

# Purchase a Ticket for a Supporter

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Enter all ticket purchases outside of the Order Form, such as phoned or mailed in. Assign complimentary tickets or assist guests who prefer not to purchase electronically. Once the order is entered, both the purchaser and any attendees are reflect as a ticketed guest and can be seated in [Seating Management](#).

## Watch a video

## Purchase a ticket

1. From the **Admin Navigation**, select **Tickets > Ticket Orders**.
2. In the top right corner, click **+New Order**.

The screenshot displays the 'Ticket Orders' page. At the top, there is a navigation bar with 'VIEW EVENT WEBSITE' and a user profile 'ANNE #567'. Below the navigation bar, there is a 'Ticket Orders' section with a 'Filter By' dropdown and a 'Search Orders' input field. A table lists the following ticket orders:

PURCHASER	DATE	ATTENDEES	AMOUNT
Anne McGuire	07-15-2018	10	\$1,000.00
Jane Baungartner	07-04-2018	10	\$1,000.00
Cathy Egg	03-16-2018	1	\$0.00
Sue Klassen	02-20-2018	1	\$0.00
David Klassen	02-20-2018	1	\$0.00
Kate Holmes	01-12-2018	0	\$0.00
Lisa Gurney	01-12-2018	0	\$0.00
Eric Phillips	09-18-2017	2	\$0.00

On the right side, there is an 'ORDER DETAIL' section with a '+ New Order' button. A blue arrow points to this button. Above the 'ORDER DETAIL' section, there are statistics: 47 ATTENDEES, 23 ASSIGNED, and 13 CONFIRMED. Below these statistics are buttons for 'Send Confirmation Reminder' and 'Send Assignment Reminder'.

3. Select a ticket.

4. Add additional selections (if applicable).
  - If the item includes a question, an answer may be included or required at the point of sale.
5. Click **Next**.
6. Enter purchaser Information.
  - **User Custom Fields** set to "Visible to users-editable by users" are shown and editable by the admin entering. If also required, the admin must enter to complete.
7. Click **Save and Continue**.
8. Add additional attendee information or answer questions (If applicable).
9. Click **Next**.
10. Select payment method.
11. Click **Pay**.
  - If the purchaser has an existing credit card on file, it will appear as a payment method.

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## Payment method options

### Cash

Select Cash and click the green Pay button.

### Check

Enter the check # and click the green Pay button.

### Credit Card

Enter in desired card details and click on the green Pay button.

### Other

Recorded in a non-cash, check, or credit card payment method, choose other and include notes. Click on the green Pay button.

Note: Payment will be reflected as a 'paid'

### Pledge

Record arrangements a purchaser has made to pay at a later date and add notes. Click the green Pledge button

**Note:** Payment is reflected as an Unpaid until the pledged payment is received and the user's account is updated within Checkout.

## Comp

Select the payment method of Comp. and click the green Issue Ticket button to provide a complimentary ticket.

**Note:** If a value has been entered in the 'Fee per Attendee' field on the **Global Settings**, this fee will apply to Comp tickets as well.