



# **MCG Corporate Hospitality Portal**

## **User Guide v1.4**

### **17/11/2016**

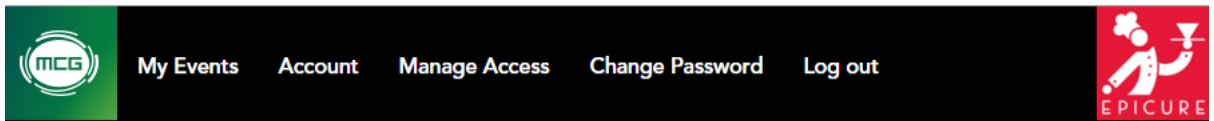


Welcome to the MCG Corporate Hospitality Portal. The following user guide will walk you through how to use the portal to manage electronic allocation of tickets and on-line catering for your corporate suite.

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# 1 First Time Portal Access



## WEB SITE TERMS AND CONDITIONS

**The first time you log onto the portal you will be required to review and accept the web site terms and conditions**

apply to the use of this web site, including the allocation of electronic tickets and the... In using this web site, you agree to be bound by these terms and conditions. If you... conditions, you must refrain from using the web site. These terms and conditions must... other applicable terms and conditions governing the use of this web site.

the terms we, us and our are a reference to the Melbourne Cricket Club.

### AMENDMENTS TO TERMS AND CONDITIONS

We reserve the right to amend these terms and conditions from time to time. Amendments will be effective immediately upon notification on this web site. Your continued use of the web site following such notification will represent an agreement by you to be bound by the terms and conditions as amended.

### REGISTRATION

You must become a registered member to use the web site. To become a registered member, you must complete your registration details in the manner described on the web site. Registration is free but non transferable.

We reserve the right to terminate your membership at any time if you breach these terms and conditions.

You agree to ensure that your registration details are true and accurate at all times. Specifically, you must notify us of any change to the registration details as originally supplied.

You must not disclose any user ID, password or other log in information to any person.

Upon registration, you will be asked to provide a password and account designation.

### TO RETURN TO THE WEB SITE

To return to the web site, click where indicated. By clicking, you agree to read, understand and accept the above terms of use.

**I agree to the Terms and Conditions**

**You will need to agree to the terms and conditions at the bottom of the page before you proceed**

## COMPLETE YOUR REGISTRATION

Please enter a new password, security question, and answer to complete your account registration.  
You will need to answer your security question to access your account when you lost your password.

### YOUR ACCOUNT SETUP

New Password*	<input type="password"/>
Confirm New Password*	<input type="password"/>
Security Question*	-- Select a Security Question --
Security Answer*	<input type="text"/>

Next you will need to set up  
your login details

Your password needs to be  
at least seven characters in  
length

Submit

## COMPLETE REGISTRATION

Please update and complete your contact details to create new account. To update name and email address, please contact our staff

### CONTACT DETAILS

First Name*	Hello
Last Name*	World
Email*	hellow@testing.org.au
Phone*	<input type="text"/>
Street Address*	<input type="text"/>
Suburb/City*	<input type="text"/>
State*	<input type="text"/>
Postcode	<input type="text"/>
Country*	Australia

Complete or update any  
relevant contact details

Copy the address to organisation details

### ORGANISATION DETAILS

Organisation	Testing
Street Address*	<input type="text"/>

## ORGANISATION DETAILS

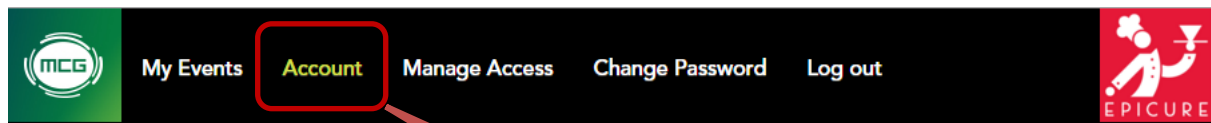
Organisation	Testing
Street Address*	Brunton Ave
Suburb/City*	East Melbourne
State*	Victoria
Postcode	3000
Country*	Australia

[Submit](#)

**Click Submit to finish setting  
up your portal access**

## 2 Managing Account Information

### 2.1 Updating Contact Details



## CONTACT DETAILS

Keep your contact details up to date. To make a change to your contact details please update the following form and submit.

