

Understanding TIXnGO Ticket Injection

(migrated from <https://confluence.svc.elca.ch/display/TIXNGO/Understanding+TIXnGO+Ticket+Injection>)

1. Preface

In this page we will describe every possible parameters Organizers can change in order to inject the perfect tickets for their events. Tickets are injected via the TIXnGO API, encapsulating our Blockchain. To call our API and inject new tickets, you will need a valid Organizer API key (Find it on <https://backoffice.tixngo.io>)

The injection of Tickets is done through the call POST /organizer/tickets, with a JSON body containing the list of tickets to be injected (example provided in 2).

An injection tool using .csv files is provided via the TIXnGO console (https://backoffice.tixngo.io/csv_injection). WARNING: under development, not every parameter is yet available.

2. JSON Example

(*) = Mandatory.

```
{
  "tickets": [
    {
      "activationParameters": {
        "groupId": "string",
        "method": "online",
        "time": "2020-10-05T11:19:24.927Z",
        "instanceId": "string"
      },
      "image": "string",
      "event" (*): {
        "id" (*): "string",
        "address" (*): {
          "site" (*): "string",
          "line1": "string",
          "line2": "string",
          "line3": "string",
          "city" (*): "string",
          "countryCode" (*): "string",
          "region": "string",
          "zip" (*): "string",
          "longitude": 0,
          "latitude": 0
        },
        "name" (*): "string",
        "name2": "string",
        "website": "string",
        "startTime" (*): "string",
        "expirationDate": "string",
        "bluetoothPreparationRibbonDisplayTime": "string",
        "bluetoothPreparationRibbonEndTime": "string",
        "metadata": [
          {
            "key" (*): "string",
            "value" (*): "string"
          }
        ],
        "group": {
          "id": "string",
          "name": "string",
          "image": "string"
        }
      },
      "proofOfIdentity": {
        "publicKey" (*): "string",
        "signedMessage" (*): "string"
      },
      "purchaseDetails" (*): {
        "price" (*): 0,
        "currency" (*): "string",
        "date" (*): "2020-10-05T11:19:24.927Z",
        "priceCategory" (*): "string",
        "taxationNumber" (*): "string"
      },
      "ticketDetails": {
        "main": [
          {

```

```

        "key" (*): "string",
        "value" (*): "string"
    }
],
"extra": [
    {
        "key" (*): "string",
        "value" (*): "string"
    }
],
"hidden": [
    {
        "key" (*): "string",
        "value" (*): "string"
    }
]
},
"security" (*): {
    "barcode" (*): "string",
    "clearanceLevel": 0
},
"spectatorDetails" (*): {
    "residenceCountry": "string",
    "phoneNumber": "string",
    "email" (*): "user@example.com",
    "firstName" (*): "string",
    "lastName" (*): "string",
    "gender": "string",
    "dateOfBirth": "2020-10-05",
    "nationality": "string",
    "passportNumber": "string",
    "idCardNumber": "string",
    "spectatorStatus": "activated",
    "ticketHolder": {
        "identity" (*): {
            "firstName" (*): "string",
            "lastName" (*): "string",
            "gender" (*): "m",
            "face": "string",
            "dateOfBirth": "2020-10-05",
            "nationality": "string",
            "passportNumber": "string",
            "idCardNumber": "string",
            "email": "string",
            "phoneNumber": "string",
            "address": {
                "line1 (*)": "string",
                "line2": "string",
                "line3": "string",
                "city (*)": "string",
                "zip (*)": "string",
                "countryCode (*)": "string"
            },
            "birthCity": "string",
            "birthCountry": "string",
            "residenceCountry": "string"
        },
        "extraInfo1": "string",
        "extraInfo2": "string",
    }
},

