2. Event Tickets User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, please feel free to contact us via support@magenest.com

By: Magenest | Support Portal: http://servicedesk.izysync.com/servicedesk/customer/portal/7

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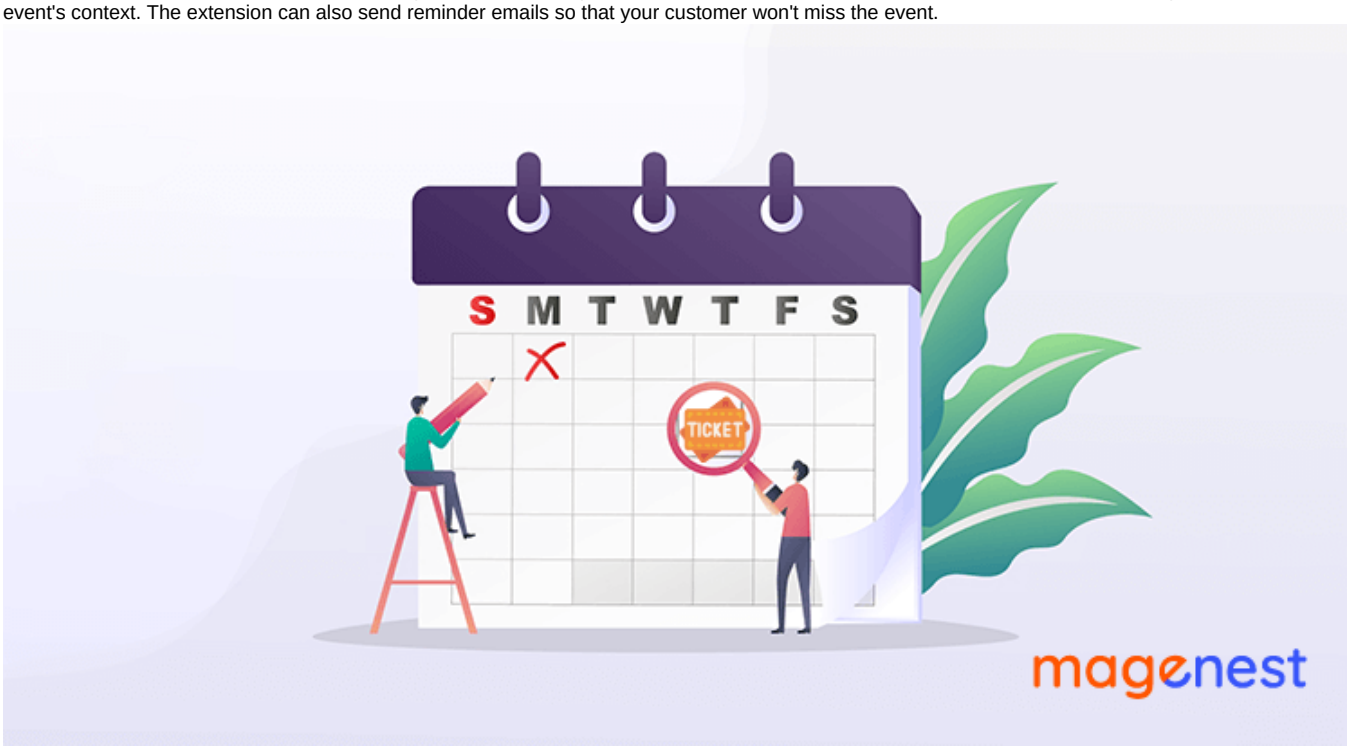
Introduction

The Event Ticket extension for Magento 2 by Magenest is the ultimate extension for E-commerce websites that allows merchants to create and manage events and tickets. Merchants can create multiple custom ticket options such as VIP, adults, children,… each with a customized template to best fit the event's context. The extension can also send reminder emails so that your customer won't miss the event.