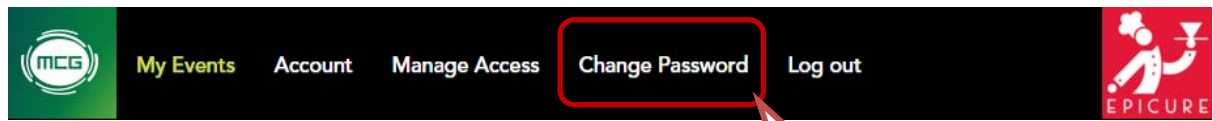
Organisation	Testing
First Name*	Hello
Last Name*	World
Email*	hellow@testing.org.au
Phone*	03 9657 8888
Street Address*	Brunton Ave
Suburb/City*	East Melbourne
State*	Victoria
Postcode	3000
Country*	Australia

[Update Contact Details](#)

Clicking on Account in the menu will allow you to update basic contact information.

To update any of the restricted fields please email your request to [corporatesuites.mcg@epicure.com.au](mailto:corporatesuites.mcg@epicure.com.au)

## 2.2 Change Portal Password



### CHANGE PASSWORD

Please enter new password or security answer to

#### CHANGE PASSWORD

Existing Password\*

New Password\*

Confirm New Password\*

Change Password

Cancel

Clicking on Change Password in the menu will allow you to change your password and security question/answer

#### CHANGE SECURITY QUESTION / ANSWER

Current Password\*

••••••

Security Question\*

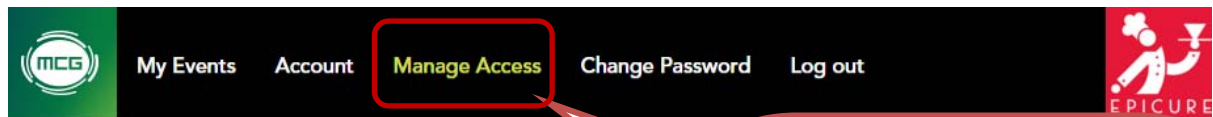
-- Select a Security Question --

Security Answer\*

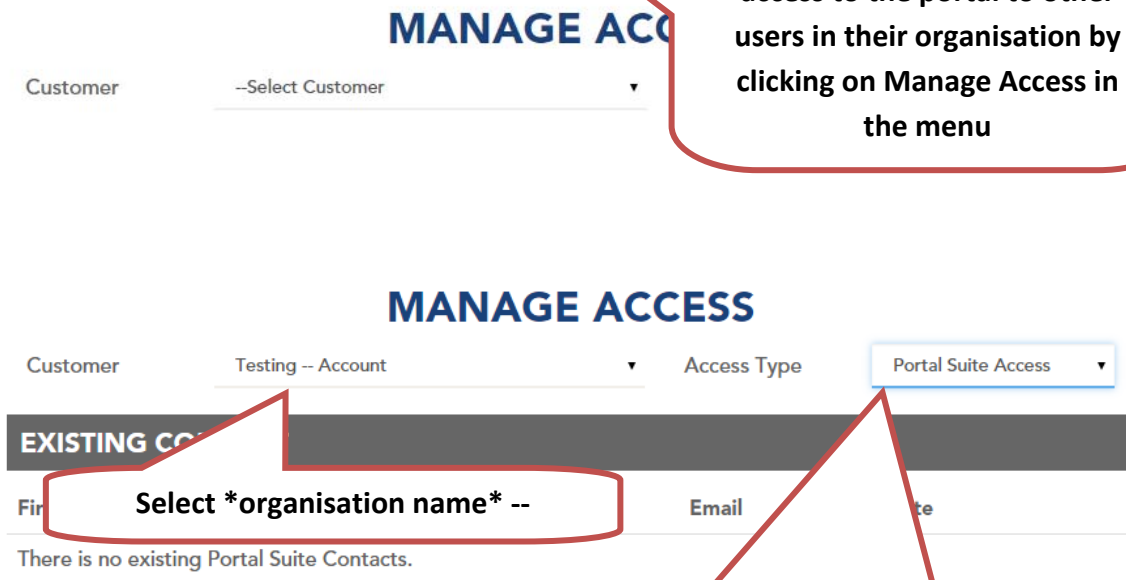
Change Security Question

Cancel

### 3 Managing Portal Access



Portal Admins are able to give access to the portal to other users in their organisation by clicking on Manage Access in the menu



