


1.a.) Registration:

Users can register on our site: <https://fktsc.com> by clicking on the "Avatar icon" - third from the right side. The registration form will be at the right side. Only email is needed for registration, and the user will be automatically logged in after the registration.

An email with the password will be sent, with an optional link with which the user can change his password.

- link: <https://www.fktsc.com/moj-nalog/>

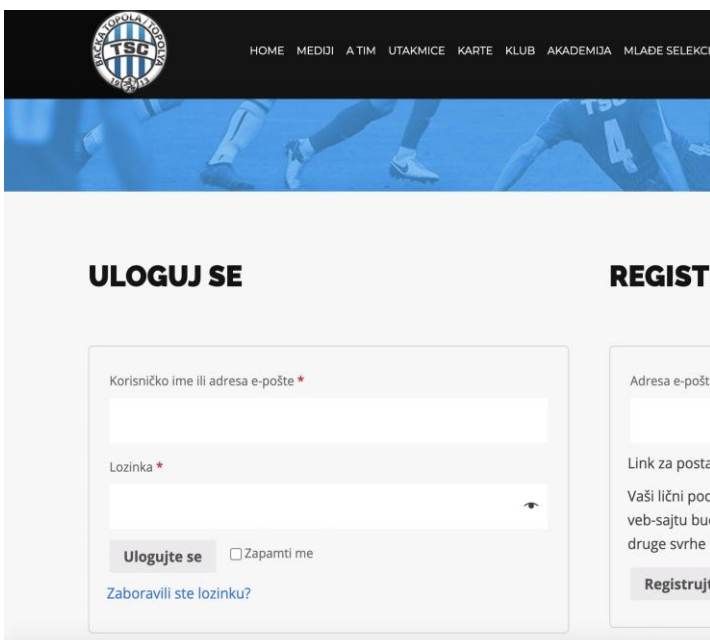


The screenshot shows the top navigation bar with links: KARTE, KLUB, AKADEMIJA, MLAĐE SELEKCIJE, ŽENSKI TIM, FAN SHOP, TSC ARENA, KONTAKT. Below the navigation bar is a blue banner image of soccer players. The main heading is "REGISTRUJTE SE". The registration form includes a text input field for "Adresa e-pošte *". Below the field, there is explanatory text: "Link za postavljanje nove lozinke biće poslat na vašu email adresu. Vaši lični podaci biće upotrebljeni tako da vaše iskustvo na ovom veb-sajtu bude ugodnije, za upravljanje pristupom vašem nalogu i u druge svrhe kao što je opisano u tekstu politika privatnosti." At the bottom of the form is a button labeled "Registrujte se".

1.b.) Login:

If the visitor is maybe already registered, he/she can use the login form on the left side.