```


tickets	list		The list of Tickets to be injected. every ticket can hold the entire set of parameters displayed in 2.			tickets	Source h /developetixngo.io/ html#api- Default- organizer etsPost Required event, purchase ils,securit spectator ils,ticketl
activationParameters	object		The parameters defining the access control method and details. An activated ticket display its barcode; before activation the barcode is encrypted.			activationParameters	
activationParameters.groupId	string	50 char	The activation group to which the ticket belongs to. Tickets sharing the same activation id will have the same activation method & decryption code.			activationParameters.groupId	
activationParameters.method	string	"online"/"offline"	The method using to activate the ticket. online : when activationTime is reached (backend clock), the backend activates the tickets and sends push notifications to trigger a GET /spectator /tickets on the app. offline: the mobile application activates the tickets when time is reaches (mobile clock). Online requires the user to be online, Offline does not. More on Ticket activation: 5-Understanding TIXnGO Activation flow			activationParameters.method	
activationParameters.time	string	Date follows RFC 3339 standard	If online is chosen, define the time at which the tickets are activated (decrypted).			activationParameters.time	
activationParameters.instanceId	string	128 char	If offline is chosen, define the bluetooth instance id that the mobile app should listen to to get the decryption key.			activationParameters.instanceId	

image	string	256 char	The uri to the image that will be displayed to the user with its ticket. It must have a width: length ratio of X: Y (to be defined) . (displayed on the "Ticket" view).			image	
event	object		The Event the Ticket gives access to.			event	Required address.i name, startTime
event.id	string	256 char	ID representing the event (unique).			event.id	Required
event.address	object		The Event's Address			event.address	Required city, countryC site,zip
event.address.site	string	200 char	Name of the site the Event will take place.			event.address.site	Required
event.address.line1	string	200 char	Address line 1			event.address.line1	
event.address.line2	string	200 char	Address line 2			event.address.line2	
event.address.line3	string	200 char	Address line 3			event.address.line3	
event.address.city	string	200 char	City where the event takes place			event.address.city	Required
event.address.countryCode	string	200 char	Country code for the Address			event.address.countryCode	Required
event.address.region	string	200 char	Region where the Event takes place			event.address.region	
event.address.zip	string	50 char	Zip code where the Event takes place			event.address.zip	Required
event.address.longitude	double	double	Longitude where the Event takes place			event.address.longitude	
event.address.latitude	double	double	Latitude where the Event takes place			event.address.latitude	
event.name	string	128 char	Name of the Event			event.name	Required
event.name2	string	128 char	Second name of the Event (optional)			event.name2	
event.website	string	128 char	Website URL of the Event.			event.website	
event.startTime	string	Date follows RFC 3339 standard	Time at which the event starts. Used for app logic such as reminders etc...			event.startTime	Required
event.expirationDate	string	Date follows RFC 3339 standard	Time at which the event expire. Expired event cannot be used anymore.			event.expirationDate	

event.bluetoothPreparationRibbonDisplayTime	string	Date follows RFC 3339 standard	Time at which a ribbon displays on the mobile app to notify spectator turn on Bluetooth on the phone			event.bluetoothPreparationRibbonDisplayTime	
event.bluetoothPreparationRibbonEndTime	string	Date follows RFC 3339 standard	Time at which a ribbon disappear on the mobile app			event.bluetoothPreparationRibbonEndTime	
event.metadata	list	list of key-value metadata	<p>Specific "key-value" fields provided to Organizer for special information about the event. For now we handle the reserved keys below. You can override all those keys if you put them (same name, case sensitive) in the ticket details hidden section of the ticket.</p> <p>Reserved Keys :</p> <ul style="list-style-type: none"> • BARCODE_SIZE : value = Size of the barcode display on the Ticket (16 < x < 32) [mm] • BARCODE_POSITION : value = Position of the barcode on the Ticket (LEFT, CENTER, RIGHT) • RESALE_TICKETS_HOP_URL : value = URL of ticket shop that use to resale a ticket (must include http or https) 			event.metadata	Required used); ke value

