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Overview

This article walks through the steps to **assign tickets to ticket holders** after a purchaser has purchased a batch of tickets. These steps would occur if you want to track every single person who is attending the event vs a general admission style of event. This will be done post-purchase, whether they bought the tickets online OR if you hand entered a [purchase order](#) within your database.

Note: If you are a theater company or your event is a reserved seating event where you want people to pick their seats off of a map, you can view our [additional services page](#) which provides pricing on how much it will cost for us to design the venue seating chart (\$1/seat as of the time this article was written). To see an example of that, [click here](#).

 **Tip:** Plan and prep for you events well in advance (2-3 months), especially if this is your first time using the **Trail Blazer** event system. It's beneficial to run some test purchases to see the entire flow of data through the web into your database.

Steps


**If someone pays for your [event online](#) and purchases multiple tickets it'll automatically create the purchase order in your database. In my example, I (Joel Kristenson) purchased 5 tickets online as shown in the images below.*

Img 1 of 3 – Selecting the Tickets to Purchase 'Online'

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Theater Event - Come to the Show!

Friday August 12, 2016 8:00 PM to 11:00 PM
Old Log Theatre
5185 Meadville St Excelsior, MN 55331



Ticket Information


DESCRIPTION	PRICE	QUANTITY
Child Admission (Free Age 1-12)	Free	0 <input type="text"/>
Single Admission	\$100.00	5 <input type="text"/>
Free Test Ticket	Free	0 <input type="text"/>
Senior Admission (65+)	\$250.00	0 <input type="text"/>

Product Information

DESCRIPTION	PRICE	QUANTITY
DVD of Performance	\$18.00	0 <input type="text"/>
Event Poster 8x10	\$20.00	0 <input type="text"/>
Sponsorship Level #1	\$1,000.00	0 <input type="text"/>

Payment Options

When and Where




Old Log Theatre
5185 Meadville St
Excelsior, MN 55331

Fri, 12 Aug 2016 8:00 PM to
Fri, 12 Aug 2016 11:00 PM
Central Standard Time

[Add to my Calendar](#)

Img 2 of 3 – Entering the Purchaser’s Name on Each Ticket until they Provide Details of who those People will Be

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

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Order Summary

DESCRIPTION	PRICE	QTY	TOTAL
SINGLE ADMISSION	\$100.00	5	\$500.00
TOTAL DUE			\$500.00

Have you registered for a *Demo Nonprofit - Joel* event before? [click here](#) to login.

Registration Information

Buyer Information

* First Name

* Last Name

Phone

* Email

Yes, I want to receive future email updates.

* Employer

* Occupation

* Job Title

Comment

Single Admission


Ticket Information #1

* First Name

* Last Name

Email

When and Where




Old Log Theatre
5185 Meadville St
Excelsior, MN 55331


Fri, 12 Aug 2016 8:00 PM to
Fri, 12 Aug 2016 11:00 PM
Central Standard Time

[Add to my Calendar](#)

