

LTA TICKET ALLOCATION PORTAL

USER GUIDE



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LTA TICKET ALLOCATION PORTAL INTRODUCTION

The LTA Ticket Allocation Portal will enable you to allocate ticket(s) to your guests quickly and easily.

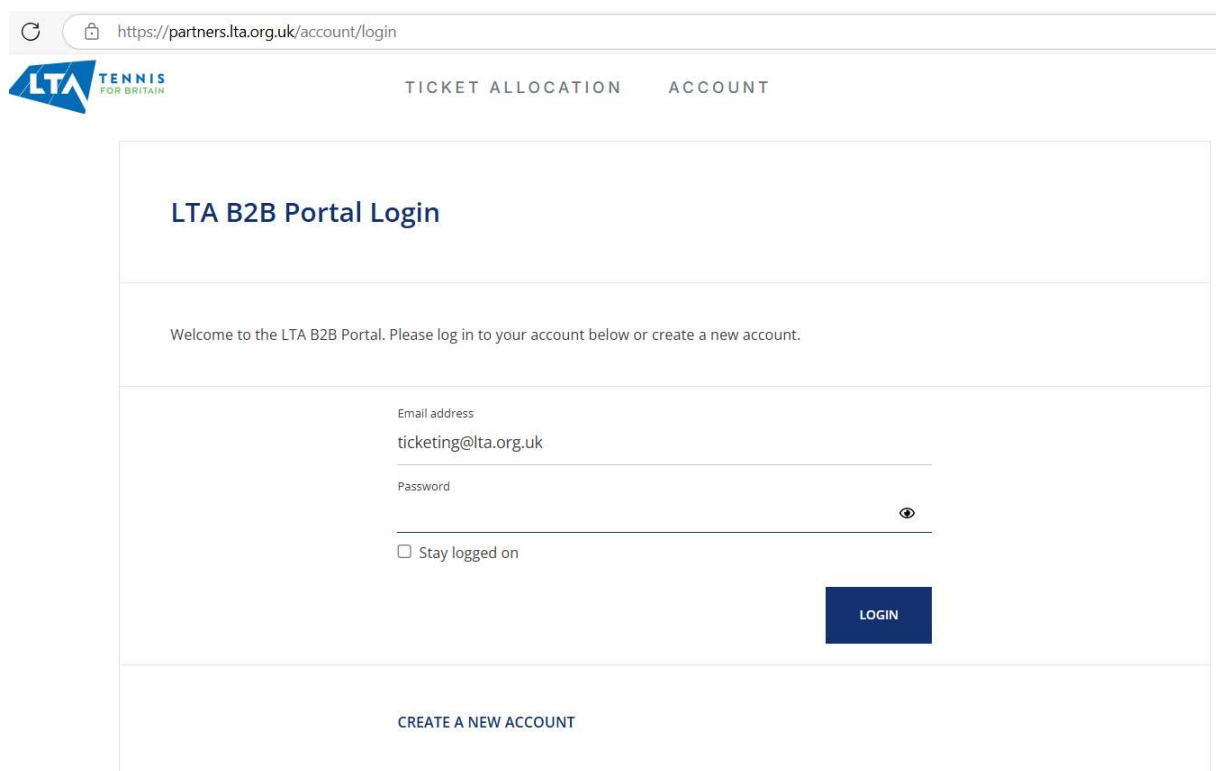
Tickets will be available through the LTA Courtside App, but tickets will not be made available immediately after allocation.

When the tickets are ready to access, your guests will receive an email inviting them to download the app to view them.

The full process for getting set up on the LTA Ticket Distribution Portal and allocating tickets is explained below.

ACCOUNT CREATION

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



The screenshot shows a web browser window with the URL <https://partners.lta.org.uk/account/login>. The page features the LTA Tennis for Britain logo in the top left corner. Navigation links for "TICKET ALLOCATION" and "ACCOUNT" are positioned in the top right. The main heading is "LTA B2B Portal Login". Below this, a welcome message states: "Welcome to the LTA B2B Portal. Please log in to your account below or create a new account." The login form includes fields for "Email address" (containing "ticketing@lta.org.uk") and "Password" (with a toggle icon). A checkbox labeled "Stay logged on" is present below the password field. A blue "LOGIN" button is located to the right of the password field. At the bottom of the form, there is a link that says "CREATE A NEW ACCOUNT".

