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Overview

This article walks through the steps to **delete a purchase order**, which includes:

- Deleting each order line (tickets and/or products)
- Deleting the linked donation record
- Deleting the purchase order record

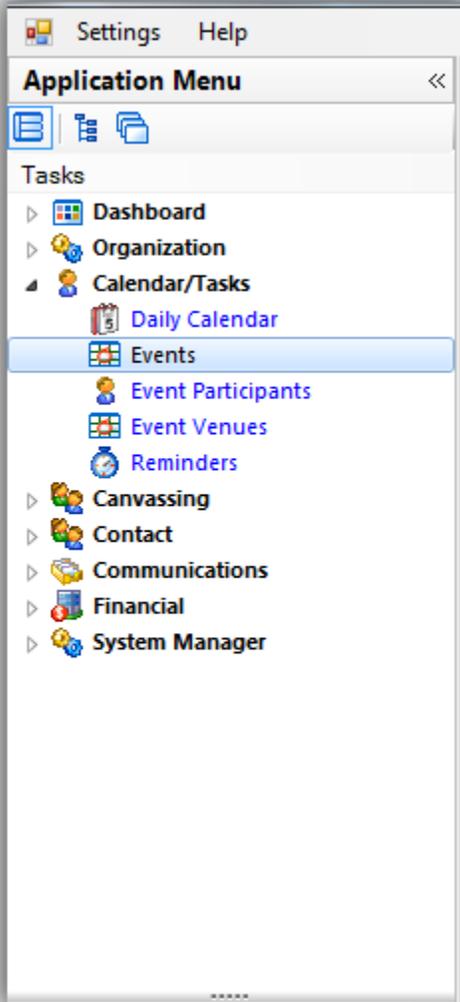
This usually comes up if you issue someone a **refund** (which happens outside of the **Trail Blazer** program) or if there was a **mistake**, such as the event registrant ordering tickets for the wrong show and the data needs to be shifted to another event.

 **Tip:** Read [this article](#) to learn how to manually **create purchase orders** in your database. This typically occurs if someone is paying at the door or by check or cash.

Steps

Navigate to the **Events** list under the **Application Menu**.

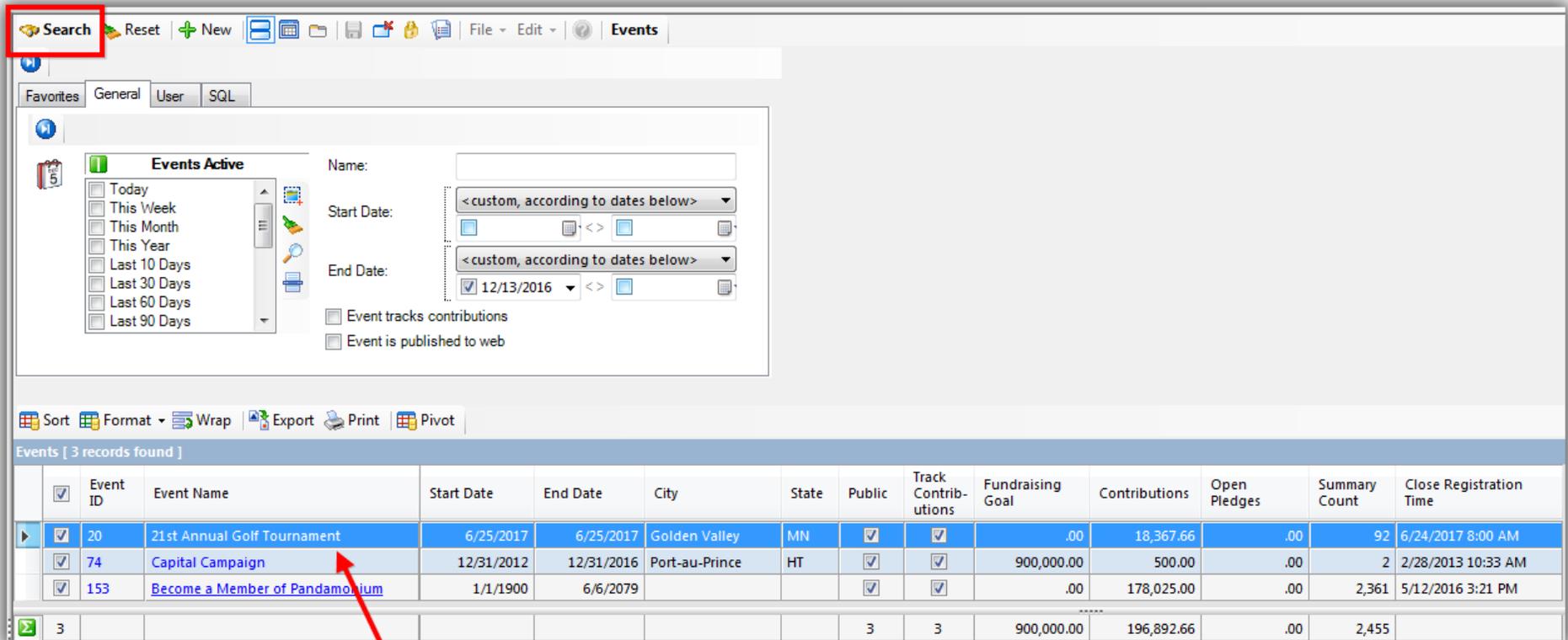
How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)



How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

Search for and open the event you need to delete a purchase order for.

1. Search for the event you need to delete a purchase order for.



The screenshot shows the TrailBlazer Events search interface. The 'Search' button is highlighted with a red box. Below the search filters, a table of events is shown. A red arrow points to the 'Event Name' column of the table, specifically to the link 'Become a Member of Pandamonium'.