Organizer

Trail Blazer Campaign Services, LLC

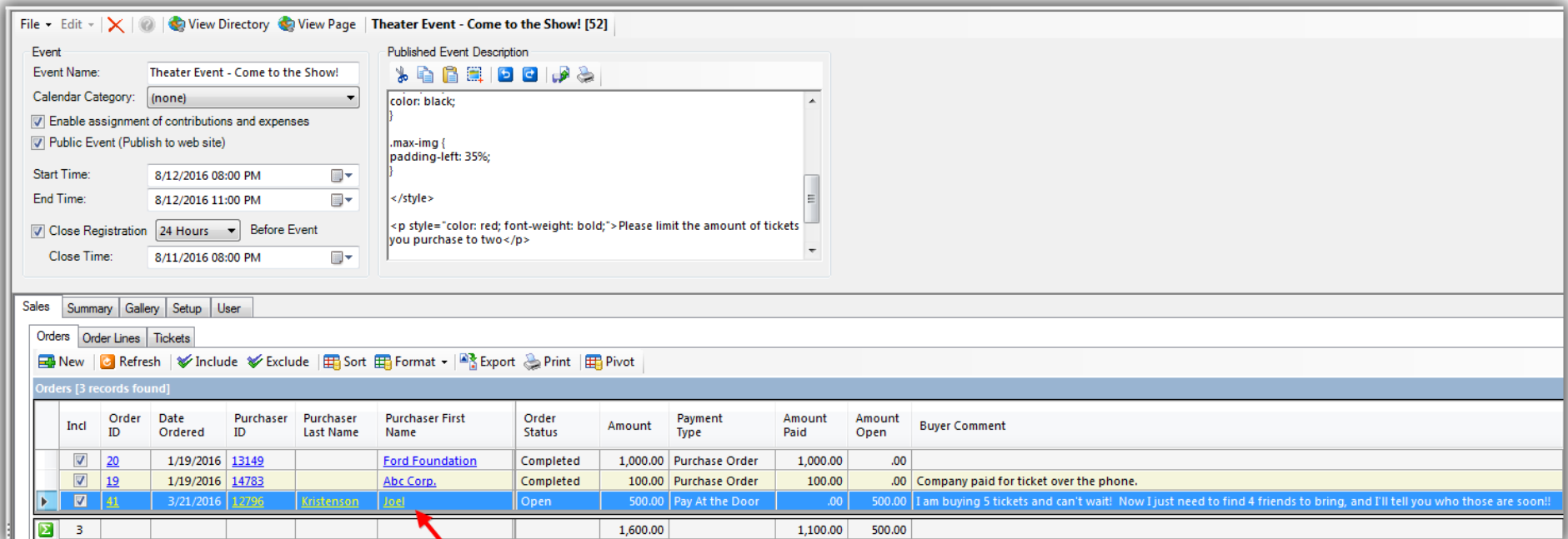
 866-909-8700

 support@trailblz.com

Since at the time of purchase your purchaser may not know who each ticket holder will be they have the option to use their name for

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

Img 3 of 3 – How the Purchase Order looks in the Database



The screenshot shows a web application interface for managing events. The top section displays event details for "Theater Event - Come to the Show! [52]". Below this is a navigation bar with tabs for "Sales", "Summary", "Gallery", "Setup", and "User". The "Orders" tab is active, showing a table of purchase orders. A red arrow points to a new purchase order entry in the table.

Incl	Order ID	Date Ordered	Purchaser ID	Purchaser Last Name	Purchaser First Name	Order Status	Amount	Payment Type	Amount Paid	Amount Open	Buyer Comment
<input checked="" type="checkbox"/>	20	1/19/2016	13149		Ford Foundation	Completed	1,000.00	Purchase Order	1,000.00	.00	
<input checked="" type="checkbox"/>	19	1/19/2016	14783		Abc Corp.	Completed	100.00	Purchase Order	100.00	.00	Company paid for ticket over the phone.
<input checked="" type="checkbox"/>	41	3/21/2016	12796	Kristenson	Joel	Open	500.00	Pay At the Door	.00	500.00	I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!
<input checked="" type="checkbox"/>	3						1,600.00		1,100.00	500.00	

New purchase order.

If you navigate to the 'Tickets' tab you'll be able to see who the current ticket holders are. *In my case, since I filled out my name for each ticket, it lists me as the ticket holder for 5 tickets.*

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

The screenshot shows the TrailBlazer software interface for a "Theater Event - Come to the Show! [52]". The "Event" section includes details like "Event Name", "Calendar Category", and "Start Time". The "Published Event Description" section contains HTML code for styling and a note about ticket limits.

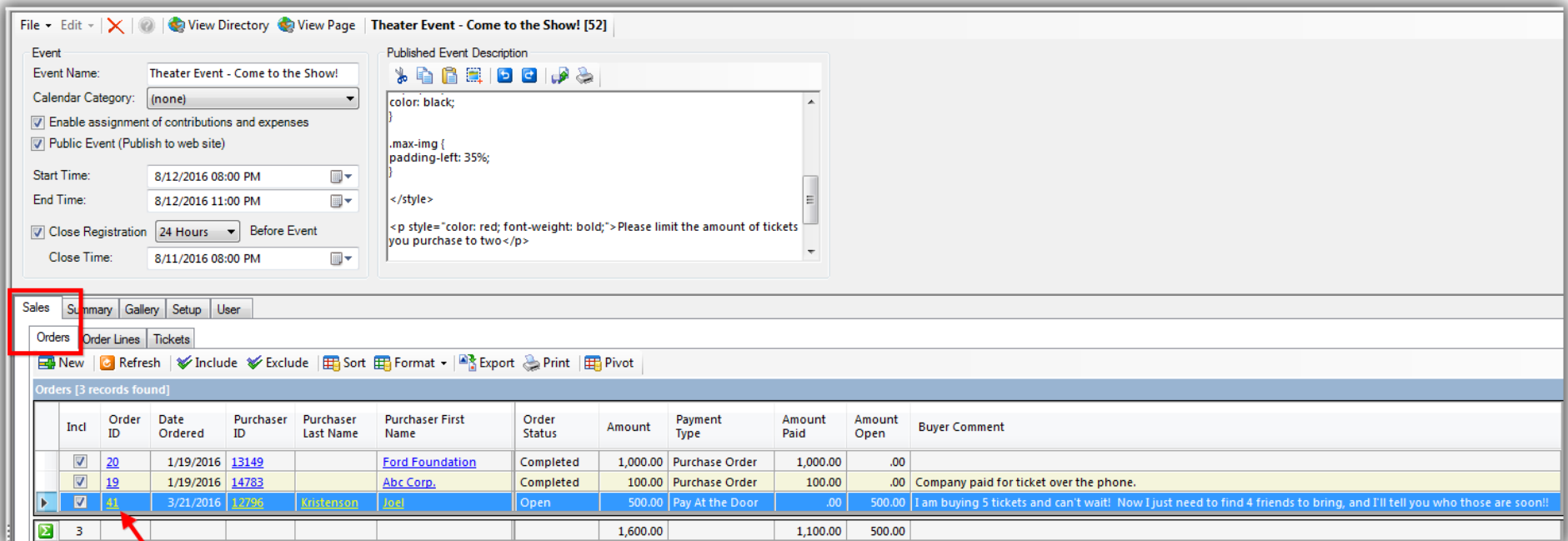
Below the event details, the "Sales" tab is active, and the "Tickets" sub-tab is selected. A red box highlights the "Sales" tab, and another red box highlights the "Tickets" sub-tab. A red arrow points from a text annotation to the "Tickets" sub-tab.

