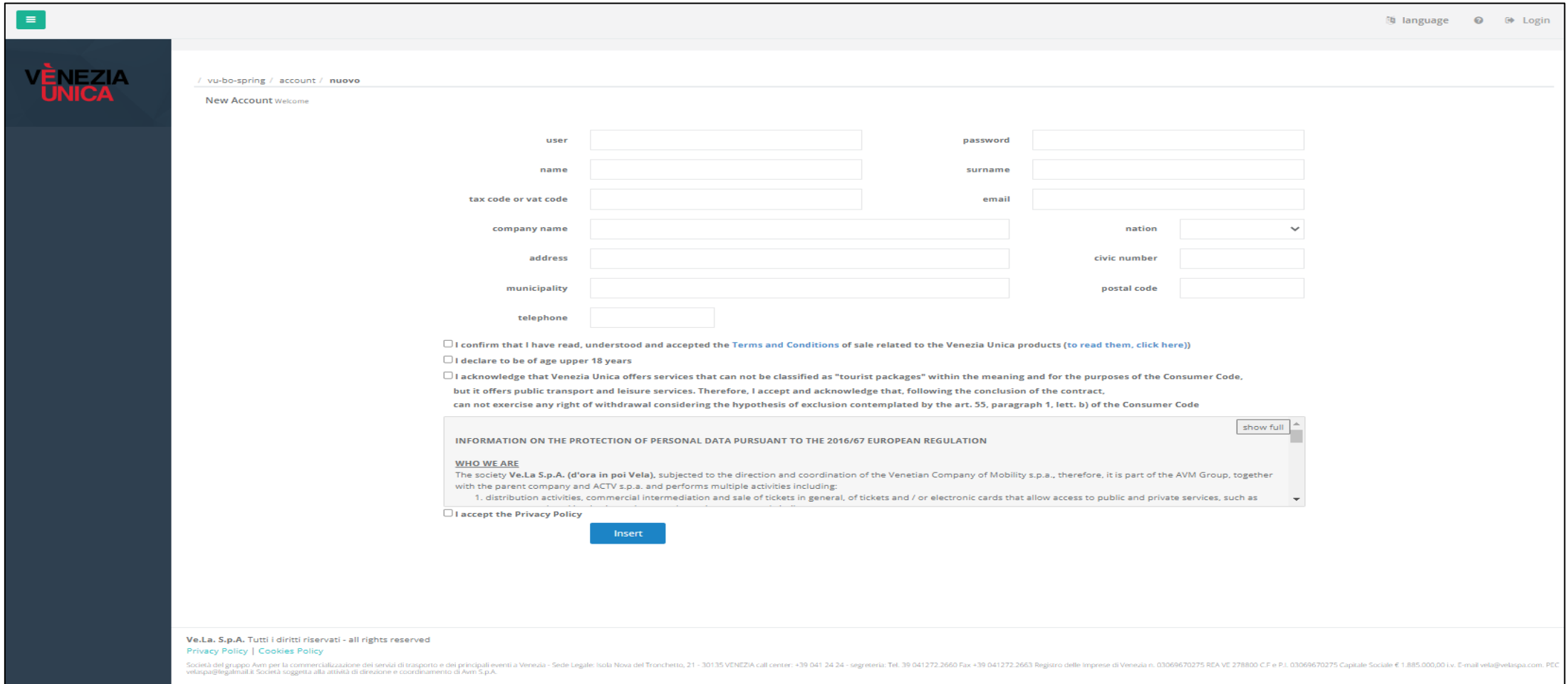
Venezia Unica Back Office/LOGIN

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



The screenshot shows the login interface of the Venezia Unica Back Office. On the left is a dark blue sidebar with the 'VENEZIA UNICA' logo. The main content area has a light gray header with a menu icon, 'language', a help icon, and a 'Login' link. Below the header, the 'Login' section is centered. It includes the text 'Indicate user and password' above two input fields labeled 'User' and 'Password'. Below these fields are two green buttons: 'login' and 'new account'. A light gray box below the buttons contains the text 'forget password?' with an envelope icon and the message 'with this action your password will be sent at your address email'.

