

LTA B2B PORTAL

STEP BY STEP USER GUIDE



Contents

LTA B2B Portal Introduction	3
Account Creation.....	4
Logging In	6
Allocating your tickets.....	6
Select Tickets to Allocate via List	8
Select Tickets to Allocate via Seat Map	8
Allocating Tickets	9
Ticketing Dashboard	12
Retrieving Tickets	13
Contact.....	15
FAQs.....	15

LTA B2B PORTAL INTRODUCTION

The LTA B2B Portal will enable you to allocate ticket to your guests quickly and easily.

Once you have completed the allocation process your guests will receive a confirmation email. Tickets will be available through the LTA Tickets app, but tickets will not be made available immediately after allocation. When the tickets are ready to access your guests will receive a subsequent email inviting them to download the app to view them.

The full process for getting set up on the LTA B2B Portal and allocating tickets is explained below. FAQs are included at the end.

ACCOUNT CREATION

To access the LTA B2B Portal you will need to create an account [here](#).



TICKET ALLOCATION ACCOUNT

LTA B2B Portal Login

Welcome to the LTA B2B Portal. Please log in to your account below or create a new account.

Email address
|

Password
|

Stay logged on

GENERATE NEW PASSWORD

[CREATE A NEW ACCOUNT](#)

Privacy

The information required when creating your account is necessary to allow accurate processing of your order. We guarantee the confidentiality of your data. For your safety we do not store your payment details.

Help and Support

- [Terms & Conditions](#)
- [Frequently Asked Questions](#)

You will need to create an account before you can use this portal. Do this by clicking 'Create A New Account.' Please note, the request needs to be verified by the LTA, which can take up to 24 hours to be processed.

Fill in all the mandatory details including Email, Password, First Name, Surname, accepting the Ts&Cs, Your Organisation and Address.

Partner organisations have already been entered into the Portal. For the section on Your Organisation, please select "My organisation already exists" then enter the name of your organisation and click OK.

You can enter either your own personal home address or the address of your organisation. The address will not be used for any mailing purposes, it is simply a requirement for account set up.

Your Organisation

- My organisation already exists (Please Select)
 I want to create my organisation

My Organisation *

Type your organisation name (full name required)

Once all your details are filled in, click Create Account at the bottom of the page.

You will then be presented with a confirmation message that your account has been created and needs to be verified by the LTA. Once your account has been verified, the LTA will create your ticket order.

Your request for a new account has been registered

PLEASE READ

Thank you for your registration, your request will be validated by the LTA Ticketing Team within 24 working hours and you will receive a confirmation email once this is complete.

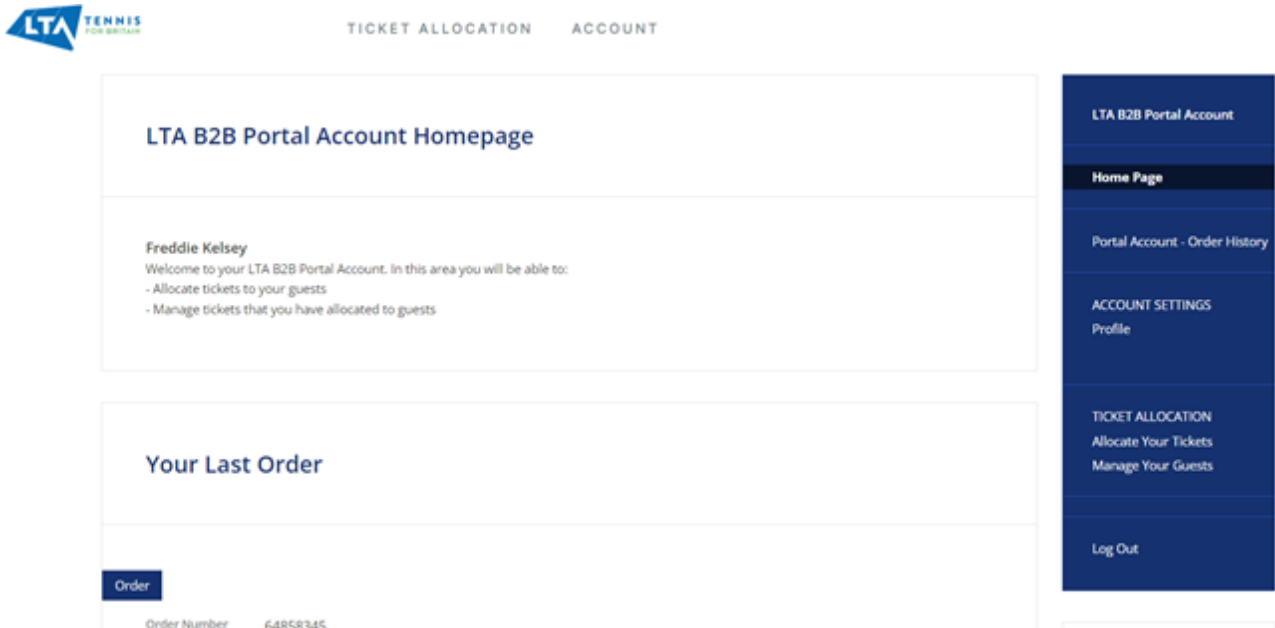
After your account is validated, the LTA Ticketing Team will be able to assign your tickets to your LTA B2B Portal Account and you will receive an order confirmation email once complete. Thereafter, you will be able to start distributing tickets to your guests.