Currently all of the tickets for *this* purchase order (ID 41) are under a single person's name.

Incl	Order ID	Order Line ID	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Date Purchased	Purchaser ID	Purchaser Last Name	Purchaser First Name	Price	Note	Will Call	Seat Info
<input checked="" type="checkbox"/>	41	55	37	12796	Kristenson	Joel	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	36	12796	Kristenson	Joel	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	35	12796	Kristenson	Joel	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	34	12796	Kristenson	Joel	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	33	12796	Kristenson	Joel	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	19	33	18	12796	Kristenson	Joel	Single Admission	1/19/2016	14783		Abc Corp.	100.00	Company paid for ticket.	<input type="checkbox"/>	
												600.00		0	

Open the **order** by navigate to the **Sales > Orders** tabs, and clicking on the **Order ID**. *In my example it was order ID 41.*

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created



The screenshot shows the TrailBlazer interface for an event titled "Theater Event - Come to the Show!". The "Event" section includes details like start and end times and registration settings. The "Published Event Description" section contains HTML code for styling and a message: "Please limit the amount of tickets you purchase to two". Below this is a navigation bar with tabs for "Sales", "Summary", "Gallery", "Setup", and "User". The "Orders" section is active, showing a table of orders. A red box highlights the "Sales" tab, and a red arrow points to the "41" Order ID in the table.

Incl	Order ID	Date Ordered	Purchaser ID	Purchaser Last Name	Purchaser First Name	Order Status	Amount	Payment Type	Amount Paid	Amount Open	Buyer Comment
<input checked="" type="checkbox"/>	20	1/19/2016	13149		Ford Foundation	Completed	1,000.00	Purchase Order	1,000.00	.00	
<input checked="" type="checkbox"/>	19	1/19/2016	14783		Abc Corp.	Completed	100.00	Purchase Order	100.00	.00	Company paid for ticket over the phone.
<input checked="" type="checkbox"/>	41	3/21/2016	12796	Kristenson	Joel	Open	500.00	Pay At the Door	.00	500.00	I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!
	3						1,600.00		1,100.00	500.00	

To open the order, click on the Order ID for that order.

Navigate to the **Tickets** tab which will display each **ticket holder** under this order. *In my example it's currently me for all of them, but that's about to change.*

List of ticket holders in this example order.

File ▾ Edit ▾ ✕ ? \$ Payment

Date Ordered:

Purchaser:

Event Name:

Payment Type:

Order Status:

Before Discount:

Discount:

Order Amount:

Amount Paid:

Amount Open:

Buyer Comment

I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!

Order Lines Tickets

Refresh Include Exclude Sort Format Export Print Pivot

Tickets [5 records found]

	Incl	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Price	Email Address	Note	Will Call	Section	Row	Number
▶	<input checked="" type="checkbox"/>	33	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
	<input checked="" type="checkbox"/>	34	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
	<input checked="" type="checkbox"/>	35	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
	<input checked="" type="checkbox"/>	36	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
	<input checked="" type="checkbox"/>	37	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
5							500.00			0			

To change the ticket holder start by clicking on the **Ticket ID** for the one you want to change. *In this example I selected the ticket with ID 34.*

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

File ▾ Edit ▾ ✕ ? \$ Payment

Date Ordered: 3/21/2016 Before Discount: 500.00 Buyer Comment: I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!