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



The screenshot shows the 'New Account' registration page for Venezia Unica. The page has a dark blue sidebar with the Venezia Unica logo. The main content area is white and contains a registration form with the following fields:

- user (text input)
- password (text input)
- name (text input)
- surname (text input)
- tax code or vat code (text input)
- email (text input)
- company name (text input)
- nation (dropdown menu)
- address (text input)
- civic number (text input)
- municipality (text input)
- postal code (text input)
- telephone (text input)

Below the form, there are three checkboxes for terms and conditions:

- ☐ I confirm that I have read, understood and accepted the [Terms and Conditions](#) of sale related to the Venezia Unica products (to read them, click here))
- ☐ I declare to be of age upper 18 years
- ☐ I acknowledge that Venezia Unica offers services that can not be classified as "tourist packages" within the meaning and for the purposes of the Consumer Code, but it offers public transport and leisure services. Therefore, I accept and acknowledge that, following the conclusion of the contract, can not exercise any right of withdrawal considering the hypothesis of exclusion contemplated by the art. 55, paragraph 1, lett. b) of the Consumer Code

Below the checkboxes, there is a section titled "INFORMATION ON THE PROTECTION OF PERSONAL DATA PURSUANT TO THE 2016/67 EUROPEAN REGULATION". It includes a "show full" button and a scrollable area with the following text:

WHO WE ARE
The society Ve.La S.p.A. (d'ora in poi Vela), subjected to the direction and coordination of the Venetian Company of Mobility s.p.a., therefore, it is part of the AVM Group, together with the parent company and ACTV s.p.a. and performs multiple activities including:
1. distribution activities, commercial intermediation and sale of tickets in general, of tickets and / or electronic cards that allow access to public and private services, such as


At the bottom of the form, there is a checkbox for the privacy policy:


- ☐ I accept the Privacy Policy

A blue "Insert" button is located at the bottom of the form.

The footer of the page contains the following information:

Ve.La. S.p.A. Tutti i diritti riservati - all rights reserved
[Privacy Policy](#) | [Cookies Policy](#)
Società del gruppo Avm per la commercializzazione dei servizi di trasporto e dei principali eventi a Venezia - Sede Legale: Isola Nova del Tronchetto, 21 - 30135 VENEZIA call center: +39 041 24 24 - segreteria: Tel. 39 041272.2660 Fax +39 041272.2663 Registro delle Imprese di Venezia n. 03069670275 REA VE 278800 C.F. e P.I. 03069670275 Capitale Sociale € 1.885.000,00 i.v. E-mail vela@velaunica.com. PEC velaunica@legalmail.it Società soggetta alla attività di direzione e coordinamento di Avm S.p.A.





Login

Indicate user and password

User

BarbaraG


Password

.....

login

new account

forget password?



