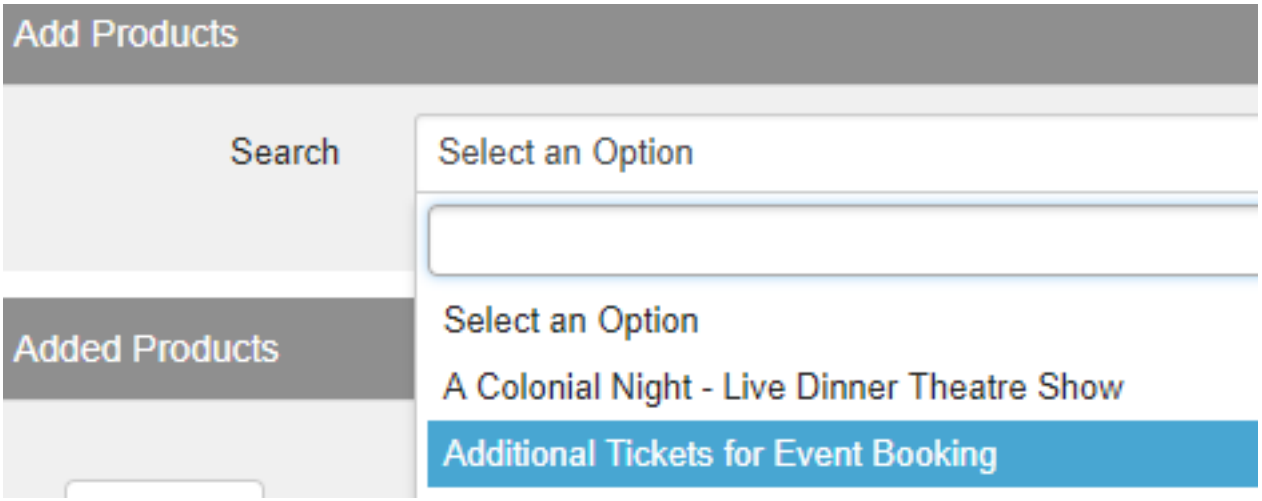
Add New Order / Book Event

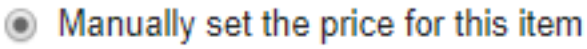
Adding additional tickets to an existing order

If a customer wishes to add additional tickets an event, follow this procedure.

1. Use the same procedures as How to add a new order?. except when you are in 

2. Select Additional Tickets for Event Booking in the Product Search field



3. Select 

4. The amount to be entered here is the original price per ticket as in the Customer's Current Open Booking.
Important: You will need to check the customer account in Orders and find the price per ticket they originally paid.

5. After entering the **original price per ticket** from the current booking the customer is adding tickets to,
Add the number of extra tickets the customer is buying in 

6. Press the Options TAB 

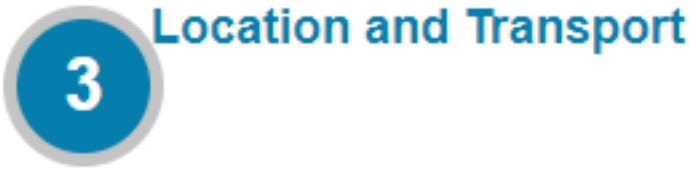
7. Enter all the required fields of the original booking in the **Options TAB**.
Important: This is vital as the extra tickets have to be applied to the Original Booking Event Order.Â Make sure this is 100% accurate.

8. When all the details are entered correctly, press the

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Add Product Â button.

9. Continue with the New Order in the same way you book a Product or Event Order.

10. In theÂ 

section
Important that this Address here is the same as the Original Booking Order the Additional / Extra Tickets are being issued for.Â This can be found on the Customer's AccountÂ **Orders TAB.**

11. Continue with the order in the same procedures of How to add a new order?Â

12. **Important:** Discounts and Vouchers **cannot** be applied to Additional Tickets for Event Booking

Â

Attached files:

Unique solution ID: #1361
Author: Barbara Green
Last update: 10-May-2017 01:47

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