- CANCEL_RESALE_TICKETS_HOP_URL : value = URL of ticket shop that use to cancel a ticket (must include http or https)
- prohibited_items_image : value = URL of the prohibited items image
- prohibited_items_link : value = URL of the prohibited items link
- sponsor Image : value = URL of the sponsors image
- sponsor Link : value = URL of the sponsors link
- seat_map_image : value = URL of the seat map image
- seat_map_link : value = URL of the seat map link
- enable_covid_check : value = Enable or Disable COVID check functionality for given event
- EVENT_NUMBER : value = number of the event

event.group	object		Group the Event belongs to. In TIXnGO multiple events can be grouped together (ex: The same competition could have multiple events).			event.group	
event.group.id	string	256 char	Id of the Group. Every Event with this Group ID will be part of that Group.			event.group.id	
event.group.name	string	128 char	Name of the Group.			event.group.name	
event.group.image	string	256 char	The Image of the Group (displayed on the "My Events" view).			event.group.image	
proofOfIdentity	object		The informations needed to verify the authenticity of the organizer identity.			proofOfIdentity	Required used); publicKey signedMessage
proofOfIdentity.publicKey	string	256 char	The webRootUrl of the organizer. A request on _tixngo.publicKey should give us the organizer public key used to verify the signature.			proofOfIdentity.publicKey	Required
proofOfIdentity.signedMessage	string	256 char	Signature of the message (which is a concatenation of different fields. it is available in the documentation).			proofOfIdentity.signedMessage	Required
purchaseDetails	object		The information related to the initial purchase of the ticket.			purchaseDetails	Required date, price, priceCategory, taxationNumber
purchaseDetails.price	double	double	The Ticket's price.			purchaseDetails.price	Required
purchaseDetails.currency	string	20 char	The currency used in the transaction using ISO-4217 standard (example: CHF, VND, USD).			purchaseDetails.currency	
purchaseDetails.date	string	Date follows RFC 3339 standard	The date at which the Ticket was initially bought.			purchaseDetails.date	Required
purchaseDetails.priceCategory	string	512 char	Examples of price category are adult, child, student, senior, VIP, etc.			purchaseDetails.priceCategory	Required
purchaseDetails.taxationNumber	string	512 char	(UUID) taxation number of the Ticket.			purchaseDetails.taxationNumber	Required
ticketDetails	object		Some supplementary details about the Ticket.			ticketDetails	

ticketDetails.main	list	list of key-value metadata	Free "key-value" fields usually used to define spectator seating information such as: gate: A, row:2, seat:7 (Displayed on the "front" of the Ticket).			ticketDetails.main	Required used); ke value
ticketDetails.extra	list	list of key-value metadata	Free "key-value" fields usually used to define extra information (Displayed on the "back" of the Ticket). Reserved Keys : file_id : optional field set by the Organizer at injection.			ticketDetails.extra	Required used); ke value
ticketDetails.hidden	list	list of key-value metadata	Free "key-value" fields usually used to add hidden information, ex: used between Organizer and TIXnGO (Not displayed on the Ticket). Reserved Keys : transfer_extra : optional field set by the sender during a ticket transfer in transferOrder.extra background_color : optional field set by the Organizer at injection. Define the background color of the ticket. hosp_room: optional field set by the Organizer at injection. Define the hospitality room of the ticket. Furthermore, you can override the all the event metadata keys on a per ticket level.			ticketDetails.hidden	Required used); ke value
security	object		The Ticket's security information, used by the access control and to enter the event.			security	Required barcode
security.barcode	string	512 char	Barcode of the Ticket.			security.barcode	Required