Event ID	Event Name	Start Date	End Date	City	State	Public	Track Contributions	Fundraising Goal	Contributions	Open Pledges	Summary Count	Close Registration Time
20	21st Annual Golf Tournament	6/25/2017	6/25/2017	Golden Valley	MN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.00	18,367.66	.00	92	6/24/2017 8:00 AM
74	Capital Campaign	12/31/2012	12/31/2016	Port-au-Prince	HT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	900,000.00	500.00	.00	2	2/28/2013 10:33 AM
153	Become a Member of Pandamonium	1/1/1900	6/6/2079			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.00	178,025.00	.00	2,361	5/12/2016 3:21 PM
3						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	900,000.00	196,892.66	.00	2,455	

2. Open the event record by clicking on the event name hyperlink.

Navigate to the **Sales > Orders** tab and click on the 'Order ID' hyperlink for the purchase order you need to delete. *In this example it was #3590.*

How to Delete an Event Purchase Order and the Linked Donation Record *(Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)*

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

File Edit View Directory View Page 21st Annual Golf Tournament [20]

Event
 Event Name: 21st Annual Golf Tournament
 Calendar Category: (none)
 Enable assignment of contributions and expenses
 Public Event (Publish to web site)
 Start Time: 6/25/2017 08:00 AM
 End Time: 6/25/2017 09:00 PM
 Close Registration 24 Hours Before Event
 Close Time: 6/24/2017 08:00 AM

Published Event Description

```
<style>
body {
background-image:url
("http://trailblz.info/demononprofit_joel/images/beautiful_golf_course-
wallpaper-1920x1440.jpg");
vertical-align:middle;
background-repeat: space;
text:white;}
#event-top-banner h1{
color: white;
font-size: 26px;
```

Sales Summary Gallery Setup User

Orders Order Lines Tickets

New Refresh Sort Format Wrap Export Print Pivot

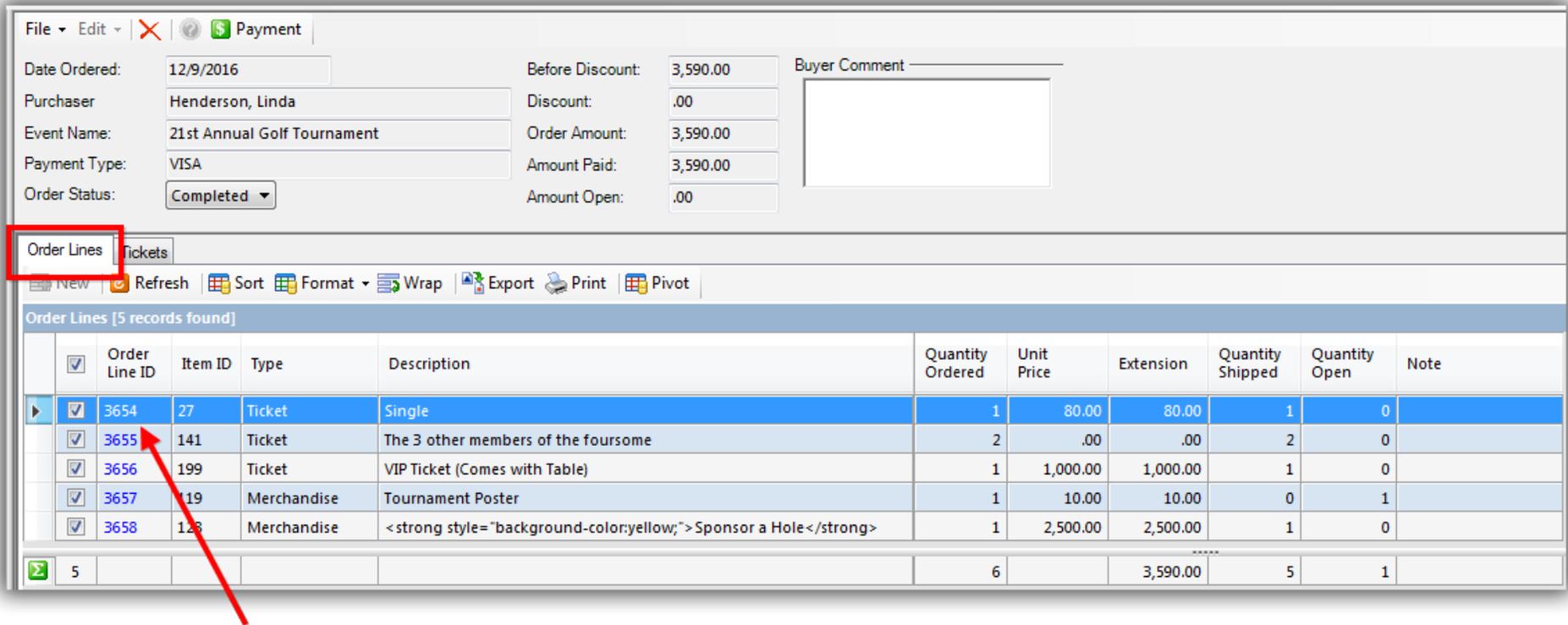
Orders [94 records found]

