Ticketing – How to Create a Ticket Order (Single Tickets)

Speech	*Cursor Actions*
Before watching this training video, make sure you have set-up Ticketing properly. To do this, watch these videos: • Ticketing – Overview • How to Define Venues and Seat Blocks • How to Define Discounts and Surcharges • How to Define other Ticketing Lookup Lists • How to Create an Event	Slide: These videos help set up Ticketing: • Ticketing – Overview • How to Define Venues and Seat Blocks • How to Define Discounts and Surcharges • How to Define other Ticketing Lookup Lists • How to Create an Event
Tickets are sold in the Ticket Orders list. In your Sumac console, click Events, and Ticket Orders.	Show console. Expand Events, click Ticket Orders
Click New to create a new ticket order.	Click New
This video explains how to sell a ticket order for single tickets. With the "Single Tickets" tab selected,	Point to Single Tickets tab
Click Choose Event.	Click Choose Event
Sumac opens a new window with selection criteria on the left, and events on the right.	Point to selection criteria on left side then list of events on right side
If you run several events, for example, a theatre with multiple productions in a season, with several performances for each production, the list of events may be very long, and scrolling through them can be very tedious. So the left side of this window helps you search for events.	Point to left side
You can filter the list of events by name in a date range,	Point to name. Point to date range area
Or you can filter events by their Event Group.	Select an Event Group
The events that match your selection criteria appear on the right.	Point to results on the right
Select the event for which you want to sell tickets, and click OK.	Select an event. Click OK
Sumac displays information about the event and also shows the seating plan.	Point to date/time information. Point to Seat Block.
This area is colour-coded to help you easily see which seats are available. Green means the seats are available.	Point to Green Seats.
Red seats have already been sold.	Point to Red Seats.
Another colour you may see here is black, which appears if you have blocked off an area of seats perhaps for complimentary or disabled access seats.	

Finally, if you click to add seats to your order,	Select two open seats
Sumac highlights them in yellow, so you can easily see which seats are being purchased.	Point to yellow seat selection.
Sumac also presents the details of the selected seats on the order side of this window to the right.	Point to seat details in top right
If you need to assign any discounts for these tickets, select the ticket to be discounted,	Select a ticket
And choose the appropriate discount from the discount menu.	Open discount menu
If one ticket is for a senior, apply the senior's discount.	Select Seniors Discount
Notice that Sumac displays the details of the discount applied here.	Point to discount details next to the ticket.
You can also assign any surcharges,	Point to surcharges
Or delivery methods for these tickets. For example, let's imagine that this ticket order is being sold over the phone, and the buyer plans to pick up the tickets later on. Select the "Pick Up" Delivery Method to indicate this.	Select to "Pick Up" Delivery Method
If you need to adjust the price of an order, use the Adjustment drop-down menu to choose a reason for the adjustment,	Open Adjustment Reason menu
Then enter the amount of the adjustment in the corresponding amount field. This is helpful in situations where the price of the ticket order needs to be adjusted for reasons other than a standard discount or surcharge.	Point to Amount field
If the buyer wants to make a donation as well, enter the donation amount here. Sumac will create 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 the ticket order and the donation.	Enter "$10" into Donation field.
If you want suggestions for donation amount, click the "Suggest" button,	Click Suggest
And Sumac opens a new window where you can see some suggested donation amounts, and the total cost for the ticket order, including the donation.	Point to donation amounts. Point to Totals including the donation. Click Cancel.
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 him or her to your database now.	Point to New button
For now, we found Jane, so we'll move forward.	Click OK

If the tickets should be shipped to a different address than the buyer's address, click the "Shipping Address" button, 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 cheque.	Click New. Choose Payment Type: Cheque
Click OK, and Sumac records the payment and marks the ticket order as "Paid."	Click OK. Point to "Order Paid" check box
Now that we've recorded all the ticket order details, we can 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 straight away.	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.
Check out more training videos to learn more about selling tickets in Sumac!	*Slide: "Move on other Ticketing How-to Videos"*