Features

For admin

- Create product as the event ticket type
- Support multiple locations, multiple dates, and multiple sessions/timeslot for the event.
- Add event to the menu bar
- Specify custom ticket type for each event (ticket options) and set name, price, quantity, and sequence of available tickets for each type
- Automatically generate Bar code and QR code
- Drag-drop pdf template design with XY coordinates in the admin panel
- Preview and print the PDF ticket instantly in the admin panel
- Add Google map to event details
- Create unlimited email templates
- Assign an email template to each event
- Allow customers to fill in attendee information at the checkout page
- Easily track attendees, purchased tickets for each event
- Add terms and conditions for each event
- Send ticket confirmation emails to event attendees
- Send pdf tickets to all the attendees or the purchaser only
- Export event attendees, event list, and ticket list into CSV, XML files

For customers

- Choose from multiple ticket options (location, date, time, and ticket type)
- View the location of each event with a pinpoint on Google map integrated on product page

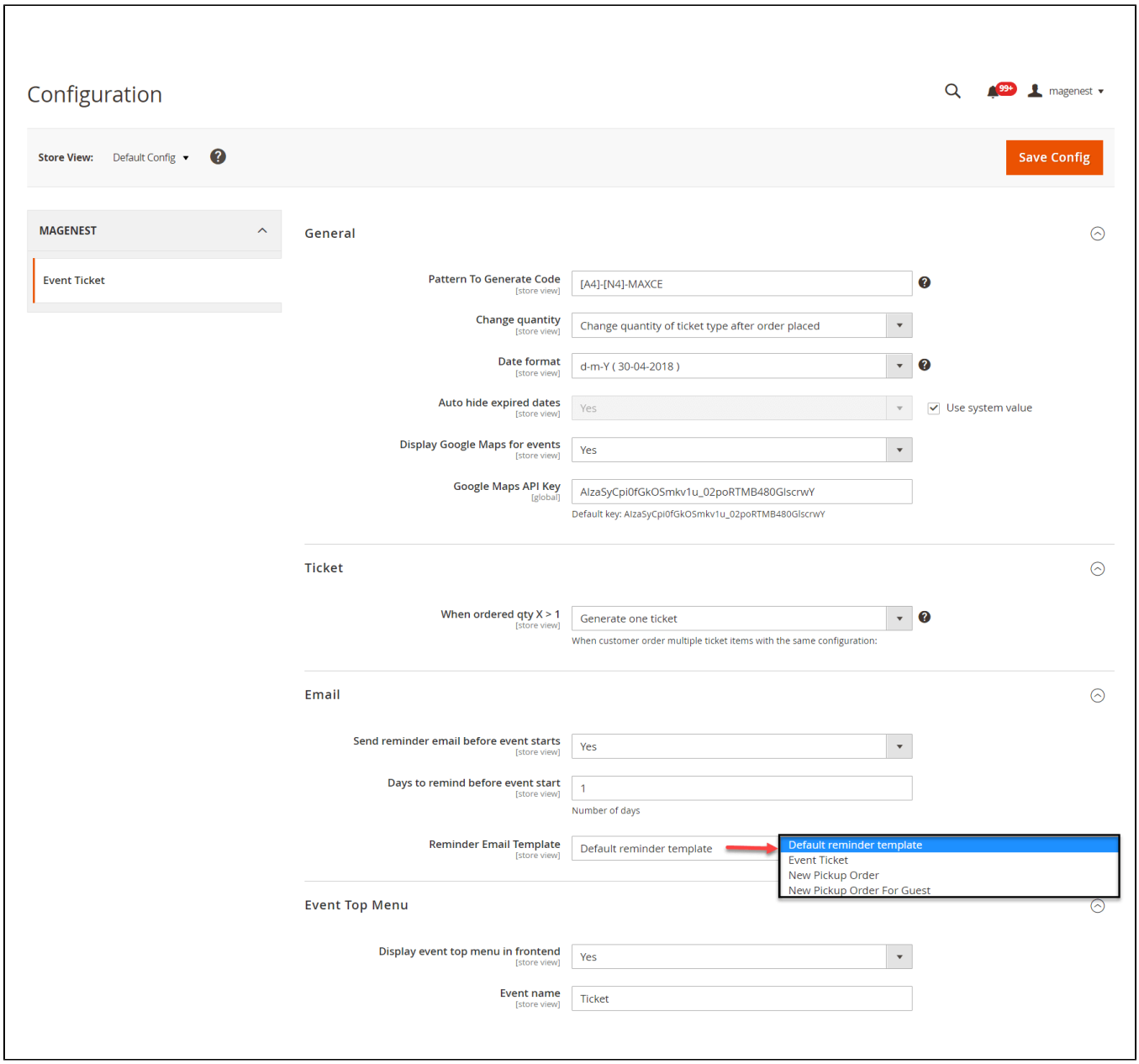
System Requirements

Your store should be running on

- **Magento Open Source 2.2.x, 2.3.x, 2.4**
- **Magento Commerce 2.2.x,2.3.x, 2.4**

