How to Print or Re-Print Event Tickets and Event Order Receipts from your Database

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Last Updated: 2015-10-05

Overview

This article will walks through the steps to **print** or **re-print** event **tickets**, and event **order receipts**. This was added as an upgrade improvement to go along with the new **venue reserved seating chart** feature which was released in September, 2015. *Click here to view an example event using the new reserved seating feature.*

Tip: Contact our Support Department (**1-866-909-8700**) if you would like us to build a venue seating chart for you event(s). This **requires** that the venue remains the same for each event such as a Theater or Auditorium with a set number of seats.

Printing a Ticket for an Event

Navigate to your **Contacts** (*Voters/Donors*) list.

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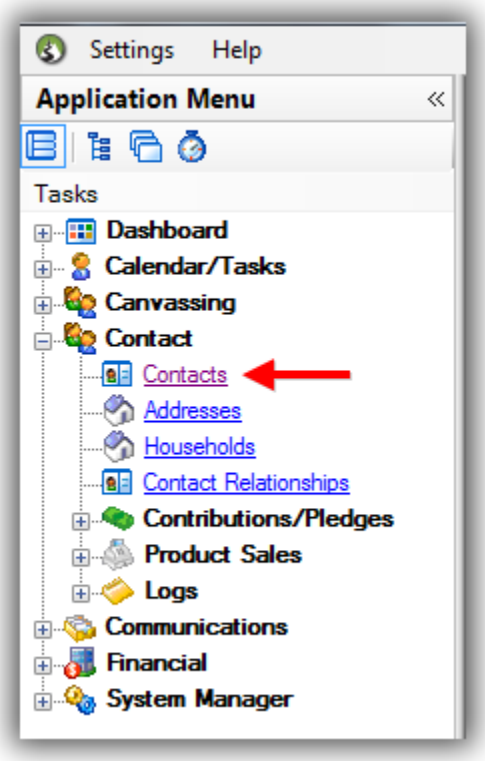

Navigate to the **Events** tab, plug it in, select the event you need to search by, and then click **[Search]**. *In this example the attendee I needed to print a ticket for was registered for my **2015 Celebrity Golf Tournament** which had **4** registrants.*

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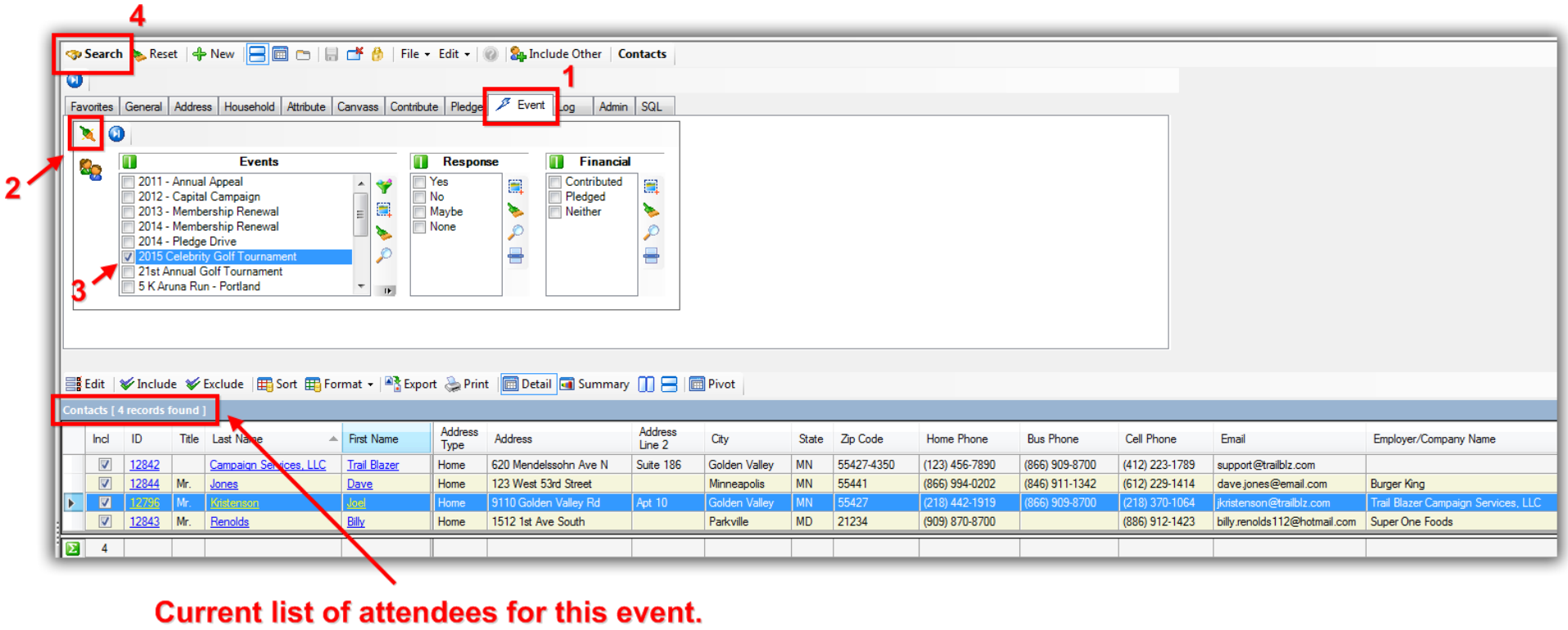

Open the contact's record you need to print a ticket and/or receipt for by clicking on any of the underlined blue hyperlinks e.g. their name. *In this example I used my own record '**Joel Kristenson**'.*