with this action your password will be sent at your address email

language

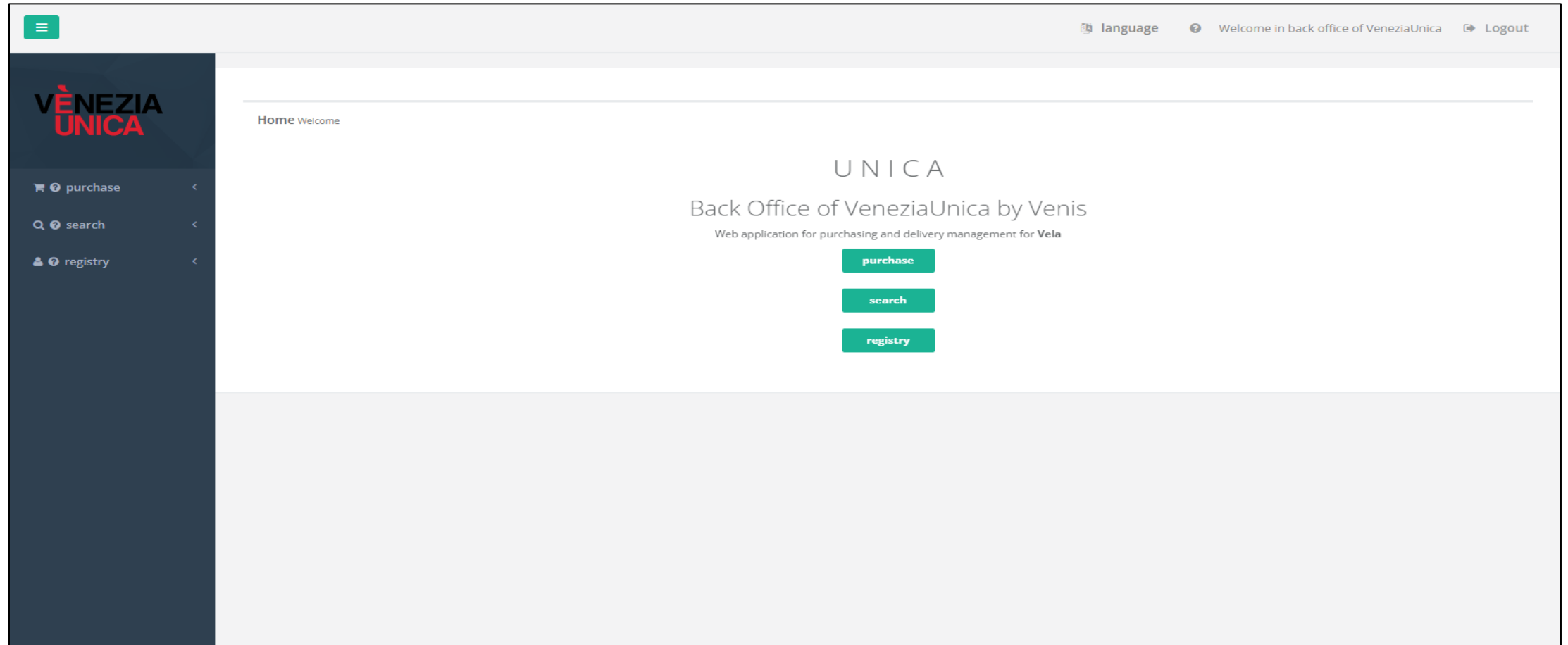
?

Login

To set language ENG/ITA

To connect/disconnect from user profile

Functions/PURCHASING PROCESS



PURCHASE



Purchasing methods → **STANDARD** → 1 single VOUCHER = 1 single **PNR** code
(It will be valid for all the products purchased)



Reference code for each voucher

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

The screenshot shows the 'purchase / standard' page in the Venezia Unica back office. The breadcrumb trail is '/ vu-bo-spring / purchase / standard'. The page title is 'List of products'. There is a search bar and a 'Show 5 entries' dropdown. The table lists products with columns for code, description, price, amount, and action. The table contains 5 rows of data. The pagination shows 'Showing 1 to 5 of 89 entries' and a set of navigation buttons (First, Previous, 1, 2, 3, 4, 5, ..., 18, Next, Last). Annotations include: 'Service Providers' drop-down menu' pointing to the search bar, 'By searching the name of the product' pointing to the search bar, and 'By scrolling through the price list pages' pointing to the pagination controls.

Service Providers' drop-down menu

By searching the name of the product

By scrolling through the price list pages

code	description	price	amount	action
VU-VER07	VERITAS - Venice Toilets (7 admissions) [barcode]	9	1	add info
VU-VER02	VERITAS - Venice Toilets (2 admissions) [barcode]	3	1	add info
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	1	add info

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

The screenshot displays the 'vu-bo-spring / purchase / standard' interface. On the left is a sidebar with navigation links: 'purchase', 'standard', 'multipnr', 'search', and 'registry'. The main area shows a 'List of products' with a search bar containing 'ACTV' and a 'Show 5 entries' dropdown. A table lists products with columns for code, description, price, amount, and action. The table contains five entries, all for 'Venezia Metropolitana 24' products. The 'action' column for each entry has 'add' and 'info' buttons. To the right of the table is a shopping basket summary showing 'pay 3' and 'clear' buttons, and a total of '€ 105.00'. Below the table is a pagination bar with 'First', 'Previous', '1', '2', '3', '4', '5', '6', 'Next', and 'last' buttons. Three blue callout boxes provide instructions: 'To complete the purchase' points to the 'pay 3' button; 'To remove all items from the basket' points to the 'clear' button; 'To delete a product from the basket' points to the 'delete' button in the basket items list. A fourth blue callout box, 'For further information on the product', points to the 'info' button in the product table.

