

Update Purchaser Order Details

Last Modified on 09/08/2025 11:36 am EDT

All completed ticket purchases appear in Ticket Orders to review, update, or return by an Org or Campaign Admin.

Update Purchaser Contact Information

Updates to a ticket purchaser's valid email, phone or address are made in their user account.

1. From the Users Container within the Dashboard, click the More button ("...").
2. Select Manage Users.
3. Search for the purchaser.
4. Click on their user account to open their User Details.
5. Click in the fields to update and click out to save.
 - The address of a user on file in the event site should be the mailing/billing address associated with the actual credit card that is being used. Using a different address that is not associated with the credit card may result in a decline due to the AVS (address on file) being a required security setting.
6. Visit Ticket Orders to see the updated purchaser's details.

GiveSmart by Community Brands East Coast

[VIEW CAMPAIGN SITE](#)

KP

[← BACK TO TICKETS MENU](#)

Ticket Orders






Filter By ▾


Search Orders

Send Confirmation Reminder

Send Assignment Reminder

+ New Order

<input type="checkbox"/>	PURCHASER ▾	DATE ▾	ATTENDEES ▾	AMOUNT ▾	
<input type="checkbox"/>	▶ David Klassen	05-26-2021	2	\$200.00	
<input type="checkbox"/>	▶ Gail Bastas	05-26-2021	2	\$200.00	
<input type="checkbox"/>	▶ Bobby Smith	05-26-2021	2	\$200.00	
<input type="checkbox"/>	▶ Robert Talleyman	05-26-2021	10	\$1,000.00	
<input type="checkbox"/>	▶ Gail Bastas	05-20-2021	10	\$1,000.00	

 Help

ORDER DETAIL

Select an order to view details.

Tip: Edit the Group Name from Order Details. Group Name is a searchable field from Check-In and can assist with locating attendees in a purchase order.

Update Attendee Information

Visit [Manage Attendees](#) in Ticket Orders to learn more.

Return a Ticket Order

Visit [Return](#) a Purchaser Ticket Order to learn more.
