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

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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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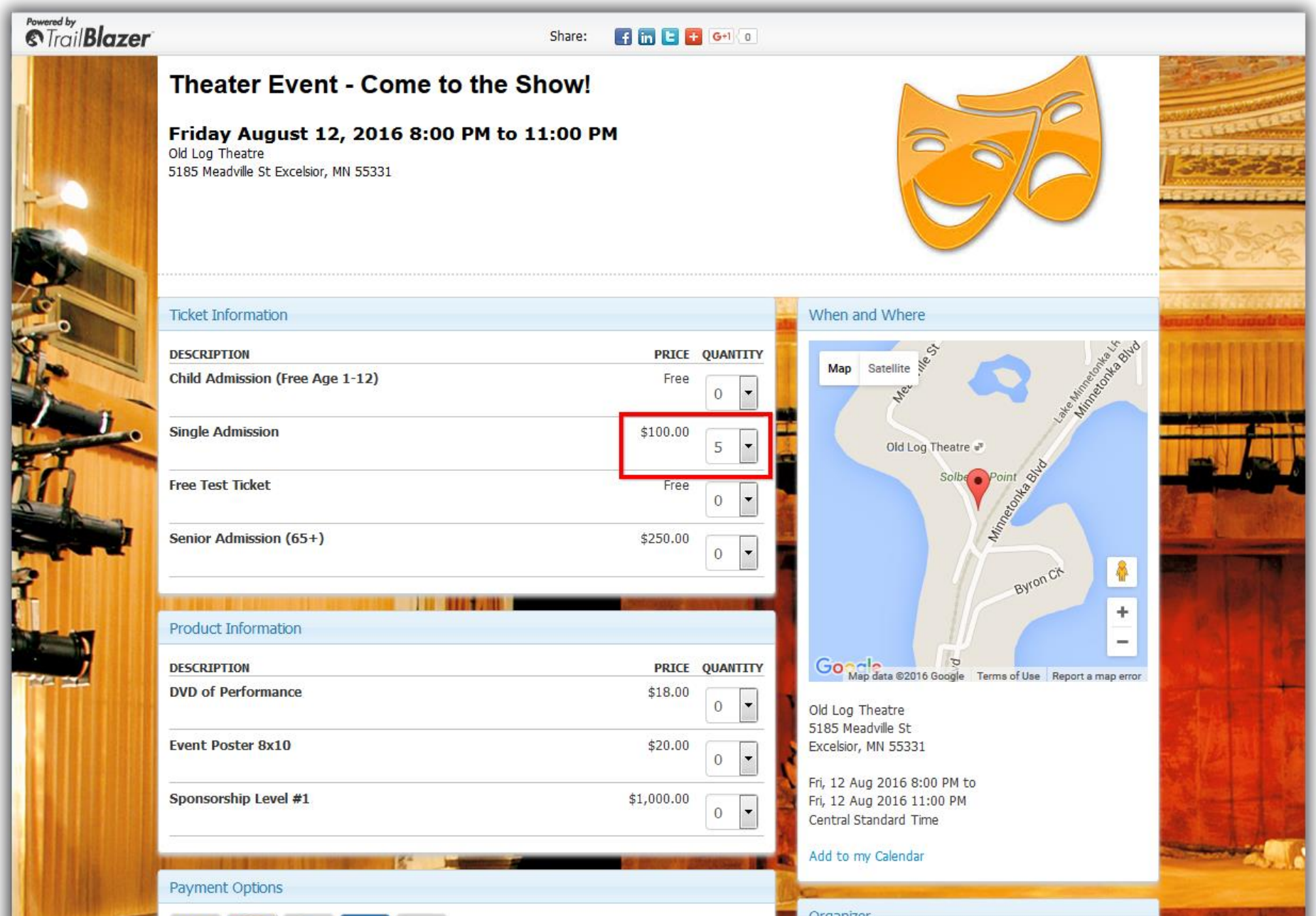

Img 2 of 3 – Entering the Purchaser's Name on Each Ticket until they Provide Details of who those People will Be