language Welcome in back office of VeneziaUnica Logout

/ vu-bo-spring / purchase / standard

List of products

ACTV

Show 5 entries Search: ACTV

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

To complete the purchase

To remove all items from the basket

pay 3 clear € 105.00

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

VENEZIA
UNICA

purchase

standard

multipnr

search

registry

language

Welcome in back office of VeneziaUnica

Logout

/ vu-bo-spring / purchase / standard

List of products

Fondazione Venezia Servizi alla Persona

Show 5 entries

Search: Fondazione Venezia Serv

code	description	price	amount	action
BOVOLRID15	Scala Contarini del Bovolo - Reduced Ticket Entrance at 3.00pm	6	1	<div>addinfo</div> <div>calendar</div>
BOVOLRID11	Scala Contarini del Bovolo - Reduced Ticket Entrance at 11.30am	6	1	<div>addinfo</div> <div>calendar</div>
BOVOLINT15	Scala Contarini del Bovolo - Full Ticket Entrance 3.00pm	8	1	<div>addinfo</div> <div>calendar</div>
BOVOLINT11	Scala Contarini del Bovolo - Full Ticket Entrance 11.30am	8	1	<div>addinfo</div> <div>calendar</div>

Showing 1 to 4 of 4 entries (filtered from 89 total entries)

First

Previous

1

Next

Last

pay 1

clear

€ 6.00

Scala Contarini del Bovolo - Reduced Ticket Entrance at 11.30am

€ 6.0

delete→

info→

The "calendar" button appears only if the product is linked to a date and needs to be booked according to availability

10

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

The screenshot displays the VeneziaUnica back office interface. The sidebar on the left contains the VeneziaUnica logo and navigation links for 'purchase', 'standard', 'multipnr', 'search', and 'registry'. The main content area shows a breadcrumb trail: / vu-bo-spring / purchase / standard / riassunto. Below this, the word 'Payment' is displayed. A large teal box contains the text '€ 46.0 for 1 order' and two buttons: 'Back' and 'Go To Payment'. Two blue callout boxes with arrows point to these buttons: 'To go to previous page' points to 'Back', and 'To proceed with the purchase' points to 'Go To Payment'. Below the teal box, two items are listed in the basket:

Item	Price	Barcode
1) Audioguided Tour of the Teatro La Fenice - FULL ticket	€ 11.0	barcode virtual associated
2) Museum Pass - Full ticket	€ 35.0	barcode virtual associated

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

language Welcome in back office of VeneziaUnica Logout

/ vu-bo-spring / purchase / standard / payment / prepare

Payment

To go to previous page

To complete the purchase

Back Go

€
46.0

Customized text (optional)

Text 1 Persona 1

Text 2 Persona 1

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

The screenshot shows the 'Payment' page in the VeneziaUnica back office. The page has a dark blue sidebar on the left with the VeneziaUnica logo and navigation links: 'purchase', 'standard', 'multipnr', 'search', and 'registry'. The main content area has a breadcrumb trail: '/ vu-bo-spring / purchase / standard / payment / ccbraintree'. Below the breadcrumb, the word 'Payment' is displayed. A large teal banner contains a 'Back' button, the amount '€ 46.00', and the title 'Payment Transaction'. Below the banner, the text 'Choose a way to pay' is followed by two selectable options: 'Card' (with a card icon) and 'PayPal' (with the PayPal logo). A blue 'purchase' button is located below these options.