Purchaser: Kristenson, Joel Discount: .00

Event Name: Theater Event - Come to the Show! Order Amount: 500.00

Payment Type: Pay At the Door Amount Paid: .00

Order Status: Open Amount Open: 500.00

Order Lines Tickets

Refresh Include Exclude Sort Format Export Print Pivot

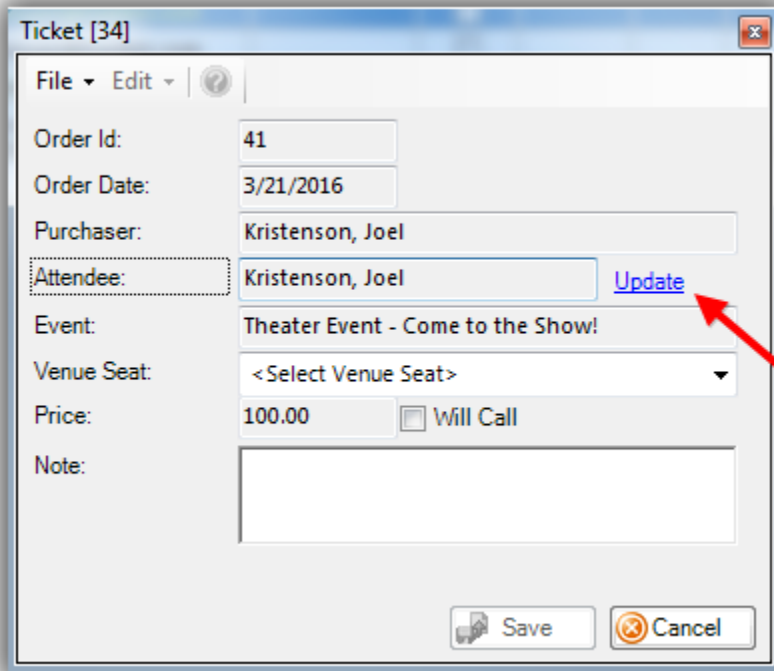
Tickets [5 records found]

Incl	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Price	Email Address	Note	Will Call	Section	Row	Number
<input checked="" type="checkbox"/>	33	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	34	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	35	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	36	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	37	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
Σ	5					500.00			0			

Click on the 'Ticket ID' for the for the ticket you want to change the attendee for.

Click on the blue 'Update' hyperlink.

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created



The screenshot shows a window titled "Ticket [34]" with a menu bar containing "File", "Edit", and a help icon. The form contains the following fields:

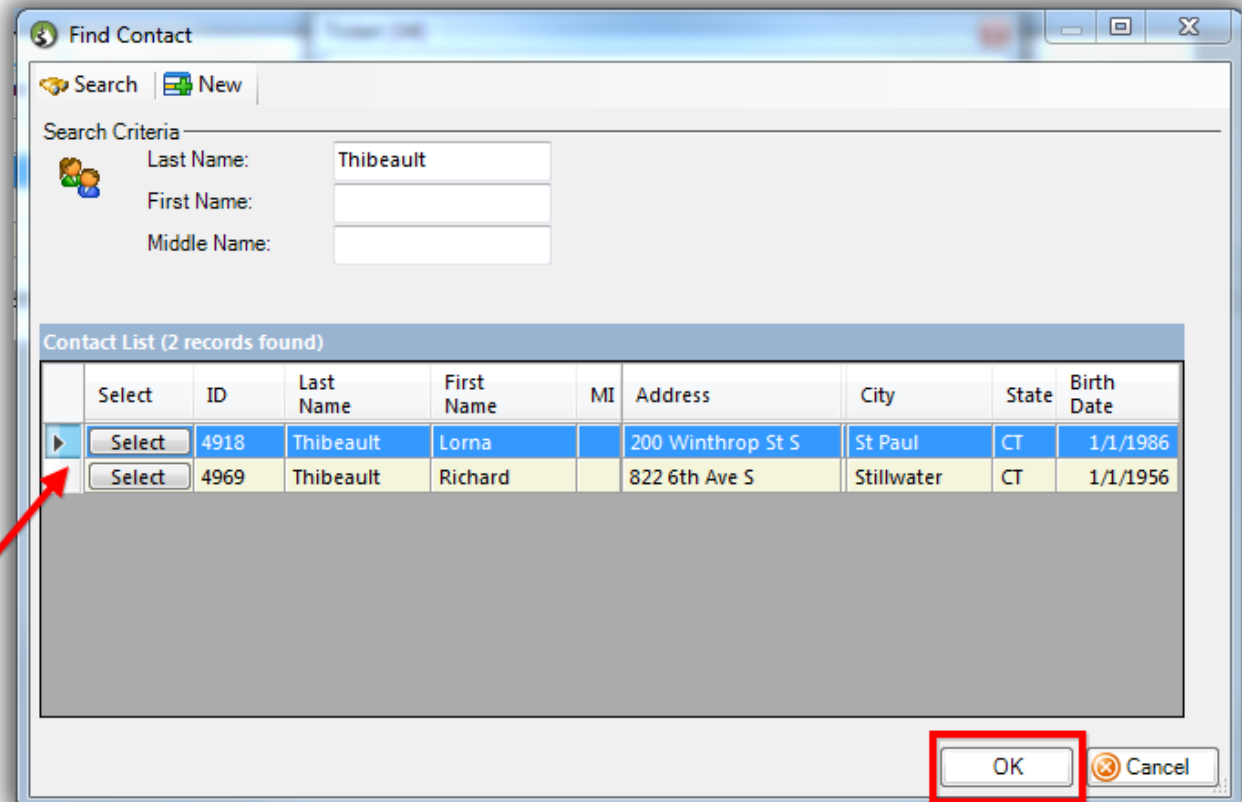
- Order Id: 41
- Order Date: 3/21/2016
- Purchaser: Kristenson, Joel
- Attendee: Kristenson, Joel (with a blue "Update" link to its right)
- Event: Theater Event - Come to the Show!
- Venue Seat: < Select Venue Seat >
- Price: 100.00 (with a "Will Call" checkbox)
- Note: (empty text area)

At the bottom of the window are "Save" and "Cancel" buttons. A red arrow points from the "Update" link to the text below.