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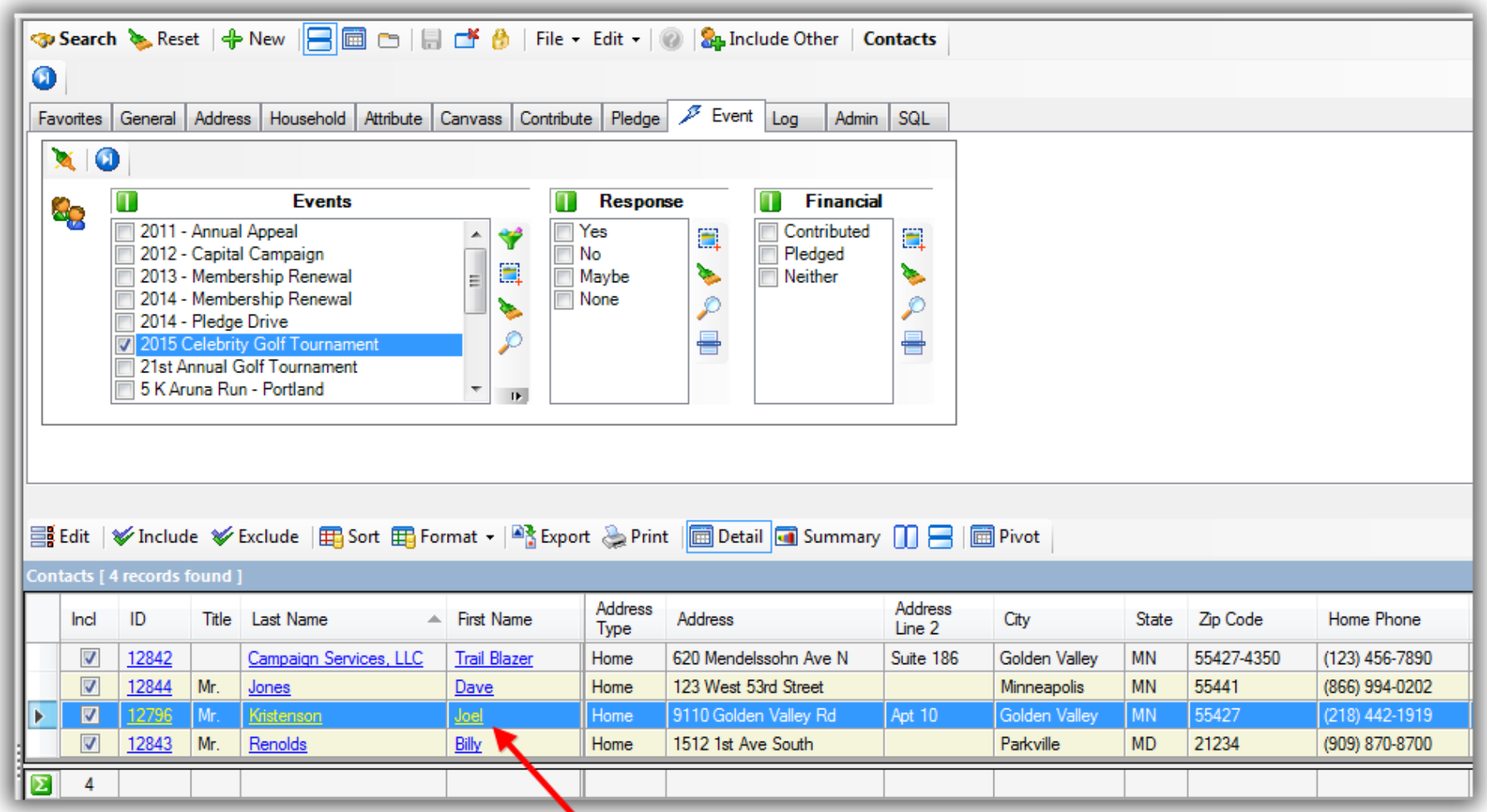

Click on the name of the person to open their record card.

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Navigate to the **Sales** > **Tickets** tab and click on the **Event ID** for the event you need to print a ticket for. *In my example I clicked on **Event ID 14** for my event called "**Wine & Cheese Tasting**".*