security.clearanceLevel	integer	integer	Clearance level of the ticket. If 1 is chosen: the organizer require the spectator to provide its name,surname, gender. If 2 is chosen, then all field of SpectatorIdentity are required except for the passport and idcard number, only one of them is required.			security.clearanceLevel	
spectatorDetails	object		The information that will be used to link the ticket to a spectator (the ticket's buyer) in our system. We call this spectator the Initial spectator.			spectatorDetails	Required email, firstName lastName
spectatorDetails.residenceCountry	string	ISO Alpha-2 format	Initial spectator's residence country.			spectatorDetails.residenceCountry	
spectatorDetails.phoneNumber	string	50 char	Initial spectator's phone number.			spectatorDetails.phoneNumber	
spectatorDetails.email	string	256 char	Initial spectator's email.			spectatorDetails.email	Required
spectatorDetails.firstName	string	50 char	Initial spectator's first name.			spectatorDetails.firstName	Required
spectatorDetails.lastName	string	100 char	Initial spectator's last name.			spectatorDetails.lastName	Required
spectatorDetails.gender	string	1 char (m/f/u/x)	Initial spectator's gender. m, f, u or x (For Male, Female, Other, Unknown)			spectatorDetails.gender	
spectatorDetails.dateOfBirth	string	Date follows RFC 3339 standard	Initial spectator's birth date.			spectatorDetails.dateOfBirth	
spectatorDetails.nationality	string	ISO Alpha-2 format	Initial spectator's nationality.			spectatorDetails.nationality	
spectatorDetails.passportNumber	string	200 char	Initial spectator's passport number.			spectatorDetails.passportNumber	
spectatorDetails.idCardNumber	string	200 char	Initial spectator's ID card number.			spectatorDetails.idCardNumber	
spectatorDetails.spectatorStatus	string	"Activated" / "Not activated"	If the initial spectator is registered in the TIXnGO system.			spectatorDetails.spectatorStatus	
spectatorDetails.ticketHolder	object		Used to show that this Ticket is held for someone else on the Initial spectator's phone.			spectatorDetails.ticketHolder	Required used): id

spectatorDetails.ticketHolder.identity	object		Ticket Holder's identity. (The name "Ticket Holder" might by confusing, this is the person for whom the ticket is held).			spectatorDetails.ticketHolder.identity	Required used); firstName, gender, lastName
spectatorDetails.ticketHolder.identity.firstName	string	50 char	Ticket Holder's first name.			spectatorDetails.ticketHolder.identity.firstName	Required
spectatorDetails.ticketHolder.identity.lastName	string	100 char	Ticket Holder's last name.			spectatorDetails.ticketHolder.identity.lastName	Required
spectatorDetails.ticketHolder.identity.gender	string	1 char (m/f/u/x)	Ticket Holder's gender m, f, u or x(For Male, Female, Other, Unknown)			spectatorDetails.ticketHolder.identity.gender	Required
spectatorDetails.ticketHolder.identity.dateOfBirth	string	Date follows RFC 3339 standard	Ticket Holder's birth date.			spectatorDetails.ticketHolder.identity.dateOfBirth	
spectatorDetails.ticketHolder.identity.nationality	string	ISO Alpha-2 format	Ticket Holder's nationality.			spectatorDetails.ticketHolder.identity.nationality	
spectatorDetails.ticketHolder.identity.passportNumber	string	200 char	Ticket Holder's passport number.			spectatorDetails.ticketHolder.identity.passportNumber	
spectatorDetails.ticketHolder.identity.idCardNumber	string	200 char	Ticket Holder's ID card number.			spectatorDetails.ticketHolder.identity.idCardNumber	
spectatorDetails.ticketHolder.identity.email	string	256 char	Ticket Holder's email.			spectatorDetails.ticketHolder.identity.email	
spectatorDetails.ticketHolder.identity.phoneNumber	string	50 char	Ticket Holder's phone number.			spectatorDetails.ticketHolder.identity.phoneNumber	
spectatorDetails.ticketHolder.identity.birthCity	string	50 char	Ticket Holder's birth city.			spectatorDetails.ticketHolder.identity.birthCity	
spectatorDetails.ticketHolder.identity.birthCountry	string	ISO Alpha-2 format	Ticket Holder's birth country.			spectatorDetails.ticketHolder.identity.birthCountry	
spectatorDetails.ticketHolder.identity.residenceCountry	string	ISO Alpha-2 format	Ticket Holder's residence country.			spectatorDetails.ticketHolder.identity.residenceCountry	
spectatorDetails.ticketHolder.identity.address	object		Ticket Holder's address.			spectatorDetails.ticketHolder.identity.address	Required used); cityName, zip
spectatorDetails.ticketHolder.identity.address.line1	string	200 char	Ticket Holder's address line 1.			spectatorDetails.ticketHolder.identity.address.line1	Required
spectatorDetails.ticketHolder.identity.address.line2	string	200 char	Ticket Holder's address line 2.			spectatorDetails.ticketHolder.identity.address.line2	
spectatorDetails.ticketHolder.identity.address.line3	string	200 char	Ticket Holder's address line 3.			spectatorDetails.ticketHolder.identity.address.line3	
spectatorDetails.ticketHolder.identity.address.city	string	200 char	Ticket Holder's residence city.			spectatorDetails.ticketHolder.identity.address.city	Required
spectatorDetails.ticketHolder.identity.address.countryCode	string	200 char	Ticket Holder's country code.			spectatorDetails.ticketHolder.identity.address.countryCode	Required
spectatorDetails.ticketHolder.identity.address.zip	string	50 char	Ticket Holder's zip code.			spectatorDetails.ticketHolder.identity.address.zip	Required
spectatorDetails.ticketHolder.extrainfo1	string	100 char	Free field of extra info about the Ticket Holder.			spectatorDetails.ticketHolder.extrainfo1	
spectatorDetails.ticketHolder.extrainfo2	string	100 char	Second free field of extra info about the Ticket Holder.			spectatorDetails.ticketHolder.extrainfo2	