You will receive an email once your registration has been accepted and then you will be able to log into your LTA B2B portal account.

[BACK TO THE WEB PORTAL](#)

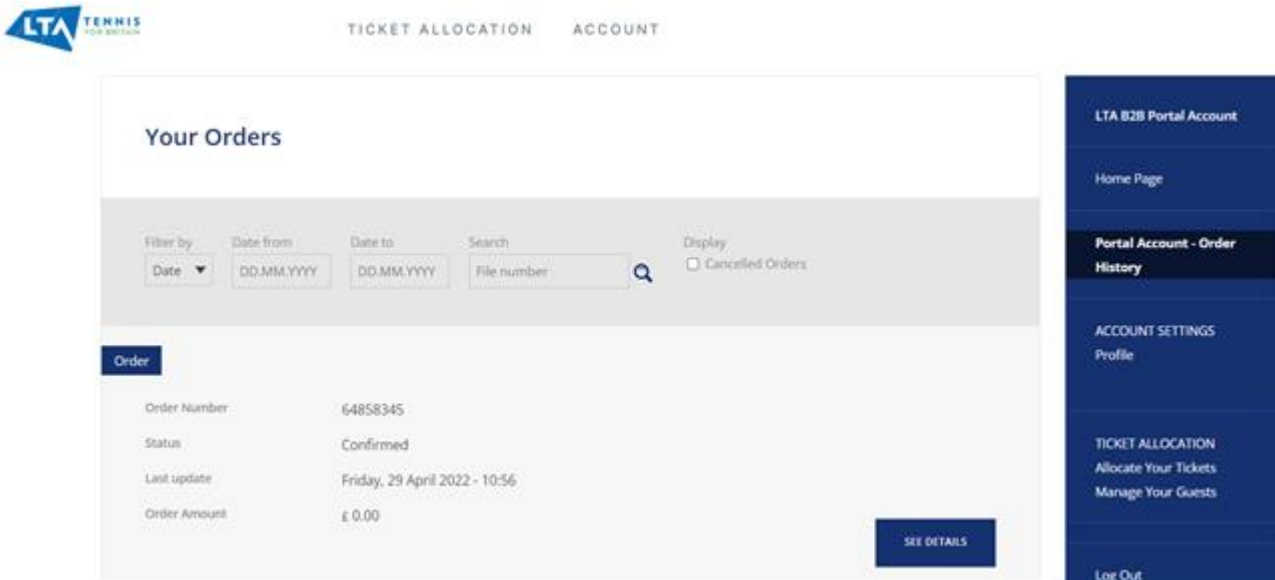
LOGGING IN

When your account has been validated you will be able to log on to the LTA B2B Portal homepage. The main navigation menu is on the right-hand side, providing links to update your profile or view your portal account ticket order history.