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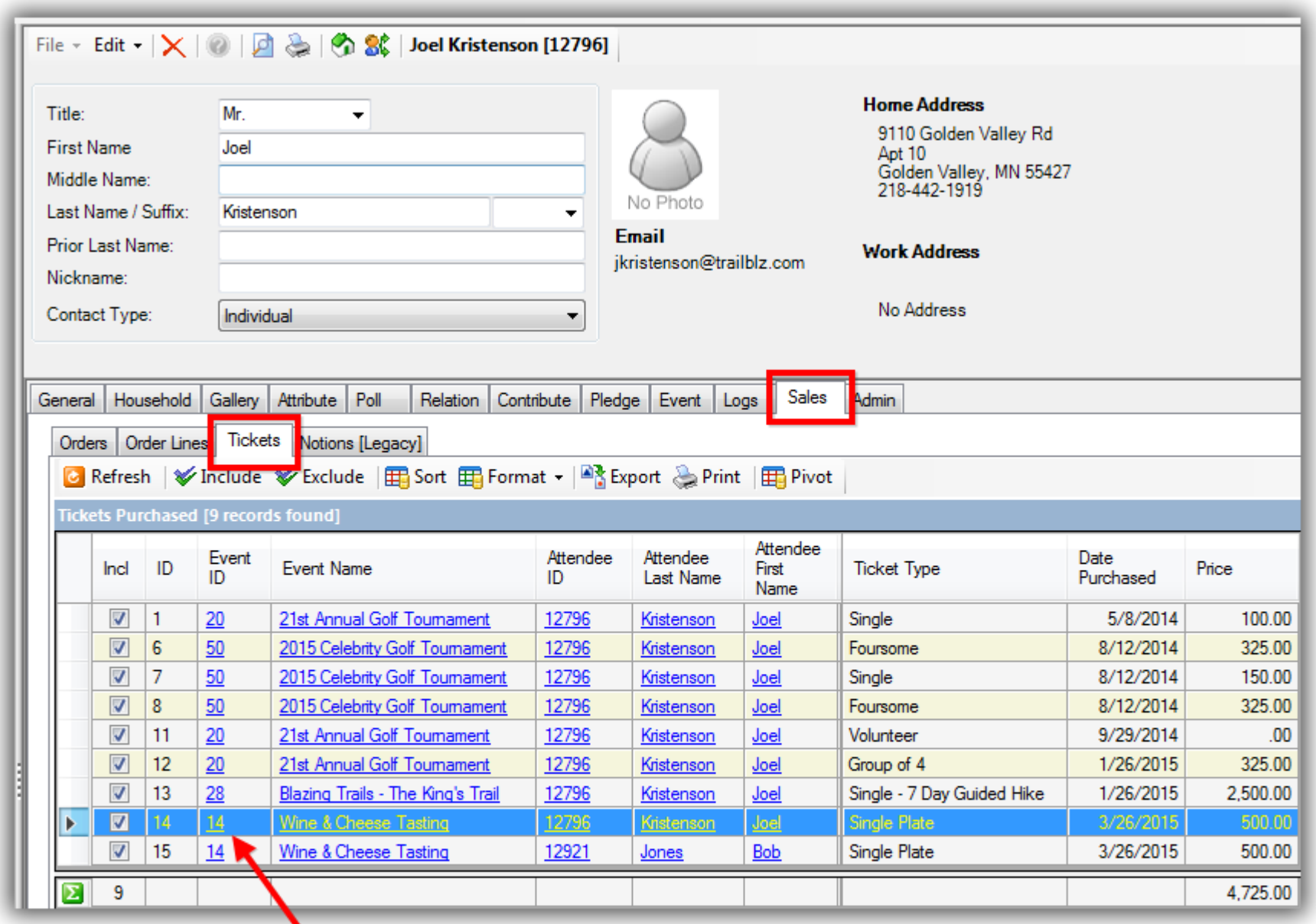

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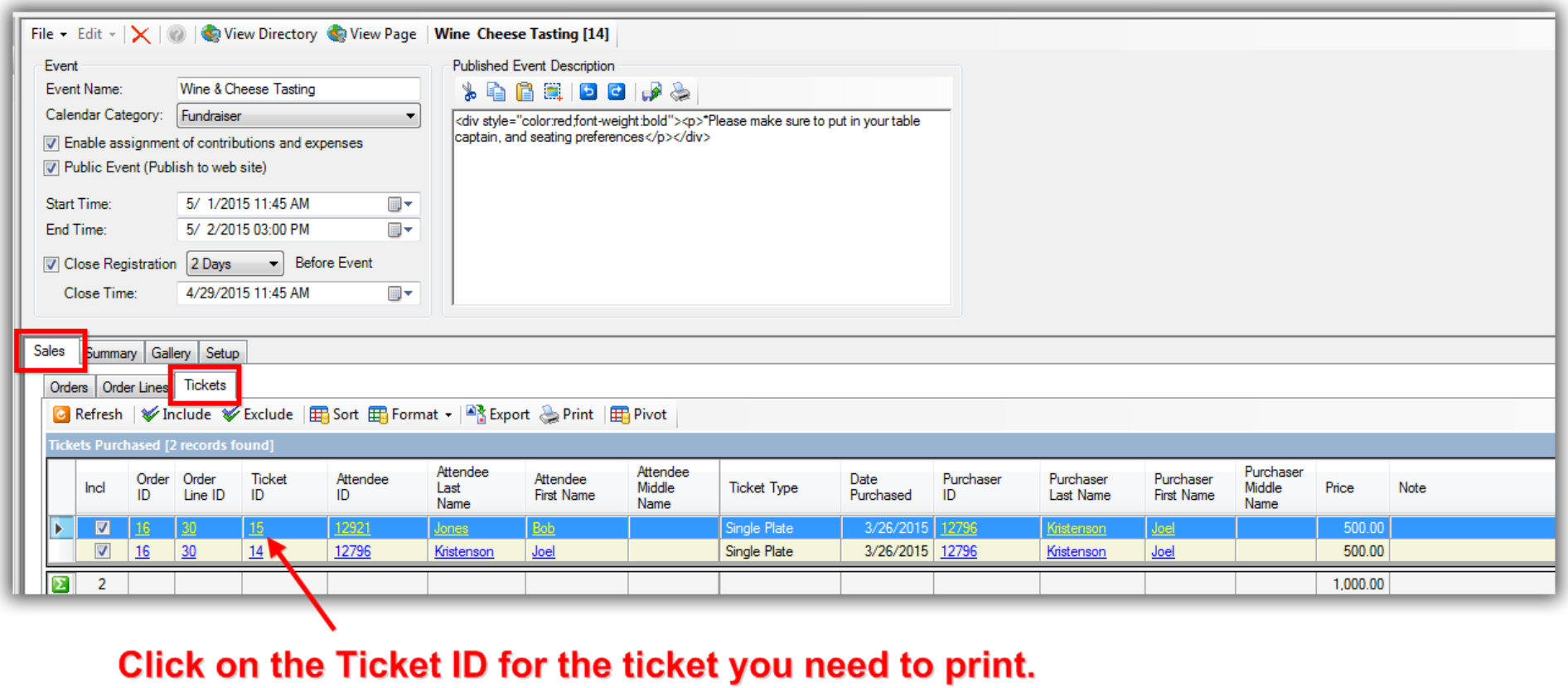
Within the Event record navigate to the **Sales** > **Tickets** tab, and click on the ***Ticket ID*** you want to print. *In my example I clicked on **Ticket ID 15** for **Bob Jones**.*



