

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 *

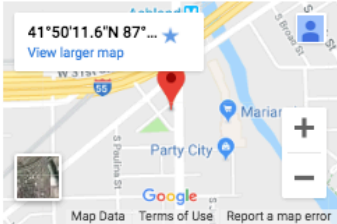
Ends *

[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>Early Bird Tickets</div>	<div>100</div>	<div>\$</div> <div>75</div>	<div>⚙️</div>
<div>Individual Ticket</div>	<div>100</div>	<div>\$</div> <div>100.0</div>	<div>⚙️</div> <div>🗑️</div>
<div>Sponsorship</div>	<div>10</div>	<div>\$</div> <div>1000.0</div>	<div>⚙️</div> <div>🗑️</div>
<div>Sponsor table ticket</div>	<div>10</div>	<div>\$</div> <div>10000</div>	<div>⚙️</div>
<div>Raffle Ticket</div>	<div>500</div>	<div>\$</div> <div>30.0</div>	<div>⚙️</div>
<div>Free Standing Tickets</div>	<div>50</div>	<div>Free</div>	<div>⚙️</div>
<div>Donation</div>	<div>Unlimited</div>	<div>Donation</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

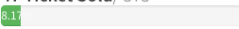
Enter the buyer's name, email and phone number. Click the link below to add the buyer's address. Once complete, click "Continue."

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							Download Transactions
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

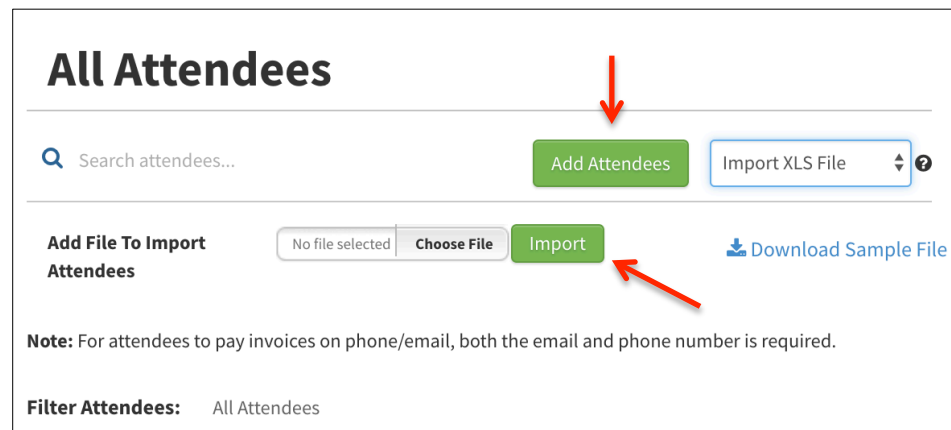
Seamlessly import your guest list into your auction on our platform with the click of a button.

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 highlighted 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 file selection area with 'No file selected' and a 'Choose File' button, followed by a green 'Import' button, which is also highlighted by a red arrow. To the right of the 'Import' button is a link labeled 'Download Sample File'. Below the file selection area, 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'.