

The background is a dark blue grid with a circular pattern of binary code (0s and 1s) and a series of concentric circles with tick marks, resembling a stylized eye or a digital interface.

# *TICKET SET UP GUIDE*

# 1 CREATE AN EVENT

Creating an event is the first step in building your ticketing module.

## STEP 1

Visit your **Edit** tab. You will be prompted to enter your event details including **event title**, **location**, **date** and **time**. You can also choose to include a more detailed description about your event as well as information about your organization.

## TOP TIPS:

- ✓ The start and end times in Block 1 refer to the time of the actual event only, not the ticket sales times
- ✓ Confirm your time zone
- ✓ Tick the box to show a map of your location on your landing page

### 1 Event Details

**Event title \***

**Location**


[Reset location](#) ☒ Show map on event page

**Starts \***

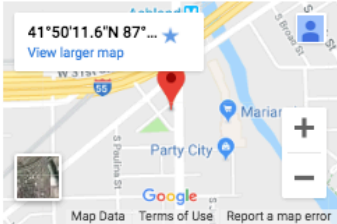
**Ends \***

[Timezone & date settings\(CDT\)](#)

**Event image**



41°50'11.6"N 87°... [View larger map](#)



Map Data Terms of Use Report a map error

# 2 CREATE TICKET TYPES

You can create **unlimited ticket types, sponsorships** or **donation** options in Block 2 of your event set up.

## STEP 1

Click on the ticket settings wheel below the **Actions** header to begin your ticket type creation. Here, you will be able to name your ticket, list the quantity available and the price per ticket.

## STEP 2

Follow on to the **Settings** to enter the ticket description which is optional to show on your event page.

You will have the option to **Absorb, Split** or **Pass On fees** to your ticket purchaser. Under each option, you will be able to see an estimation of the fees and ticket total.

Enter your **Ticket Sales Start** and **End Times** and determine how many tickets you would like to allow order.

## 2 Create Tickets

Ticket name*	Quantity available*	Price	Actions
<div><div></div><div>Early Bird Tickets</div></div>	<div>100</div>	<div>\$</div> <div>75</div>	<div><div></div></div>
<div><div></div><div>Individual Ticket</div></div>	<div>100</div>	<div>\$</div> <div>100.0</div>	<div><div></div><div></div></div>
<div><div></div><div>Sponsorship</div></div>	<div>10</div>	<div>\$</div> <div>1000.0</div>	<div><div></div><div></div></div>
<div><div></div><div>Sponsor table ticket</div></div>	<div>10</div>	<div>\$</div> <div>10000</div>	<div><div></div></div>
<div><div></div><div>Raffle Ticket</div></div>	<div>500</div>	<div>\$</div> <div>30.0</div>	<div><div></div></div>
<div><div></div><div>Free Standing Tickets</div></div>	<div>50</div>	<div>Free</div>	<div><div></div></div>
<div><div></div><div>Donation</div></div>	<div>Unlimited</div>	<div>Donation</div>	<div><div></div><div></div></div>

Free ticket

Paid ticket

Donation

# 3 **TICKET TYPES EXPLAINED**

## TABLE TICKETS

Offer table tickets by listing the number of seats available at the table and ticking the box to **"create a ticket package."** This will allow the buyer to enter their guest information during the purchase process.

## BULK TICKETS

Create bulk tickets when you want to sell a block of tickets such as for a raffle, wine pull etc. To create, tick the box for **"one buyer for bulk tickets."**

## EARLY BIRD

Set the time frame and pricing for early bird tickets and hide these ticket types when they are no longer for sale by ticking the box to **"hide this ticket type."**

## SPONSORSHIPS

Allow sponsors to donate specific dollar amounts by listing sponsorship options as ticket types.

## DONATION

Allow visitors to make a donation to your organization by including a donation option.

## FREE

If not charging for tickets, allow your guests to confirm their attendance by including a free ticket type. Note, you *cannot* create free ticket packages.