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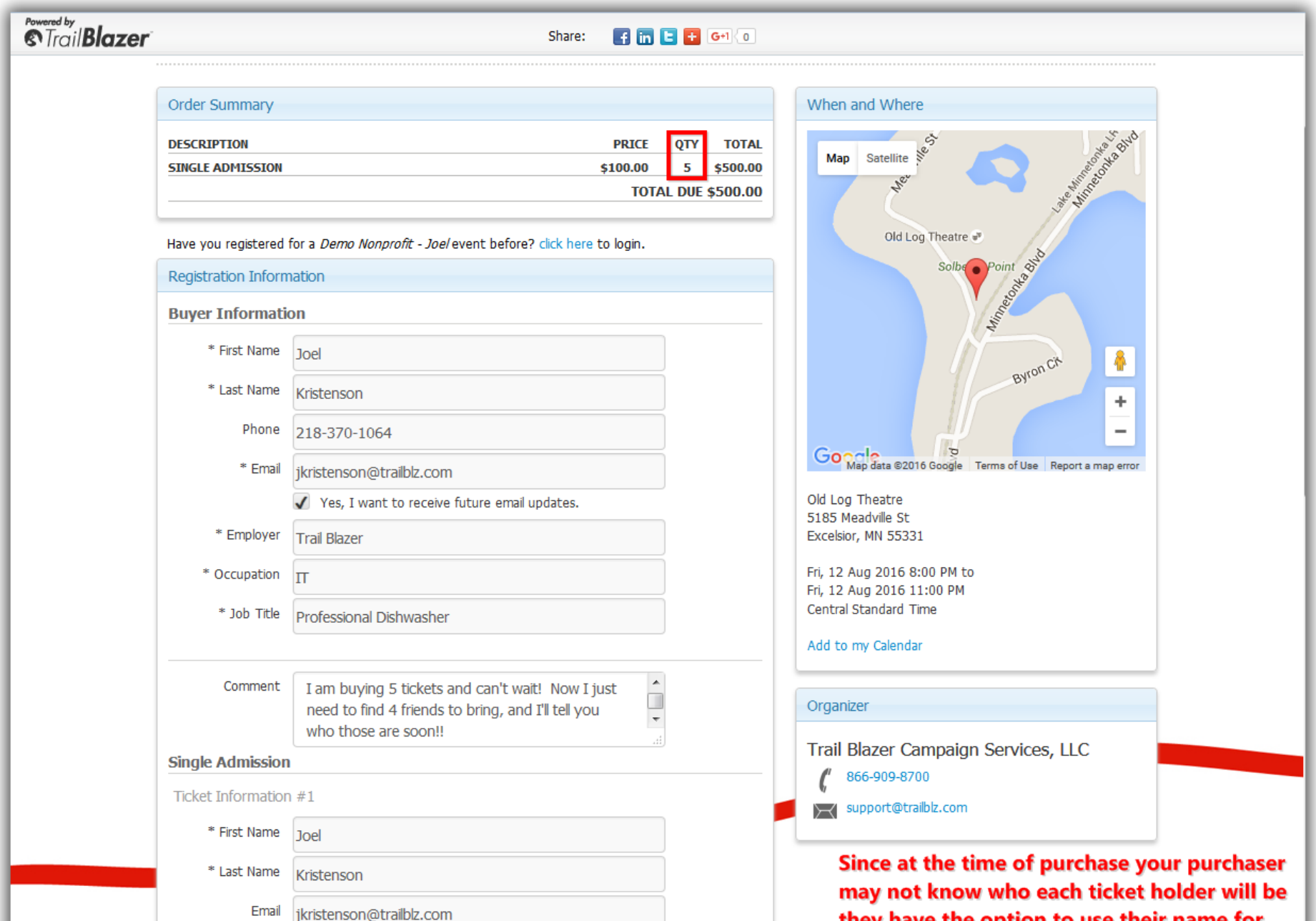
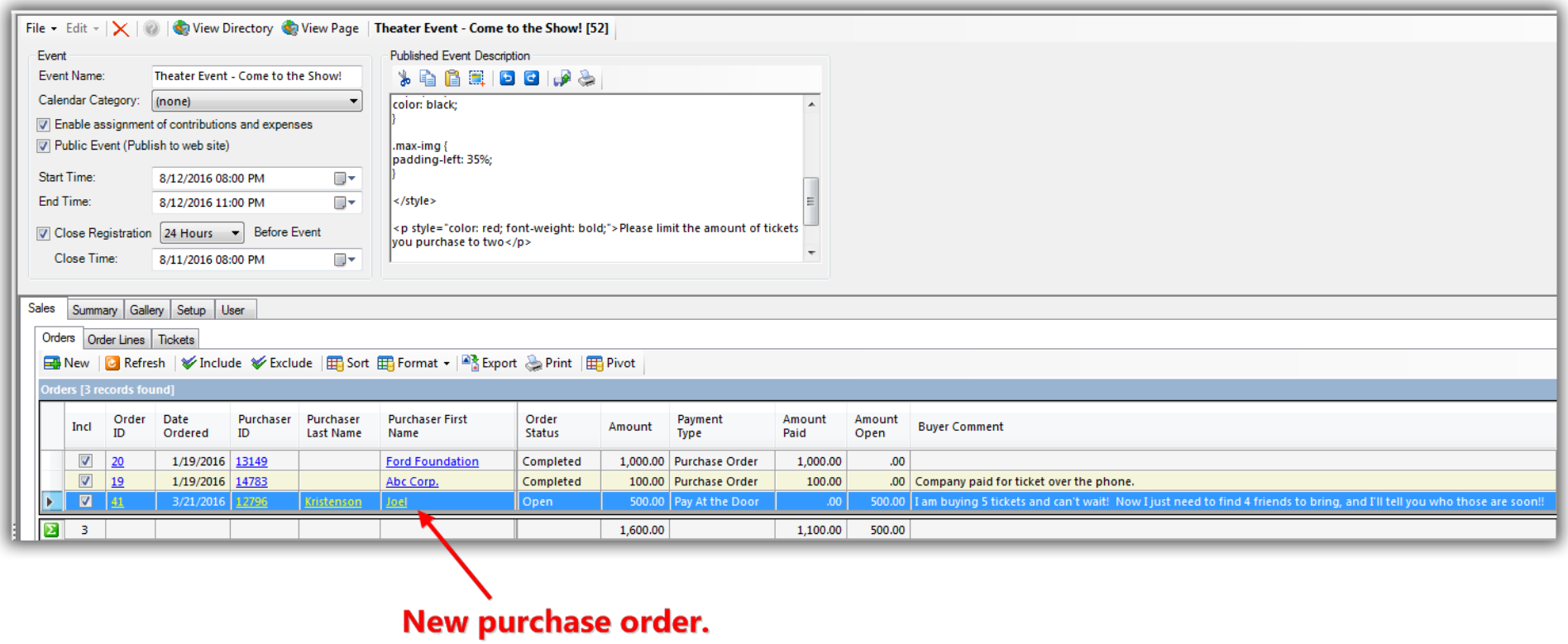


