

BPO ONLINE TICKET SALE SYSTEM INSTRUCTION MANUAL



Београдска филхармонија
Belgrade Philharmonic Orchestra

Шеф-диригент **Мухаи Танг**

Dear visitors,

It is our pleasure to announce that the online ticket sale system is now operational. The online ticket office is a part of our new concert ticket reservation, sale and control system. The system is easy to use and permanently accessible, and the application is accompanied by a detailed instruction manual for users less adept at using modern technologies.

The system may be accessed at the following address: <http://online.bgf.rs/tickets/main.aspx>

1. Preparing to use the application

A prerequisite for using the online application is to install the **Microsoft Silverlight** programme. The installed version of Microsoft Silverlight on your computer may be checked at <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>; if the programme is not installed on your computer, you may install it immediately. Access to the BPO online application is enabled instantaneously through Windows-based internet browsers (e.g. Internet Explorer, Google Chrome..).

2. Login

To log in the BPO (Belgrade Philharmonic Orchestra) online ticket sale system login, use your **username** and **password** (figure 1). If you do not have a **username** and **password**, you can create them by selecting the option **Create a new account – REGISTRATION** (figure 2). When creating an account, you must define your username and password.

The image shows a login form titled "Prijava". It contains two input fields: "Korisničko ime" (Username) and "Lozinka" (Password). Below these fields is a checkbox labeled "Zapamti moje podatke" (Remember my data). At the bottom, there is a link that says "Još niste registrovani? Otvorite nov nalog - REGISTRACIJA" (If you are not yet registered? Open a new account - REGISTRATION). To the left of the form, there are three red boxes with labels: "Username" pointing to the "Korisničko ime" field, "Password" pointing to the "Lozinka" field, and "Create a new account – REGISTRATION" pointing to the "Otvorite nov nalog - REGISTRACIJA" link. An "OK" button is located at the bottom right of the form.

Figure 1

Registracija

Molimo Vas popunite sva obavezna polja kako bi kreirali nalog

Korisničko ime

Puno ime i prezime

Email

Lozinka

Ponovite unos lozinke

Bezbednosno pitanje

Bezbednosni odgovor

Već registrovan? [Nazad na prijavu](#)

Figure 2

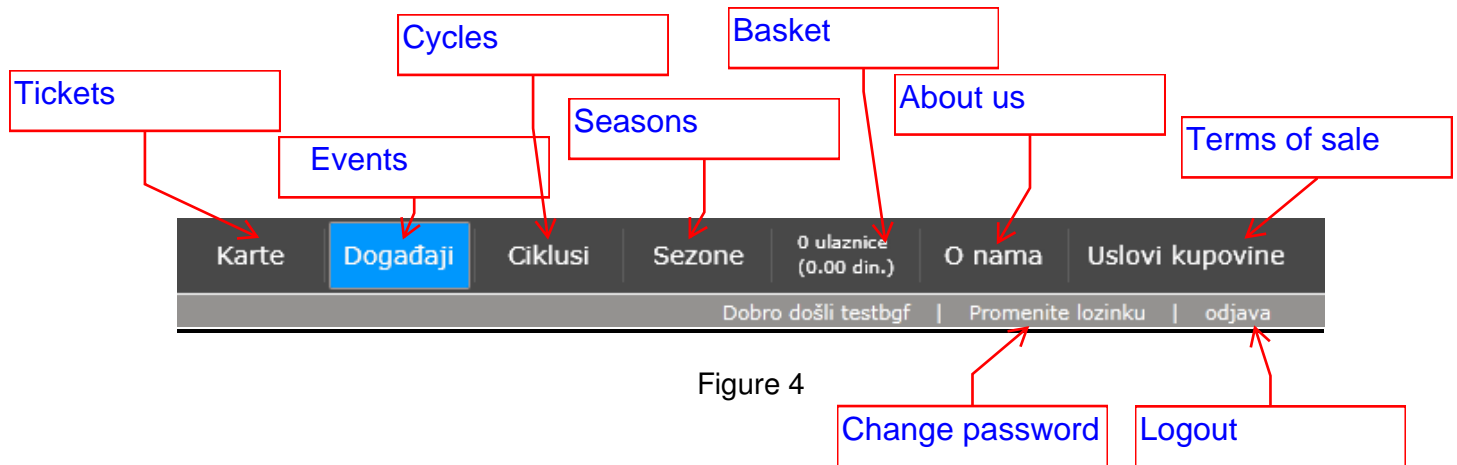
3. Buying and reserving tickets

After you log in, the following window will open:

BEOGRADSKA FILHARMONIJA					
Online prodaja - BEOGRADSKA FILHARMONIJA					
Karte Događaji Ciklusi Sezone O ulaznice (0.00 din.) O nama Uslovi kupovine					
Dobro došli testbgf Promenite lozinku odjava					
Naziv događaja	Datum	Dvorana	Opis	Broj slobodnih mesta	
Bizartrte I	20:00 28.09.2012	Velika sala Kolarcheve zadubine	Диригент: Александар Марковић	5	
Концерт камерне музике	19:00 04.10.2012	Сала Београдске филхармоније	опере Моцарт, Росини	0	
Загребачка филхармонија	20:00 05.10.2012	Велика сала Коларчеве задубине	(гостовање у Београду)	22	
Концерт камерне музике	19:00 25.10.2012	Сала Београдске филхармоније	опера Моцарт, Штраус	0	
Правци 20. века	20:00 02.11.2012	Велика сала Коларчеве задубине	Диригент: Мухаи Танг	168	
Bizartrte II	20:00 09.11.2012	Велика сала Коларчеве задубине	Диригент: Мухаи Танг	5	
Bizartrte III	20:00 16.11.2012	Велика сала Коларчеве задубине	Диригент: Никола Ђулијани	5	
Београдска филхармонија	20:00 23.11.2012	Велика сала Коларчеве задубине	Диригент: Владимир Куленовић, Солиста: Јака Стадлер, виолончело	22	
Исламска Нова година	20:00 29.11.2012	Велика сала Коларчеве задубине	Исламска Нова година	80	
Класични циклус I	20:00 07.12.2012	Велика сала Коларчеве задубине	Диригент: Александар Рахбари	0	
У сусрет јубилеју	20:00 14.12.2012	Велика сала Коларчеве задубине	Диригент: Емил Табаков	103	
Барок	20:00 21.12.2012	Велика сала Коларчеве задубине	Диригент: Јоргос Петру	164	
Нова година по грегоријанском календару	20:00 27.12.2012	Велика сала Коларчеве задубине	Диригент: Алан Бјелински	80	
Нова година по јулијанском календару	20:00 10.01.2013	Велика сала Коларчеве задубине	IGUDES MAN & JOO: BIG Nightmare Music.	80	
Концерт камерне музике	19:00 17.01.2013	Сала Београдске филхармоније	Опера Бизе, Менделсон	0	
Словеначка филхармонија	20:00 18.01.2013	Велика сала Коларчеве задубине	Диригент: Симон Кречич, Солисти: Ева-Нина Козмус, флаута	22	
Класични циклус II	20:00 25.01.2013	Велика сала Коларчеве задубине	Диригент: Мухаи Танг	0	