Configurations

On the Admin sidebar, go to **Stores > Configuration > Magenest > Event Ticket.**



General:

- **Pattern to generate code**: The ticket code format. [A2] is to generate 2 random characters, [N4] is to generate 4 random numbers while "Magenest" is the hard code
- **Change quantity**: You can choose to deduct the ticket stock after the order is placed or is invoiced
- **Date format:** You can choose from 16 available date formats for the event
- **Auto-hide expired dates:** Select **Yes** to hide the expired date from the calendar
- **Display Google Maps for events:** Choose Yes to display Google map for each event location
- **Google Map API Keys**: Fill in your Google API Keys to integrate Google map. Learn more

Ticket

- **When ordered quantity X > 1:** When the customer purchase more than 1 ticket, you can choose to whether **1 ticket** or **more than 1 ticket** will be generated. All of the tickets will be sent to the customer's email address.
  ⚠***Note*** that if multiple tickets are generated, there will be multiple emails sent to the purchaser.

Email:

- **Send reminder email before event starts:** Choose **Yes** to send reminder email of the events to customers
- **Days to remind before event starts:** Enter the number days before the event in order to send reminder emails
- **Reminder Email Templates:** Assign the email template to send a reminder email. You can create an email template in **Marketing > Email Templates**
  blocked URL

Below is the default email template:
Email Template

```
{{template config_path="design/email/header_template"}}

<p>{{trans "This is your reminder from %store_name." store_name=$store.getFrontendName()}}</p>
<p>{{trans "Your event starts in the next"}} {{var remind_day}} {{trans "days"}} </p>
<ul>
    <li><strong>{{trans "Event: "}}</strong> <em> {{var title}}</em></li>
    <li><strong>{{trans "Customer Name: "}}</strong> {{var customer_name}}</li>
    <li><strong>{{trans "Your Code: "}}</strong> {{var ticket_code}}</li>
    <li><strong>{{trans "Location: "}}</strong> {{var location_title}}, {{var location_detail}}</li>
    <li><strong>{{trans "Date: "}}</strong> {{var event_date}}</li>
    <li><strong>{{trans "Time: "}}</strong> from {{var start_time}} to {{var end_time}}</li>
    <li><strong>{{trans "Quantity: "}}</strong> {{var qty}}</li>
    <li><strong>{{trans "Option: "}}</strong> {{var option_type}}</li>
</ul>

{{template config_path="design/email/footer_template"}}
```

Event Top Menu

- **Display event top menu in frontend**: Select **Yes** to enable the event page in the menu bar on the front end
- **Menu name:** Enter the event name to display in the Menu bar