The screenshot shows the LTA B2B Portal Account Homepage. At the top left is the LTA Tennis for Britain logo. In the top center, there are two navigation links: "TICKET ALLOCATION" and "ACCOUNT". The main content area is divided into two sections. The first section is titled "LTA B2B Portal Account Homepage" and contains a welcome message for Freddie Kelsey, stating "Welcome to your LTA B2B Portal Account. In this area you will be able to:" followed by two bullet points: "- Allocate tickets to your guests" and "- Manage tickets that you have allocated to guests". The second section is titled "Your Last Order" and contains a blue "Order" button. Below the button, it displays "Order Number 64858345". On the right side, there is a dark blue navigation menu with the following items: "LTA B2B Portal Account", "Home Page", "Portal Account - Order History", "ACCOUNT SETTINGS Profile", "TICKET ALLOCATION Allocate Your Tickets Manage Your Guests", and "Log Out".

Click on Portal Account - Order History to see your ticket order, then 'See Details' to see all tickets within your order.



The screenshot shows the LTA B2B Portal Account Order History page. At the top left is the LTA Tennis for Britain logo. In the top center, there are two navigation links: "TICKET ALLOCATION" and "ACCOUNT". The main content area is titled "Your Orders" and contains a filter section. The filter section has "Filter by" set to "Date", "Date from" and "Date to" fields both containing "DD.MM.YYYY", a "Search" field containing "File number", and a "Display" section with a checked box for "Cancelled Orders". Below the filter section, there is a blue "Order" button. Below the button, there is a table with the following data:

Order Number	64858345
Status	Confirmed
Last update	Friday, 29 April 2022 - 10:56
Order Amount	£ 0.00

At the bottom right of the table, there is a blue "SEE DETAILS" button. On the right side, there is a dark blue navigation menu with the following items: "LTA B2B Portal Account", "Home Page", "Portal Account - Order History", "ACCOUNT SETTINGS Profile", "TICKET ALLOCATION Allocate Your Tickets Manage Your Guests", and "Log Out".

ALLOCATING YOUR TICKETS

Once logged in to your account, you will be presented with the homepage. In the menu on the right-hand side, you will need to click in to 'Allocate Your Tickets'.

LTA B2B Portal Account Homepage

Freddie Kelsey
Welcome to your LTA B2B Portal Account. In this area you will be able to:
- Allocate tickets to your guests
- Manage tickets that you have allocated to guests

Your Last Order

Order
Order Number 64858345

LTA B2B Portal Account
Home Page
Portal Account - Order History
ACCOUNT SETTINGS Profile
TICKET ALLOCATION Allocate Your Tickets Manage Your Guests
Log Out

This shows the tickets you have available. **The column heading shows what type of tickets you have, for example whether the ticket is for Partner Hospitality or Partner Ticket Only.**

Step 1: Ticket Selection
Please choose the seat(s) or item(s) based on availability for each product.

Event 1 item

cinch Championships Centre Court > TICKETING DASHBOARD

Wednesday, 15 June 2022 Remaining tickets 4 / 4

	Partner Hospitality	Partner Ticket Only		
● East Premium	<input type="text" value="0"/> / 2	<input type="text" value="2"/> / 2 (£0.00)	LIST	MAP
● South Premium	<input type="text" value="2"/> / 2 (£0.00)	<input type="text" value="0"/> / 0	LIST	MAP
Sub-total	2	2		

Total: 0 ticket selected

TICKET ALLOCATION
Allocate Your Tickets
Manage Your Guests
Log Out

Help and Support
• Terms & Conditions
Frequently Asked Questions

The tickets for each person need to be selected before you allocate them to your guest. Tickets can be selected either by choosing a number of tickets, via the list or the seat map.

Select Tickets to Allocate via List

Select the List button to the right of the tickets and a pop up will appear with the tickets available for that event. Simply select the tickets you want to allocate by ticking the box and clicking ok.

Select seats ⊗

- Wednesday, 15 June 2022 - 12:00

Selected: 0 / 2 tickets East Premium + VIEW DETAILS

Selected: 0 / 2 tickets South Premium — HIDE DETAILS

<input type="checkbox"/> Seat	Tariff	Price
<input type="checkbox"/> South Premium - BLOCK 21 - G - 19	Partner Hospitality	£ 0.00
<input type="checkbox"/> South Premium - BLOCK 21 - G - 20	Partner Hospitality	£ 0.00

Page 1 of 1 1

< CANCEL OK

If a guest is receiving tickets to more than one event, or tickets to multiple days at the same event, you do not need to do this separately. After you have selected the guest's first batch of tickets, find the second event and or day by following the same process as before (click on the List button to the right of the tickets and select the tickets from the pop up that appears). You are now ready to allocate your tickets.