Osveži

Figure 3

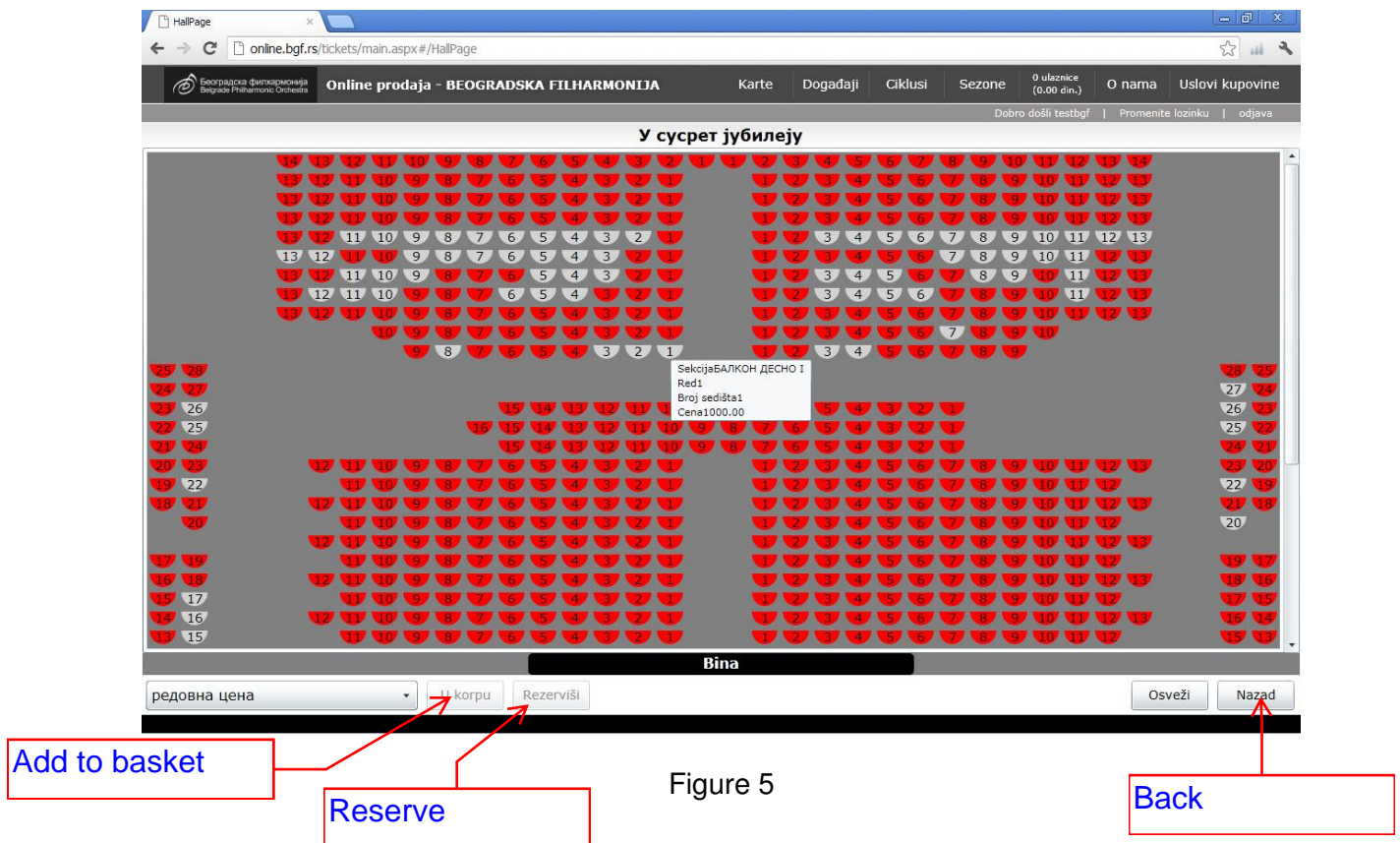


By selecting the **Events** option on the main menu, you open the next window (figure 5) and select the desired seat (grey fields indicate available seats), and then, in the bottom left-hand corner, select the option **Add to basket** (if you are buying the ticket) or **Reserve** (if you are reserving the seat). You will shortly receive an e-mail stating how long your reservation remains valid and how you can buy and take over your tickets.

NOTE: If you do not receive the e-mail within a few minutes, check whether it is in the Spam folder.

You may reserve and/or buy tickets for multiple events (concerts) by using the option **Back** in the bottom right-hand corner – it leads you back to the page with the list of events for which you can book tickets.

If you have made the purchase successfully, the grey field will turn red. Also, if you have made the reservation successfully, the grey field will turn yellow.



PAYMENT METHODS

Three payment methods are accepted when buying tickets:

- **Cash on delivery – courier service.** If you select the option “I want delivery by courier service” and fill in the delivery details when making the reservation, you will receive an e-mail containing all the details concerning the sending and receipt of tickets.
- **By bank transfer** (an ordinary payment order). You will receive an e-mail with a payment order form containing the required payment details. The payment may be made at a post office, a bank, or by e-banking.
- **Online, by a payment card** (MasterCard, Visa..), by filling in the fields shown in figure 6.

The screenshot shows the 'Sadržaj korpe' (Cart Content) section of the website. Below it, the 'Unesite vaše podatke:' (Enter your data) form is visible. The form includes fields for: Ime (First name), Prezime (Last name), Adresa (Address), Grad (City), Poštanski broj (Postcode), e-mail, Broj telefona (Tel. No), and PAK (Postal address code). To the right of the form are logos for eMS, VISA, MasterCard, and Maestro. Below the logos is a disclaimer in Serbian. At the bottom right, there is a button labeled 'Završite kupovinu' (Complete the purchase). A checkbox labeled 'Priključujem se sa uslovima kupovine' (I accept the terms of sale) is located at the bottom left of the form area.

First name:

Last name:

Address:

City:

Postcode:

e-mail

Tel. No

Postal address code (PAK)

I accept the terms of sale

Figure 6

Your card statement from the issuing bank will show a charge from eMS d.o.o. (www.e-services.rs), which is an intermediary in this sale of goods and/or services on behalf and for the account of the Belgrade

Complete the purchase

4. Cancellig reservations

If you change your mind and want to cancel your reservations, find the option **Tickets** on the main menu and cancel your reservation (figure 7).

The screenshot shows the 'Karte' (Tickets) section of the website. It features a table with the following columns: Tip, Naziv događaja, Datum događaja, Sekcija, Red sedišta, Broj sedišta, Cena, and Otkazi rezervaciju. The table contains two rows of reservations. Below the table, there is a button labeled 'Karte' in the top navigation bar and a button labeled 'Tickets' in the main content area.

Tip	Naziv događaja	Datum događaja	Sekcija	Red sedišta	Broj sedišta	Cena	Otkazi rezervaciju
Pojedinačna - Kupljena	Правци 20. века	20:00 02.11.2012	ГАЛЕРИЈА ЛЕВО	1	1	800.00	
Pojedinačna - Kupljena	Правци 20. века	20:00 02.11.2012	ГАЛЕРИЈА ЛЕВО	1	2	800.00	

Karte

Tickets

Figure 7

5. Changing your password

If you want to change your password for the BPO online system, select the option **Change password** on the main menu (figure 8).

The screenshot shows a dialog box titled "Promena lozinke" with three input fields and two buttons. Red arrows point from text labels on the left to the corresponding fields:

- Old password** points to the "Stara lozinka" field.
- New password** points to the "Nova lozinka" field.
- Repeat new password** points to the "Ponovite unos nove lozinke" field.

The fields are labeled "Stara lozinka", "Nova lozinka", and "Ponovite unos nove lozinke". The buttons are "OK" and "Cancel".

Figure 8

6. Logout

After successfully buying or reserving tickets, select the option **Logout** on the main menu to leave the online ticket sale system.

The BPO online ticket sale system is easy to use and offers many benefits, so enjoy using it! For any further information and questions, please e-mail our [Customer Support](#), who will try to solve any problems or answer your questions as soon as possible.