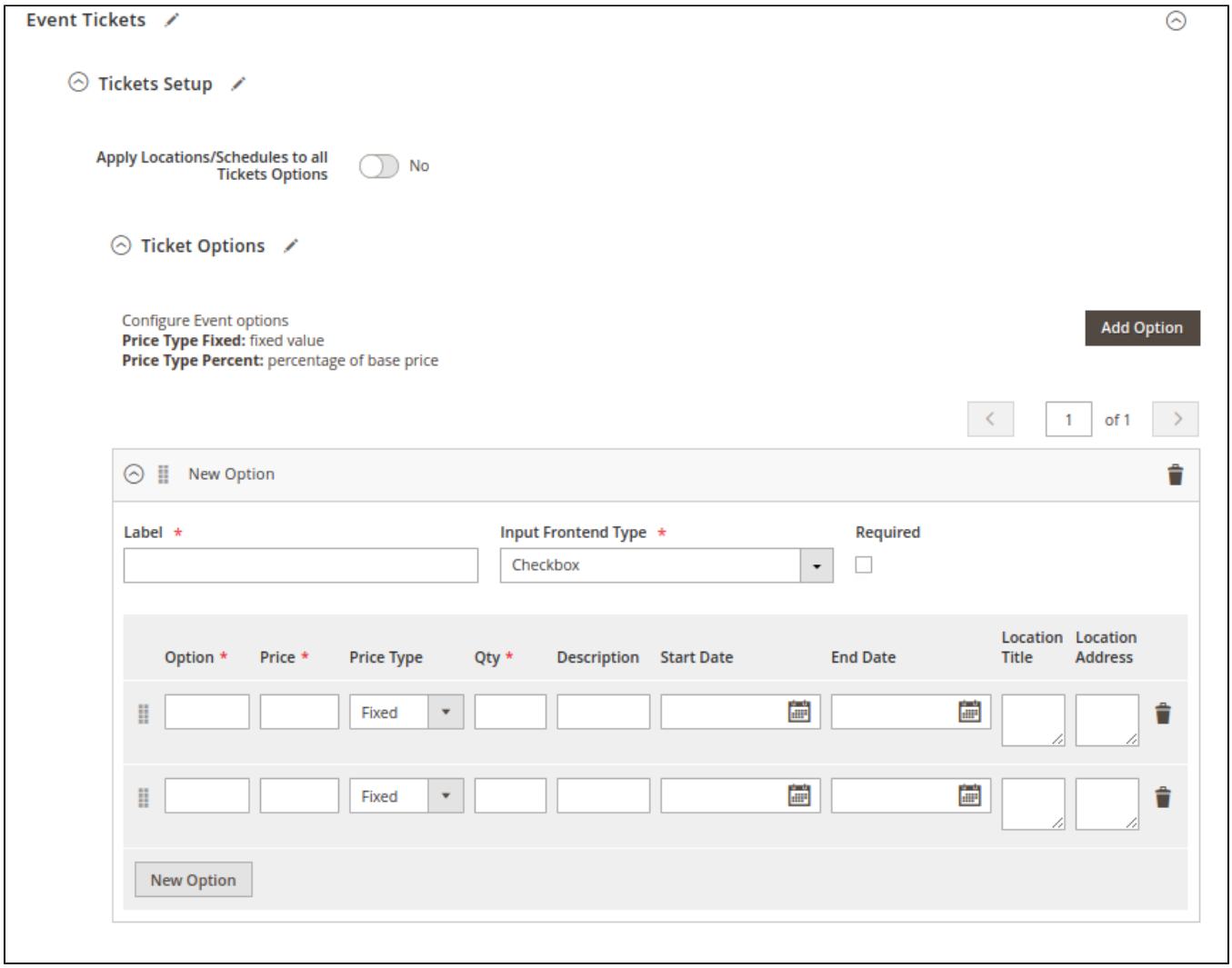
⭐ After saving the configurations, please clear the cache to apply the changes.