	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"/>	3590	12/9/2016	23586	Henderson	Linda	Completed	3,590.00	VISA	3,590.00	.00	
<input checked="" type="checkbox"/>	3588	12/2/2016	23566	Thomas	Diamond	Open	80.00	Bill Me	.00	80.00	
<input checked="" type="checkbox"/>	3584	10/18/2016	23506	Edwards	Dennis	Open	100.00	Bill Me	.00	100.00	
<input checked="" type="checkbox"/>	3579	9/23/2016	23487	Van Nelson	Carolyn	Completed	1,000.00	Bill Me	1,000.00	.00	
<input checked="" type="checkbox"/>	3575	9/7/2016	23473	Zilbermann	Aaron	Open	150.00	Bill Me	.00	150.00	
<input checked="" type="checkbox"/>	3570	8/15/2016	23457	Ford	Nae	Completed	240.00	Bill Me	240.00	.00	
<input checked="" type="checkbox"/>	3569	8/12/2016	12796	Kristenson	Joel	Open	80.00	Bill Me	80.00	.00	
<input checked="" type="checkbox"/>	3568	8/12/2016	23455	Gorham	Karolyn	Completed	2,650.00	Bill Me	2,650.00	.00	
<input checked="" type="checkbox"/>	3566	7/22/2016	22432	Xxx	Xx	Completed	1,000.00	VISA	1,000.00	.00	Norma Barker
<input checked="" type="checkbox"/>	3563	7/13/2016	22415	Little	Larry	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1205	6/24/2016	22383	Maak	Joshua	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1200	6/8/2016	21354	Smith	Caro	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1195	5/10/2016	12796	Kristenson	Joel	Completed	240.00	Bill Me	240.00	.00	
<input checked="" type="checkbox"/>	1194	5/10/2016	21320	Fried	Abbe	Open	1,180.00	Bill Me	.00	1,180.00	
<input checked="" type="checkbox"/>	1193	4/21/2016	21300	Yashinsky	Stacy	Completed	100.00	Bill Me	100.00	.00	
<input checked="" type="checkbox"/>	1190	3/29/2016	9221	Panger	Mark	Open	.00		.00	.00	
<input checked="" type="checkbox"/>	1189	3/29/2016	9221	Panger	Mark	Open	.00		.00	.00	
<input checked="" type="checkbox"/>	1188	3/23/2016	12796	Kristenson	Joel	Completed	80.00	Bill Me	80.00	.00	
<input checked="" type="checkbox"/>	1187	3/23/2016	21267	Smith	Nyam	Completed	150.00	Bill Me	150.00	.00	
<input checked="" type="checkbox"/>	1186	3/11/2016	21141	McNamara	Lori	Open	80.00	Bill Me	.00	80.00	
<input checked="" type="checkbox"/>	1181	2/17/2016	19	Abrahamian	Daniel	Completed	10.00	Bill Me	10.00	.00	
<input checked="" type="checkbox"/>	1176	1/27/2016	21146	Taflinger	Michael	Open	500.00	Bill Me	500.00	.00	

Click on the 'Order ID' hyperlink for the purchase order you need to delete.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

Click the 'Order Line ID' to open the individual order line record. *I started with #3654.*



The screenshot shows the TrailBlazer software interface. At the top, there is a menu bar with 'File', 'Edit', and a red 'X' icon. Below the menu bar, there are several input fields for order details:

- Date Ordered: 12/9/2016
- Purchaser: Henderson, Linda
- Event Name: 21st Annual Golf Tournament
- Payment Type: VISA
- Order Status: Completed
- Before Discount: 3,590.00
- Discount: .00
- Order Amount: 3,590.00
- Amount Paid: 3,590.00
- Amount Open: .00
- Buyer Comment: (empty text box)

Below the order details, there is a tabbed interface with 'Order Lines' and 'Tickets' tabs. The 'Order Lines' tab is selected and highlighted with a red box. Below the tabs, there is a toolbar with icons for 'New', 'Refresh', 'Sort', 'Format', 'Wrap', 'Export', 'Print', and 'Pivot'. The main area displays a table of order lines with the following data:

Order Line ID	Item ID	Type	Description	Quantity Ordered	Unit Price	Extension	Quantity Shipped	Quantity Open	Note
3654	27	Ticket	Single	1	80.00	80.00	1	0	
3655	141	Ticket	The 3 other members of the foursome	2	.00	.00	2	0	
3656	199	Ticket	VIP Ticket (Comes with Table)	1	1,000.00	1,000.00	1	0	
3657	119	Merchandise	Tournament Poster	1	10.00	10.00	0	1	
3658	123	Merchandise	<strong style="background-color:yellow;"> Sponsor a Hole	1	2,500.00	2,500.00	1	0	
5				6		3,590.00	5	1	

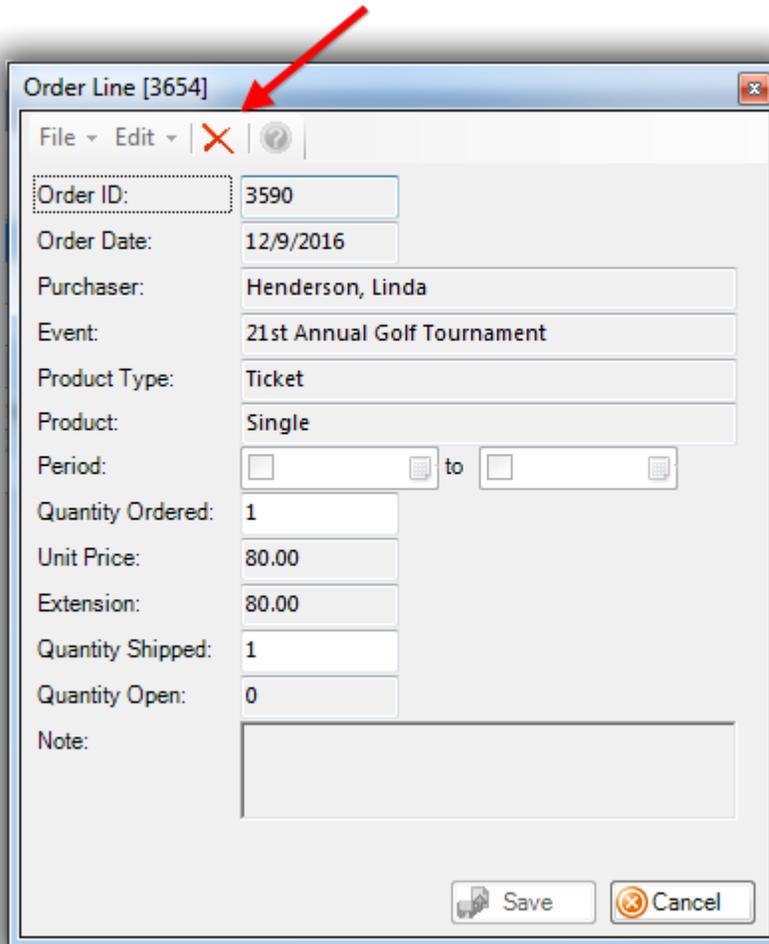
A red arrow points to the 'Order Line ID' 3654 in the first row of the table.