You will need to create an account before you can use this portal. Do this by clicking 'Create A New Account'.

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

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

LOGGING IN

Once registered, you will be able to log on to the LTA Ticket Allocation Portal homepage [here](#). The main navigation menu is on the right-hand side, providing links to update your profile or view your portal account ticket order history.

Please use the Google Chrome browser wherever possible. The ‘Excel method’ will only work on Google Chrome.

The screenshot shows the 'Distribution dashboard' for the LTA Tennis for Britain portal. The URL in the browser is `partners.lta.org.uk/pro/account/distribution/distributionDashboard`. The dashboard has two tabs: 'Upcoming events' (selected) and 'Past events'. It displays 'All events' with a count of 7. A donut chart shows the ticket distribution: 4% remaining tickets (dark grey) and 96% distributed tickets (light grey). A box indicates the 'Total no of tickets' is 28. Below the chart, the 'Data per event' section shows a dropdown for 'Event/Competition/Product' set to 'All', a search bar, and a dropdown for 'Performance/Match'. The selected event is 'HSBC Championships 2026 Test Event'. There are buttons for 'Distribute by entry', 'Prepare tickets file', and 'Distribute from file'. On the right, a navigation menu lists: Home page, Experience vouchers, Advantages, Tickets, Order history, Subscriptions, Account settings (Profile, Password, Addresses), Distribution (Distribution dashboard, Ticket distribution portal, Contacts), and Community (Friends and family, Reserved ticket(s)).

The home page (accessed either by clicking the top ‘Ticket Allocation’ tab, or the ‘Distribution Dashboard’ section on the right) contains information on what tickets you have and how many tickets have been distributed.

RECOMMENDED ALLOCATION METHOD (EXCEL)

Note: This method only works on the Google Chrome browser. The Excel files will not download on any other browser.

The method that we would recommend for your ticket distribution is the 'Excel Method'. The main reason for this is because it is much faster than selecting each ticket, and saves you having to manually create profiles for each guest that you send tickets to through the 'Address Book'.

To start this, find the event that you want to send tickets for and click on the button titled 'Prepare Ticket File'

The screenshot shows the 'Distribution dashboard' for the 'HSBC Championships 2026 Test Event'. The 'Prepare tickets file' button is highlighted with a red circle. The dashboard displays ticket distribution statistics for two events: June 8, 2026 (25% remaining, 75% distributed) and June 10, 2026 (0% remaining, 0% distributed). A sidebar on the right contains navigation links like 'Distribution dashboard', 'Ticket distribution portal', 'Contacts', 'Community', 'Friends and family', 'Reserved ticket(s)', 'View products', 'Events', and 'Log out'.

This will download an Excel with a breakdown of all your tickets on it. You will be able to see the Tariff (i.e Ticket Only or Hospitality), the seat category, and details of where the seat is (Block, Row, Seat).

The Excel spreadsheet displays a table of ticket distribution data. The table has columns for Category, Tariff, Ticket number, Ticket status, Shipment mode, Area name, Block, Row, Seat, and contact details. The data is organized into rows, with the first row being a header row. The table is titled 'LTA: TICKETS DISTRIBUTION'.