Select Tickets to Allocate via Seat Map (alternative method)

To select tickets to allocate via the seat map, select the Map button to the right of the tickets. The tickets available to you will be shown as a solid-coloured circle. Zoom in on the map to find your tickets and select the tickets you want to allocate to your guest by clicking on them. Once you have clicked on your seat(s), a black circle will appear round the seat.

Step 1: Ticket Selection

Selection method

Allocate Seats
Allocate or enter guests

Retrieve
Retrieve ticket allocation

Seat details:

- Category 1
- East Stand - Block BLOCK 7 Row E
- Seat 19

Once you have selected the tickets from the seat map, you can scroll to the bottom to see a confirmation of your selection.

You are now ready to allocate the tickets to your guest.

The screenshot displays a ticket selection interface. At the top, there are two seat maps. The right map shows a grid of seats with some highlighted. Below the maps, there are icons for amenities like 'AA' and 'CAMERA'. A summary table on the right shows the current selection:

- Current selection	2
East Premium	2
Partner Ticket Only	2

Below the seat maps, there is a 'Selection details' section with a table:

Seat	Tariff	Price
East Premium - BLOCK 13 - F - 24	Partner Ticket Only	£ 0.00
East Premium - BLOCK 13 - F - 23	Partner Ticket Only	£ 0.00

Allocating Tickets

Once you have all the tickets selected to allocate to your guest, go to the Ticket Allocation section.

Click the button to Allocate Tickets and select Enter Your Guest.

Step 2: Ticket Allocation

The screenshot shows the 'Allocate Tickets' process. At the top, a message says: 'Please choose 'Allocate Tickets' below.' Below this is a dark blue button with a white arrow and the text 'ALLOCATE TICKETS'. Below the button is a grey modal window with a close button (X) in the top right corner. The modal contains the following text: 'Please enter the email of your guest below to whom you wish to allocate ticket(s). If no account exists for your guest, you can create a new guest.' Below this text are two radio buttons: 'Enter Your Guest' (which is selected) and another option. Below the radio buttons is a text input field labeled 'Enter Email' and a 'SEARCH' button. At the bottom right of the modal is an 'ALLOCATE' button with a white arrow.

Enter the guest's email address and click search. If the guest already has an LTA Tickets Account they will appear in a drop-down list. Simply select the guest from the list.

If the guest does not have an account you will need to create them as a contact.

Please enter the email of your guest below to whom you wish to allocate ticket(s). If no account exists for your guest, you can create a new guest.

● Enter Your Guest

freddie.kelsey@lta.org.uk

SEARCH

No match found

Please search again by full email address or create a new guest below.

+ CREATE GUEST

→ ALLOCATE

Click on Create Guest and fill in the first name and surname of your guest – the email address will populate from your search so please ensure this is correct. Tick the box to ‘Add as a contact of this organisation.’ Details on managing your contacts can be found in the Manage Your Contacts section of this document.

Contact

Email address *

freddie.kelsey@lta.org.uk

First name *

Freddie

Last name *

Kelsey

Add as a guest of this organisation

< CANCEL

SAVE

As soon as you click Save, your guest will receive a confirmation email that an LTA Tickets account has been created for them. There is no action for the guest to take as this is just a notification.

After the guest’s details have been added, the Allocate button will be activated for the tickets to be allocated to your guest.

Please enter the email of your guest below to whom you wish to allocate ticket(s). If no account exists for your guest, you can create a new guest.

Enter Your Guest



Freddie Kelsey
freddie.kelsey@lta.org.uk

CHANGE

ALLOCATE

You will receive a confirmation message once the tickets have been allocated to the guest



Success

Successfully distributed 2 ticket(s).

IMPORTANT – This process has allocated the tickets to your guest. However, their mobile tickets will not be available in the LTA Tickets app until closer to the event. Your guest will receive a confirmation email explaining this.

Once tickets are made available in the LTA Tickets app (end of May/early June), your guests will receive an email with instructions on how to download and register on the LTA Tickets App. Your guests must register on the LTA Tickets app with the same email address you allocated their tickets to.