Click this link to update the ticket holder.

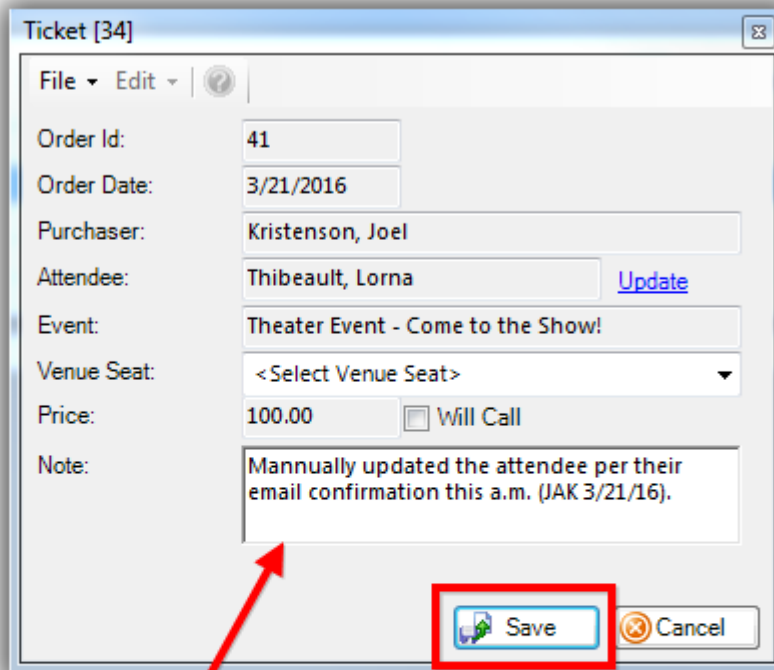
Run a search query for the person you want to assign the ticket to, and then click **[Select]** next to their name. *If they aren't in the database click the **[+ New]** button to add them as a new contact record.

Run a search for the contact you want to change to as the ticket holder (attendee) OR if they aren't in the database click the [+ New] button to add them as a new contact record.



***If they are in the database click the [Select] button for the person you wish to assign the ticket to.**

Click **[Save]** to finish updating the attendee.



The screenshot shows a 'Ticket [34]' dialog box with the following fields and values:

- Order Id: 41
- Order Date: 3/21/2016
- Purchaser: Kristenson, Joel
- Attendee: Thibeault, Lorna (with an 'Update' link)
- Event: Theater Event - Come to the Show!
- Venue Seat: <Select Venue Seat>
- Price: 100.00 (with a 'Will Call' checkbox)
- Note: Manually updated the attendee per their email confirmation this a.m. (JAK 3/21/16).

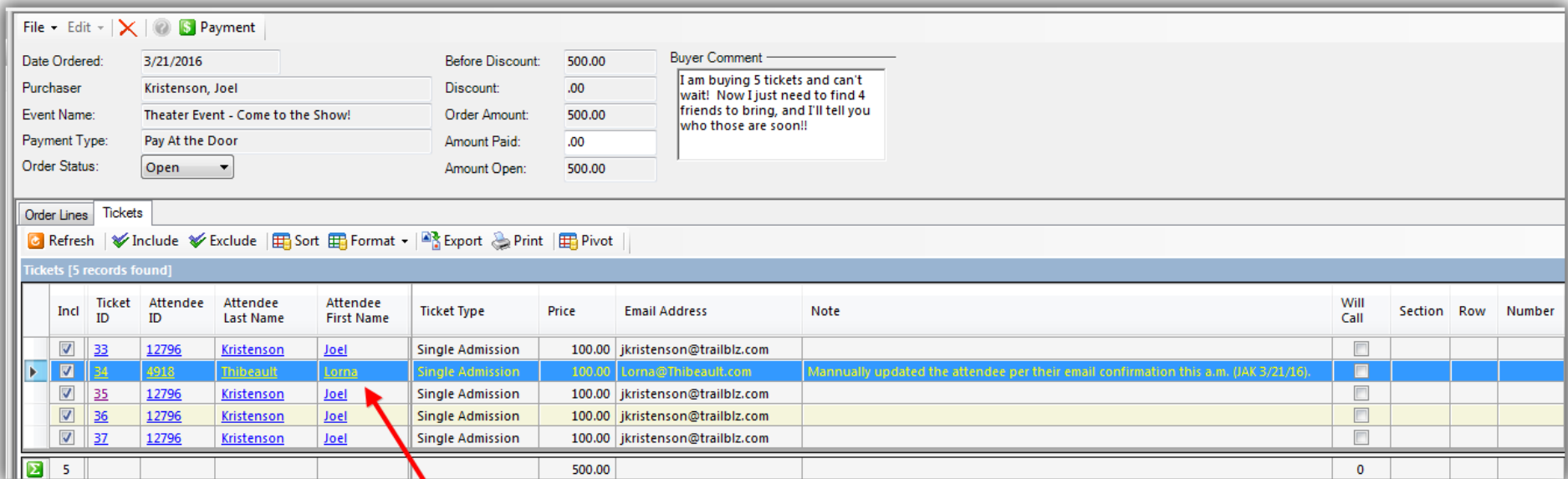
The 'Save' button at the bottom right is highlighted with a red box, and a red arrow points from it to the 'Note' field.