#### Access Types

**Portal Suite Access – Allows the user access to tickets and catering for all events**

**Single Event Suite Access – Allows the user access to tickets and catering for only the selected event**



## ADD CONTACT

Event & Suite --Select Event & Suite

First Name\* \_\_\_\_\_ Last Name\* \_\_\_\_\_

Email\* \_\_\_\_\_

Select the relevant suite (and event) you wish to give access to then enter the contact details for the person you wish to give access to

## ADD CONTACT

Suite Corporate Suite 3-02

First Name\* John Last Name \_\_\_\_\_

Email\* johns@testing.org.au

If the contact exists in the MCC/Epicure database click add and they will automatically be sent a portal activation email

First Name	LastName	Email	
John	Smith	johns@testing.org.au	<input type="button" value="Add"/>

## ADD CONTACT

Suite Corporate Suite 3-02

**If the contact does not exist you will need to complete their contact information.**

**A request will be sent to [corporatesuites.mcg@epicure.com.au](mailto:corporatesuites.mcg@epicure.com.au) to verify there are no duplicated records in the database and manually assign access. The portal**

First Name\* \_\_\_\_\_ Last Name\* \_\_\_\_\_

Email\* joew@testing.org.au

Organisation\* Testing

Phone\* 03 9657 8888

Address\* Brunton Ave

City\* East Melbourne

State\* Victoria PostalCode\* 3000

## MANAGE ACCESS

Customer

Testing – Account

Access Type

Portal Suite Access

**E** Remove portal access by clicking the Remove button next to the users' details

First Name	Last Name	Email	Suite	
John	Smith	johns@testing.org.au	Corporate Suite 3-02	<a href="#">Remove</a>

## 4 Event Management

The My Events is the main page of the portal. From here you can access event information, allocate tickets and order catering.

If you have more than one suite each suite will be listed separately

### MY EVENTS

#### UPCOMING CORPORATE SUITE EVENTS

Click Event Information to begin

Event Name	Event Date	Suite	
KFC Big Bash League - Melbourne Stars v Sydney Thunder	Sunday, 20 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
Commonwealth Bank Boxing Day Test - Day 1	Saturday, 26 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
Commonwealth Bank Boxing Day Test - Day 2	Sunday, 27 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
Commonwealth Bank Boxing Day Test - Day 3	Monday, 28 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
Commonwealth Bank Boxing Day Test - Day 4	Tuesday, 29 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
Commonwealth Bank Boxing Day Test - Day 5	Wednesday, 30 December 2015	Corporate Suite 3-02	<a href="#">Event Information</a>
KFC Big Bash League - Melbourne Stars v Melbourne Renegades	Friday, 01 January 2016	Corporate Suite 3-02	<a href="#">Event Information</a>
KFC Big Bash League - Melbourne Stars v Hobart Hurricanes	Wednesday, 06 January 2016	Corporate Suite 3-02	<a href="#">Event Information</a>
KFC Big Bash League - Melbourne Stars v Brisbane Heat	Thursday, 14 January 2016	Corporate Suite 3-02	<a href="#">Event Information</a>

## 4.1 Suite Utilisation

The Suite Utilisation options allow you to request that your suite be opened without catering (Suite Only), the suite be closed altogether (Suite Closed), or you can select continue to book the suite, allocate tickets and make a catering order (Suite & Catering)

### KFC BIG BASH LEAGUE - MELBOURNE STARS V SYDNEY THUNDER | CORPORATE SUITE 3-02

Sunday, 20 December 2015 - 7:25 PM

Please select from the following options regarding the use of your MCG corporate for this event. For more information regarding this event please [click here](#)

Suite & Catering

Suite Only

Suite Closed

### KFC BIG BASH LEAGUE - MELBOURNE STARS V SYDNEY THUNDER | CORPORATE SUITE 3-02

Sunday, 20 December 2015 - 7:25 PM

Please select from the following options regarding the use of your MCG corporate for this event. For more information regarding this event please [click here](#)