language Welcome in back office of VeneziaUnica Logout

/ vu-bo-spring / purchase / standard / payment / ccbraintree

Payment

Back

€ 46.00

Payment Transaction


Choose a way to pay


Card


PayPal


purchase


After making the transfer  The payment confirmation will be displayed




 purchase

 standard

 multipnr

 search

 registry

language

Welcome in back office of VeneziaUnica

Logout

vu-bo-spring / purchase / standard / payment / cp

Payment

Response Payment

State of Transaction:	OK
process	24328
date	09/05/2022 16:49:29

view order

To complete the process: visualise the transaction PNR and print the voucher

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

The screenshot displays the 'Transaction' page in the Venezia Unica back office. The left sidebar contains navigation links: purchase, search, registry, and a search filter menu with options: standard, multipnr, all, and transactions. The main content area shows the transaction number 24328 and the total order amount of €11.0, with a 'storno-refund' status. Below this, a table lists the transaction details: 1 Audioguided Tour of the Teatro La Fenice - FULL ticket for a price of 11.0. A section titled '1 Orders' provides the order process timeline: init process (09/05/2022 16:49:28), end process (09/05/2022 16:49:29), number order request (1), and number order processed (1). The interface also includes language selection (Italian, English, French, Spain, German, Russian) and a search bar. At the bottom, a table shows the order details for state OK, order 43HKIG6, item 1, with links to 'Print Voucher WEB' and 'Print Voucher PDF'. The 'Print Voucher WEB' link is highlighted with a blue arrow pointing to a blue oval labeled 'PNR code'. The 'Print Voucher PDF' link is highlighted with a blue arrow pointing to a blue oval labeled 'To obtain a paper copy'. The table also displays the voucher id 251636 and key-barcode OVUI164219845. The bottom of the page shows 'Showing 1 to 1 of 1 entries' and navigation controls.

Transaction

transazione numero **24328**

Total order **€ 11.0**
storno-refund

description	price
1 Audioguided Tour of the Teatro La Fenice - FULL ticket	11.0

1 Orders

init process 09/05/2022 16:49:28
end process 09/05/2022 16:49:29
number order request 1
number order processed 1

Italian English French Spain German Russian

Show 10 entries



state	order	item	voucher html	voucher pdf	id	key-barcode
OK	43HKIG6	1	Print Voucher WEB	Print Voucher PDF	251636	OVUI164219845

Showing 1 to 1 of 1 entries

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



Your personal code (PNR) is: **43HKIG6**


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](https://play.google.com/store/apps/details?id=com.duvavorkshop.fenice) (Android): <https://play.google.com/store/apps/details?id=com.duvavorkshop.fenice> / [App Store](https://apps.apple.com/it/app/teatro-la-fenice-ufficiale/id1502807431): <https://apps.apple.com/it/app/teatro-la-fenice-ufficiale/id1502807431>

► **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 museums, theaters and cultural structures is allowed only if you have:
- GREEN PASS (<https://bit.ly/3l3uUzr>) and a valid ID document

(*) :
• **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" Allaguna** the period of validity starts from the issue at the Allaguna 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.

€ 11,00

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

15

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

The screenshot displays the Venezia Unica back office interface. The top navigation bar includes a menu icon, the Venezia Unica logo, and links for language, user status, and logout. The left sidebar contains navigation options: purchase, search, registry, and transactions. The main content area shows a transaction summary for transaction number 24328, with a total order of €11.0. A green button labeled 'storno-refund' is visible. Below this, a table lists the transaction details, including the description 'Audioguided Tour of the Teatro La Fenice - FULL ticket' and the price '11.0'. A red callout bubble points to the 'storno-refund' button, containing the text: 'To cancel the payment of the product just purchased. Operation to take place within 60 minutes from the issuance of the voucher'. The bottom section shows the order status '1 Orders' and a table with columns for state, order, item, voucher html, voucher pdf, id, and key-barcode. The table contains one entry with the order number 43HKIG6 and the voucher key OVUI164219845. The interface also includes a language selector (Italian, English, French, Spain, German, Russian) and a search bar.