Category (SEAT, CAT)	Tariff (TARIFF)	Ticket number (TICK_NB)	Ticket status (TICK_ST)	Shipment mode (SHIP_MOD)	Area name (AREA_NAME)	Block (BLOCK)	Row (ROW)	Seat (SEAT)	[OLD] Cultural Contact (OLD_CC)	[NEW] CC Email (N_CC_E)	[NEW] CC first name (N_CC_FN)	[NEW] CC last name (N_CC_LN)	Purchase contact (PC)	PC first name (PC_FN)	PC last name (PC_LN)
PREMIUM	Complimentary	09010173550	Remaining	B2B Mobile Tickets	North Stand	Block1	H	12	20069129				20069129	FIZZA	Abid
PREMIUM	Complimentary	09010173551	Remaining	B2B Mobile Tickets	North Stand	Block1	H	13	20069129				20069129	FIZZA	Abid
PREMIUM	Complimentary	09010173548	Remaining	B2B Mobile Tickets	North Stand	Block1	H	14	20069129				20069129	FIZZA	Abid
PREMIUM	Complimentary	09010173544	Remaining	B2B Mobile Tickets	North Stand	Block1	H	15	20069129				20069129	FIZZA	Abid
PREMIUM	Clubhouse	09010173547	Remaining	B2B Mobile Tickets	North Stand	Block1	H	7	20069129				20069129	FIZZA	Abid
PREMIUM	Clubhouse	09010173554	Remaining	B2B Mobile Tickets	North Stand	Block1	H	8	20069129				20069129	FIZZA	Abid
PREMIUM	Clubhouse	09010173551	Remaining	B2B Mobile Tickets	North Stand	Block1	H	9	20069129				20069129	FIZZA	Abid
PREMIUM	Clubhouse	09010173553	Remaining	B2B Mobile Tickets	North Stand	Block1	H	10	20069129				20069129	FIZZA	Abid
Cat2	Complimentary	09010173545	Remaining	B2B Mobile Tickets	South Stand	Block21	W	239	20069129				20069129	FIZZA	Abid
Cat2	Complimentary	09010173546	Remaining	B2B Mobile Tickets	South Stand	Block21	W	240	20069129				20069129	FIZZA	Abid
Cat2	Complimentary	09010173549	Remaining	B2B Mobile Tickets	South Stand	Block21	W	241	20069129				20069129	FIZZA	Abid
Cat2	Complimentary	09010173543	Remaining	B2B Mobile Tickets	South Stand	Block21	W	242	20069129				20069129	FIZZA	Abid

In Green, you can see columns for the First name, Last name and Email address. Fill out these for each ticket with the details of who you want to receive the ticket. Below is an example of a filled-out file.

Ticket status (TICK_ST)	Shipment mode (SHIP_MOD)	Area name (AREA_NAME)	Block (BLOCK)	Row (ROW)	Seat (SEAT)	[OLD] Cultural Contact (OLD_CC)	[NEW] CC Email (N_CC_E)	[NEW] CC first name (N_CC_FN)	[NEW] CC last name (N_CC_LN)	Purchase contact (PC)	PC fir (PC_FIR)
Remaining	B2B Mobile Tickets	North Stand	Block1	H	12	20069129	saul.noza@lta.org.uk	Saul	Noza	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	13	20069129	Alayna.Dore@lta.org.uk	Alayna	Dore	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	14	20069129	Rhona.hurley@lta.org.uk	Rhona	Hurley	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	15	20069129	samuliah.ato@lta.org.uk	Sam	Jato	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	7	20069129	adil.malik@lta.org.uk	Adil	Malik	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	8	20069129	Kelly.fellows@lta.org.uk	Kelly	Fellows	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	9	20069129	erin.mccardv@lta.org.uk	Erin	M	20069129	F
Remaining	B2B Mobile Tickets	North Stand	Block1	H	10	20069129	Panos.Collip@lta.org.uk	Panos	Christopolus	20069129	F
Remaining	B2B Mobile Tickets	South Stand	Block21	W	239	20069129	alex@huston@lta.org.uk	Alex	Thurston	20069129	F
Remaining	B2B Mobile Tickets	South Stand	Block21	W	240	20069129	Martin.Foster@lta.org.uk	Martin	Foster	20069129	F
Remaining	B2B Mobile Tickets	South Stand	Block21	W	241	20069129	Saffron.harding@lta.org.uk	Saffron	Harding	20069129	F
Remaining	B2B Mobile Tickets	South Stand	Block21	W	242	20069129	Kelly.mcc@lta.org.uk	Kelly	Mc	20069129	F

Save this file on your computer as something specific to the day and event that you can locate it later.