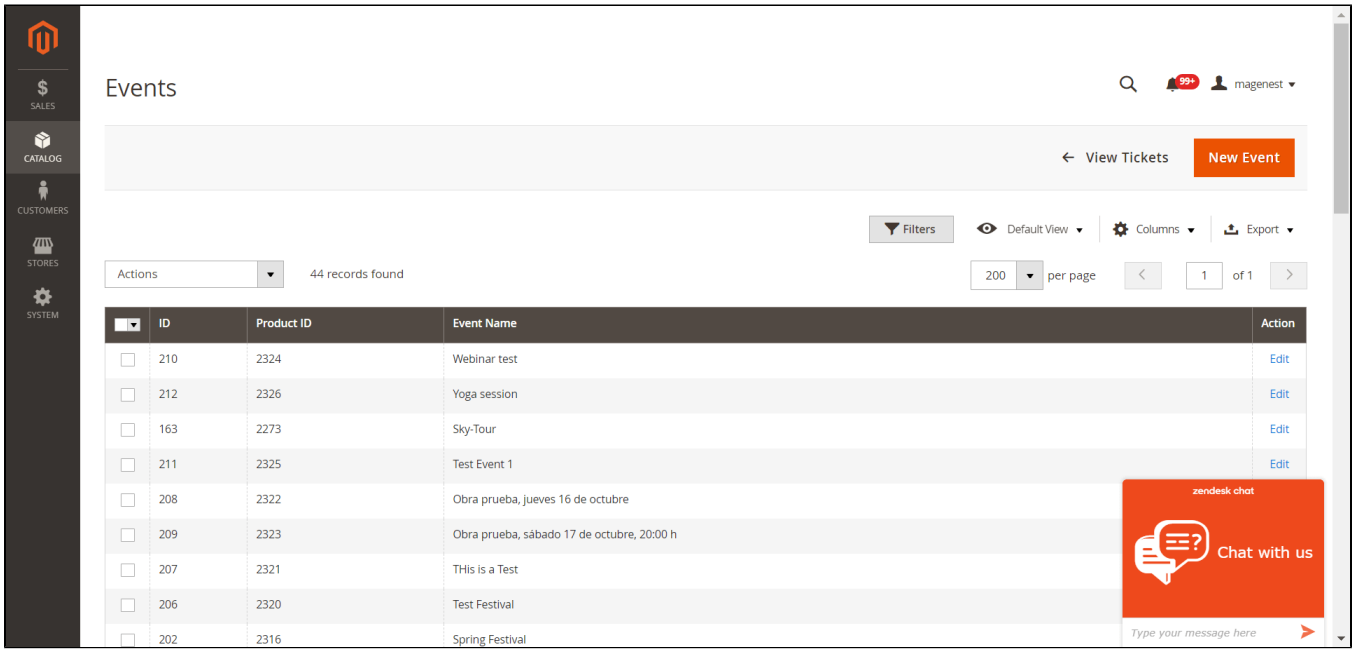
Event ticket setting

Create a new event

In order to create a new event ticket, go to **Catalog > Events > New Event**

- **Apply Locations/Schedules to all Tickets Options:** Disable this feature allows creating events where each location will be an option.


Event Tickets
Tickets Setup
Apply Locations/Schedules to all Tickets Options
No
Ticket Options
Configure Event options
Price Type Fixed: fixed value
Price Type Percent: percentage of base price
Add Option
1
of 1
New Option
Label *
Input Frontend Type *
Checkbox
Required
Option *
Price *
Price Type
Qty *
Description
Start Date
End Date
Location Title
Location Address
Fixed
Fixed
New Option


SALES
CATALOG
CUSTOMERS
STORES
SYSTEM
Events
magenest
View Tickets
New Event
Filters
Default View
Columns
Export
Actions
44 records found
200
per page
1
of 1
ID
Product ID
Event Name
Action
210 2324 Webinar test Edit
212 2326 Yoga session Edit
163 2273 Sky-Tour Edit
211 2325 Test Event 1 Edit
208 2322 Obra prueba, jueves 16 de octubre
209 2323 Obra prueba, sábado 17 de octubre, 20:00 h
207 2321 THis is a Test
206 2320 Test Festival
202 2316 Spring Festival
zendesk chat
Chat with us
Type your message here