Img 3 of 3 – How the Purchase Order looks in the Database



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.*

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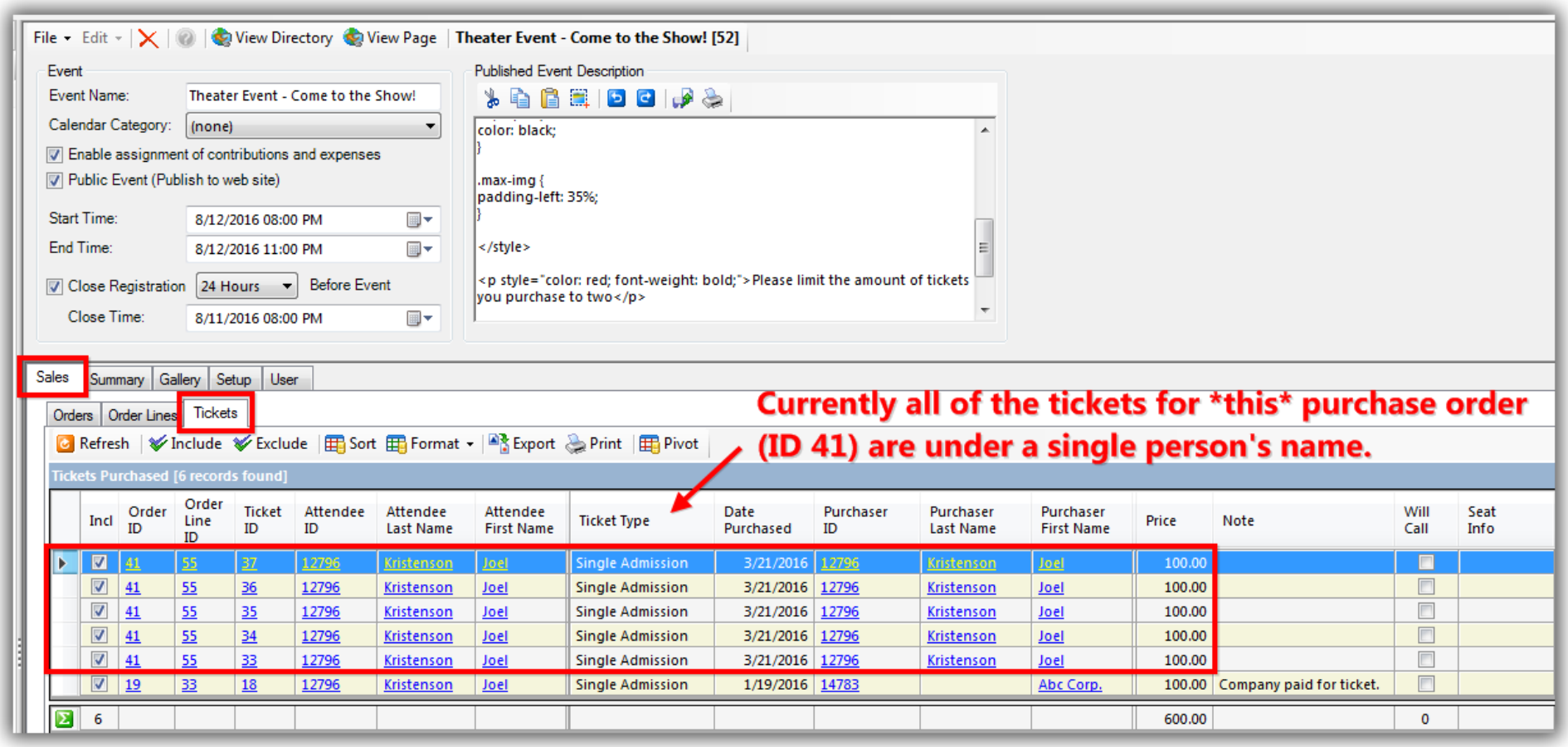

Open the **order** by navigate to the **Sales** > **Orders** tabs, and clicking on the **Order ID**. *In my example it was order ID **41**.*

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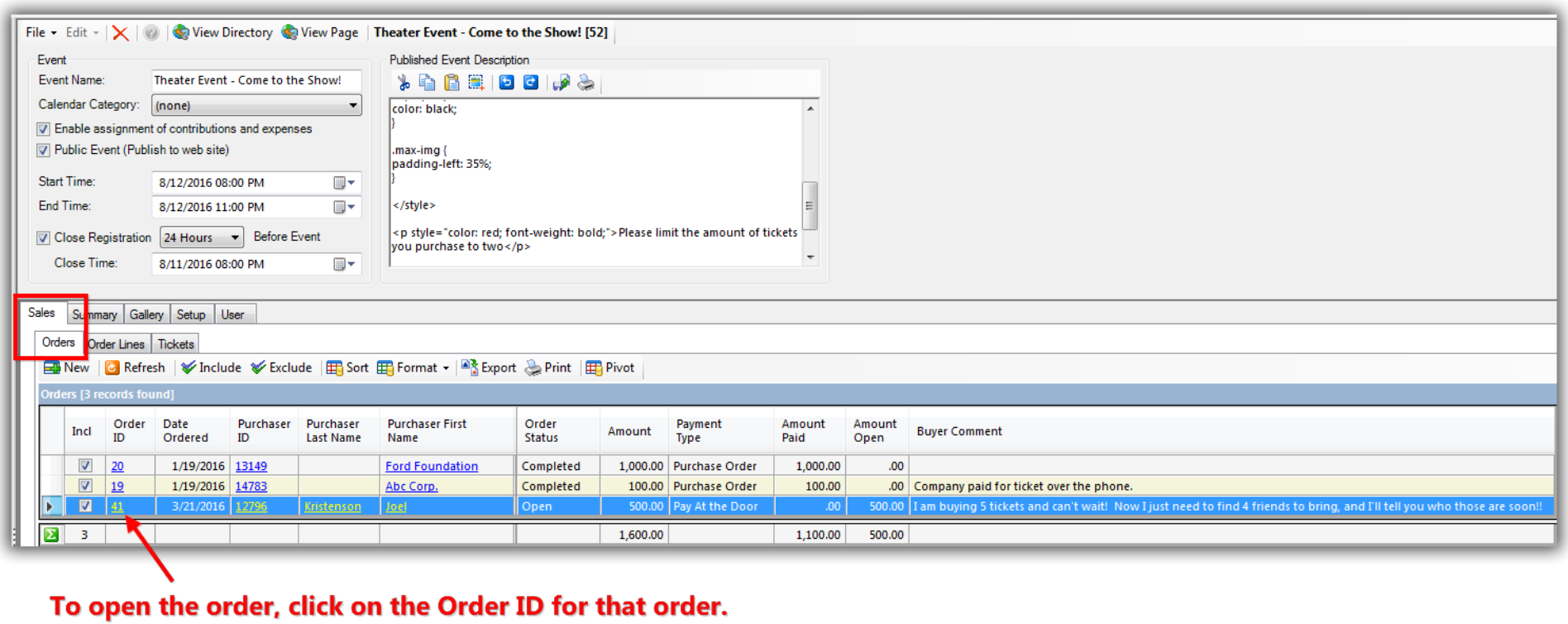

To open the order, click on the Order ID for that order.