If you allocate tickets to a guest after the LTA have made the mobile tickets available in the LTA Tickets app, they will receive the email telling them their tickets are ready and that they need to download and register on the LTA Tickets App straight away.

TICKETING DASHBOARD

There is a Ticketing Dashboard for each event you have tickets for.

Event 2 items 2 tickets selected

Rothesay Classic Centre Court [TICKETING DASHBOARD](#)

Tuesday, 14 June 2022

Remaining tickets **2** / 4

Adult

● Category 2 / 2
(£ 37.00)

[LIST](#) [MAP](#)

Sub-total 2

The Ticketing Dashboard shows a breakdown of your tickets. The main function of the Ticketing Dashboard is to retrieve tickets from a guest who has been sent tickets in error or can no longer use them.

Ticketing Dashboard

Rothesay Classic Centre Court

Tuesday, 14 June 2022

[EXPORT TO EXCEL](#)

Date	Seat Category	Tickets Remaining	Distributed		Printed Directly	Total	Controlled
			Guest Ticket Able to Retrieve - Click Number to Retrieve	Guest Ticket Unable to Retrieve			
Tuesday, 14 June 2022 - 11:00	● Category 2	2	2	0	0	4	0
Total		2	2	0	0	4	0

Retrieving Tickets

IMPORTANT – Tickets can only be retrieved from a guest via the LTA B2B Portal before the tickets have been put into the guest’s LTA Tickets app.

After the tickets have been put in to a guest’s LTA Tickets app they cannot be retrieved from the LTA B2B Portal. The only way to transfer tickets to a new guest, after the tickets have been put in to the app, is through the LTA Tickets App, transfer functionality. If the guest is unable to do this, we advise that you download the app and get the guest to transfer the tickets to you so you can transfer on via the app to the new guest.

To retrieve tickets, go to the column titled ‘Guest Ticket Able to Retrieve’, and click on the number.

Guest Ticket
Able to Retrieve
- Click Number
to Retrieve

2

2

This will give you a summary of the tickets available to be retrieved.

Tuesday, 14 June 2022 Category 2						
Name	First name	Email address	Structure	Number of tickets	Block	
Kelsey	Freddie	freddiekelsey@gmail.com		2	B4	➤ RETRIEVE

Click on Retrieve Confirm on the pop up. Once confirmed, your tickets will be returned to your ticket allocation list.

Rothesay Classic Centre Court
Tuesday, 14 June 2022

Warning


You are about to take back 2 tickets.

< CANCEL CONFIRM RETRIEVAL

EXPORT TO EXCEL

Tuesday, 14 June 2022 Category 2						
Name	First name	Email address	Structure	Number of tickets	Block	
Kelsey	Freddie	freddiekelsey@gmail.com		2	B4	➤ RETRIEVE

⏪ ALL PRODUCTS < BACK TO TICKETING DASHBOARD

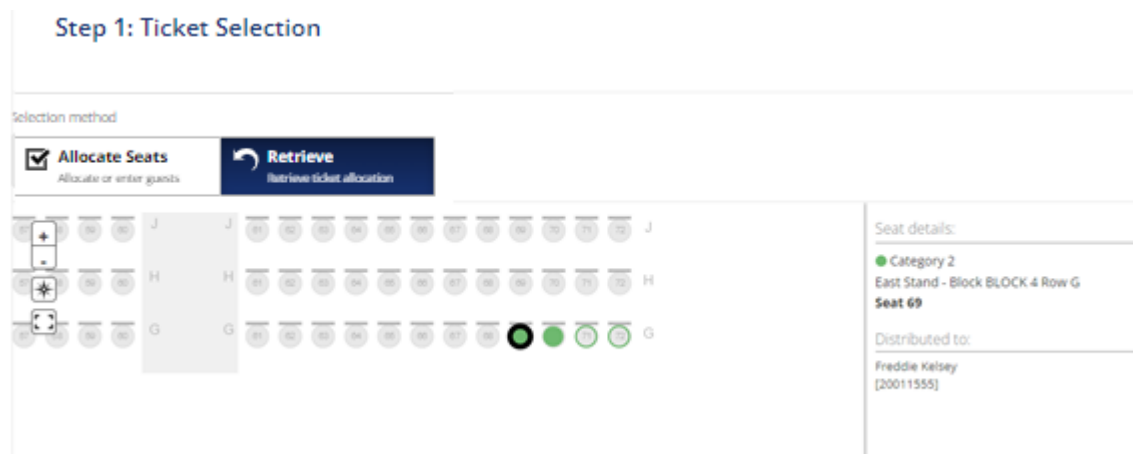
 **Success**
Took back successfully 2 tickets.