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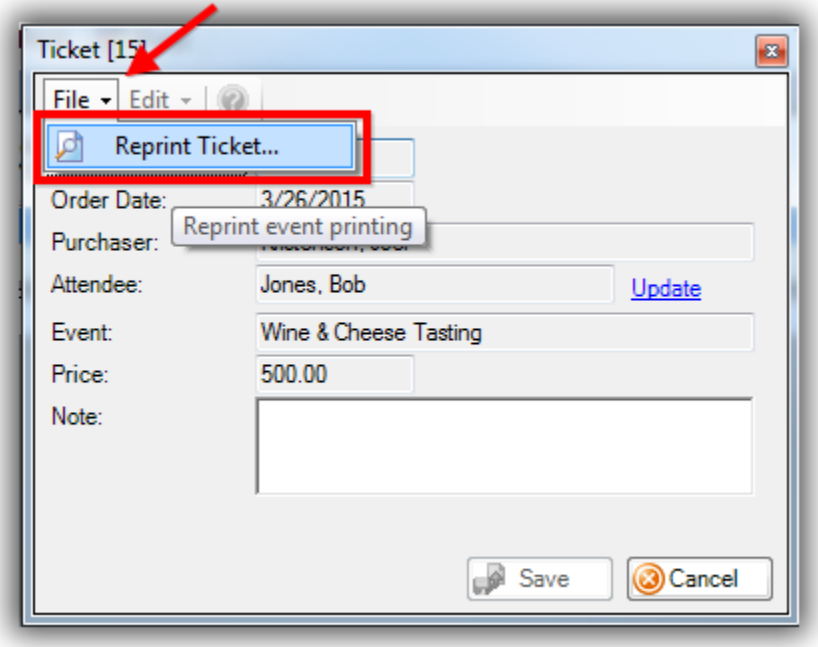
Click the **File** drop-down in the upper-left of the **Ticket** record, and select **Reprint Ticket...**.



Modify your printing options as needed, and click the **[Print]** button in the upper-left once you're ready.

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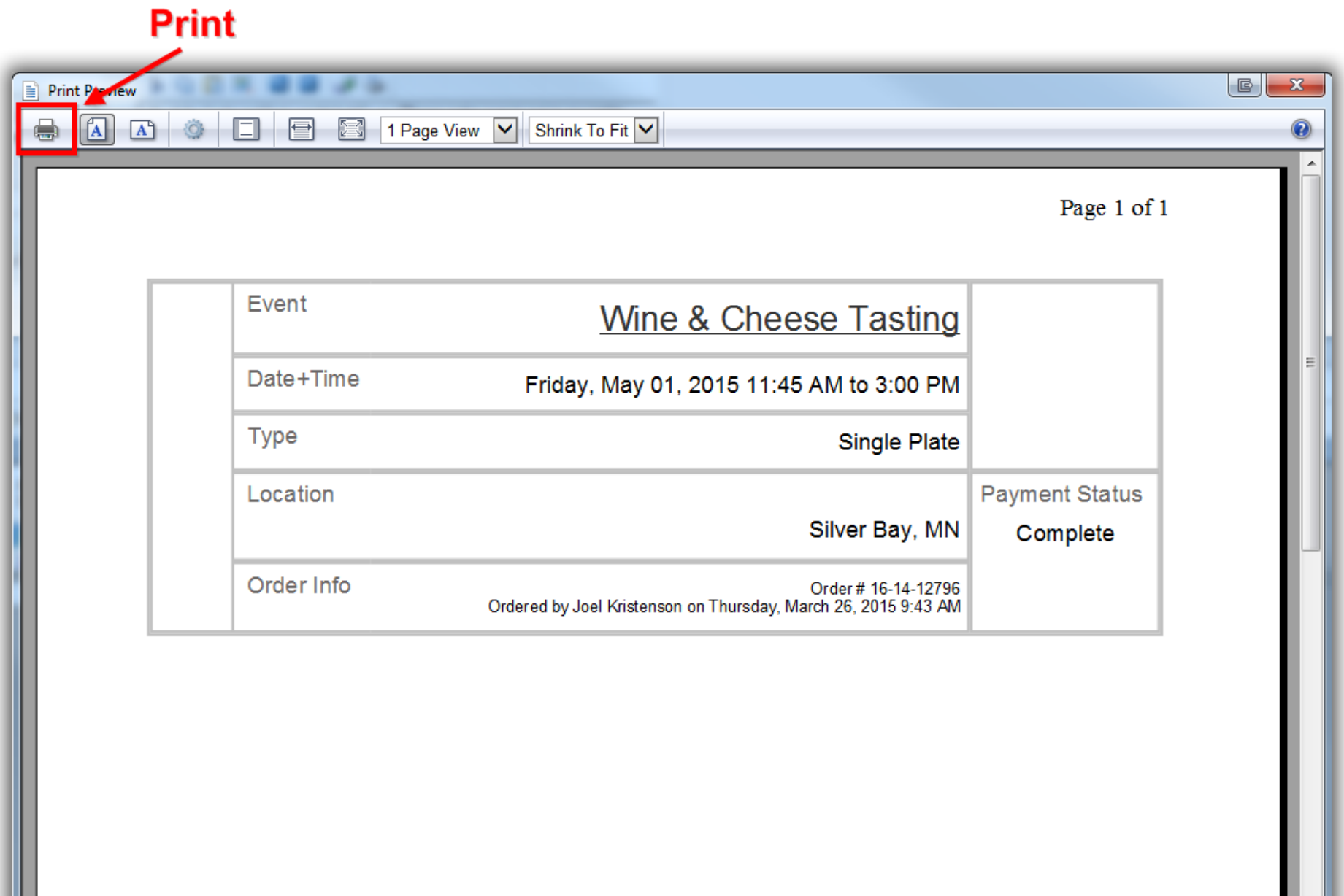

