

## Ticketing – How to Create a Ticket Order (Packages)

<i>Speech</i>	<i>Cursor Actions</i>
<p>Before watching this training video, make sure you have set-up Ticketing properly. To do this, watch these videos:</p> <ul style="list-style-type: none"> <li>• Ticketing – Overview</li> <li>• How to Define Venues and Seat Blocks</li> <li>• How to Define Discounts and Surcharges</li> <li>• How to Define other Ticketing Lookup Lists</li> <li>• How to Create an Event</li> <li>• How to Define Packages</li> </ul>	<p>Slide: First, watch these videos:</p> <ul style="list-style-type: none"> <li>• Ticketing – Overview</li> <li>• How to Define Venues and Seat Blocks</li> <li>• How to Define Discounts and Surcharges</li> <li>• How to Define other Ticketing Lookup Lists</li> <li>• How to Create an Event</li> <li>• How to Define Packages</li> </ul>
<p>Sumac Ticketing allows you to sell single tickets to events, but it also allows you to sell packages. A package gives a patron access to tickets for several events. In Sumac, a purchased package is referred to as a “subscription.”</p>	<p>Slide: A Package is tickets to several events. A subscription is the purchase of a package, usually in advance.</p>
<p>Tickets and Packages are sold in the Ticket Orders list. In your Sumac console, click Events, then Ticket Orders.</p>	<p>Show console. Expand Events, click Ticket Orders</p>
<p>Click New to create a new ticket order.</p>	<p>Click New</p>
<p>Notice in the top left, you can choose to sell Single Tickets,</p>	<p>Point to “Single Tickets”</p>
<p>Or Packages.</p>	<p>Point to packages.</p>
<p>Select the Packages tab,</p>	<p>Click “Packages”</p>
<p>And Sumac displays all the Package options that you can sell.</p>	<p>Point to list of Packages</p>
<p>Select the Package you wish to sell,</p>	<p>Select a package</p>
<p>And Sumac opens a new window where you can define the details of the subscription your customer wants to purchase.</p>	<p>Point to new window.</p>
<p>You can specify up to three extra patrons for this package.</p>	<p>Point to Extra Patron fields</p>
<p>Use these fields in scenarios where other patrons may be involved in purchasing this subscription. For example, a couple wants to buy a subscription together so they can attend the same events. One of the spouses calls in to place the subscription order, and specifies the name of their spouse who may call in and make changes to this subscription order in the future, if needed.</p>	
<p>Select an appropriate discount for this Subscription. For this example, let's pretend one of our members has called into order this subscription, so we'll apply the Member discount.</p>	<p>Select Member discount</p>
<p>If more than one subscription is being purchased, specify the quantity of subscriptions being sold. For example, a group of friends may order several subscriptions so they can attend the performances together.</p>	<p>Point to Quantity field.</p>

If they are just calling in to order the subscription today, and are not selecting the specific tickets they want at this time, you can click OK now, and proceed to payment. This is particularly helpful at the beginning of your season when a patron calls in to purchase their subscription, but isn't ready to select the specific events they want to attend yet.	Point to OK button.
However, for this example, let's assume a couple wants to select their seats at this point as well.	
Near the bottom of this window, you'll notice the Tickets area. Click Choose to begin choosing Tickets.	Click Choose
Sumac opens a new window, which lists all the events available in this package.	Point to new window.
Expand the first event they want to select tickets for,	Expand an event
And Sumac displays date and time information for that specific event.	Point to date and time info
Click "Change," and Sumac opens a new window that displays the seating arrangement for this event. It is colour-coded so that you can easily see which seats are available, and which seats have already been purchased.	
Select the seats the couple wants to purchase, and click OK.	Select a couple seats. Click OK
Sumac saves this information, and displays how many seats were ordered for that event.	Point to the number of seats ordered.
Repeat those steps for any other events the couple wants to order tickets for.	Continue this for other events.
Once the couple is satisfied with the selected tickets, click OK.	Click OK
Sumac saves all the tickets selected for this couple's subscription.	Point to new window with all tickets included.
Click OK to save this subscription,	Click OK
And you can proceed to finalizing this order.	
Apply any appropriate Surcharges, or delivery methods.	Point to Surcharges. Select "Pick up" Delivery Method
If the buyer wants to make a donation as well, enter the donation amount here, and Sumac creates a donation record, linking it to the ticket order. It also incorporates the amount of the donation into the total cost of this ticket order, so that a single payment can be processed for both transactions.	Enter "\$10" into Donation field.
Specify the contact purchasing the ticket order by clicking the contact icon,	Click Contact icon
And entering their name here to find them in your database.	Type "Smith
Select the contact purchasing the ticket.	Select Jane Smith

If the ticket buyer is not already a contact in this database, click the New button in the bottom left to add them to your database now.	Point to New button
For now, we found Jane, so we'll move forward.	Click OK
Sumac assumes the tickets will be delivered to the buyer's address. But if the tickets should be shipped to a different address, click "Shipping Address," and enter the shipping address.	Point to Shipping Address
Note that there are also fields for entering a shipper's reference number, for example a waybill number, and for a note to the shipper, like "Leave on front porch."	Point to Shipping reference fields
Under Payment Details, click New to open a new payment record and record the details of the payment. For this example, let's suppose Jane is paying with a credit card over the phone.	Click New. Choose Payment Type: Visa
Enter the credit card details here, then click Process to process the payment now.	Enter credit card details. Click Process
Once the credit card is processed, Sumac saves the payment record, and marks the ticket order as "Paid."	Point to "Order Paid" check box
Now that we've recorded all the ticket order details, we can either click "OK & Print" to save the ticket order and send the tickets to the printer. This is useful in situations where the ticket buyer has come into the office to purchase the tickets, or if you plan to mail the tickets out immediately.	Point to OK & Print
However, since we indicated that Jane would like to pick up these tickets at a later date, we'll just click OK to save the order for now.	Click OK.
Later, when Jane comes in to pick up her tickets, we can search for her ticket order,	Point to searching panel
And use the "Print Tickets" button to print the tickets at that time.	Point to Print Tickets.
<i>Check out more training videos to learn more about selling tickets in Sumac!</i>	<i>Slide: "Move on other Ticketing How-to Videos"</i>