Suite & Catering

Suite Only

Suite Closed

I agree to the [terms and conditions](#)

Save and Return

When opting to close your suite the primary contact for your organisation will receive a confirmation email

Suite & Catering   Suite Only   Suite Closed

### EVENT DAY INFORMATION

Host Name\* \_\_\_\_\_

Company Name    Testing \_\_\_\_\_

Contact Number\* \_\_\_\_\_

Email Address \_\_\_\_\_

Arrival Time\*    6:10 PM \_\_\_\_\_

Event Notes \_\_\_\_\_

When opting to open the suite with no catering you will need to complete the Event Day Information before you can allocate tickets

Select Allocate Tickets to proceed to ticket allocation

I agree to the [terms and condition](#)

Submit    Allocate Tickets

## KFC BIG BASH LEAGUE - MELBOURNE STARS V SYDNEY THUNDER | CORPORATE SUITE 3-02

Sunday, 20 December 2015 - 7:25 PM

Please select from the following options regarding the use of your MCG corporate for this event. For more information regarding this event please [click here](#)

Suite & Catering   Suite Only   Suite Closed

Allocate Tickets    Order Catering

Select Allocate Tickets or Order Catering to proceed

## 5 Manage Guests and Tickets

### 5.1.1 Send Individual Tickets

# VICTORIA BITTER ODI - AUSTRALIA VS. NEW ZEALAND (09/12/2016)

Victoria Bitter ODI - Australia vs. New Zealand

**MANAGE GUESTS AND TICKETS**

Ticket Allocation

First Name	Last Name	Email	Mobile Phone	Ticket No
<input type="text" value="Guest"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Send Ticket"/>
<input type="text" value="Guest"/>	<input type="text" value="2"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Send Ticket"/>
<input type="text" value="Guest"/>	<input type="text" value="3"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Send Ticket"/>

To allocate tickets enter the guest's contact details then click the Send Ticket button

**Send Ticket**

Tickets will be delivered to:

First Name\* John

Last Name\* Smith

Email\* jsmith@testing.com

Confirm details and click Send Ticket

# VICTORIA BITTER ODI - AUSTRALIA VS. NEW ZEALAND (09/12/2016)

Victoria Bitter ODI - Australia vs. New Zealand | Corporate Suite 3-110

**A confirmation message will appear at the top of the screen and ticket details will be recorded against the guest**

### MANAGE GUESTS AND TICKETS

Ticket Allocation

First Name	Last Name	Email			
<input type="text" value="sanjay"/>	<input type="text" value="kumar"/>	<input type="text" value="sanjayk@mcc.org.au"/>	<input type="text" value=""/>	1	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
<input type="text" value="Guest"/>	<input type="text" value="2"/>	<input type="text" value=""/>	<input type="text" value=""/>		<input type="button" value="Send Ticket"/>

## 5.1.2 Send Bulk Tickets to Me

**To send multiple tickets to yourself click on Send Bulk Tickets to Me**

### MANAGE GUESTS AND TICKETS

Ticket Allocation Sort By

First Name	Last Name	Email	Mobile Phone	Ticket No	
<input type="text" value="sanjay"/>	<input type="text" value="kumar"/>	<input type="text" value="sanjayk@mcc.org.au"/>	<input type="text" value=""/>	1	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
<input type="text" value="Guest"/>	<input type="text" value="2"/>	<input type="text" value=""/>	<input type="text" value=""/>		<input type="button" value="Send Ticket"/>
<input type="text" value="Guest"/>	<input type="text" value="3"/>	<input type="text" value=""/>	<input type="text" value=""/>		<input type="button" value="Send Ticket"/>

### Send Bulk Tickets To Me

Tickets will be delivered to:

Current Email\*  If this email address is not correct, please use the "Send Bulk Tickets to Other" button.