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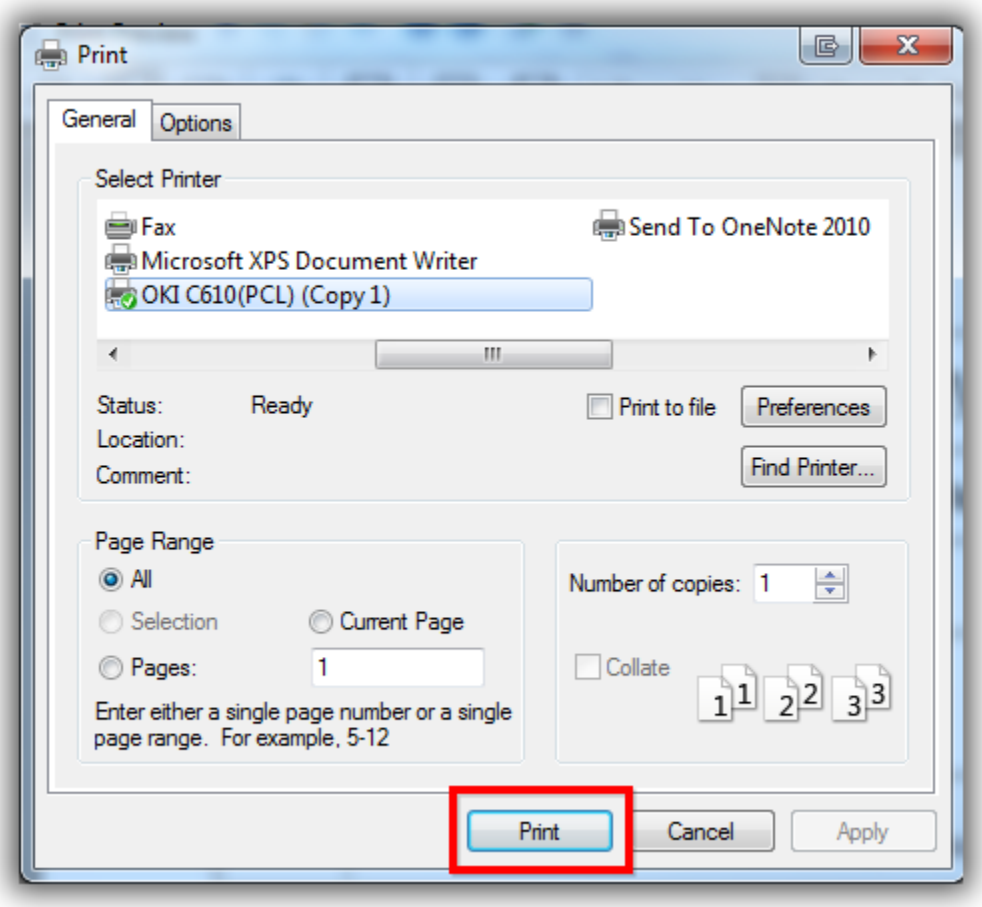
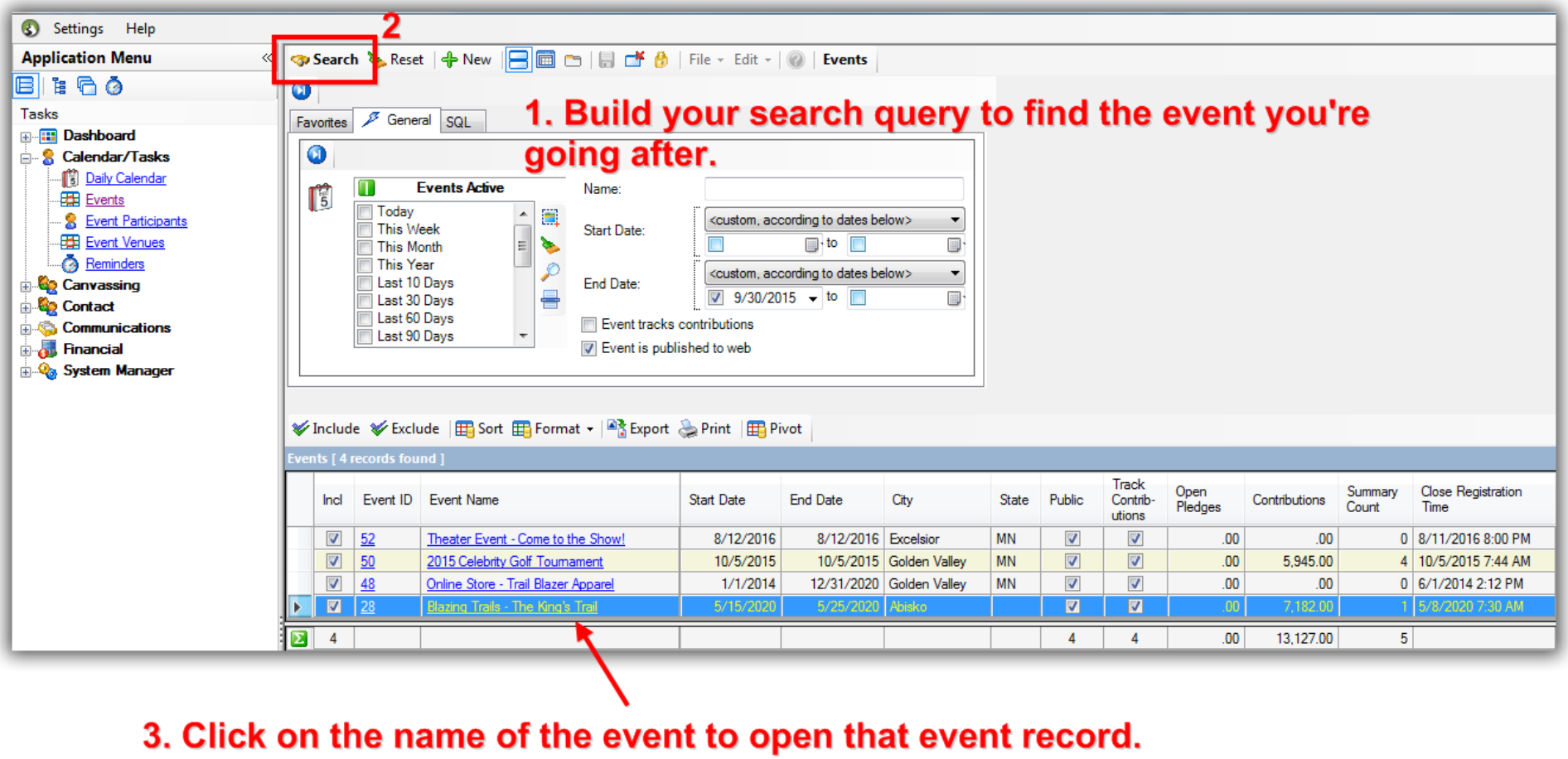
This will bring up another print screen, **select** your printer, and click **[Print]** to finish.