Click on each 'Order Line ID' to open the individual order line.

Click the red [x] at the top of the order line record to **delete** it.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

Click the red [x] to delete the individual order line record.



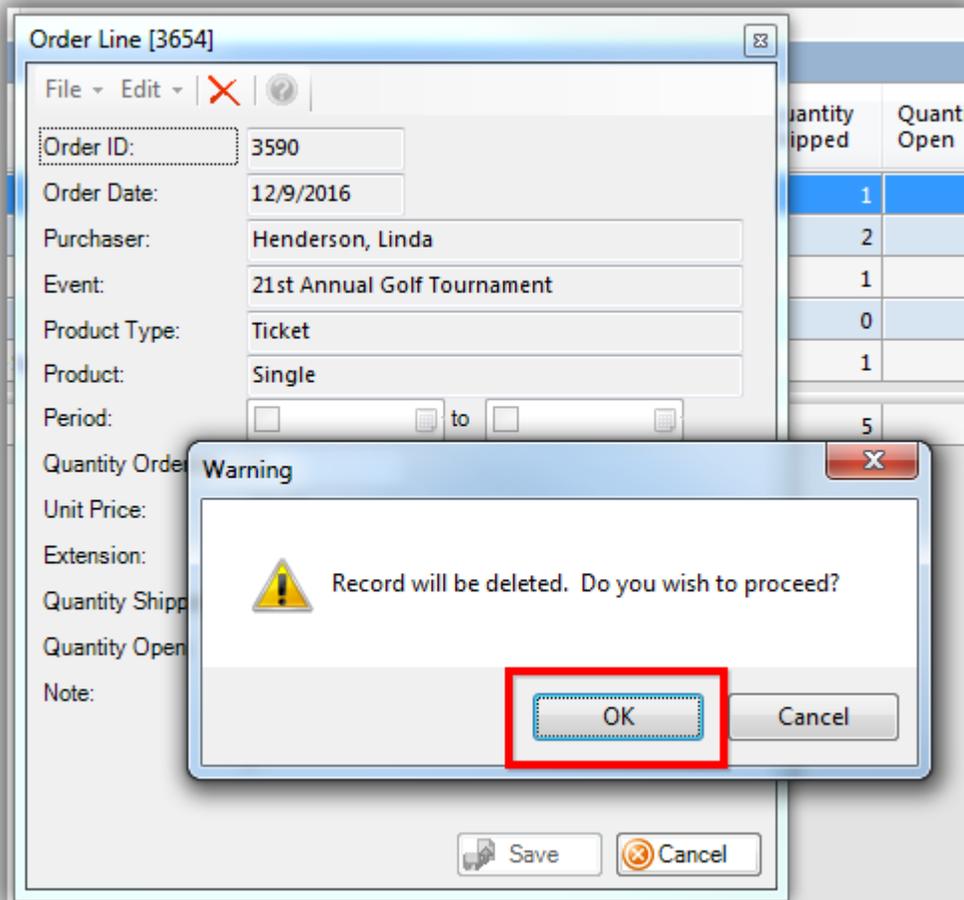
The screenshot shows a dialog box titled "Order Line [3654]". The window title bar includes a red "X" icon for closing. The dialog contains the following fields:

Order ID:	3590
Order Date:	12/9/2016
Purchaser:	Henderson, Linda
Event:	21st Annual Golf Tournament
Product Type:	Ticket
Product:	Single
Period:	<input type="checkbox"/> to <input type="checkbox"/>
Quantity Ordered:	1
Unit Price:	80.00
Extension:	80.00
Quantity Shipped:	1
Quantity Open:	0
Note:	

At the bottom of the dialog are "Save" and "Cancel" buttons. A red arrow points to the red "X" icon in the window title bar.

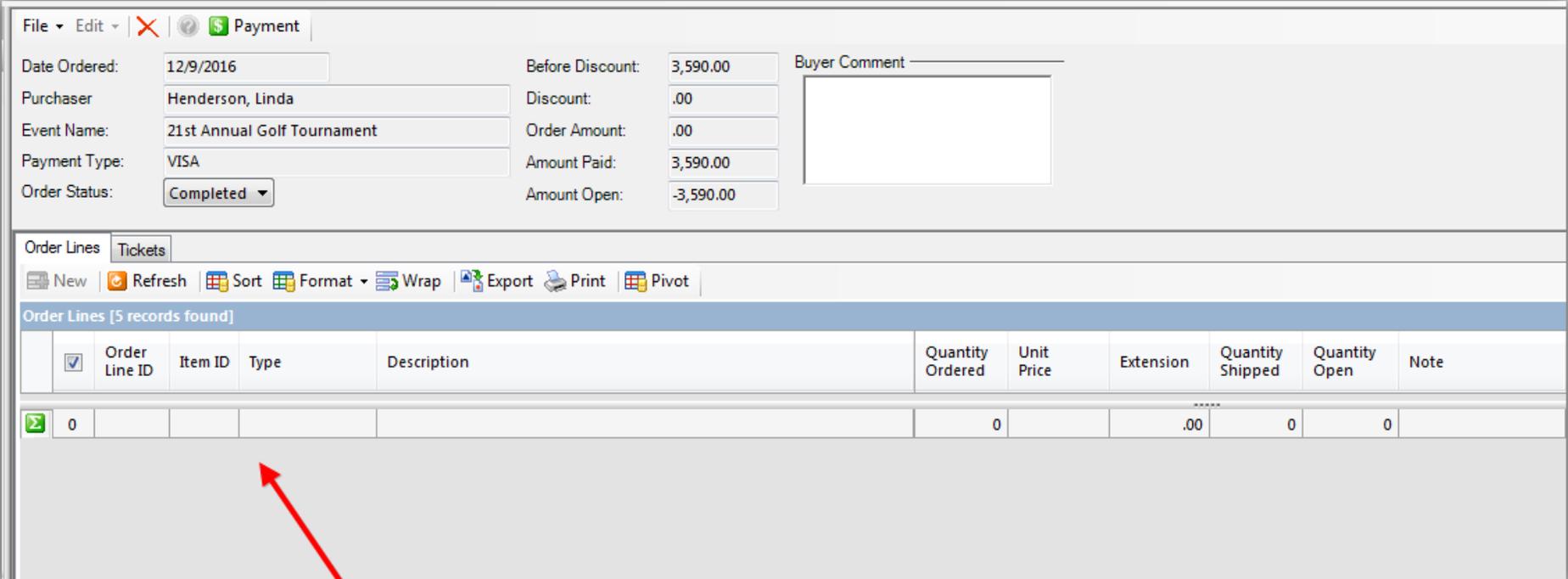
How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

Click **[OK]** when prompted.