- Select Tickets
- Guest 2
- Guest 3
- Guest 4

**The pop up window will display all unallocated tickets.**

**To send all tickets click into the check box next to Select Tickets**

**Otherwise check the number of tickets you wish to send**

Guest 23  
 Guest 24  
 Guest 25  
 Guest 26

Once you have selected all the tickets click the Send Button

**MANAGE GUESTS AND TICKETS**

Ticket Allocation Sort By

First Name	Last Name	Email	Mobile Phone	Ticket No	
F	P	felicityp@mcc.org.au		2	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P	felicityp@mcc.org.au		1	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P	felicityp@mcc.org.au		3	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>

Your contact details will be updated on the main screen against each ticket

### 3.2.3 Send Bulk Tickets to Other

To send multiple tickets to another person click on Send Bulk Tickets To Other

**MANAGE GUESTS AND TICKETS**

Ticket Allocation Sort By

First Name	Last Name	Email	Mobile Phone	Ticket No	
F	P	felicityp@mcc.org.au		2	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P	felicityp@mcc.org.au		1	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P	felicityp@mcc.org.au		3	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>



**Send Bulk Tickets To Other**

Tickets will be delivered to:

First Name\* First Name

Last Name\* Last Name

Email\* Email

Select Tickets

Guest 5

Guest 6

Guest 7

Guest 23

Guest 24

Guest 25

Guest 26

The pop up window will display all unallocated tickets.

Enter contact details for the guest you are sending tickets to

To send all tickets click into the check box next to Select Tickets

Otherwise check the number of tickets you wish to send

### 5.1.3 Resending or cancelling tickets

**Resend Tickets** – Automatically resends ticket(s) to their original recipient with the original ticket barcode

**Cancel Tickets** – Cancels the ticket(s) and returns the ticket(s) to the unallocated pool (use this option for lost tickets)

**MANAGE GUESTS AND TICKETS**

Ticket Allocation

First Name	Last Name	Email	Quantity	Actions
F	P	felicityp@mcc.org.au	2	<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P			<input type="button" value="Cancel"/> <input type="button" value="Resend"/>
F	P			<input type="button" value="Cancel"/> <input type="button" value="Resend"/>

These two options allow you to resend or cancel multiple tickets at once

These two options allow you to resend or cancel the individual ticket



### 5.1.4 Ticket Tracking

Once a ticket has been allocated, a Ticket Code will be displayed next to the guest details. This ticket code is a unique code for each ticket used by Ticketek and corresponds to the name of the ticket pdf file received by the guest.

20160517-5.pdf (174 KB)

MANAGE GUESTS AND TICKETS					
Ticket Allocation					Sort By
First Name	Last Name	Email	Mobile Phone	Ticket No	
F	P	felicityp@mcc.org.au		2	Cancel Resend
F	P	felicityp@mcc.org.au		1	Cancel Resend
F	P	felicityp@mcc.org.au		3	Cancel Resend
F	P	felicityp@mcc.org.au		12	Cancel Resend
F	P	felicityp@mcc.org.au		4	Cancel Resend
F	P	felicityp@mcc.org.au		13	Cancel Resend
F	P	felicityp@mcc.org.au		11	Cancel Resend

### 5.1.5 Guest Management

The main ticket allocation page also acts as a guest list with associated

MANAGE GUESTS AND TICKETS					
Ticket Allocation					Sort By
First Name	Last Name	Email	Mobile Phone	Ticket No	
Felicity	Pippett	felicityp@mcc.org.au		160517,9	Cancel Resend
Felicity	Pippett	felicityp@mcc.org.au		160517,7	Cancel Resend

Use the Sort By options to sort the guest list into a different order

Sort By  
Firstname  
Lastname  
Email

Prior to sending tickets you can enter guests and save them for later by clicking on the save button at the bottom of the page.

If you have managed ticket distribution outside of the portal you can come back and enter the first and last name of the recipient.

Back

Save Guest Detail

Export To Excel

Export the guest list to excel for easy printing or emailing. Just click on Export To Excel then open or save the document depending on your web browser configuration

Do you want to open or save **AFL Round 16 Carlton v Adelaide Crows Guests.xls** (6.50 KB) from **uathospitality.mcg.org.au**?