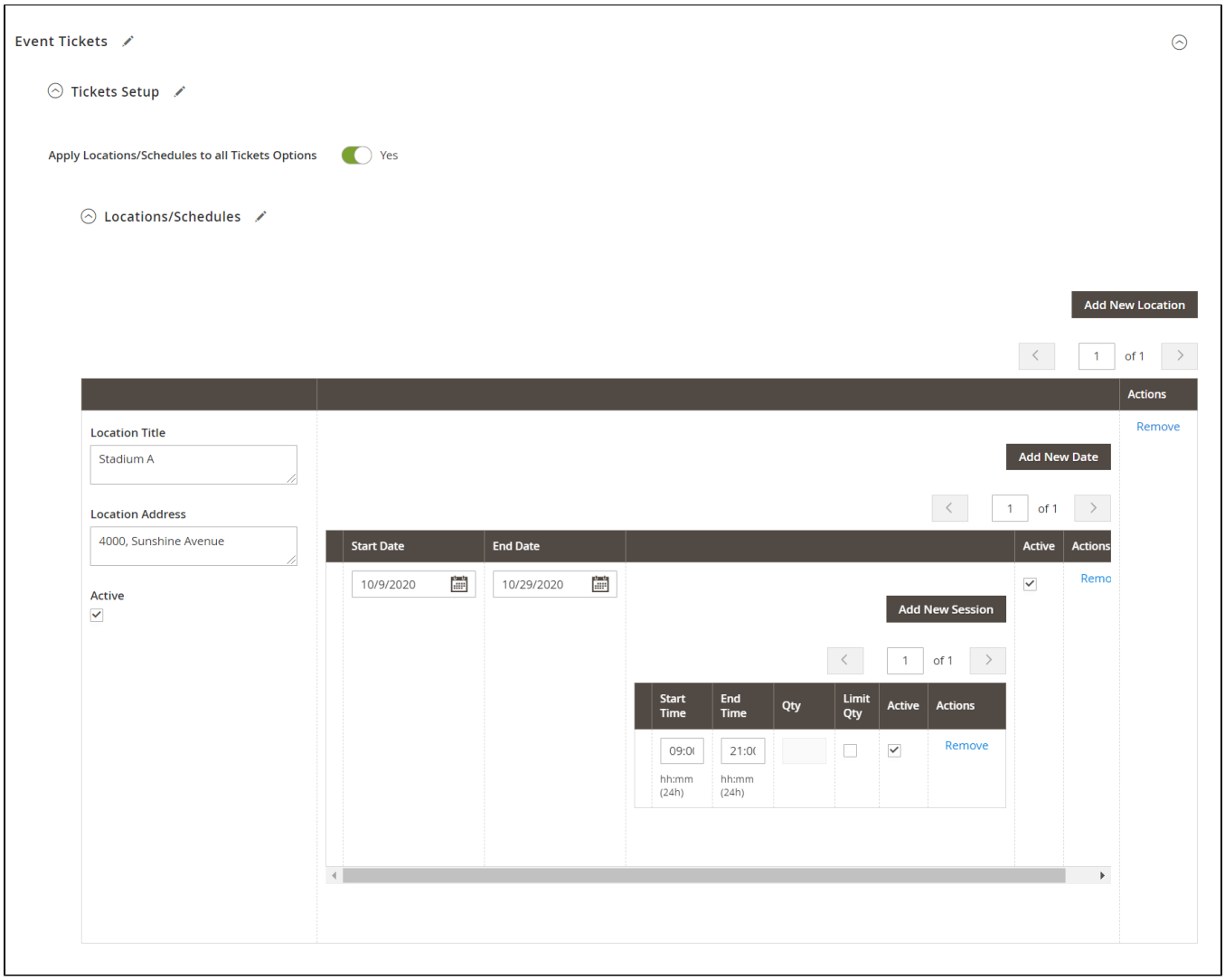
Edit Event Tickets

Tickets Setup

The ticket is a product on your site, so to set it up as an event ticket, please scroll down to see **Event Ticket.**

You can enable the **Apply the locations/schedules to all the ticket options**.

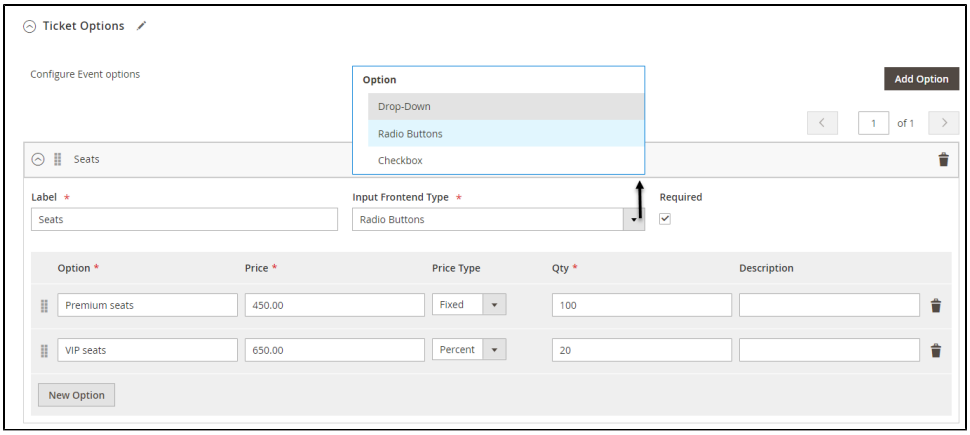
- **Locations/Schedules**: You can add multiple locations, with multiple dates and sessions/timeslot. You can set the limited quantity for each session.
  Note that the total of limited quantities must be equal or less than the product quantity.
- The active field will be checked by default, if this box is left unchecked, the session will not display on the Event Detail Page.



Ticket options:

You can add unlimited ticket options with its own price, quantity and description.

- **Price:** The price modifier is added to the product base price. There are two price type (fixed and percent).
  For example: Product base price is $100
  Fixed price: The option for VIP seat costs $50, then the total price for the ticket will be $150.
  Percent: The option for VIP seat costs 10% more from the product price. The total price for the ticket will be $110.
- **Input front type:** You can choose to display the ticket options from 3 types (Drop-down, radio buttons, checkbox).