Then go back to the Distribution Dashboard, and click on 'Distribute from file'. Upload your excel document and submit. Profiles for each guest will be created automatically (if they do not already exist) and tickets will be sent out to your contacts. They will not receive an email immediately from this, but they will be emailed when the tickets appear (are injected) in their app. The email will provide instructions on how to access their tickets.

partners.lta.org.uk/pro/account/distribution/distributionDashboard

Data per event

Event/Competition/Product: All | Performance/Match: Search

HSBC Championships 2026 Test Event

June 8, 2026 at 11:00 AM 4

All categories | Premium

Remaining tickets: 25% | Distributed tickets: 75%

Downloaded: 0% | Reclaimable: 50%

HSBC Championships 2026 Test Event

June 10, 2026 at 11:00 AM 4

All categories | Premium

Remaining tickets: 0% | Distributed tickets: 0%

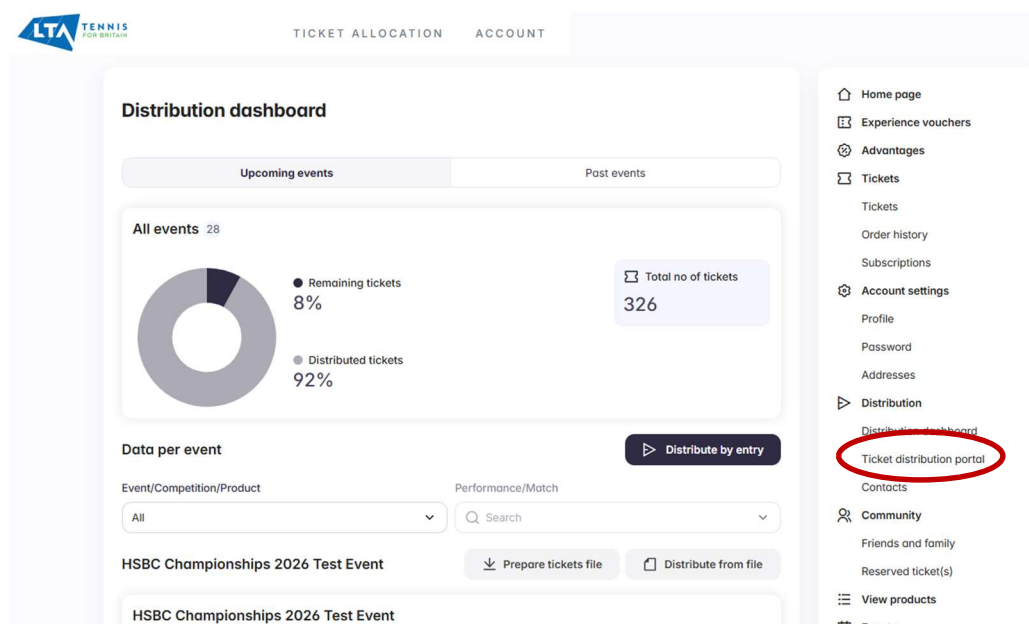
Downloaded: 0% | Reclaimable: 0%

Distribution dashboard

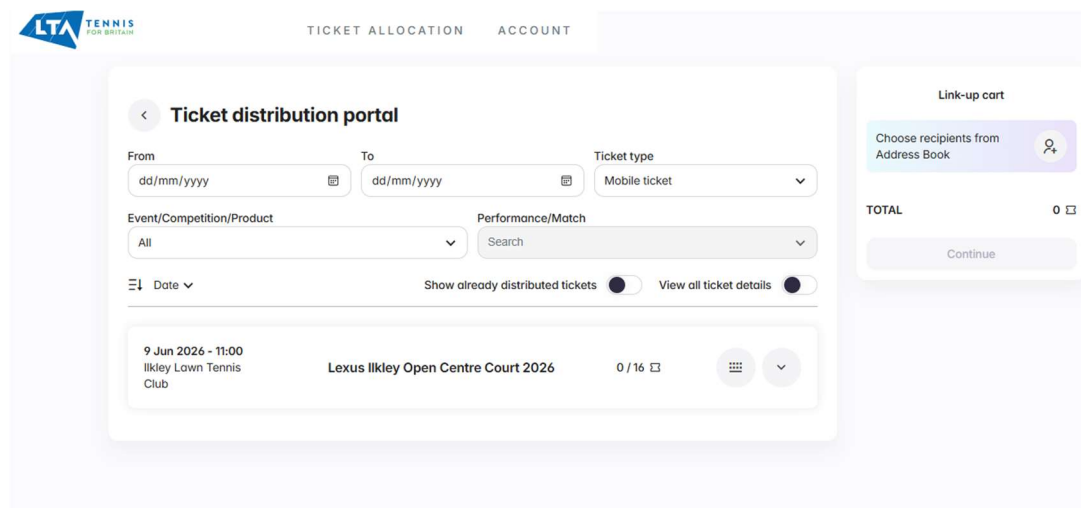
- Ticket distribution portal
- Contacts
- Community
- Friends and family
- Reserved ticket(s)
- View products
- Events
- Log out