spectatorDetails.ticketHolder.reason	string	512 char	Reason of why the assignment happen. Can be modified later by the spectator. (Optional)			spectatorDetails.ticketHolder.reason	
spectatorDetails.organizerSpectatorPreference	object		Contains all spectator preferences concerning promo emails and tracking.			spectatorDetails.organizerSpectatorPreference	Required used); allowPror mail, allowPror hirdParty I, allowTrac
spectatorDetails.organizerSpectatorPreference.allowPromoEmail	boolean	boolean	Default false. Spectator accept promotional email from TIXnGO.			spectatorDetails.organizerSpectatorPreference.allowPromoEmail	Required
spectatorDetails.organizerSpectatorPreference.allowPromoThirdPartyEmail	boolean	boolean	Default false. Spectator accept promotional email from Third-Party.			spectatorDetails.organizerSpectatorPreference.allowPromoThirdPartyEmail	Required
spectatorDetails.organizerSpectatorPreference.allowTracking	boolean	boolean	Default false. Spectator accept to be tracked and data matching.			spectatorDetails.organizerSpectatorPreference.allowTracking	Required
ticketId	string	256 char	Ticket ID differentiating each ticket. It must be unique (UUID).			ticketId	Required
lang	string	5 char ISO 6391 format	The default language for the Ticket. Injection communications will be sent in this language. Example: fr, en, de, it, es			lang	
transferRules	object		All of the Ticket's transfer rules.			transferRules	
transferRules.groupId	string	256 char	Transfer rules can technically be different for every ticket. Organizer might want to chose to have different transfer rules for different types of ticket (ex: Adult, child, VIP, etc...). This GroupID is the Transfer rules group ID representing a group of transfer rules applied to certain tickets. If Organizers want to apply the same rules to every tickets, by default this groupID is set to the EventID and every ticket will be in this group.			transferRules.groupId	
transferRules.maxNumberOfTicketPerPhoneInGroupId	integer	integer	Maximum amount of tickets per phone for this Transfer rules group id.			transferRules.maxNumberOfTicketPerPhoneInGroupId	