- link: <https://www.fktsc.com/moj-nalog/>

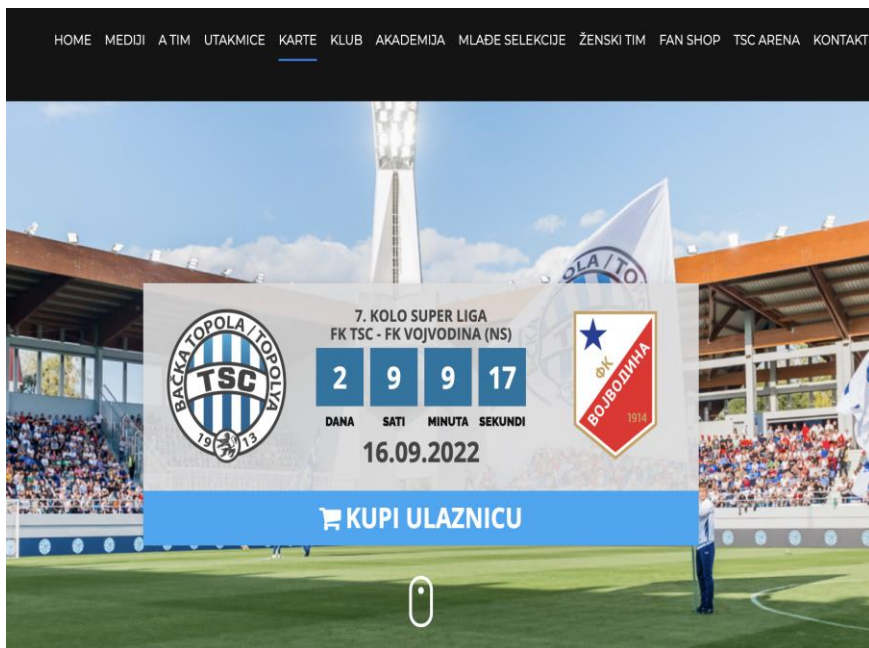


The screenshot shows the top navigation bar with the TSC logo and links: HOME, MEDIJI, A TIM, UTAKMICE, KARTE, KLUB, AKADEMIJA, MLAĐE SELEKCIJE. Below the navigation bar is a blue banner image of soccer players. The main heading is "ULOGUJ SE". The login form includes a text input field for "Korisničko ime ili adresa e-pošte *", a text input field for "Lozinka *", a checkbox for "Zapamti me", and a button labeled "Ulogujte se". Below the login form is a link: "Zaboravili ste lozinku?". To the right of the login form is the registration form, which includes a text input field for "Adresa e-pošte *", explanatory text, and a button labeled "Registrujte se".

2.) Navigating to the ticket page:

Ticketing page can be reached by the main menu "KARTE", 5th from the left side. When visitors arrive to this page, they have to click on: "KUPI ULAZNICU" (BUY A TICKET) button.

- link: <https://www.fkts.com/karte/>



3.) Choosing a sector:

Customers will arrive at a page where they can select a sector. Sectors marked with blue are available.



DOSTUPNA SEDIŠTA:	
VIP SILVER 1	
2 RSD	24
666 RSD	11
4567 RSD	19

4.) Choosing a seat:

When customers choose a sector, they will be presented with the corresponding sector map. On this view the seats will be visible, making available for the customers to choose seat(s).

The seat color coding is the following:

- gray: reserved/unavailable seat
- green: available seat
- blue: reserved by customer



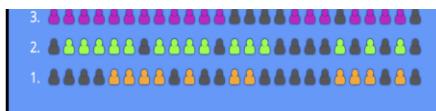
5.) Reserving seat(s):

Customer will click on the desired seat(s). A small modal will appear. Customer will click on: "REZERVISI" button to confirm the seat reservation. (If a seat is reserved by the customer, a new click on that same seat will un-reserve it)



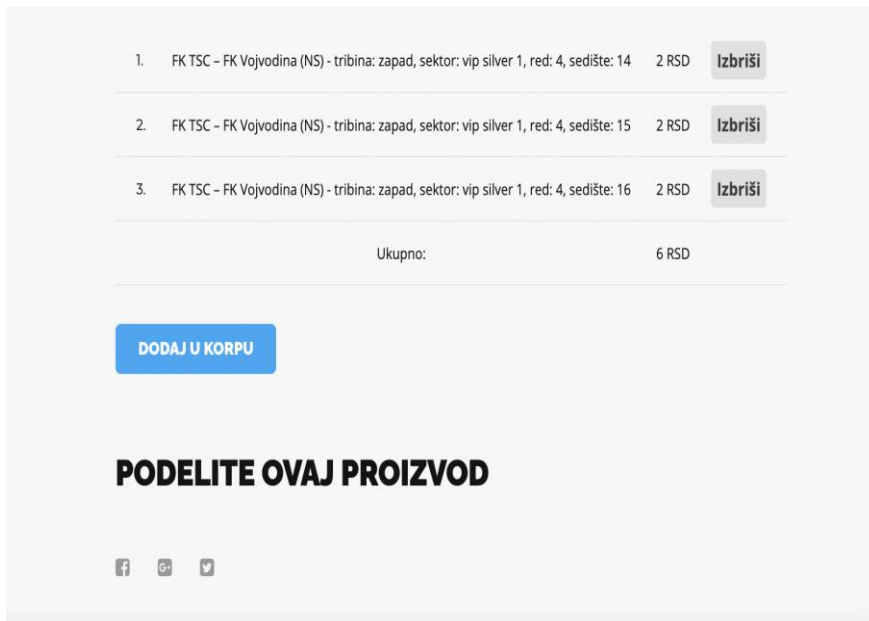
6.) Finishing the reservation process:

When customers are happy with the selected seat(s) will have to finish the reservation process. They will do this by click on the "ZAVRŠI REZERVACIJU" button at page bottom.