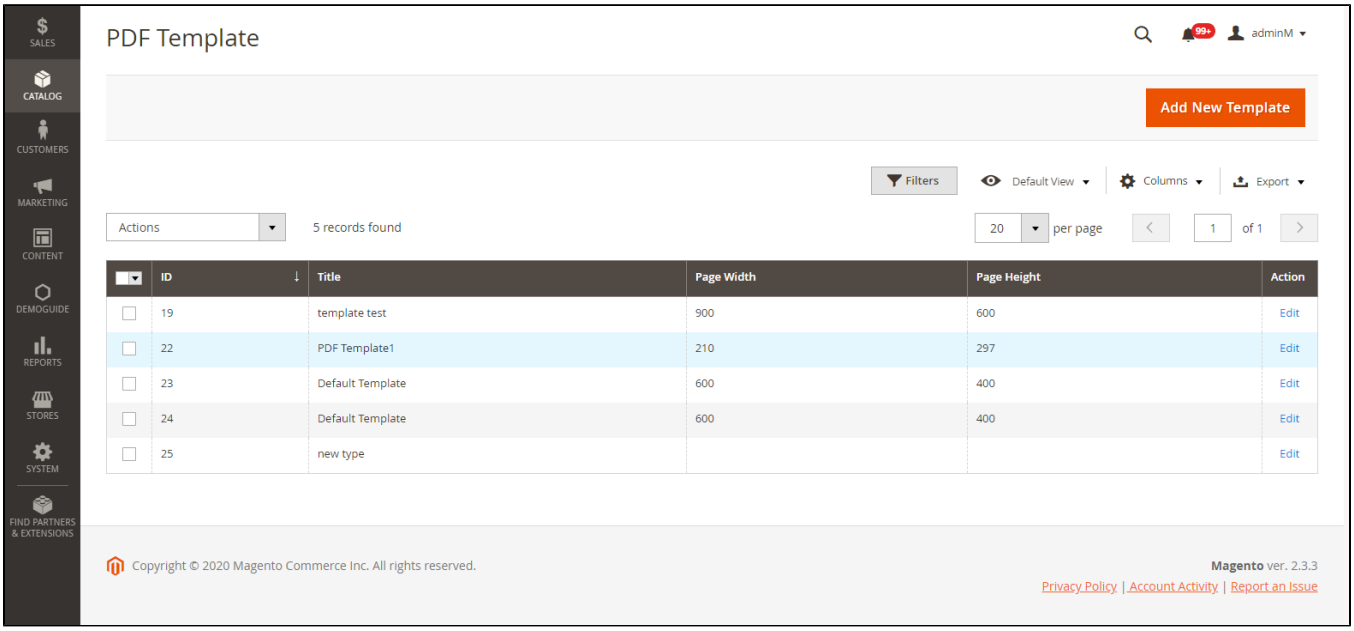


Template Settings:

PDF Template

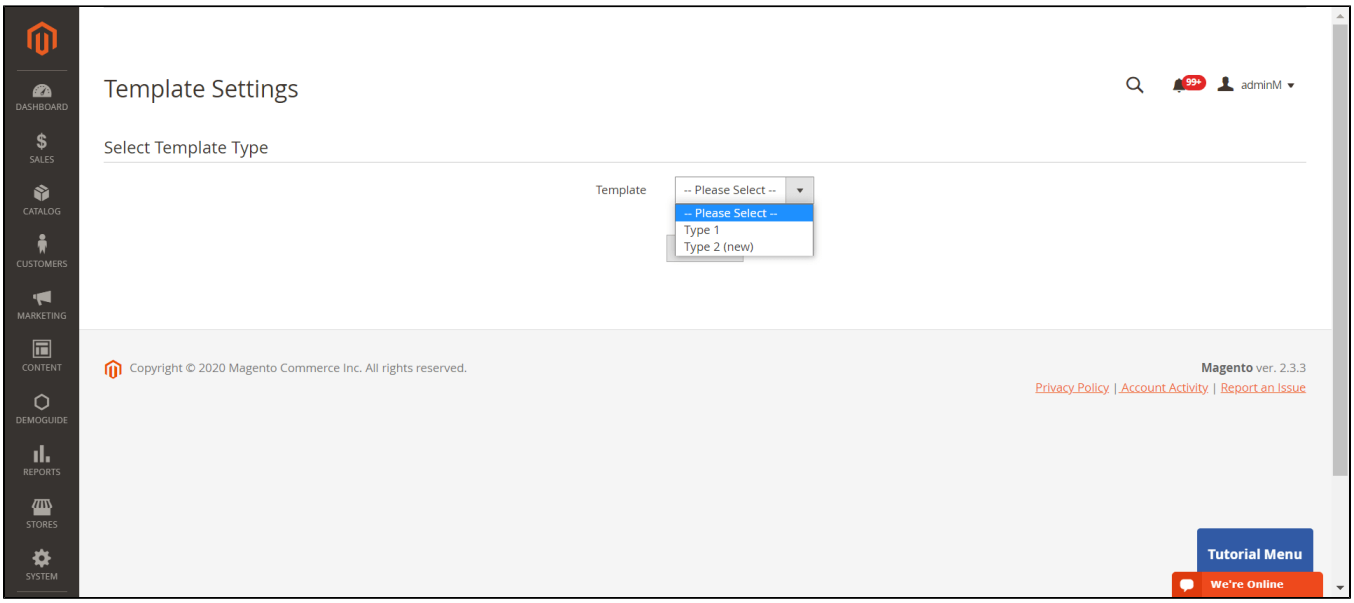
You can create any manage PDF Template in **Catalog > PDF Template**

⚠️**Note:** To use this type of template you need to install the MPDF library for your store by running the command "composer require mpdf/mpdf" in the root directory.