**Ticket visibility ?**  
☒ Hide this ticket type  
[Add ticket auto-hide/show schedule](#)

**Tickets allowed per order ?**  
  
minimum  
  
maximum

☒ Create ticket package

☐ One buyer for bulk tickets ?

# 4 ADDITIONAL SETTINGS

Define your event settings further in Block 3  
**Additional Settings.**

## STEP 1

Tick the box under “**Remaining Tickets**” if you would like to show the number of tickets remaining on the event page.

## STEP 2

Choose the text you would like to appear when your guest completes a ticket transaction. If your event page is for registration, tick the **Registration Event** bubble. If your event page is for purchasing a ticket, tick the **Ticketed Event** bubble.

## STEP 3

Gather more information from your buyers by asking specific questions. Add **questions** and **answer** options easily, and allow your guests to provide answers to common event queries such as meal preference.

### 3 Additional Settings

**Remaining tickets**

☐ Show the number of tickets remaining on the registration page

**Event Type**

☐ Registration Event  
(Examples: Register, Registration Information, Registration Type)

☒ Ticketed Event  
(Examples: Buy Tickets, Ticket Information, Ticket Type)

**Additional Questions:** ⓘ

Question	Please select your meal choice below:	🗑️
Answer	Steak	🗑️
Answer	Chicken	🗑️
Answer	Vegetarian	🗑️

[\(+ Answer\)](#)  
[\(+ Question\)](#)

Save

# 5 OFFLINE TICKET SALES

You can easily enter **Offline Ticket Sales** from your Event Dashboard. *Offline ticket sales are not subject to performance fees*

## STEP 1

Click on the "click here" link below Add Offline Ticket Sales.

## STEP 2


Choose your ticket type, then enter the quantity and/or donation amount.



## STEP 3

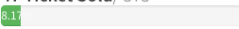
Enter the buyer's name, email and phone number. Click the link below to add the buyer's address. Once complete, click "Continue."

*Note, if you would like to pre-register bidder accounts for your auction, it is imperative to enter the buyer's name, email and phone number.*

### Event Dashboard

**Let the Event begin!**  
Share your event link out to the world.

**Add Offline Ticket Sales**  
Quickly add offline tickets sales.  
[Click here](#) 

47 Ticket Sold / 575  


### Add Offline Ticket Sales

Name	Sales End	Price	Quantity
Table Ticket (8 Ticket(s)/Package)	November 23, 2018	\$750.00	<input type="text" value="0"/>
Individual Ticket	November 30, 2018	\$100.00	<input type="text" value="0"/>
Sponsorship	November 09, 2018	\$1,000.00	<input type="text" value="0"/>
Sponsor Table (10 Ticket(s)/Package)	November 24, 2018	\$10,000.00	<input type="text" value="0"/>
Free Test Tickets	December 29, 2018	Free	<input type="text" value="0"/>
Raffle Ticket	December 15, 2018	\$30.00	<input type="text" value="0"/>
Donation			<input type="text" value="\$ 0.00"/>

#### Your Information

First Name \*

Last Name \*

Email Address

Phone Number

[Add buyers address](#)

# 6 REVIEW ALL TRANSACTIONS

Review your ticket transactions from the **Transaction** area of your Event Dashboard.

## STEP 1

Quickly update your guest information when you view your **Guest Details**. After clicking the list icon, you will be directed to your **Guest List** where you can click the blue pencil to update your guest information.

## STEP 2

Easily view an invoice **summary** and issue **refunds** for online transactions when you click the eye icon in the **Operations** column.

## STEP 3

Download all transactions to your desktop by clicking the "**Download Transactions**" link.

All Transactions							<a href="#">Download Transactions</a>
From: <input type="text"/>		To: <input type="text"/>		<input type="button" value="Search"/>	<input type="button" value="Reset"/>		
Full Name	Date	Status	Total	Refund	Operations	Guest Details	
Tom Kelly	10/26/2018 04:55 PM CDT	Successful	\$0.00				
Tom Kelly	10/26/2018 04:54 PM CDT	Successful	\$0.00				
Ashley Magee	10/23/2018 12:11 PM CDT	Offline Paid	\$1.00				

Guest List		
Guest Name	Ticket Name	Operation
Jen Kelly	Free test tickets	
Tom Kelly	Free test tickets	



# SALES ANALYSIS & EVENT REPORTS

Review your attendee summary from the **Analyze** area of your Event Dashboard. Here, you have the ability to export a **master sales report** and your **attendees** for your auction.