Open

Save

Cancel

No	First Name	Last Name	Email	Mobile	Ticketek ID
1	Felicity	Pippett	felicityp@mcc.org.au		160517,9
2	Felicity	Pippett	felicityp@mcc.org.au		160517,7
3	Felicity	Pippett	felicityp@mcc.org.au		160517,5
4	Joe	Bloggs	Jbloggs@testing.com		160517,16
5	Joe	Bloggs	Jbloggs@testing.com		160517,20
6	Joe	Bloggs	Jbloggs@testing.com		160517,14
7	Joe	Bloggs	Jbloggs@testing.com		160517,18

**Note: If you need to export the guest list please do so prior to the event. There is no access to this information after the event has occurred.**

## 6 Standard Beverage Order (SBO)

# BEVERAGE ORDER

Please setup your beverage preference, before ordering catering for your suite.  
All beverage costs are charged on a consumption basis only.

### CREATE BEVERAGE ORDER

PL

**At the start of each AFL season you will be required to place your Standard Beverage Order. The selected beverages will be available in your suite during the AFL and Cricket season.**

**You will be prompted to complete the SBO when you start placing your first catering order (note: your first order can be for any event shown in the portal).**

### CREATE BEVERAGE ORDER

Please select from one of prepared packages or create your own custom beverage package.

#### Beverage Package 1

[View details »](#)

Select Package

**You may select from one of the preselected beverage packages (click on View Details to see the contents of each package)**

#### Beverage Package 2

[View details »](#)

Select Package

#### Beverage Package 3

[View details »](#)

Select Package

#### Create Custom Beverage Package

Select Package

**You may create your own beverage package or add additional items to a preselected package by selecting the "Create Custom Beverage Package" Option**

sparkling wine / champagne

seppelt the drives chardonnay pinot noir

Select

yarra burn cuvee brut

Select

swan bay chardonnay pinot noir

Select

croser nv

Select

wolf blas

Select

Once you have made your beverage selection simply click the Next button at the bottom of the window.

You will then be able to continue placing your first catering order for the season

Note: Changes to your standing beverage order can only be made on request to the Epicure Event Coordinator throughout the year

Select

Select

## 7 Order Catering

# KFC BIG BASH LEAGUE - MELBOURNE STARS V SYDNEY THUNDER | CORPORATE SUITE 3- 02

Sunday, 20 December 2015 - 7:25 PM

### EVENT DAY INFORMATION

Host Name*	
Company Name	Testing
Contact Number*	
Email Address	
Arrival Time*	6:10 PM
Commence Service Time*	6:40 PM
Event Notes	

**If there are any non-dietary related special requirements you wish to specify, please detail these in the Event Notes field provided. List all the requirements before the event with as much notice as is possible so that we may ensure every last detail is catered for. Keep in mind the furniture and space available in your suite when requesting suite set up changes. The Corporate Suites Event Coordinator may contact you in relation to any requirement listed.**

## EXPECTED GUESTS

Number of Guests for Catering\* \_\_\_\_\_

## ADDITIONAL STEWARD

Purchase Additional Steward

Note: Steward allocations are automatically assigned if more than 16 guests are attending.

On an event day, each suite will be allocated a steward to facilitate food and beverage service at the advertised fee. An additional steward may be ordered for meal service (3 hour minimum) at the advertised hourly rate. Please see our [terms and conditions](#) for additional steward charges that may be applicable.

## Menu Selection

Select your food by indicating the number of serves you require alongside the menu of choice then click Add to Order. Only one Menu of the Week can be served in a suite per event. Please note that minimum servings apply to some dishes and are marked accordingly.

## MENU SELECTIONS

Menu of the Week (please select only 1 item from this menu group) ⊖

### Pantry Menu

[View Description »](#)

\$88.00 Qty:

### Harvest Menu

[View Description »](#)

\$124.00 Qty:

Special Food Requirements ⊖

### Vegetarian Meal

\$76.00 Qty:

### Gluten Free Meal

\$76.00 Qty:

### Special Dietary Meal

\$76.00 Qty:

### TO START

**Bbq Pork & Vegetable Rice Paper Roll**

sweet chilli sambal

**Queensland Spanner Crab**

new season mango, lime & coriander dressing, crisp cassava cracker

**Fresh Panini, Baguettes & Sandwiches**

assorted gourmet fillings, including vegetarian

Select the "View Description" option underneath a menu item to view more information