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.*

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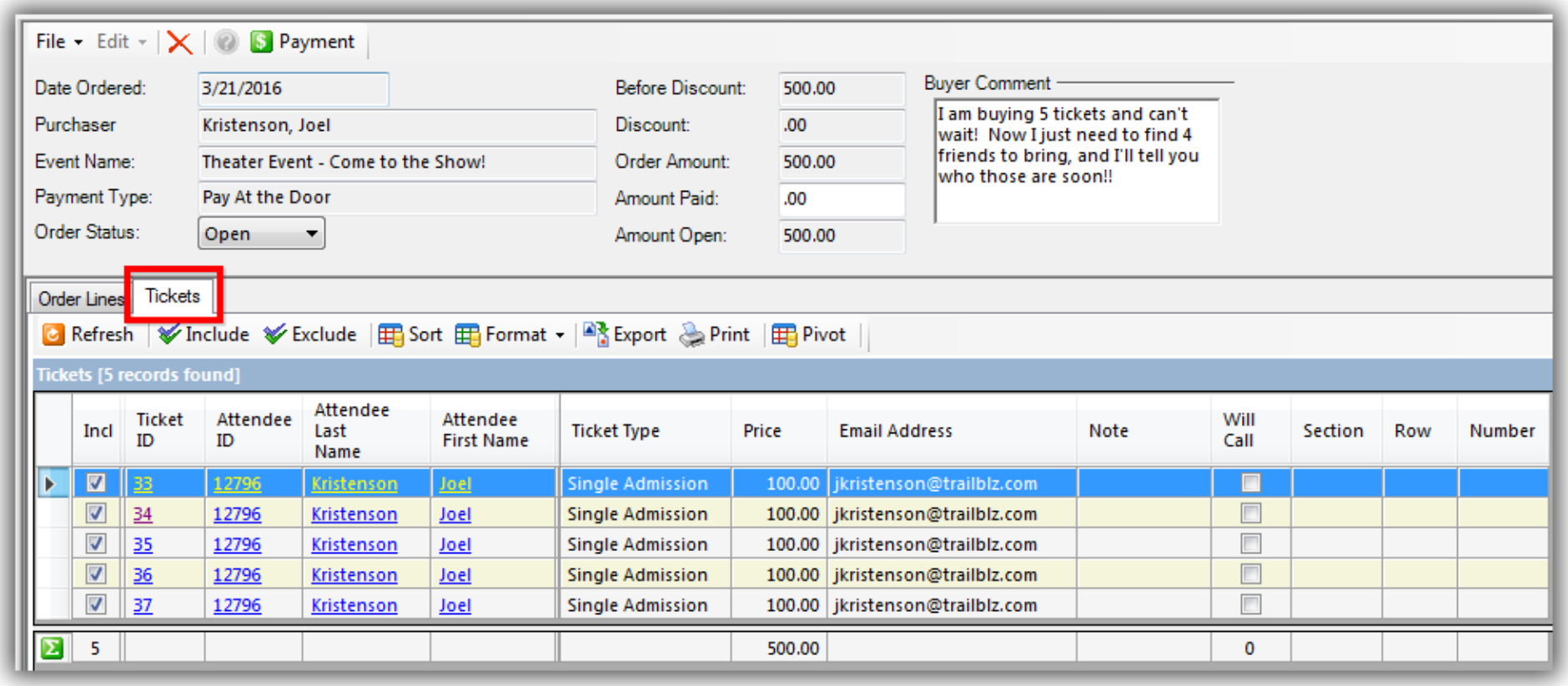
List of ticket holders in this example order.



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**.*

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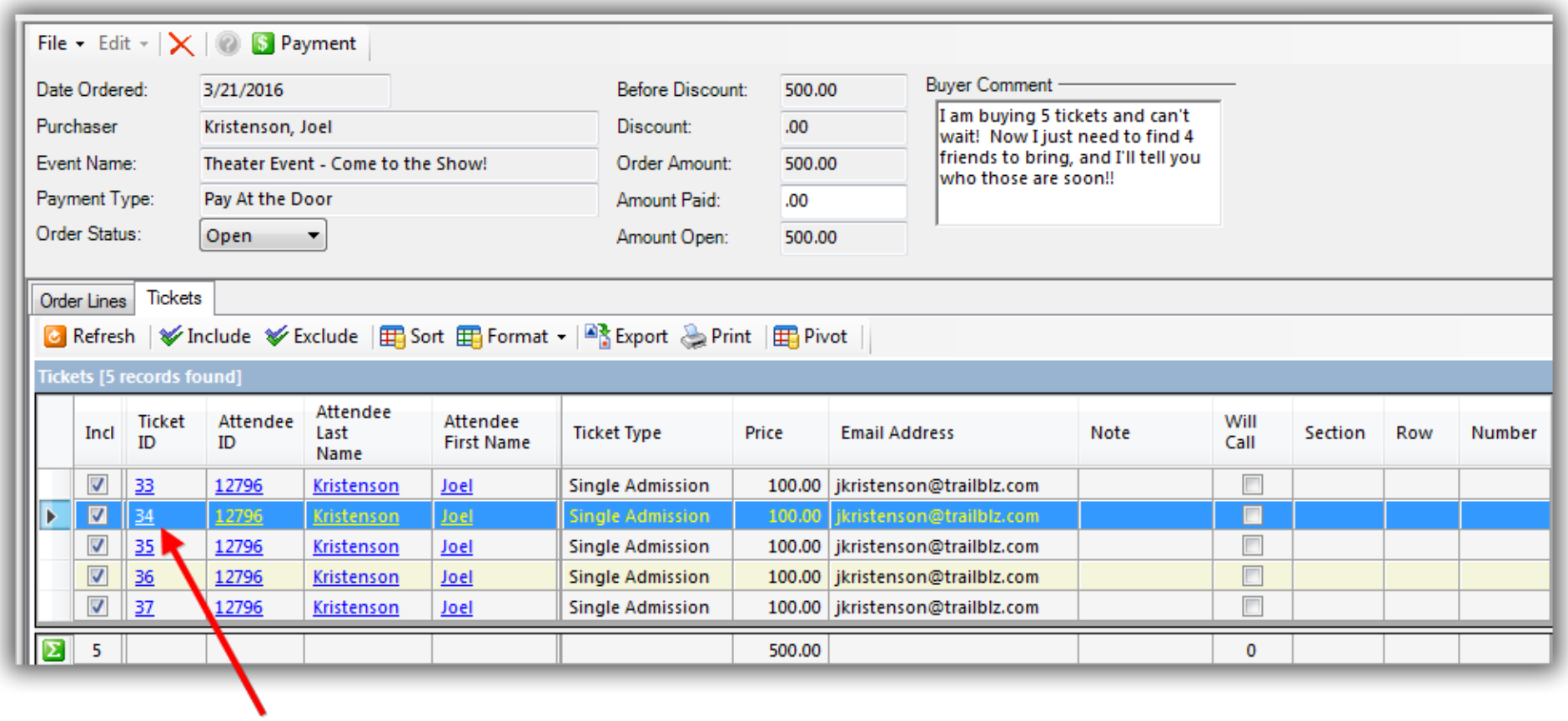