Transaction

transazione numero **24328**

Total order **€ 11.0**

storno-refund

description	price
1 Audioguided Tour of the Teatro La Fenice - FULL ticket	11.0

1 Orders

init process 09/05/2022 16:49:28
end process 09/05/2022 16:49:29
number order request 1
number order processed 1

☐ Italian ☒ English ☐ French ☐ Spain ☐ German ☐ Russian

Show 10 entries

state	order	item	voucher html	voucher pdf	id	key-barcode
OK	43HKIG6	1	Print Voucher WEB	Print Voucher PDF	251636	OVUI164219845

Showing 1 to 1 of 1 entries

Search: [] Copy CSV Excel PDF Print

Previous 1 Next

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

The screenshot displays the Venezia Unica website interface. The top navigation bar includes links for 'language', 'Welcome in back office of VeneziaUnica', and 'Logout'. The breadcrumb trail shows the path: / vu-bo-spring / search / transactions / gestione / storno. The main content area is titled 'Transaction' and features a large teal banner with the text 'Total order € 11.0'. Below this, a table lists the transaction details:

description	price
1 Audioguided Tour of the Teatro La Fenice - FULL ticket	11.0

Below the table, another teal banner indicates '1 Orders'. The order details are as follows:

init process	09/05/2022 16:49:28
end process	09/05/2022 16:49:29
number order request	1
number order processed	1

The 'Show 10 entries' section displays a table with columns for 'state', 'order', and 'item'. The first entry shows a green 'OK' status, the order number '43HKIG6', and the item number '1'. A blue arrow points from the 'OK' status to a blue oval containing the text 'To visualize the cancellation result in details (date, time)'. Another blue arrow points from the order number '43HKIG6' to a second blue oval containing the text 'To check the detail of the order'. The bottom of the page shows pagination controls: 'Showing 1 to 1 of 1 entries', 'Previous', '1', and 'Next'.

language Welcome in back office of VeneziaUnica Logout

/ vu-bo-spring / search / transactions / gestione / ordine

Detail order

43HKIG6

€ 11.0

Persona 1

product	key (barcode,rfid,uuid,auth,etc)	date purchase	date of delivery	date of starling
1)Audioguided Tour of the Teatro La Fenice - FULL ticket	OVUI164219845	09/05/2022 16:49:28		09/05/2022 17:05:25

IMPORTANT:

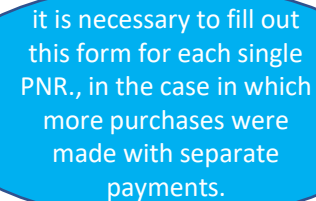

The refund procedure requires **WITHDRAWAL** of the voucher that may have already been handed over to the customer.

REQUEST FOR INVOICING

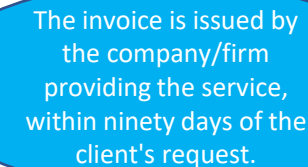

To request an invoice  Fill in the Form in the dedicated section [Request for invoicing](#)

NOTE:

- 1 – Enter the PNR code – *«more than one PNR codes = more than one Form to fill out»*
- 2 – Select the Service Provider's category
- 3 – Provide the data of the Agency
- 4 – Enter the email address to send the invoice



it is necessary to fill out this form for each single PNR., in the case in which more purchases were made with separate payments.



