

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 Items in order

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

The screenshot shows a web interface for adding products. At the top is a grey bar labeled 'Add Products'. Below it is a search bar with the text 'Additional Tickets for Event Booking'. To the right of the search bar is a dropdown menu titled 'Select an Option'. The dropdown menu is open, showing a list of options: 'Select an Option', 'A Colonial Night - Live Dinner Theatre Show', and 'Additional Tickets for Event Booking' (which is highlighted in blue). Below the search bar is a section labeled 'Added Products' which is currently empty.

3. Select ☒ **Manually set the price for this item**

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 **Qty**

6. Press the Options TAB

The screenshot shows two tabs: 'Basic Details' and 'Options'. The 'Options' tab is selected and highlighted in blue.

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. Make sure this is 100% accurate.

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

Add New Order / Book Event

Add Product

button.

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

10. In the



Location and Transport

section

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

11. Continue with the order in the same procedures of [How to add a new order?](#)

12. Important: Discounts and Vouchers **cannot** be applied to

Additional Tickets for Event Booking

Attached files:

Unique solution ID: #1361

Author: Barbara Green

Last update: 10-May-2017 01:47