OTHER ALLOCATION METHOD (DISTRIBUTION PORTAL)

If you don't wish to distribute your tickets in bulk using the excel method, you can use the 'ticket distribution portal' page accessed from the button in red below:



This will take you to a page where you can see all the tickets to be distributed.

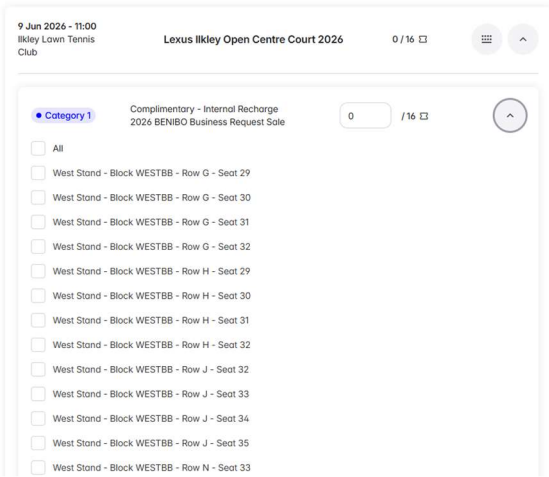


Note: Please make sure your ticket type is set to 'Mobile Ticket', or your tickets may not appear.

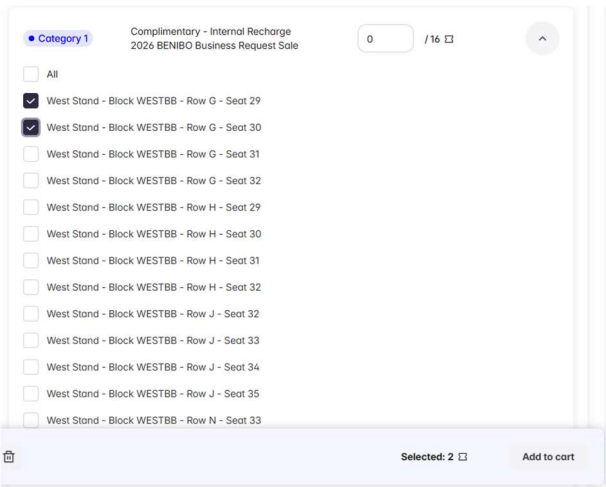
Ticket type

Mobile ticket

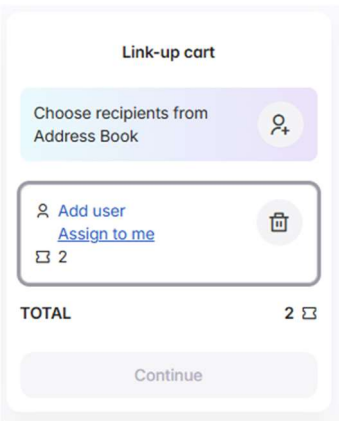
If you click on the down chevrons, it will open up a view of the specific tickets.



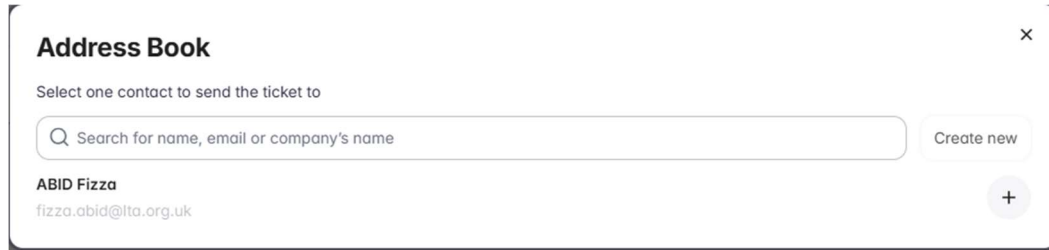
Select the tickets you want to send to a guest and click 'Add to cart':



In the top right of the page, you will see your basket.