You are also able to retrieve tickets via the seat map. On the main allocation page, select the Map for the relevant event. Select the Retrieve button at the top of the page.

Step 1: Ticket Selection

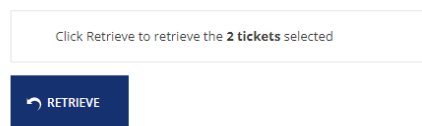


Select the tickets you want to retrieve. Tickets that have been allocated are identified by a solid colour. If you move the cursor over the seat, the portal will tell you who the ticket is allocated to.



Once you have selected the seats to retrieve, click the retrieve button at the bottom of the screen and then the Confirm Retrieval button in the pop up. Your tickets will be returned to your ticket allocation list.

Step 2: Retrieve Seat(s)



Warning



You are about to take back **2 tickets**.

CANCEL

CONFIRM RETRIEVAL

CONTACT

If you have any enquiries, please contact your LTA Account manager cc'ing the LTA Ticketing Team – freddie.kelsey@lta.org.uk

FAQS

Q. What devices does the LTA B2B Portal work on?

A. The LTA B2B Portal is compatible on all devices however, we it is best used on a laptop or desktop.

Q. Can we have more than one log in for the LTA B2B Portal?

A. Whilst you can have more than one log in to the LTA B2B Portal, the order of tickets can only be placed on one contact's account. If you would like certain tickets to be put on a certain B2B Portal Account, please notify us before you register. Share same email and password.

Q. I've forgotten my password to my B2B Portal account, how do I reset this?

A. To reset your password for the B2B Portal account, please contact the LTA Ticketing team on the emails above. The ticketing team will be able to send you a reset password email with a link in which allows you to reset your password.

Q. Does the portal close at any point for each tournament?

A. No, the portal will remain open.

Q. Can tickets be allocated up to and including on the day of a guest's attendance?

A. Yes, it is possible to continue allocating tickets.

Q. When will tickets be available within the app?

A. Tickets for Nottingham will be injected into the system during the week beginning 23rd May. Tickets for the later tournaments will be injected during the week beginning 30th May.

Q. What happens once I have allocated all of my tickets?

A. Once you have allocated all of your tickets on an event day, you will still be able to view your ticketing dashboard. Please contact the LTA Ticketing Team if you need to have any issues resolved after allocating all of your tickets.

Q. Can a block of tickets be allocated to a single person?

A. Yes, this can be done by allocating multiple tickets through the list or seat map allocation processes.

Q. I have a large group of tickets to allocate to a lead contact, what happens if the lead contact for the day changes?

A. If you have allocated the tickets and the lead contact changes, you can retrieve the tickets before mobile tickets are available in the LTA Tickets app. After mobile tickets are in the LTA Tickets app, the tickets will need to be transferred individually through the LTA Tickets app by the person who received them.

Q. Does the host receive a notification when a guest receives their tickets through the app?

A. No, the system does not generate a message for the host only to the guest.

Q. If a guest leaves the seating bowl will they need to show a ticket to re-enter it?

A. Yes. We recommend that each guest has their ticket transferred to them. They will need to download the app in order to receive their ticket.

Q. Will a guest be told if their tickets are being retrieved?

A. No, there is no automated message for this action. Hosts should inform them directly if the tickets are being recalled.

Q. I am unable to retrieve the ticket from a guest via the portal as they are now in their app and they are not able to transfer on to the new guest as we cannot give them the new guest's email address.

A. If this arises, our suggestion would be to download and register on the app yourself and get the guest to transfer the tickets to you. Once you have the tickets in your app you will be able to transfer the tickets to the new guest all via the app.

Q. Is this the same ticket allocation process for The Championships, Wimbledon?

A. No, the All England Club has a different system of ticket allocation. The LTA will share these details as soon as they are provided by the Club.