### MAIN FARE

#### Served Cold

**Le Charcuterie**

shaved gypsy ham, free range chicken & quince paté, marinated baby bocconcini, sundried romas, herb focaccia toast

**Indian Spiced Tasmanian Ocean Trout**

madras vegetable curry, cucumber raita

**Pepper Crusted Gippsland Beef Fillet**

fried olive polenta, caramelised eggplant, goat's feta, grilled chilli, white balsamic

#### Accompanied By

**Roasted Vegetable Salad**

baby spinach, red peppers, basil & sumac mayo, toasted grains & seeds (v)

#### Bread

**Rustic Artisan Bread Rolls**

unsalted victorian butter, murray river salt flakes

#### Supper

**Little Beef Pies & Lamb Sausage Rolls**

classic tomato sauce

**Bakery Fresh Scones**

strawberry jam, thick cream

### TO FINISH

### Special Food Requirements

If you would like to order a Special Dietary Meal then please specify the required type of meal in the comments field. The Corporate Suites Event Coordinator can be contacted if any assistance is needed with catering for dietary requirements.

Special Food Requirements ⊞

<b>Vegetarian Meal</b>	\$76.00	Qty: <input type="text" value="0"/>	<input type="button" value="Add to Order"/>
<b>Gluten Free Meal</b>	\$76.00	Qty: <input type="text" value="0"/>	<input type="button" value="Add to Order"/>
<b>Special Dietary Meal</b>	\$76.00	Qty: <input type="text" value="1"/>	<input type="button" value="Add to Order"/>

Please specify which special dietary meal(s) you require\*:

### Your Order Summary

At the base of each page you will see a summary of your order, changing the qty to 0 will allow you to remove the item from your order

YOUR ORDER SUMMARY			
Catering	Qty	Service Time	SubTotal
Steward Total Steward Allocation: 1 Standard Steward			\$316.25
Pantry Menu	<input type="text" value="9"/>		\$792.00
Special Dietary Meal	<input type="text" value="1"/>		\$76.00
Total			\$1,184.25



## Extra Food

Some of our all-time favourites are available in the 'Extra Food' section if you wish to add these to your menu. As this is an additional item you will need to allocate a serving time. You may select the additional items multiple times with different serving times if you wish.

### EXTRA FOOD

#### The Indulgences

##### Asian Sensations

\$18.00 Qty:

Serving Time:

[View Description »](#)

##### paddock to plate

\$18.00 Qty:

Serving Time:

[View Description »](#)

##### souvlaki anyone?

\$10.00 Qty:

Serving Time:

[View Description »](#)

##### taco your tastebuds

\$18.00 Qty:

Serving Time:

[View Description »](#)

### YOUR ORDER SUMMARY

Catering	Qty	Service Time	SubTotal
Pantry Menu	9		\$792.00
Special Dietary Meal	1		\$76.00
Steward Total Steward Allocation: 1 Steward Service - T20			\$316.25
Asian Sensations	<input type="text" value="10"/>	<input type="text" value="On-Arrival (T20)"/>	\$180.00
paddock to plate	<input type="text" value="10"/>	<input type="text" value="Session one (T20)"/>	\$180.00
souvlaki anyone?	<input type="text" value="10"/>	<input type="text" value="Session two (T20)"/>	\$100.00
Total			\$1,644.25

## Beverage Order

To place the beverage order, indicate either your preference to use the Standing Beverage Order, select to have no beverages served in the suite or request a modification for the particular event. If you request to modify the Standing Beverage Order while placing a catering order, this change will only be in place for this event only and will not be a permanent change. Permanent changes to your Standing Beverage Order can be requested by emailing

[corporatesuites.mcg@epicure.com.au](mailto:corporatesuites.mcg@epicure.com.au)

There are Wine Promotions offered throughout the season, these can be ordered in this section. Please specify the quantity you would like stocked in your suite at the start of this event. The Wine promotion will be in place for that event only.