This will take you to your Address book. If you have sent a ticket to someone previously (this year) they will appear here. If you have not send them a ticket yet, click on 'Create New'.



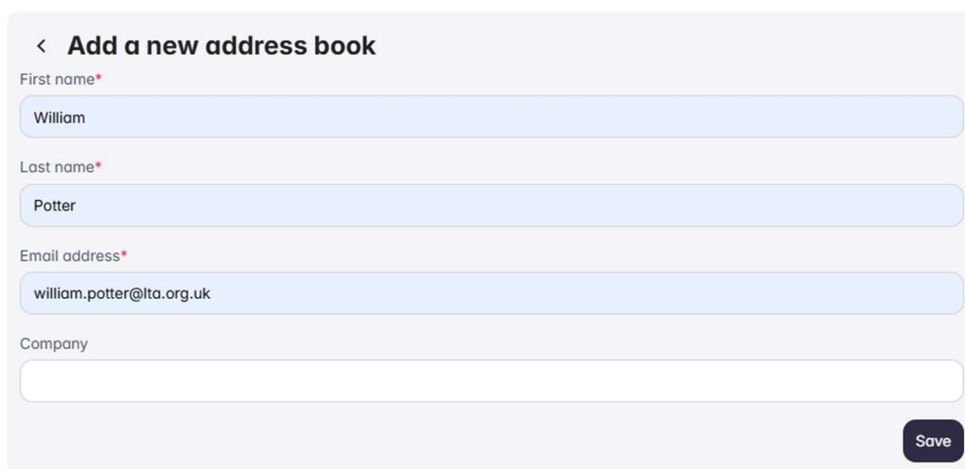
Address Book ×

Select one contact to send the ticket to

Create new

ABID Fizza
fizza.abid@lta.org.uk +

From here you can create a profile for your guest.



< Add a new address book

First name*

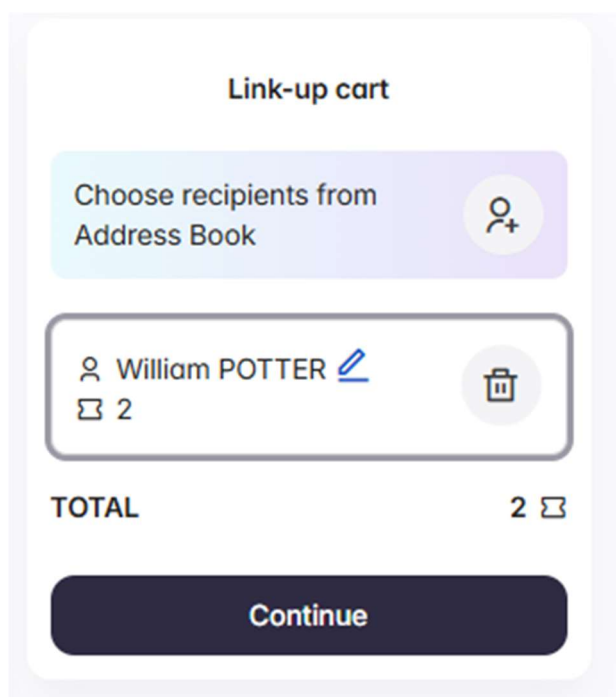
Last name*

Email address*

Company

Save

This will link the tickets to that individual. Click 'Continue'.