Repeat these steps until **all** the individual **order lines** have been **deleted**.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)



The screenshot shows the TrailBlazer software interface for a purchase order. At the top, there is a menu bar with 'File', 'Edit', and a 'Payment' button. Below the menu bar, there are several input fields for order details:

- Date Ordered: 12/9/2016
- Purchaser: Henderson, Linda
- Event Name: 21st Annual Golf Tournament
- Payment Type: VISA
- Order Status: Completed

Financial summary fields are also present:

- Before Discount: 3,590.00
- Discount: .00
- Order Amount: .00
- Amount Paid: 3,590.00
- Amount Open: -3,590.00

A 'Buyer Comment' text area is located to the right of the financial summary.

Below the order details, there is a section for 'Order Lines' with a 'Tickets' tab. A toolbar includes buttons for 'New', 'Refresh', 'Sort', 'Format', 'Wrap', 'Export', 'Print', and 'Pivot'. The table below shows 5 records found:

<input checked="" type="checkbox"/>	Order Line ID	Item ID	Type	Description	Quantity Ordered	Unit Price	Extension	Quantity Shipped	Quantity Open	Note
<input checked="" type="checkbox"/>	0				0		.00	0	0	

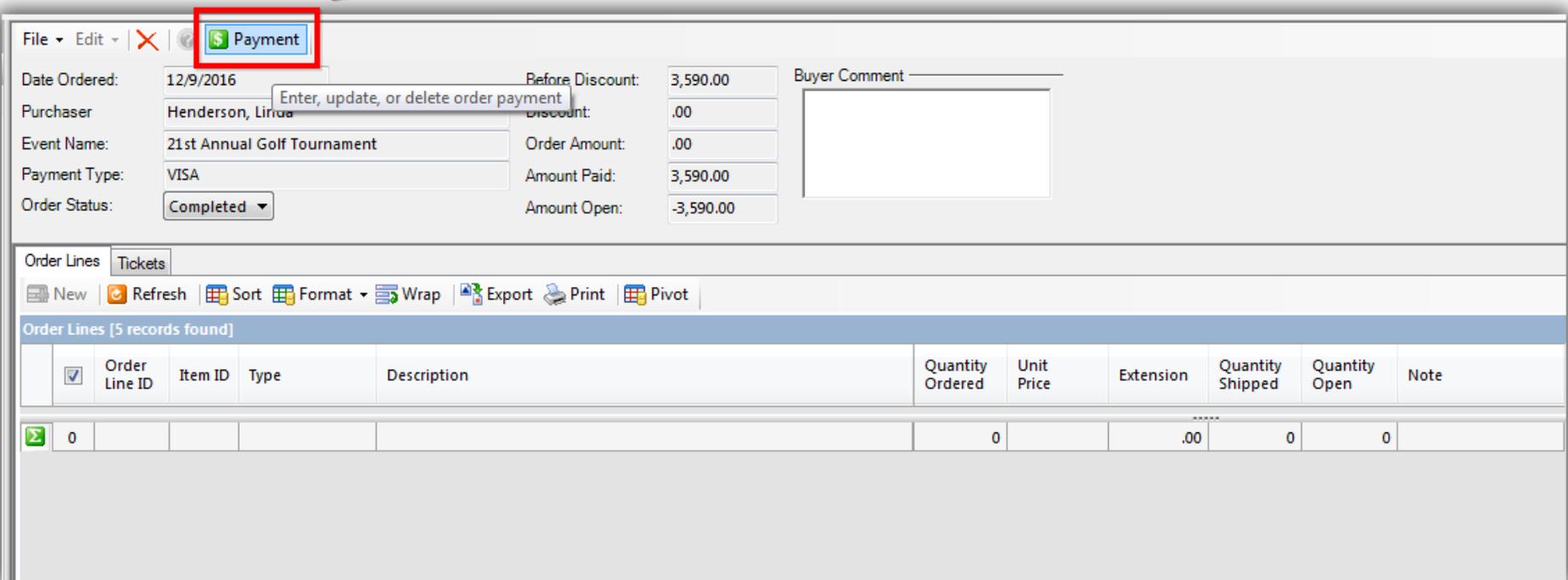
A red arrow points to the first row of the table, indicating the 'Order Line' to be deleted.

Repeat the steps to delete all the individual 'order lines'.

Once all the order lines are gone, click the **[Payment]** button at the top of the purchase order record.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