That completes the steps to print a **Ticket.** The next section shows how to print a **Receipt** for an entire **Sale Order**.

Printing a Receipt for an Entire Sale Order

Navigate to the **Events** list, and open the event record that contains the order you need to print. *In my example I opened **Event ID 28 'Blazing Trails – The Kinds Trail'** – Alternately you could first find the person's record in your Contacts (Donors/Voters) list, as was detailed in section one of this article, but this route takes fewer clicks.*



Under the **Sales > Orders** tab click on the blue **Order ID** hyperlink for the order you need to print a receipt for. *In my example I selected **Order ID 15**.*

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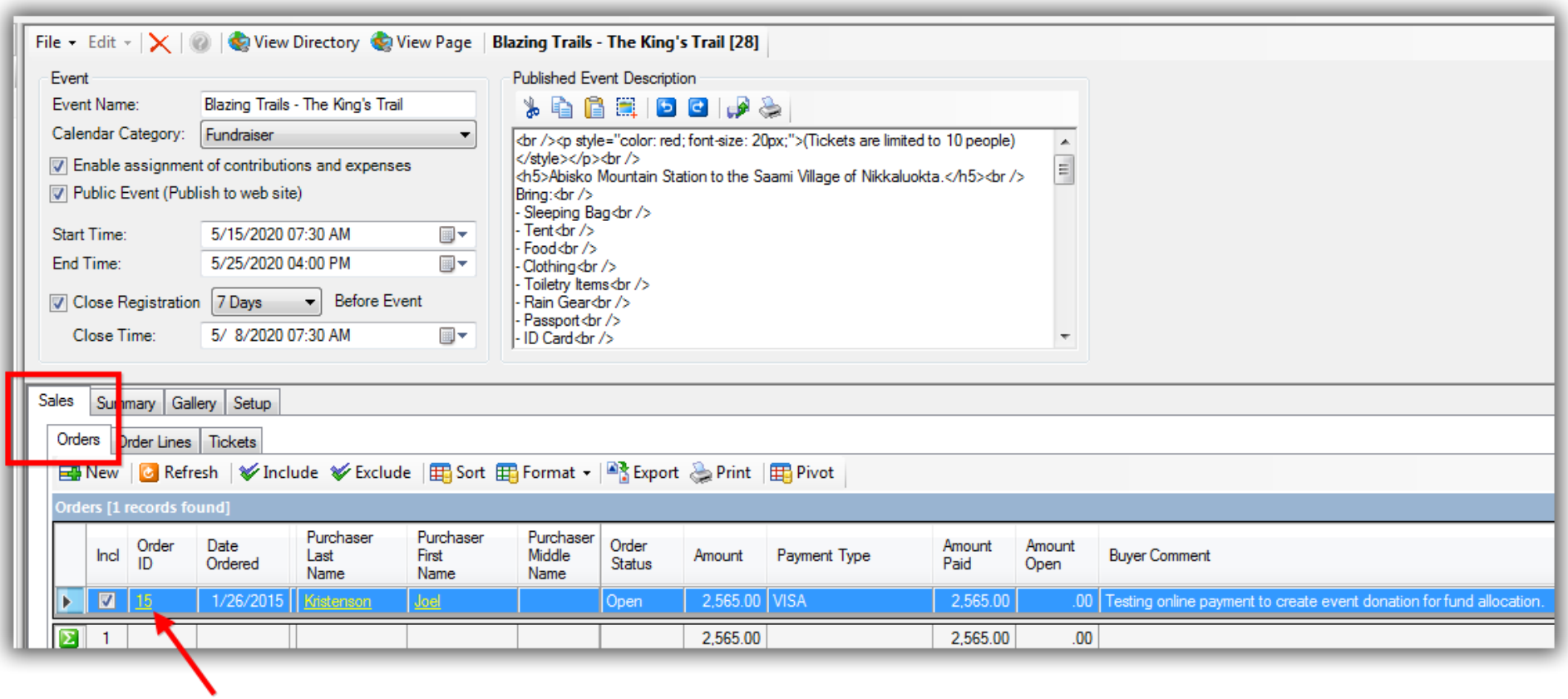

Click on the 'Order ID' for the order you want to print another receipt for.