Link-up cart

Choose recipients from Address Book +

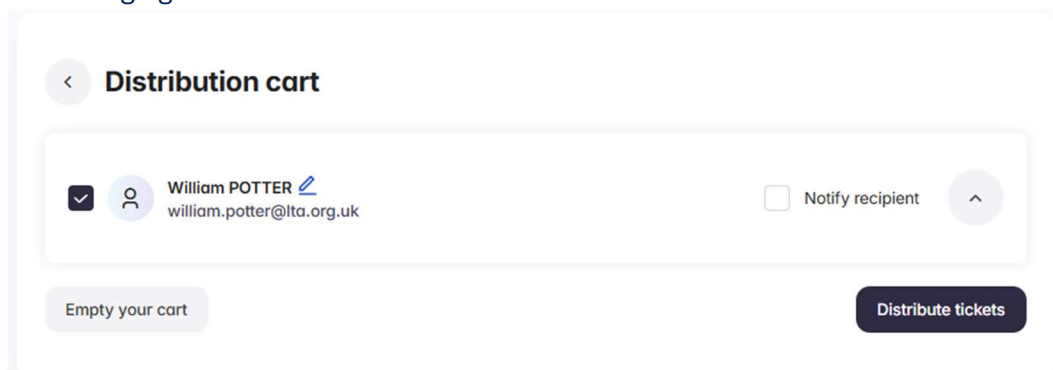
William POTTER ✎ 🗑
📧 2

TOTAL 2 📧

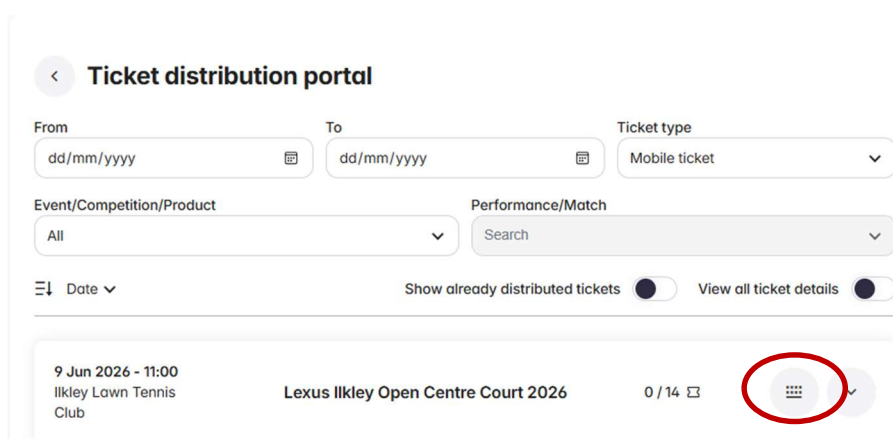
Continue

From the final basket view, you can double check what tickets you have selected by clicking on the chevron. You can also empty your cart, if you would like to cancel the send.

We advise that you **do not** click on ‘Notify Recipient’. The guest will get notified when the tickets are sent out (injected) to the LTA Courtside app, so this may confuse people with double and potentially mixed messaging.

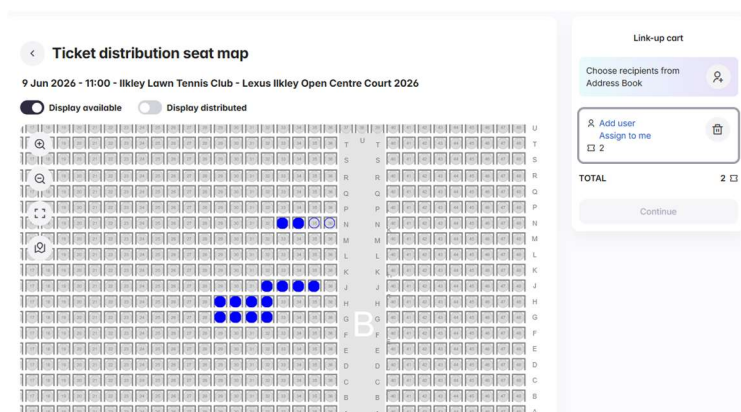


Alternatively, you can distribute tickets through the [map view](#). The map button is circled in red below.



The next steps are the same as previously, but with selection here being done by clicking on the coloured tickets that you want to distribute.

Please note: the map is not very sensitive and so you may need to zoom in close in order to see your tickets.



RETRIEVING TICKETS

With the new portal, tickets can now be retrieved *after* they have been downloaded in the LTA Courtside App.