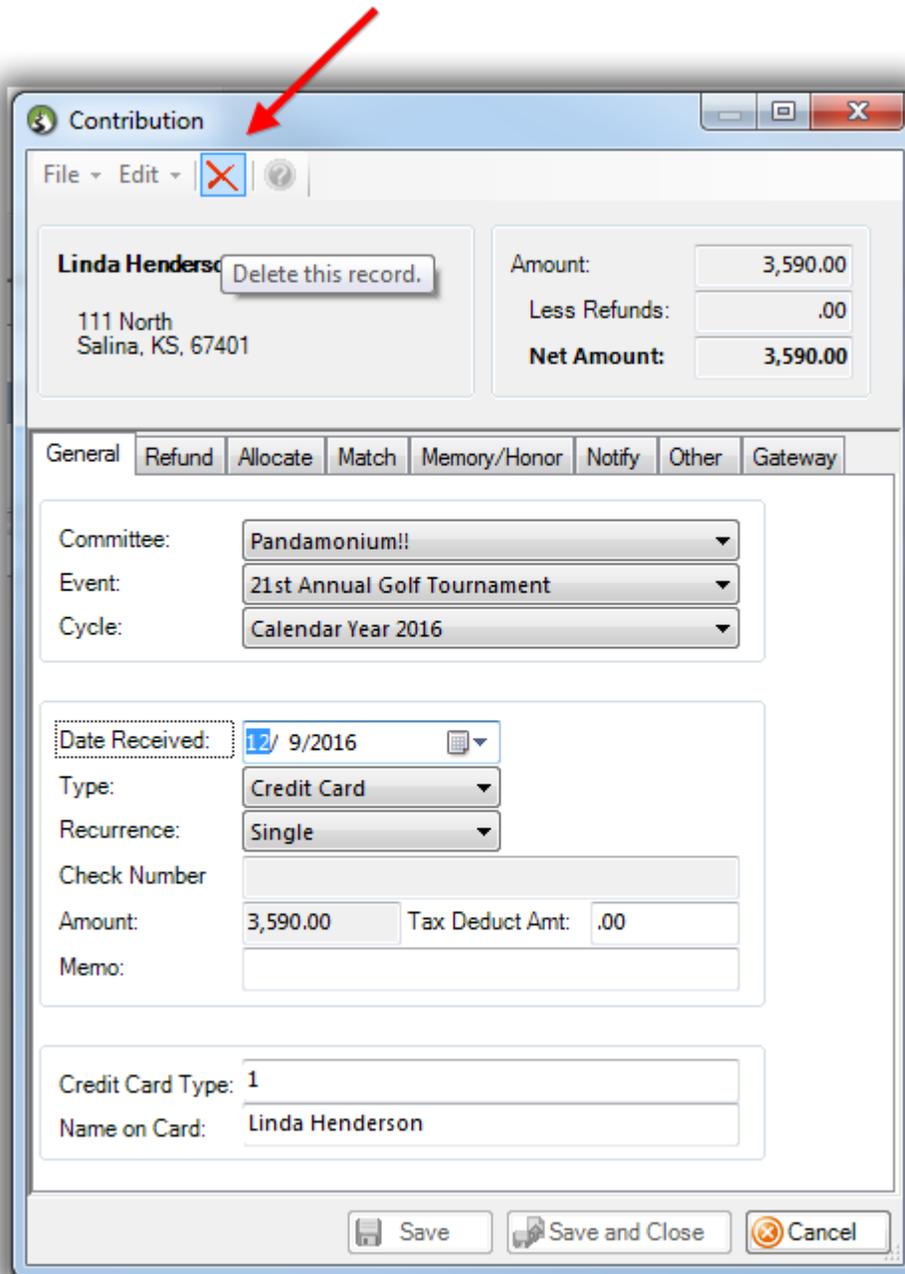
Click on the 'Payment' button.



The screenshot shows the TrailBlazer software interface. At the top, there is a menu bar with 'File', 'Edit', and a red 'X' button. A 'Payment' button with a dollar sign icon is highlighted with a red box. A red arrow points to this button. Below the menu bar, there is a form for order details. The form includes fields for 'Date Ordered' (12/9/2016), 'Purchaser' (Henderson, Linda), 'Event Name' (21st Annual Golf Tournament), 'Payment Type' (VISA), and 'Order Status' (Completed). There are also fields for 'Before Discount' (3,590.00), 'Discount' (.00), 'Order Amount' (.00), 'Amount Paid' (3,590.00), and 'Amount Open' (-3,590.00). A 'Buyer Comment' field is also present. Below the form, there is a table for 'Order Lines' with 5 records found. The table has columns for 'Order Line ID', 'Item ID', 'Type', 'Description', 'Quantity Ordered', 'Unit Price', 'Extension', 'Quantity Shipped', 'Quantity Open', and 'Note'. The first row shows a total of 0 for Quantity Ordered, .00 for Extension, 0 for Quantity Shipped, and 0 for Quantity Open.

Click the red [x] at the top of the **Contribution** screen to delete the **linked donation** record for this purchase.

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The screenshot shows the 'Contribution' window in TrailBlazer. A red arrow points to the 'X' icon in the menu bar, which is used to delete the record. The window displays the following information:

Contribution

File Edit  

Linda Henderson

111 North
Salina, KS, 67401

Amount: 3,590.00
Less Refunds: .00
Net Amount: 3,590.00

General Refund Allocate Match Memory/Honor Notify Other Gateway

Committee: Pandamonium!!
Event: 21st Annual Golf Tournament
Cycle: Calendar Year 2016

Date Received: 12/ 9/2016
Type: Credit Card
Recurrence: Single

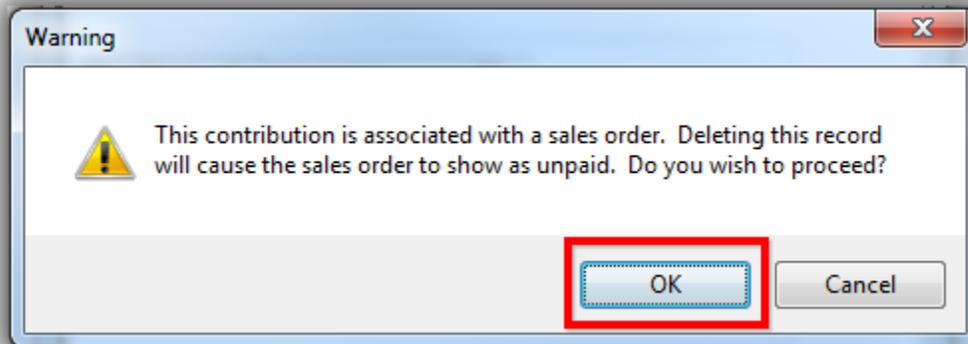
Check Number:
Amount: 3,590.00 Tax Deduct Amt: .00
Memo:

Credit Card Type: 1
Name on Card: Linda Henderson

Save Save and Close Cancel

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

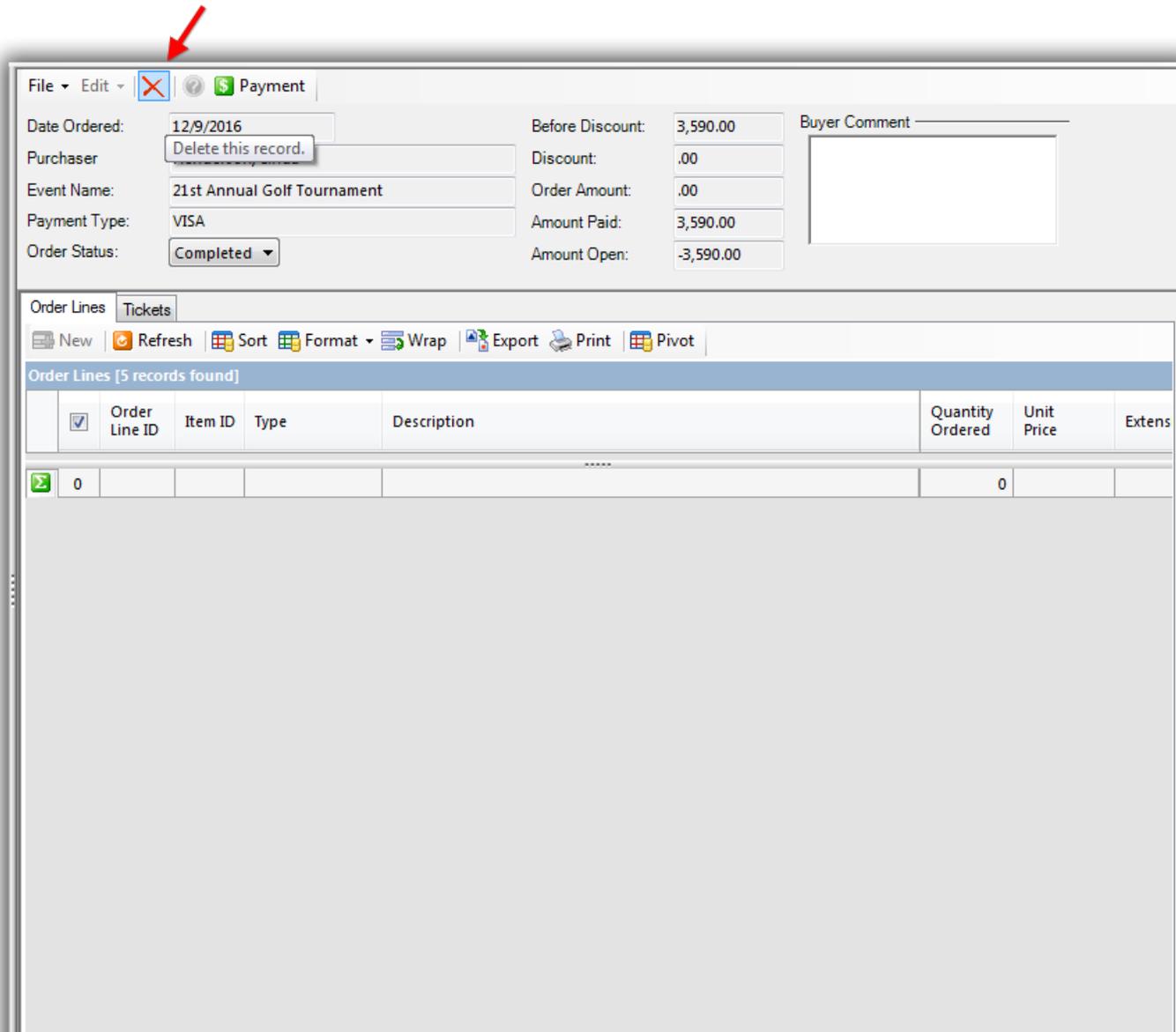
Click **[OK]** to proceed.



Once all the **order lines** and the linked **donation record** have been deleted, click the red **[x]** at the top of the **purchase order** screen to delete the entire order.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

Once all the order lines and the donation record have been deleted, click this button to delete the entire purchase order record.



The screenshot shows the TrailBlazer software interface. At the top, there is a menu bar with 'File', 'Edit', and 'Payment' options. Below the menu bar, there are several input fields for order details:

- Date Ordered: 12/9/2016
- Purchaser: Delete this record. (A red arrow points to this field)
- Event Name: 21st Annual Golf Tournament
- Payment Type: VISA
- Order Status: Completed

Financial summary fields are also present:

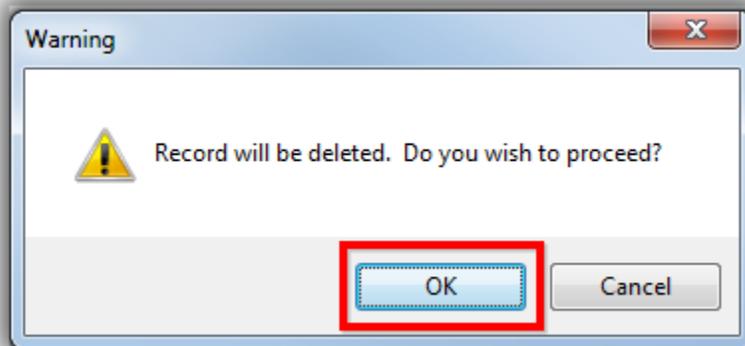
- Before Discount: 3,590.00
- Discount: .00
- Order Amount: .00
- Amount Paid: 3,590.00
- Amount Open: -3,590.00

A 'Buyer Comment' text area is located to the right of the financial summary.

Below the form, there is a section for 'Order Lines' with a 'Tickets' tab. The 'Order Lines' section includes a toolbar with 'New', 'Refresh', 'Sort', 'Format', 'Wrap', 'Export', 'Print', and 'Pivot' options. A table titled 'Order Lines [5 records found]' is displayed below the toolbar. The table has the following columns: 'Order Line ID', 'Item ID', 'Type', 'Description', 'Quantity Ordered', 'Unit Price', and 'Extens'. The first row of the table shows a green checkmark in the 'Order Line ID' column, the value '0' in the 'Order Line ID' column, and '0' in the 'Quantity Ordered' column.