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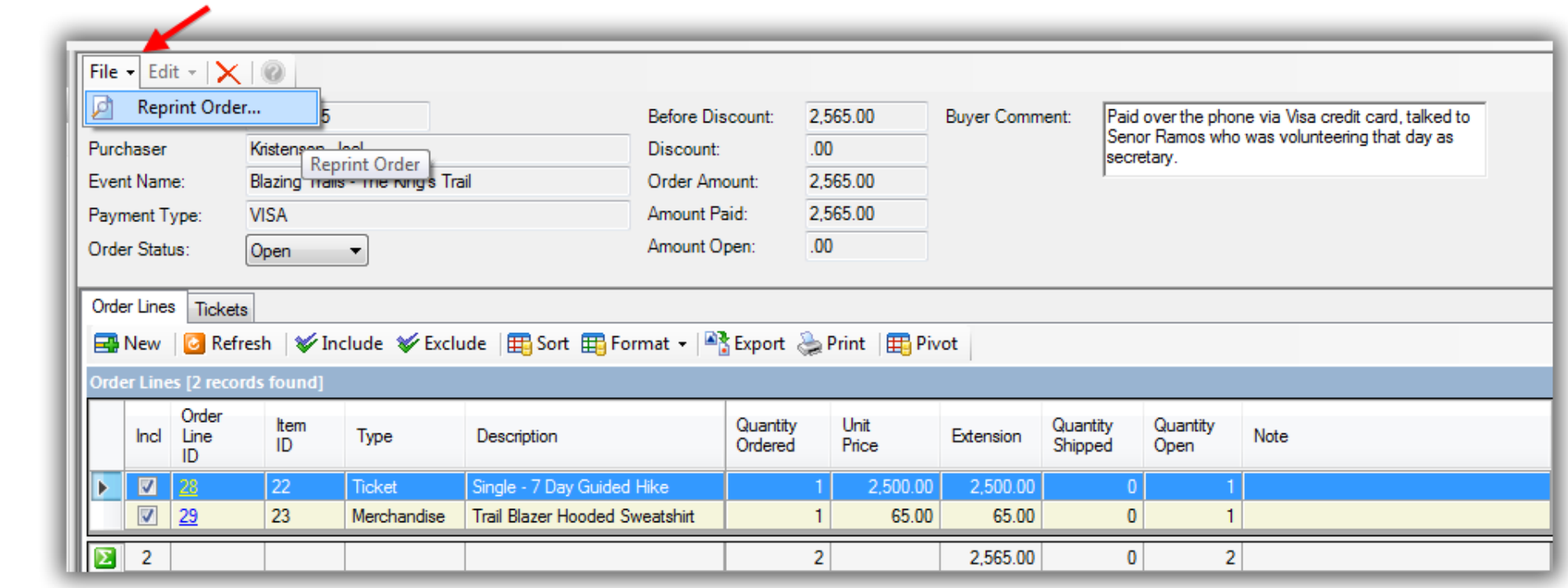
In the top-left click the **File** drop-down and select **Print Order**.



Adjust your printer settings as needed, and then click the **[Print]** button as shown in the image below.