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

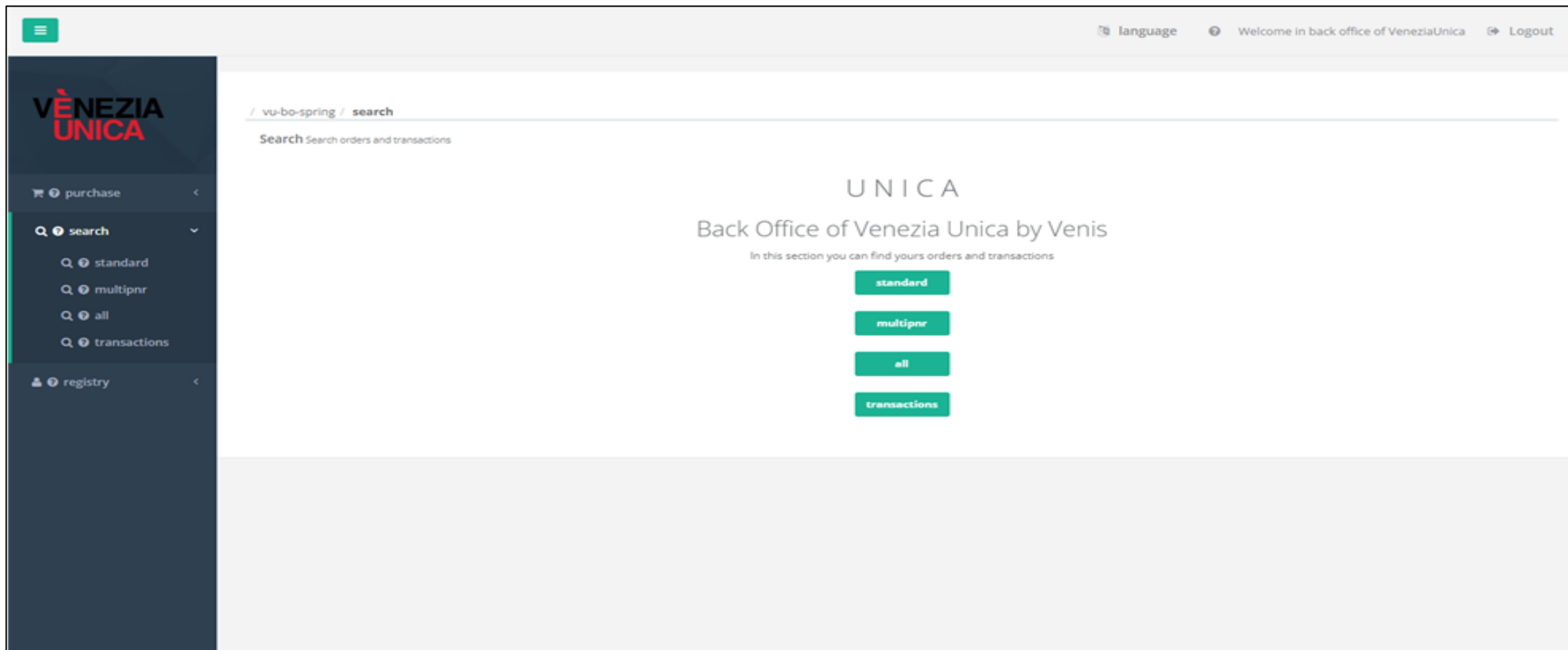
ATTENTION:

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

VENEZIA
UNICA

purchase

search

standard

multipnr

all

transactions

registry

language

Welcome in back office of VeneziaUnica

Logout

/ vu-bo-spring / search / standard

Search

search of orders standard

Selected

what

indica un filtro libero

start period

11/05/2022

end period

11/05/2022


search


Enter the order or transaction number registered on the system


Specify the time frame where the issue took place





23


After clicking on «SEARCH»  The result will be displayed



 purchase

 search

-  standard
-  multipnr
-  all
-  transactions

 registry

language

Welcome in back office of VeneziaUnica

Logout

/ vu-bo-spring / search / standard / esegui

List of purchased : result

Show 25 entries

Search:

Copy

CSV

Excel

PDF

Print

id	pnr	origine	user	name-surname	total	date of insert	state	date of starling
248849	8H2NIN7	BO_STANDARD	TestTrade2	Persona 1 Prova	11.0	03/05/2022 12:35:09	DELETED	04/05/2022 15:02:02
248849	8H2NIN7	BO_STANDARD	TestTrade2	Persona 1 Prova	-11.0	03/05/2022 12:35:09	DELETED	04/05/2022 15:02:02
total:					0.00			

Showing 1 to 2 of 2 entries

Previous

1

Next

REGISTRY

The screenshot shows the 'Registry' page in the Venezia Unica Back Office. The left sidebar contains the Venezia Unica logo and navigation links: 'purchase', 'search', 'registry' (highlighted), and 'my'. The top header includes a language selector, a welcome message, and a logout link. The breadcrumb trail indicates the path: / vu-bo-spring / registry. The main content area displays 'UNICA Back Office of Venezia Unica by Venis' and 'Account section'. A green 'modify' button is present, with a blue arrow pointing down to a blue oval callout that reads 'Update your profile and password'.

language Welcome in back office of VeneziaUnica Logout

/ vu-bo-spring / registry

Account Welcome




UNICA

Back Office of Venezia Unica by Venis

Account section

modify

Update your profile and password

- 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