Click on the 'Ticket ID' for the for the ticket you want to change the attendee for.

Click on the blue '**Update**' hyperlink.

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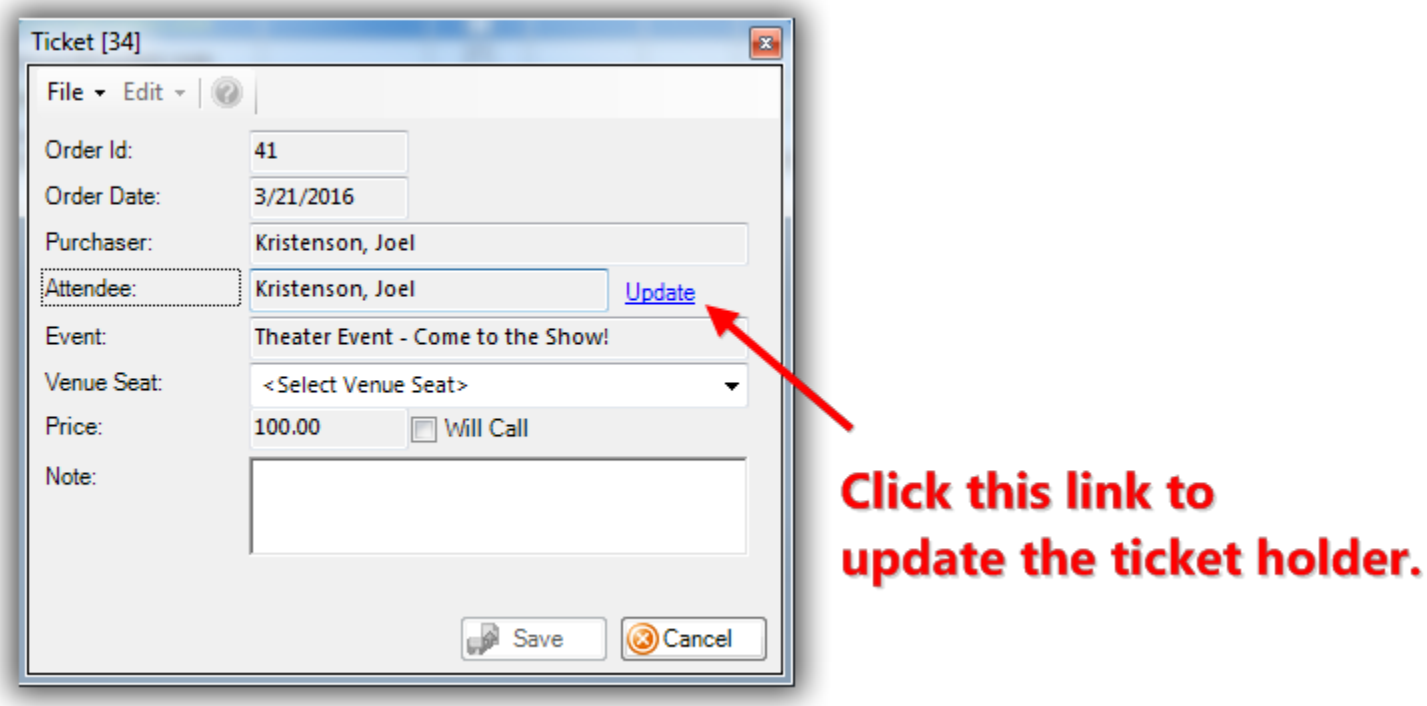

Run a search query for the person you want to assign the ticket to, and then click **[Select]** next to their name. *If they aren't in the database click the **[+ New]** button to add them as a new contact record.