## EXPORT EXCEL

Download your complete sales and attendee summary by choosing the **Excel** export option. If you have asked questions during the buyer's transaction, the answers will be included in this report.

## EXPORT ATTENDEES FOR AUCTION

If holding an auction on our platform, choose the **Export Attendees for Auction** report to seamlessly import your guests in your auction module. Once downloaded, you can update guest bidder and table numbers prior to uploading in the Attendee area of your auction.

*It is important not to rename, rearrange or delete any columns in the export file as this will impact your ability to upload the file in your auction.*

### Attendee Summary: Since sales started

**Report Type:**  
Master Report

**Export:**  
[Excel](#) [Export Attendees For Auction](#)

Tickets: \$842.00 Donations: \$0.00 Total Sales: \$842.00 Total Orders: 11

Search:

Order #	Order Date	First Name	Last Name	Email
INVOICE-25521	05/03/2017 08:12 AM CDT	Thomas	Kelly	tomk4@com
INVOICE-29532	07/31/2017 04:11 PM CDT	Tom	Kelly	
INVOICE-57368	08/22/2018 02:09 PM CDT	Susan	Doe	susandoe@g



# 8 IMPORTING GUESTS INTO YOUR AUCTION

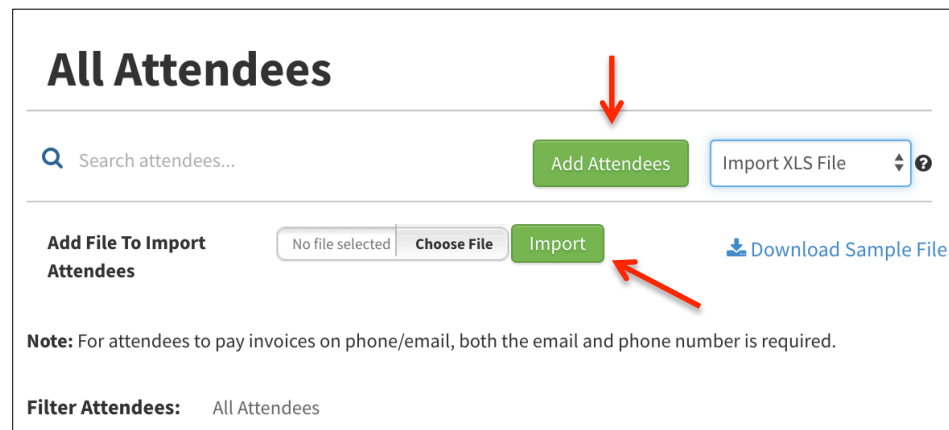
Seamlessly import your guest list into your auction on our platform with the click of a button.

## STEP 1

To complete the import, please visit your auction then follow the path **Auction Dashboard > Live Event Options > Attendees**.

## STEP 2

Import the exported file "**Export Attendees for Auction**" by selecting this from the drop down menu adjacent to the "**Add Attendee**" button. Choose your file and then click "**Import**."



The screenshot shows the 'All Attendees' management interface. At the top, there is a search bar labeled 'Search attendees...'. To the right of the search bar is a green 'Add Attendees' button, which is pointed to by a red arrow. Next to it is a dropdown menu labeled 'Import XLS File' with a question mark icon. Below the search bar, there is a section titled 'Add File To Import Attendees'. This section contains a button labeled 'No file selected', a 'Choose File' button, and a green 'Import' button, which is also pointed to by a red arrow. To the right of the 'Import' button is a link labeled 'Download Sample File'. Below this section, there is a note: 'Note: For attendees to pay invoices on phone/email, both the email and phone number is required.' At the bottom, there is a 'Filter Attendees' section with a dropdown menu currently set to 'All Attendees'.