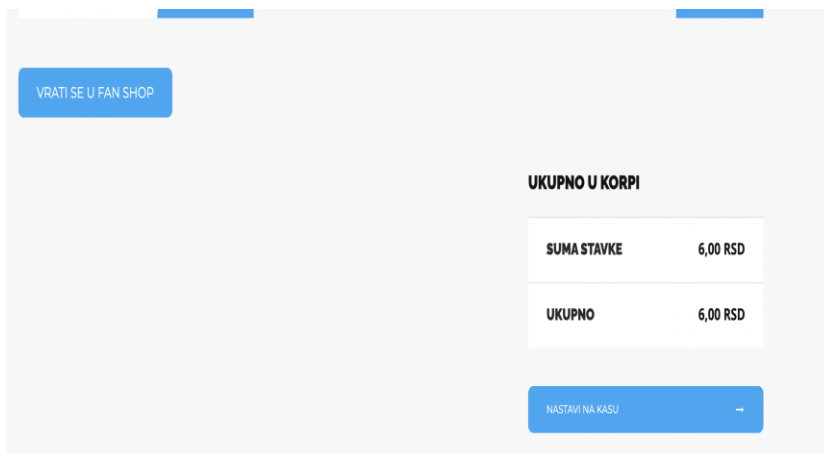
7.) Adding reserved seats to the cart:

Next step for a customer would be to add the reserved seats to the cart. They will do this with the button: "DODAJ U KORPU" again at page bottom.



8.) Proceeding to payment:

When customer adds seats to their cart, they will be immediately redirected to the cart page. On this page they will see the total sum that they will have to pay for the tickets. At page bottom they will have to proceed to payment by click on "NASTAVI NA KASU"



9.) Billing details:

On the next page, customers will have to enter their billing details. This is required by Serbian law. All fields marked with a red asterisk have to be filled in. (On the right side the sector map is displayed again with the selected seats.)

DETALJI ZA NAPLATU

Ime *
Erne

Prezime *
Madjar

Napomene o narudžbini (opciono)
Napomene o narudžbini, npr. posebne napomene za isporu

Naziv kompanije (opciono)
SAT-TRAKT D.O.O.

Country / Region *
Srbija

Ulica i kućni broj *
Narodne Oslobođilacke Vojske 2/A

Apartment, suite, unit, etc. (optional)

DODATNE INFORMACIJE

FK TSC - FK VOJVODINA (NS)

SEKTOR VIP SILVER 1

5. [Seats 1-10]

4. [Seats 1-10, Seat 10 selected]

3. [Seats 1-10]

2. [Seats 1-10]

1. [Seats 1-10]

10.) Accepting terms and conditions:

At the bottom of this same page a checkbox is required to be checked. This marks that the customer accepts the terms and conditions of online payment. Customers will proceed with the "NARUČITE" button at bottom right.

Vaši lični podaci biće upotrebljeni za obradu vaše narudžbine, da vaše iskustvo na ovom veb-sajtu bude ugodnije, kao i u druge svrhe kao što je opisano u tekstu [politika privatnosti](#).

Pročitao/la sam i prihvatam **opšte uslove** kupovine. *

NARUČITE

11.) Card details: Last step is entering the credit card details.

This is done on the page of OTP Bank Serbia.

otpbanka

OTP - Plugin

Molimo vas unesite podatke o vašoj platnoj kartici

Broj kartice
Unesite broj vaše kartice

Mesec isteka
MM

Godina isteka
YYYY

CVV2/CVC2
CVC

Ime na kartici
Unesite ime sa kartice (opciono)

Iznos: 6,00 RSD

Porudžbina: 39692

PONIŠTI **PLATI**

VISA

At the end of the process customer will receive a Serbian and English email from the bank notifying them about the transaction outcome.

If the transaction is successful, the customer will receive another email from FK TSC with the link to their A4 ticket.

Shortly the customer will receive a third email with the mobile version of the card as well.