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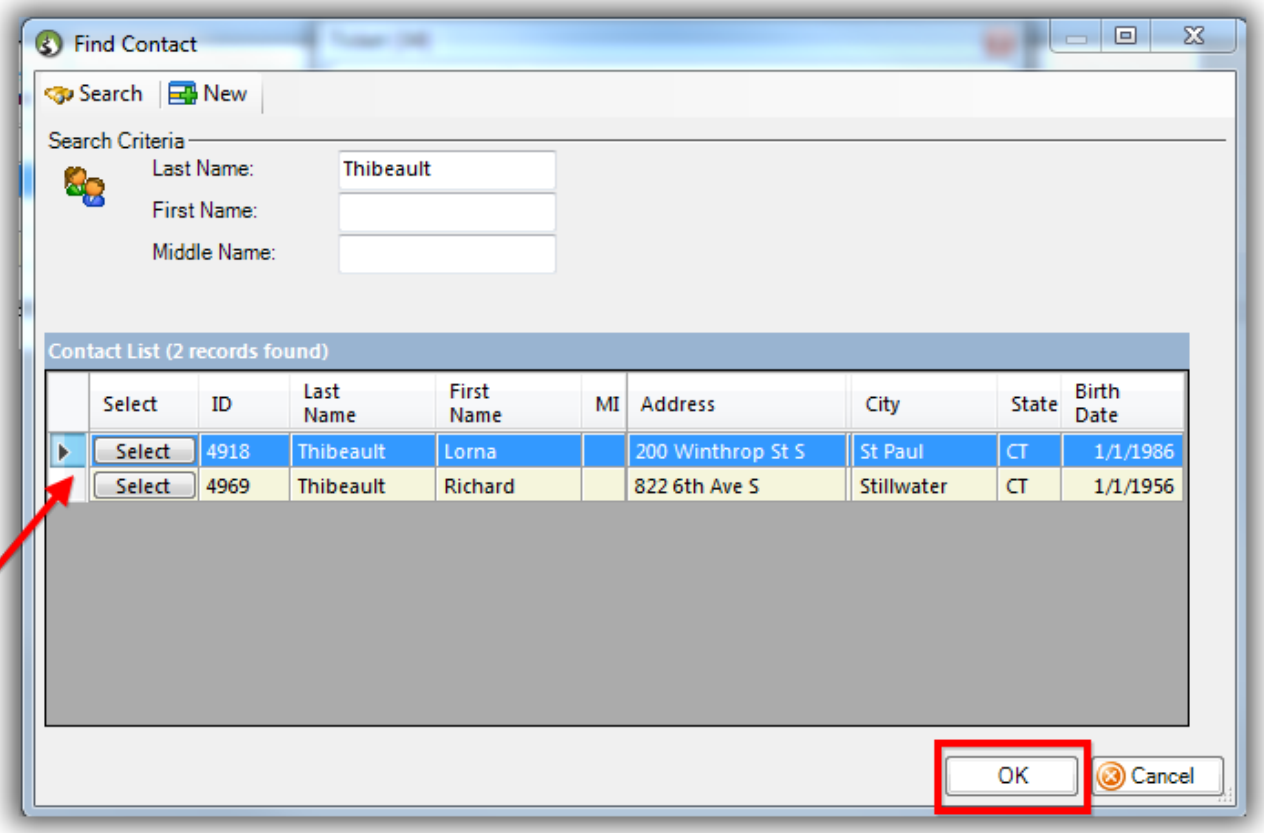
Run a search for the contact you want to change to as the ticket holder (attendee) OR if they aren't in the database click the [+ New] button to add them as a new contact record.



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

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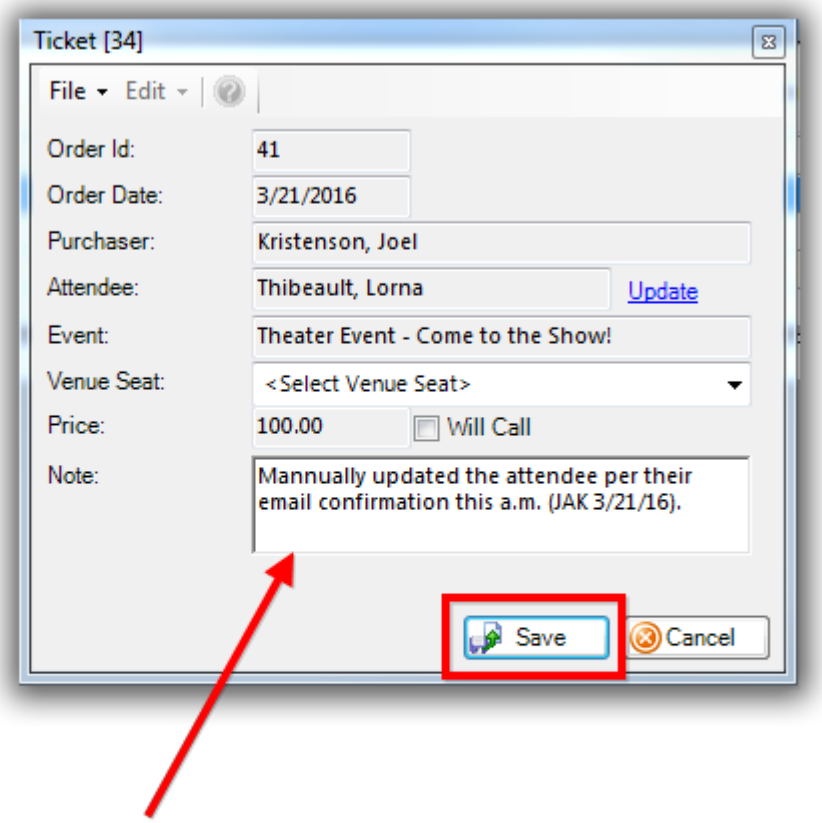
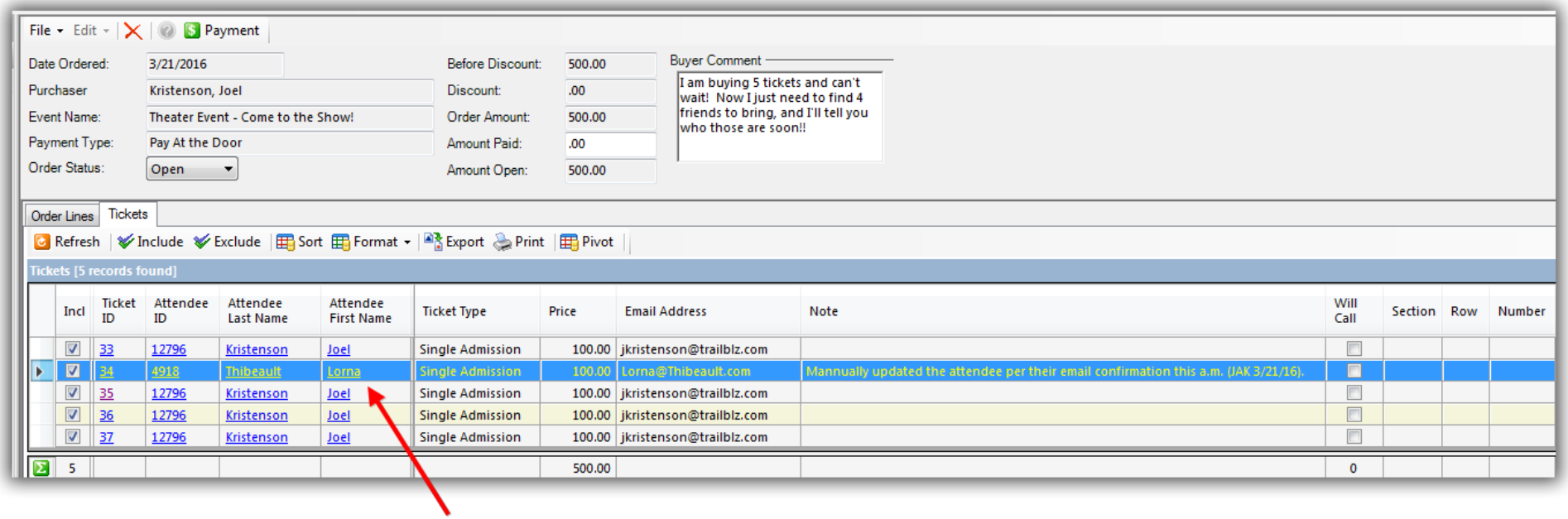
Click **[Save]** to finish updating the attendee.