It's not a bad idea to add a note about who made the update to the attendee.

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

Here's what my *example* looks like after the ticket holder was updated.

After the 'attendee' was updated.



The screenshot shows the TrailBlazer software interface. At the top, there is a summary of the purchase order:

- Date Ordered: 3/21/2016
- Purchaser: Kristenson, Joel
- Event Name: Theater Event - Come to the Show!
- Payment Type: Pay At the Door
- Order Status: Open
- Before Discount: 500.00
- Discount: .00
- Order Amount: 500.00
- Amount Paid: .00
- Amount Open: 500.00
- Buyer Comment: I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!

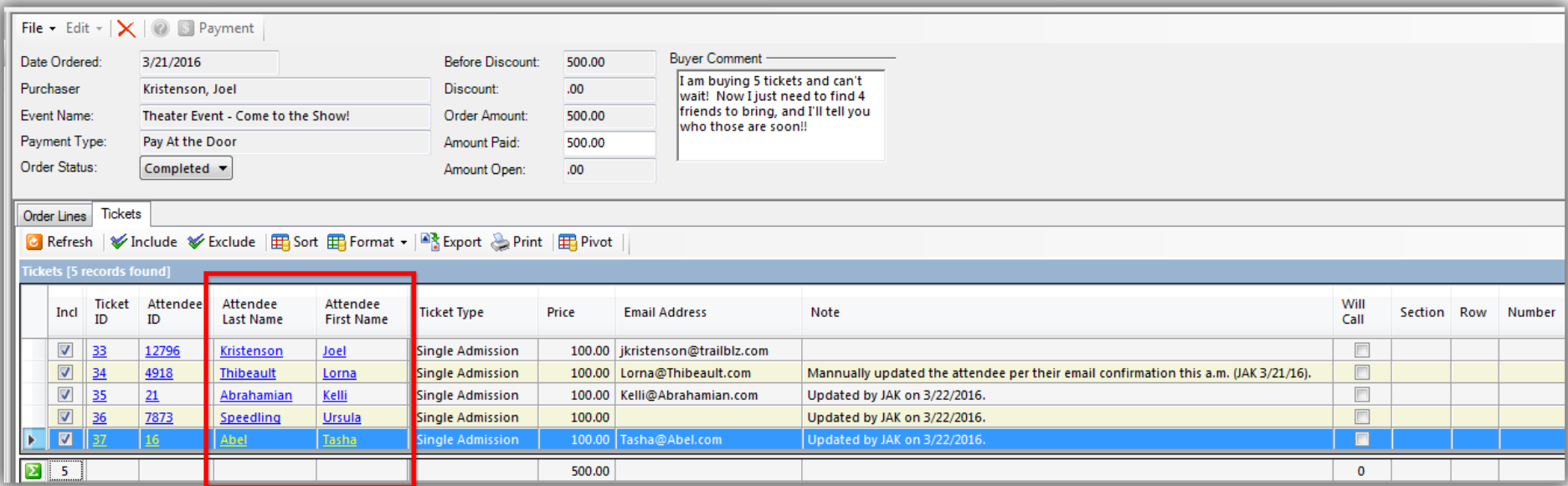
Below the summary is a table of tickets. The table has 14 columns: Incl, Ticket ID, Attendee ID, Attendee Last Name, Attendee First Name, Ticket Type, Price, Email Address, Note, Will Call, Section, Row, and Number. There are 5 records found. A red arrow points to the row for Ticket ID 34, where the Attendee ID is 4918, Last Name is Thibeault, and First Name is Lorna. The Note for this ticket reads: "Manually updated the attendee per their email confirmation this a.m. (JAX 3/21/16)."

Incl	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Price	Email Address	Note	Will Call	Section	Row	Number
<input checked="" type="checkbox"/>	33	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	34	4918	Thibeault	Lorna	Single Admission	100.00	Lorna@Thibeault.com	Manually updated the attendee per their email confirmation this a.m. (JAX 3/21/16).	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	35	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	36	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	37	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	5					500.00			<input type="checkbox"/>			

Repeat these steps until you've updated all of the ticket holders that you need to. *My finished example is below.*

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

After updating all of the ticket holders.



File Edit X Payment

Date Ordered: 3/21/2016 Before Discount: 500.00 Buyer Comment: I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!