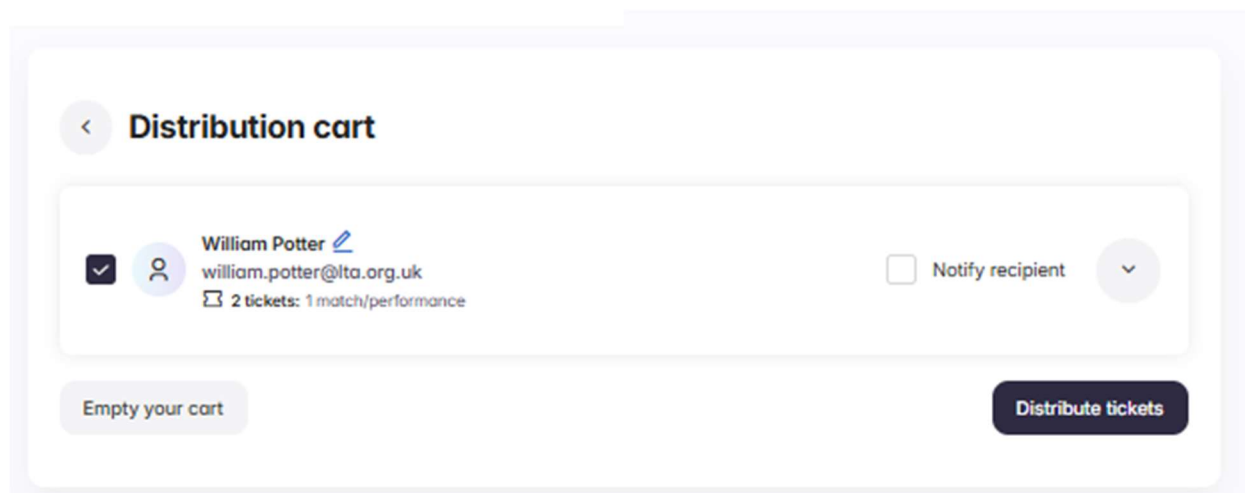
In order to retrieve tickets, go back to the 'Ticket Distribution portal tab. This time, click on the toggle called 'Show already distributed tickets'. This will show all the tickets that you have already allocated.

The screenshot shows the 'Ticket distribution portal' interface. At the top, there are filters for 'From' and 'To' dates (dd/mm/yyyy), 'Ticket type' (Mobile ticket), 'Event/Competition/Product' (All), and 'Performance/Match' (Search). Below these filters, there are two toggle switches: 'Show already distributed tickets' (which is circled in red and currently turned off) and 'View all ticket details' (currently turned off). The main content area displays a list of tickets. The first ticket is for '10 Jun 2026 - 10:00 The Queen's Club' for the 'HSBC Championships 2026 Test Event' with 1 ticket. The second ticket is for '11 Jun 2026 - 11:00 The Queen's Club' for the 'HSBC Championships 2026 Test Event' with 2 tickets.

From here, select which tickets you would like to retrieve and click on 'Assign to me' in the right hand box.

This screenshot shows the 'Ticket distribution portal' with the 'Show already distributed tickets' toggle turned on. The list of tickets is expanded to show details for the '11 Jun 2026 - 11:00 The Queen's Club' event. It shows a 'Premium Partner Suite' with 2 tickets. Below this, there is a table with columns: 'DISTRIBUTED TO', 'CURRENT OWNER', and 'MOBILE STATUS'. Two tickets are listed, both assigned to 'William Potter' and marked as 'Downloaded'. On the right side of the screen, there is a 'Link-up cart' section. It contains a button 'Choose recipients from Address Book' and a button 'Assign to me' (which is circled in red). Below these buttons, it shows 'TOTAL 2' and a 'Continue' button.

Click continue, and the Distribute tickets when in your Distribution cart.



Your tickets will then appear back in your allocation. Make you sure untoggle 'Show already distributed tickets' to see them again:

Show already distributed tickets ☐

FAQS

Q. What devices does the LTA Ticket Allocation Portal work on?

A. The LTA Ticket Allocation Portal is compatible on all devices however, it is best used on a laptop or desktop. ***Please ensure that you open the LTA Ticket Allocation Portal on the Google Chrome browser for enhanced functionality.***

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

A. Whilst you can have more than one log in to the LTA Ticket Allocation Portal, the tickets can only exist on one account at a time. We recommend you share one account per company, so that you can view all your tickets at the same time.

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

A. To reset your password for the LTA Ticket Distribution Portal account, click [here](#).

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. Closer to the event, you will be notified your tickets are ready to download via an email.

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

A. Once you have allocated all 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 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. 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. Will a guest be told if their tickets are retrieved?

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

LTA COURTSIDE APP

STEP BY STEP USER GUIDE [HERE](#)