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

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

After the 'attendee' was updated.



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

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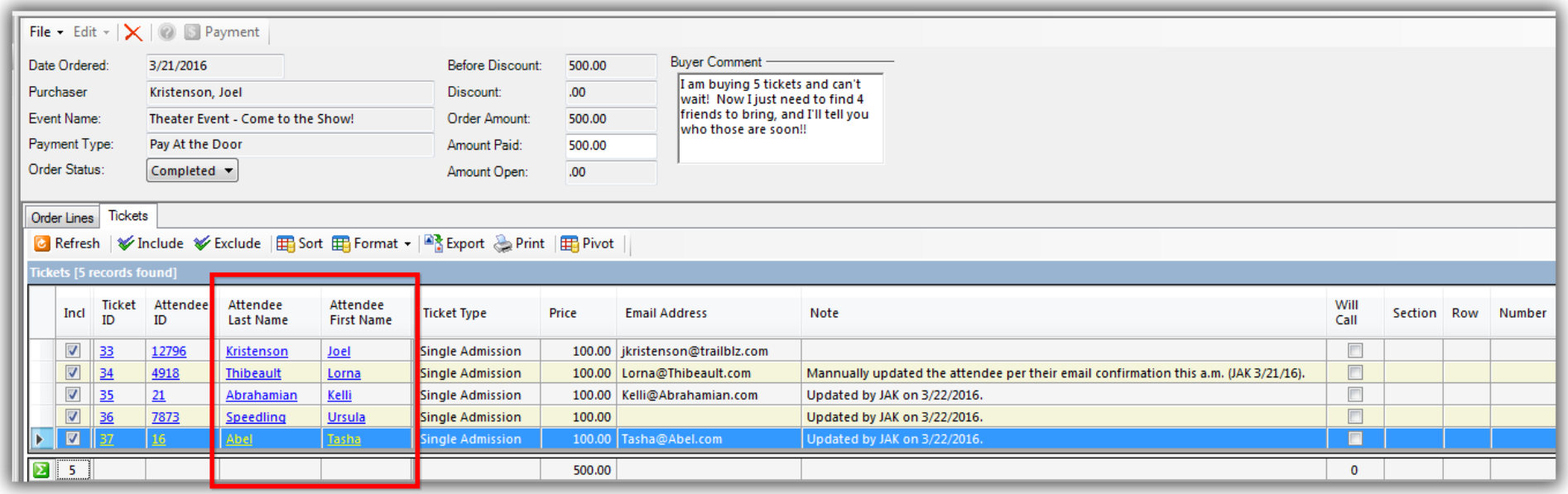
After updating all of the ticket holders.



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.