Purchaser: Kristenson, Joel Discount: .00

Event Name: Theater Event - Come to the Show! Order Amount: 500.00

Payment Type: Pay At the Door Amount Paid: 500.00

Order Status: Completed Amount Open: .00

Order Lines Tickets

Refresh Include Exclude Sort Format Export Print Pivot

Tickets [5 records found]

Incl	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Price	Email Address	Note	Will Call	Section	Row	Number
<input checked="" type="checkbox"/>	33	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com		<input type="checkbox"/>			
<input checked="" type="checkbox"/>	34	4918	Thibeault	Lorna	Single Admission	100.00	Lorna@Thibeault.com	Manually updated the attendee per their email confirmation this a.m. (JAK 3/21/16).	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	35	21	Abrahamian	Kelli	Single Admission	100.00	Kelli@Abrahamian.com	Updated by JAK on 3/22/2016.	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	36	7873	Speedling	Ursula	Single Admission	100.00		Updated by JAK on 3/22/2016.	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	37	16	Abel	Tasha	Single Admission	100.00	Tasha@Abel.com	Updated by JAK on 3/22/2016.	<input type="checkbox"/>			
5						500.00			0			

Once you are finished make sure that you've appropriately marked the **amount paid**, added a **payment** (contribution) by clicking the button at the top, and mark the **order status** as 'completed'. Then click **[Save and Close]** to finish.

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

File Edit X Payment

Date Ordered: 3/21/2016 Before Discount: 500.00 Buyer Comment: I am buying 5 tickets and can't wait! Now I just need to find 4 friends to bring, and I'll tell you who those are soon!!

Purchaser: Kristenson, Joel Discount: .00

Event Name: Theater Event - Come to the Show! Order Amount: 500.00

Payment Type: Pay At the Door Amount Paid: 500.00

Order Status: Completed Amount Open: .00

Order Lines Tickets

Refresh Include Exclude Sort Format Export Print Pivot

Tickets [5 records found]

Incl	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Ticket Type	Price	Email Address	Note
<input checked="" type="checkbox"/>	33	12796	Kristenson	Joel	Single Admission	100.00	jkristenson@trailblz.com	
<input checked="" type="checkbox"/>	34	4918	Thibeault	Lorna	Single Admission	100.00	Lorna@Thibeault.com	Manually updated the attendee per their email confirmation this
<input checked="" type="checkbox"/>	35	21	Abrahamian	Kelli	Single Admission	100.00	Kelli@Abrahamian.com	Updated by JAK on 3/22/2016.
<input checked="" type="checkbox"/>	36	7873	Speedling	Ursula	Single Admission	100.00		Updated by JAK on 3/22/2016.
<input checked="" type="checkbox"/>	37	16	Abel	Tasha	Single Admission	100.00	Tasha@Abel.com	Updated by JAK on 3/22/2016.
<input checked="" type="checkbox"/>	5					500.00		