transferRules.maxResellPriceIncrease	integer	smallint	Maximum profit (price increase in %) of the original ticket price for a resell between spectator.			transferRules.maxResellPriceIncrease	
transferRules.maxNumberOfTransferPerPhoneInGroupId	integer	integer	Total amount of transfers per Phone (-1 feature is disabled).			transferRules.maxNumberOfTransferPerPhoneInGroupId	
transferRules.maxNumberOfTransferPerTicketInGroupId	integer	integer	Total amount of transfers per Ticket (-1 feature is disabled).			transferRules.maxNumberOfTransferPerTicketInGroupId	
transferRules.assignTransferLimit	integer	integer	Define upper bound of ticket's transfer level for the "Assign" function			transferRules.assignTransferLimit	
transferRules.allowTransfer	boolean	boolean	Enables or Disables transfer functionality for given match (Send menu item in the ticket view hidden or displayed).			transferRules.allowTransfer	
transferRules.allowTransferMainApplicant	boolean	boolean	Enable or Disable transfer functionality for Main Applicant ticket's.			transferRules.allowTransferMainApplicant	
transferRules.allowTransferAfterActivation	boolean	boolean	Enables or Disables transfer functionality for given match for Activated Tickets (Send menu item in the ticket view hidden or displayed).			transferRules.allowTransferAfterActivation	
transferRules.allowTransferAfterControl	boolean	boolean	Enables or Disables transfer functionality for given match for Controlled Tickets (Send menu item in the ticket view hidden or displayed).			transferRules.allowTransferAfterControl	
transferRules.allowReturnToOrganizer	boolean	boolean	Allow to release ticket to resale / allow ticket shop resale			transferRules.allowReturnToOrganizer	
transferRules.allowReturnToOrganizerForInitialSpectator	boolean	boolean	Only Initial Spectator can release ticket to resale			transferRules.allowReturnToOrganizerForInitialSpectator	
transferRules.keepOneInGroupId	boolean	boolean	Force ALL ticket wallet holders to keep at least 1 ticket per given Match.			transferRules.keepOneInGroupId	
transferRules.keepOneAtInjectInGroupId	boolean	boolean	Force ticket wallet holder to whom tickets were originally injected to keep at least 1 ticket per given Match. E.g. all his transfer guests will be able to forward all the tickets they received.			transferRules.keepOneAtInjectInGroupId	

resaleRules.allowResell	boolean	boolean	Enables or Disables resale functionality for the ticket			resaleRules.allowResell	
resaleRules.allowResellAfterActivation	boolean	boolean	Enables or Disables resale functionality after activation time for the ticket			resaleRules.allowResellAfterActivation	
resaleRules.maxNumberOfResalePerTicket	integer	integer	Maximum number of resale per ticket			resaleRules.maxNumberOfResalePerTicket	
resaleRules.resaleAndPurchaseAgreementURL	string	512 char	The Resale & Purchase Agreement URL in P2P resale			resaleRules.resaleAndPurchaseAgreementURL	
resaleRules.ticketTermsAndConditionUrl	string	512 char	Ticket Terms & Conditions URL in P2P resale			resaleRules.ticketTermsAndConditionUrl	
resaleRules.minResalePriceDecreasePercent	number	float	Enable when Resale option A is selected. Min resale price decrease (in % of the initial price) of the ticket to be resold			resaleRules.minResalePriceDecreasePercent	
resaleRules.maxResalePriceIncreasePercent	number	float	Enable when Resale option A is selected. Min resale price amount of the ticket to be resold			resaleRules.maxResalePriceIncreasePercent	
resaleRules.minResalePriceAmount	number	float	Enable when Resale option A is selected. Max resale price increase (in % of the initial price) of the ticket to be resold			resaleRules.minResalePriceAmount	
resaleRules.maxResalePriceAmount	number	float	Enable when Resale option A is selected. Max resale price amount of the ticket to be resold			resaleRules.maxResalePriceAmount	
resaleRules.specificResalePricePercent	number	float	Enable when Resale option B is selected. Specific resale price decrease /increase (in % of the initial price) of the ticket to be resold <ul style="list-style-type: none"> • Value > 0: Increase • Value < 0: Decrease 			resaleRules.specificResalePricePercent	
resaleRules.specificResalePriceAmount	number	float	Enable when Resale option B is selected. Specific resale price amount of the ticket to be resold <ul style="list-style-type: none"> • Value > 0: Increase • Value < 0: Decrease 			resaleRules.specificResalePriceAmount	