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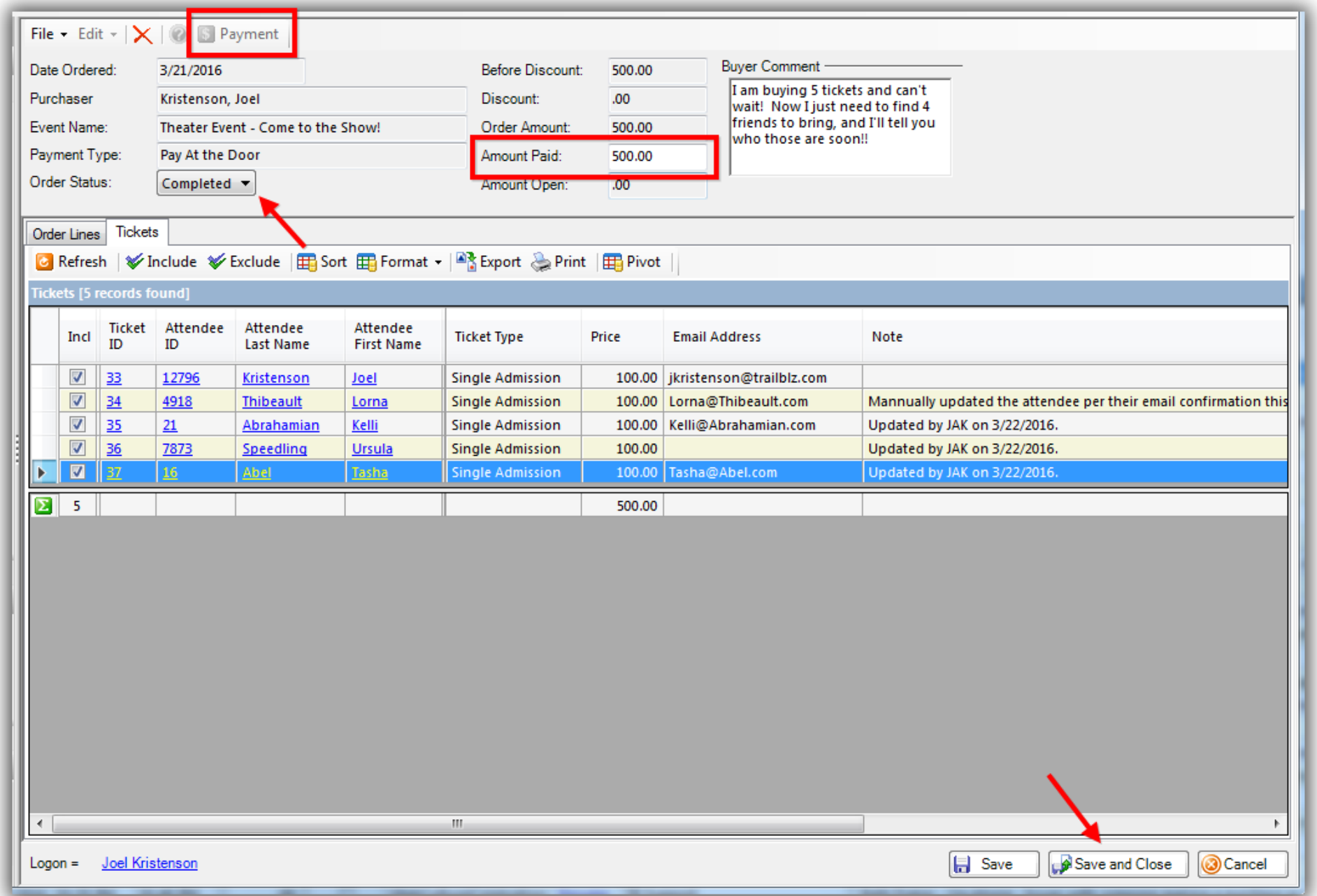

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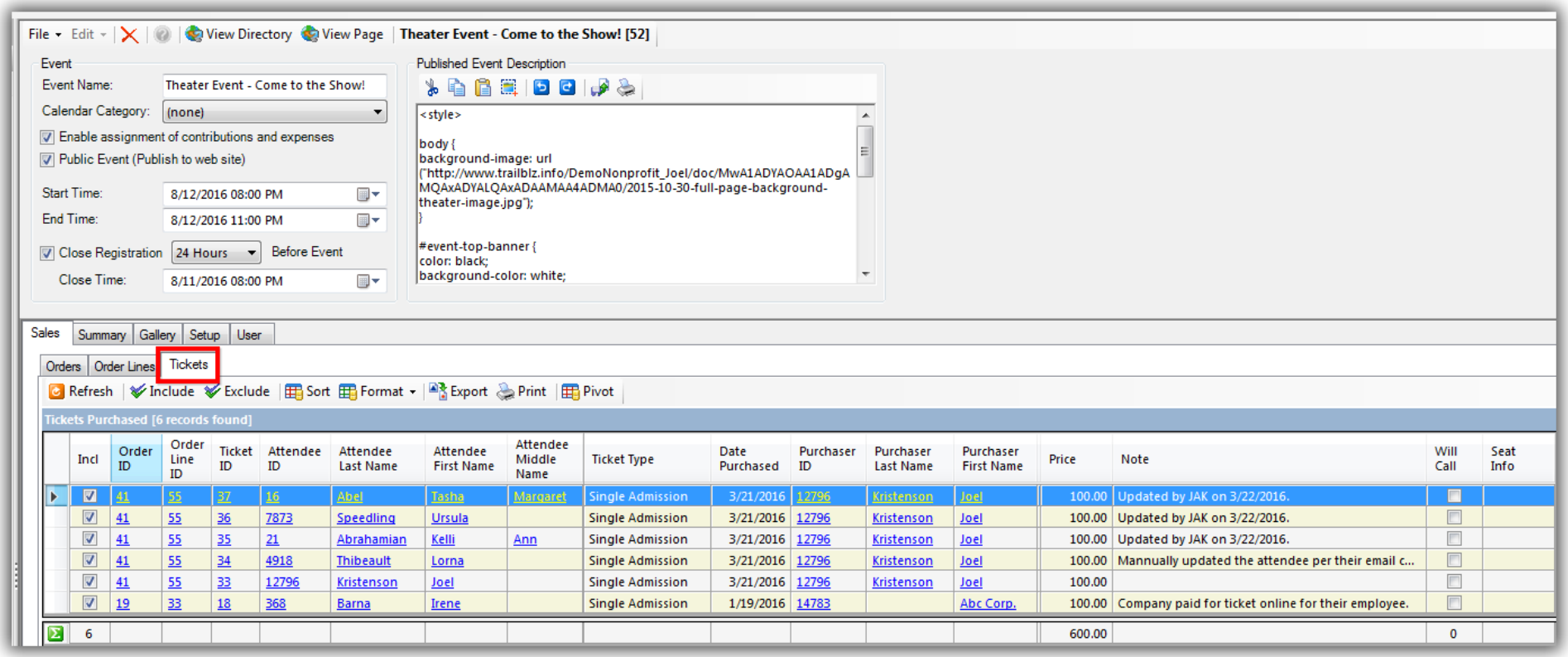
Repeat these steps for all purchase orders that you need to update ticket holders for.

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



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

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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

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