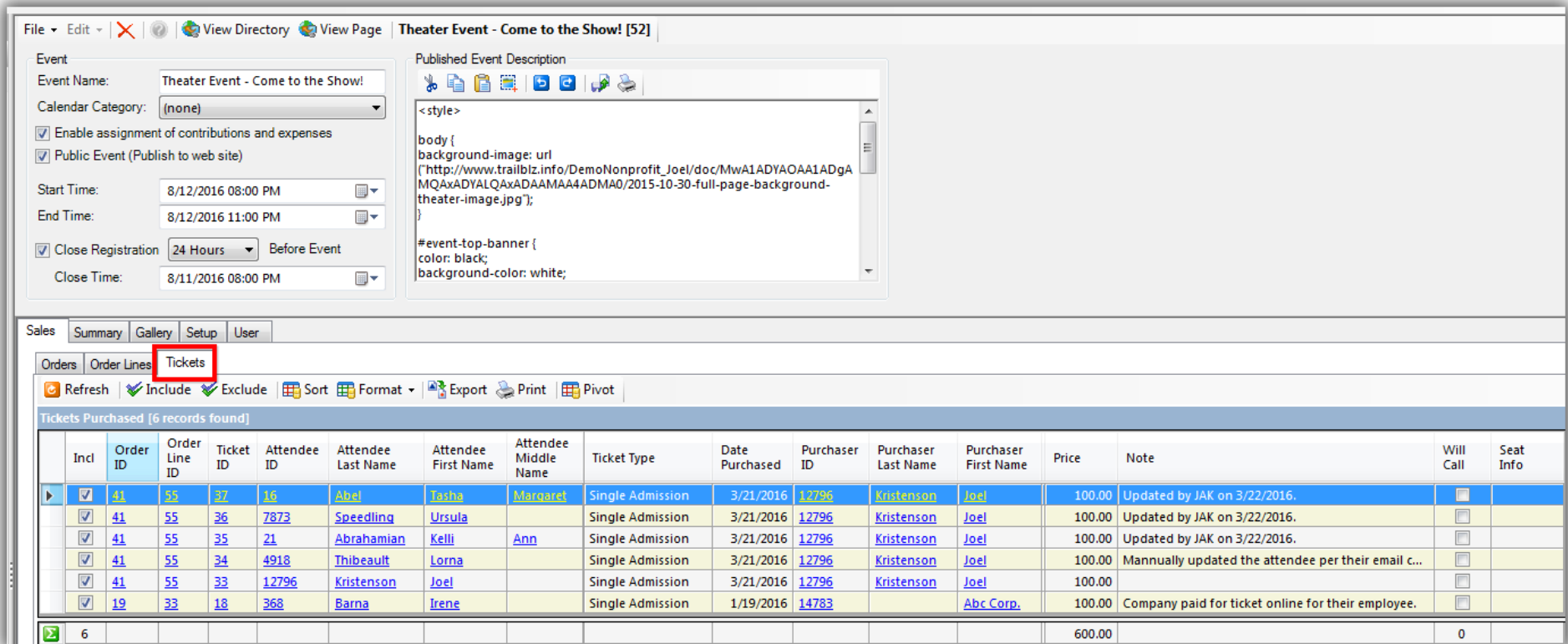
Logon = Joel Kristenson

Save Save and Close Cancel

Manually Assigning Tickets to Specific Event Attendees (Ticket Holders) after the Original Purchase Order has been Created

Repeat these steps for all purchase orders that you need to update ticket holders for.

To get a quick report of who your ticket holders are, you'll run that under the **Tickets** sub-tab:



The screenshot shows the TrailBlazer software interface for an event titled "Theater Event - Come to the Show!". The interface includes a left-hand menu with tabs for "Sales", "Summary", "Gallery", "Setup", and "User". Under the "Sales" tab, there are sub-tabs for "Orders", "Order Lines", and "Tickets", with "Tickets" highlighted. The main area displays event details and a "Published Event Description" window. Below this, a table titled "Tickets Purchased [6 records found]" is visible. The table has columns for "Incl", "Order ID", "Order Line ID", "Ticket ID", "Attendee ID", "Attendee Last Name", "Attendee First Name", "Attendee Middle Name", "Ticket Type", "Date Purchased", "Purchaser ID", "Purchaser Last Name", "Purchaser First Name", "Price", "Note", "Will Call", and "Seat Info".

Incl	Order ID	Order Line ID	Ticket ID	Attendee ID	Attendee Last Name	Attendee First Name	Attendee Middle Name	Ticket Type	Date Purchased	Purchaser ID	Purchaser Last Name	Purchaser First Name	Price	Note	Will Call	Seat Info
<input checked="" type="checkbox"/>	41	55	37	16	Abel	Tasha	Margaret	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00	Updated by JAK on 3/22/2016.	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	36	7873	Speedling	Ursula		Single Admission	3/21/2016	12796	Kristenson	Joel	100.00	Updated by JAK on 3/22/2016.	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	35	21	Abrahamian	Kelli	Ann	Single Admission	3/21/2016	12796	Kristenson	Joel	100.00	Updated by JAK on 3/22/2016.	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	34	4918	Thibeault	Lorna		Single Admission	3/21/2016	12796	Kristenson	Joel	100.00	Manually updated the attendee per their email c...	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	41	55	33	12796	Kristenson	Joel		Single Admission	3/21/2016	12796	Kristenson	Joel	100.00		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	19	33	18	368	Barna	Irene		Single Admission	1/19/2016	14783		Abc Corp.	100.00	Company paid for ticket online for their employee.	<input type="checkbox"/>	
	6												600.00		<input type="checkbox"/>	0

The **related resources** below link to a variety of other articles and videos that are related to events, purchase orders, etc.



Trail Blazer™

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

Related Resources

Article: [Purchase Orders](#)

Article: [Membership Management – Creating & Selling Memberships Online & Manually – Tracking Renewals, Sending Out YE ‘Statements’ & Renewal E-mails, and More \(Nonprofit Only\)](#)

Article: [How to Print Name Badges for Event Registrants – Using Avery 5392 Name Badge Paper](#)

Article: [Add a Background Image to an Event](#)

Article: [How to Print or Re-Print Event Tickets and Event Order Receipts from your Database](#)

Article: [How to Style your Event Pages – 4 Example Mock Events – Sample CSS Code with Descriptions](#)

Article: [Events 2014 – Part I](#)

Article: [Events 2014 – Part II](#)

Article: [Events 2013 | How to Create an Event with Tickets and Merchandise](#)

Video: [Events – pay for an event online](#)

Video: [Events – Remove Person from Event](#)

Video: [Events 2013](#)

Video: [Orders Manual entry and payment](#)

Trail Blazer Live Support

☎ **Phone:** 1-866-909-8700

✉ **Email:** support@trailblz.com

📘 **Facebook:** <https://www.facebook.com/pages/Trail-Blazer-Software/64872951180>

🐦 **Twitter:** <https://twitter.com/trailblazersoft>

** As a policy we require that you have taken our intro training class before calling or emailing our live support team.*

[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.

** After registering you'll receive a confirmation email with the instructions for how to log into the [GoToMeeting](#) session where we host our live interactive trainings.*

** This service is included in your contract.*