resaleRules.ticketResaleOptions	string	100 char	<p>Support organizer define the resale price with three options A, B and C per Transfer Group Id:</p> <ul style="list-style-type: none"> • "Option A: Price range" [the resale price of this ticket is allowed by the event organizer to be resold between a minimum and a maximum] • "Option B: Fixed price" [the resale price of this ticket is set by the event organizer] • "Option C: Unlimited price" [the resale price of this ticket is allowed by the event organizer to be resold at any price] 			resaleRules.ticketResaleOptions	
resaleRules.id	string	256 char	Id to which rules are applied. tickets sharing the same id will live under the same resale rules.			resaleRules.id	
design.id	string	256 char	The Design Id applies to the ticket.			design.id	
design.backgroundColor	string	7 char hexadecimal color code	The background color of the corresponding design.			design.backgroundColor	
ticketInjectionDate	string	Date follows RFC 3339 standard	The date at which the ticket was injected.			ticketInjectionDate	
mainApplicant	boolean	boolean	Optional Main Applicant flag (SecuTix)			mainApplicant	
sortingKey	string	256 char	A key to sort the tickets in the spectator view. The tickets will be sorted according to this key in alphabetical order.			sortingKey	

mobileAppId	string	256 char	Mandatory Mobile Application App Id to use associated invitation email template (used by organizer using their own app or branded apps).			mobileAppId	Requirec
validate	boolean	boolean	Flag to only validate tickets and not injecting them for real. It does not test interaction with the blockchain.			validate	

4. Ticket Injection Through CSV file

The TIXnGO Console allows organizers to inject their tickets via CSV files, please look at the following rules:

1. Please follow the same wording for the header keys, i.e. for the Event name, the column name in csv should be; [event.name](#).
2. If you are using Microsoft Excel to create your CSV file, make sure the cells are in *text* format and that they are separated by a semicolon ";".
3. Please use the **same** mobileAppId for all tickets in the CSV. When we inject tickets, we do batches of 50 and in batches you can only have 1 Mobile app id. So decision was made to ask user to only use only 1 MobileAppId per injection file
4. You cannot inject more than 20'000 tickets at a time.
5. The name of your file **must not have** spaces in it **nor** the following keyword "_injection".
6. The TIXnGO Backend only accepts UTF-8 encoded characters. The CSV file you provide must be UTF-8 encoded.

An easy trick to make sure that this is respected is to download the provided template, open Excel, then under the *Data* tab click *From Text/CSV*, select the template you desire make sure Delimiter is *Semicolon* and Data Type Detection is *Do not detect data types*, then click *Load*.

Note for template:

1. From the "Minimum" template you cannot delete anything, those are the Minimum required fields. But you can add as many as you want from the "Minimum" to the Maximum
2. Technically you can have anything from Minimum to Maximum, but not less than Minimum and not more than Maximum.

Note on UTF-8 encoding:

1. Windows systems and in general Windows tools such as Excel are using ANSI encoding.
2. To make sure that the file will be correctly read by our system, please make sure your file is correctly encoded in UTF-8, to do so:
 - a. With Excel: File Save AS select in the dropdown menu "CSV UTF-8 (Comma delimited) (*.csv)"
 - b. If you already created and saved your file with Excel, it is probably ANSI encoded. One thing you can do is to find your file in your File Explorer, right click and "Edit with Notepad++", which in general is available on all Windows systems. Once the file is open in Notepad++, you can select "Encoding" and see which encoding is selected. If ANSI or any other than UTF-8 is selected, you can click on "Convert to UTF-8" and the file will be converted.