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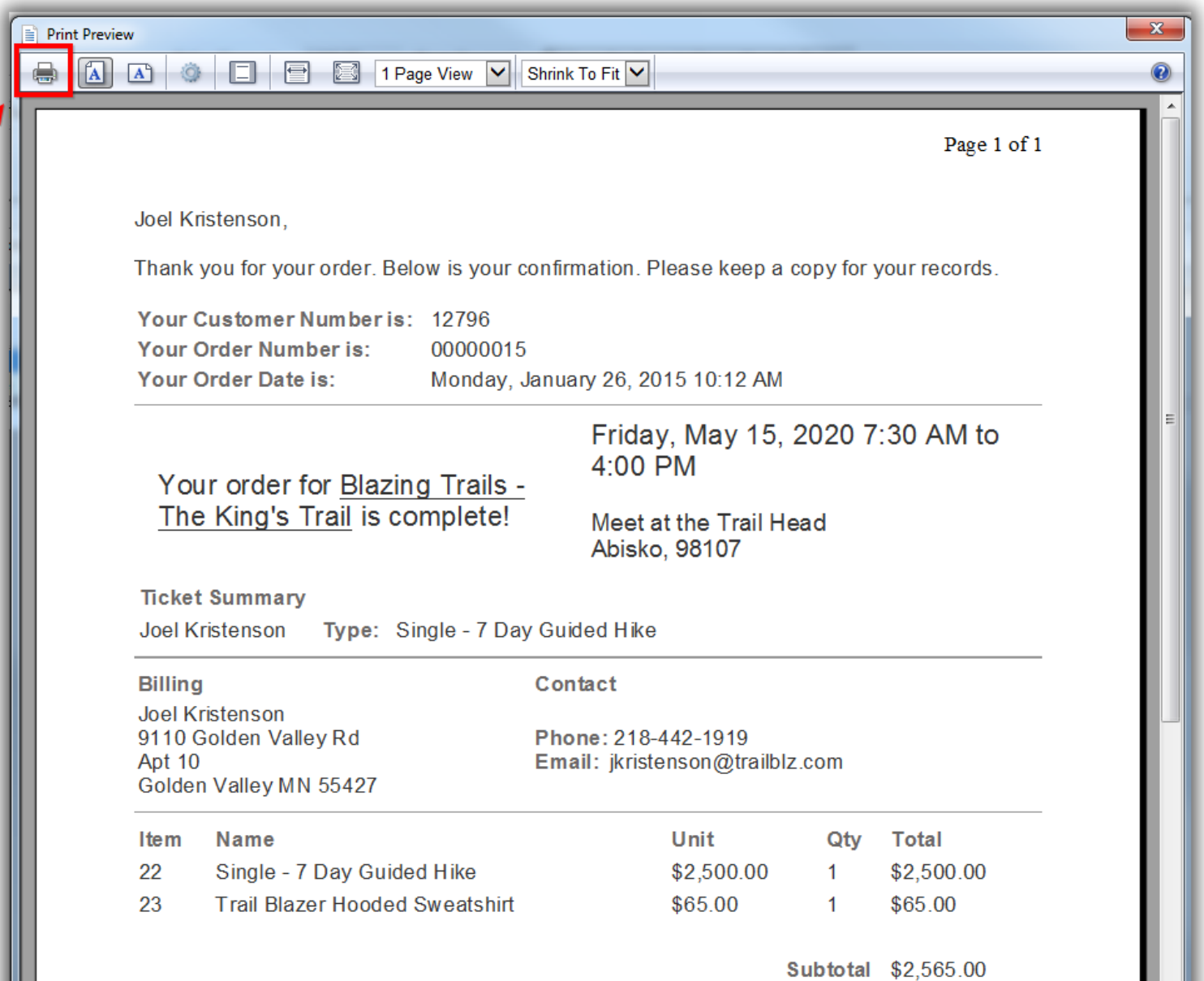
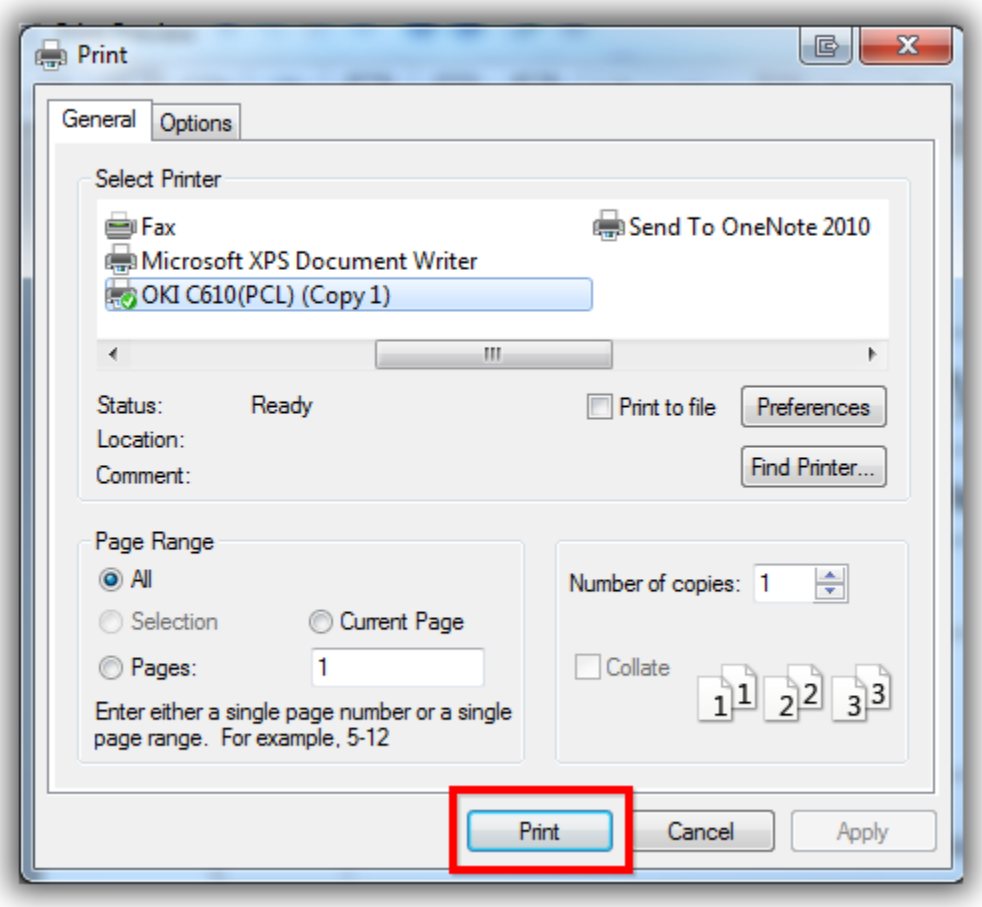
Adjust your print settings, then click the print button.



Select your printer and click **[Print]**.



That completes the steps. The **Related Resources** below link to many other event related articles and videos, but as always if you want one-on-one live support give us a call on our support line.

Related Resources

Article: Events 2014 – Part I
Article: Events 2014 – Part II
Article: How to Style your Event Pages – 4 Example Mock Events – Sample CSS Code with Descriptions
Article: Purchase Orders
Article: Events 2013 | How to Create an Event with Tickets and Merchandise
Video: Events 2013
Video: Events – Remove Person from Event
Video: Events – pay for an event online

Trail Blazer Live Support

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Phone: 1-866-909-8700
Email: support@trailblz.com
Facebook: https://www.facebook.com/pages/Trail-Blazer-Software/64872951180
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Click here to view our calendar for upcoming classes and events. Feel free to sign up other members on your team for the same training.

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