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Click **[OK]**.



Click **[Refresh]** when you are back on the **Orders** tab and the purchase order will disappear.

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

File Edit X View Directory View Page
21st Annual Golf Tournament [20]

Event

Event Name: 21st Annual Golf Tournament

Calendar Category: (none)

Enable assignment of contributions and expenses

Public Event (Publish to web site)

Start Time: 6/25/2017 08:00 AM

End Time: 6/25/2017 09:00 PM

Close Registration 24 Hours Before Event

Close Time: 6/24/2017 08:00 AM

Published Event Description

```
< style>
body{
background-image:url
("http://trailblz.info/demononprofit_joel/images/beautiful_golf_course-
wallpaper-1920x1440.jpg");
vertical-align:middle;
background-repeat: space;
text:white;}
#event-top-banner h1{
color: white;
font-size: 26px;
```

Sales Summary Gallery Setup User

Orders Order Lines Tickets

New Refresh Sort Format Wrap Export Print Pivot

Orders (93 records found)

<input type="checkbox"/>	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"/>	3588	12/2/2016	23566	Thomas	Diamond	Open	80.00	Bill Me	.00	80.00	
<input checked="" type="checkbox"/>	3584	10/18/2016	23506	Edwards	Dennis	Open	100.00	Bill Me	.00	100.00	
<input checked="" type="checkbox"/>	3579	9/23/2016	23487	Van Nelson	Carolyn	Completed	1,000.00	Bill Me	1,000.00	.00	
<input checked="" type="checkbox"/>	3575	9/7/2016	23473	Zilbermann	Aaron	Open	150.00	Bill Me	.00	150.00	
<input checked="" type="checkbox"/>	3570	8/15/2016	23457	Ford	Nae	Completed	240.00	Bill Me	240.00	.00	
<input checked="" type="checkbox"/>	3569	8/12/2016	12796	Kristenson	Joel	Open	80.00	Bill Me	80.00	.00	
<input checked="" type="checkbox"/>	3568	8/12/2016	23455	Gorham	Karolyn	Completed	2,650.00	Bill Me	2,650.00	.00	
<input checked="" type="checkbox"/>	3566	7/22/2016	22432	Xxx	Xx	Completed	1,000.00	VISA	1,000.00	.00	Norma Barker
<input checked="" type="checkbox"/>	3563	7/13/2016	22415	Little	Larry	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1205	6/24/2016	22383	Maak	Joshua	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1200	6/8/2016	21354	Smith	Caro	Open	130.00	Bill Me	.00	130.00	
<input checked="" type="checkbox"/>	1195	5/10/2016	12796	Kristenson	Joel	Completed	240.00	Bill Me	240.00	.00	
<input checked="" type="checkbox"/>	1194	5/10/2016	21320	Fried	Abbe	Open	1,180.00	Bill Me	.00	1,180.00	
<input checked="" type="checkbox"/>	1193	4/21/2016	21300	Yashinsky	Stacy	Completed	100.00	Bill Me	100.00	.00	
<input checked="" type="checkbox"/>	1190	3/29/2016	9221	Panger	Mark	Open	.00		.00	.00	
<input checked="" type="checkbox"/>	1189	3/29/2016	9221	Panger	Mark	Open	.00		.00	.00	
<input checked="" type="checkbox"/>	1188	3/23/2016	12796	Kristenson	Joel	Completed	80.00	Bill Me	80.00	.00	
<input checked="" type="checkbox"/>	1187	3/23/2016	21267	Smith	Nyam	Completed	150.00	Bill Me	150.00	.00	
<input checked="" type="checkbox"/>	1186	3/11/2016	21141	McNamara	Lori	Open	80.00	Bill Me	.00	80.00	
<input checked="" type="checkbox"/>	1181	2/17/2016	19	Abrahamian	Daniel	Completed	10.00	Bill Me	10.00	.00	
<input checked="" type="checkbox"/>	1176	1/27/2016	21146	Taflinger	Michael	Open	500.00	Bill Me	500.00	.00	
<input checked="" type="checkbox"/>	1171	1/3/2016	21146	Taflinger	Michael	Open	50.00	Bill Me	.00	50.00	

**Click [Refresh]
 and the purchase
 order record
 will be removed.**

How to Delete an Event Purchase Order and the Linked Donation Record (Typically if a Refund or Mistake Occurred or the Data needs to be Moved to Another Event)

That completes the steps. *If you need to move the data to another event instead of just deleting it you'll need to manually [create the purchase order](#) and donation record at this point.*

The **related resources** link to a wide range of articles and videos that will teach you how to use the **event tools** in **Trail Blazer**.



Trail Blazer™

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

Related Resources

Article: [Purchase Orders – Manually Enter an Order for Tickets, Products, or Memberships from within an Event, and Record the Related Contribution Record](#)

Article: [Manually Assigning Tickets to Specific Event Attendees \(Ticket Holders\) after the Original Purchase Order has been Recorded](#)

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

Article: [How to Duplicate an Event – Save Time by Not Re-Creating Everything from Scratch](#)

Article: [How to Setup and use Promo Codes with Events \(All Available Options\)](#)

Article: [Events 2014 – Part I](#)

Article: [Events 2014 – Part II](#)

Article: [How to Add a Logo to an Event Page – 2015 Feature Upgrade](#)

Article: [How to Setup Different Payment Schedules for Events or Memberships – Ex \(Monthly, Quarterly, or Bi-Weekly\)](#)

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 Style your Event Pages – 4 Example Mock Events – Sample CSS Code with Descriptions](#)

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

Article: [Events 2013 | Coupon promo code error messages](#)

Video: [Getting Started 106a – Entering Contributions \(NON PROFIT ONLY\)](#)

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

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

Video: [Events 2013](#)

Video Playlist: [Events](#)

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.*