### BEVERAGE ORDER

All beverage costs are charged on a consumption basis only

What would you like to do?\*

- Use Standing Beverage Order
- No Beverage Order required for this event
- Request modifications to Standing Beverage Order for this event

Enter your beverage order request below

Please add corona



## Order Confirmation

A summary of your catering order is generated for you to check all details are correct. Changes can be made by returning to previous screens using the 'Back' button. All special requirements will be listed for you

# ORDER CONFIRMATION

KFC Big Bash League - Melbourne Stars v Sydney Thunder | Corporate Suite 3-02

### YOUR ORDER SUMMARY

Host Name	John Smith
Company Name	Testing
Host Phone	03 9657 8888
Host Email	jons@testing.org.au
Arrival Time	6:10 PM
Commence Service Time	6:40 PM
Expected Guests	10
Event Notes	
Standard Beverage Order Modifications	Please add corona

Catering	Qty	Service Time	SubTotal
Pantry Menu	9		\$792.00
Special Dietary Meal Dairy Free	1		\$76.00
Additional Food			
• paddock to plate	10	Session one (T20)	\$180.00
• souvlaki anyone?	10	Session two (T20)	\$100.00
Steward Total			\$316.25
Steward Allocation: 1 Steward Service - T20			
Grand Total			\$1,464.25
Order total includes \$133.11 GST			

### Payment Details

The final step in the order process is to confirm the payment method. Please nominate the payment method and nominate the Credit Card Holder Details section. Complete the process by selecting 'Submit'.

#### PAYMENT DETAILS

Payment Method\*  Credit Card

#### Nominate Credit Card Holder Details

Card Holder Name\*


Phone Number\*

Email Address\*

### Order Submission

Finally, the system will validate that the order has been completed correctly. Once confirmed, a submission confirmation message will be displayed. A copy of your order will be emailed to the primary contact for the suite.

For assistance with any part of the on-line ordering process, contact the Corporate Suites Event Coordinator on (03) 9284 2393 or email your request to [corporatesuites.mcg@epicure.com.au](mailto:corporatesuites.mcg@epicure.com.au)

 Your order has been submitted successfully.

## YOUR ORDER HAS BEEN SUBMITTED

Event: KFC Big Bash League - Melbourne Stars v Sydney Thunder

Suite: KFC Big Bash League - Melbourne Stars v Sydney Thunder | Corporate Suite 3-02

Thank you for submitting the order for your corporate suite. Your order is now being processed and a confirmation will be sent to your email shortly.

[Go to home page](#)

## 8 Frequently Asked Questions

- 1) Tickets/carparks are sent via email individually, can we have these sent in bulk to one email address?

Unfortunately that isn't currently possible; however, we are working with our portal and ticketing partners to enable this functionality.

- 2) Is there a way of tracking which tickets were sent where in the portal?

Ticket tracking has now been implemented (please refer to section 5.1.4 above). We are working on further enhancements for ticket tracking and ticket identification (including identifying tickets by ticket number). Please contact us with feedback or requests you may have.

- 3) Is there any way I can print tickets straight from the portal?

No there isn't. The tickets are sent directly from Ticketek and the portal only contains a reference number for the tickets and not the tickets themselves.

- 4) Is there any way we can personalise the e-ticket and email sent to our clients? I noticed when printing some before they had my name on them, can this be changed to the clients name or removed altogether?

For the 2016 AFL season, we have now removed the name of the primary suite holder contact from appearing on the ticket. As the Ezy-Ticket template is common amongst all suites it cannot be personalised to include suite holder or sponsor logos and branding.

- 5) Why am I'm not receiving confirmation emails when I place a catering order?

If you need to receive administrative email communications (e.g. catering reminders) related to the suite please contact [corporatesuites.mcg@epicure.com.au](mailto:corporatesuites.mcg@epicure.com.au) to update our records.

For the 2016 AFL season, we have now changed the catering confirmation email to be sent to the user logged into the online portal. The primary contact will no longer receive the catering confirmation emails.

6) I have issued my tickets but I cannot see them in my email?

Please check your mail client's Junk E-mail folder.

For Microsoft Outlook users please navigate to the bottom of your mail folders on the left hand menu. Click on Junk E-mail and check to see if the 'Ticketek – Transaction Summary' emails are listed. To prevent future tickets from being directed to your Junk E-mail folder, simply right click on the email and navigate to Junk -> Never Block Sender or Add to Safe Senders List.