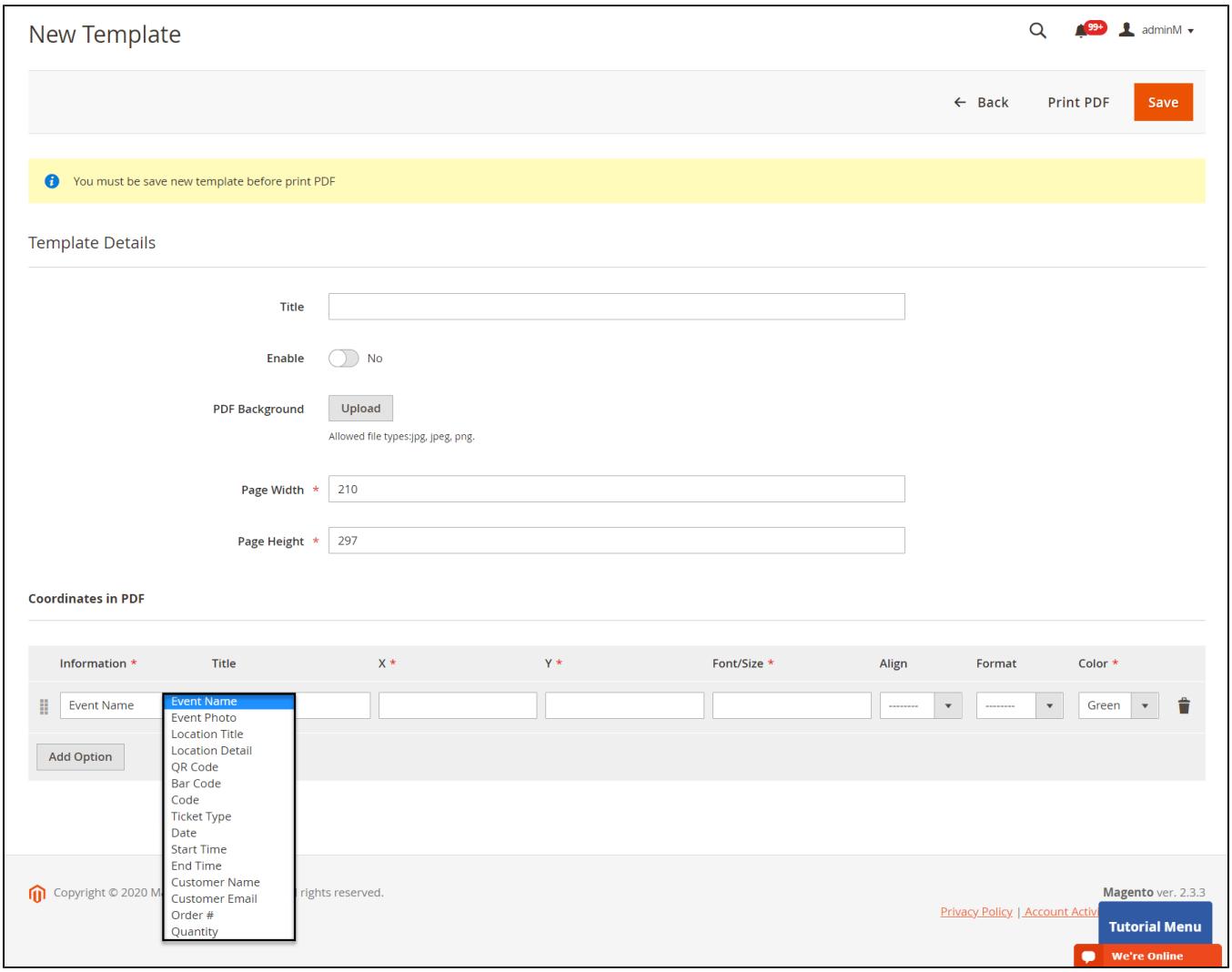


Default Template:

You can select between 2 default ticket template designs.

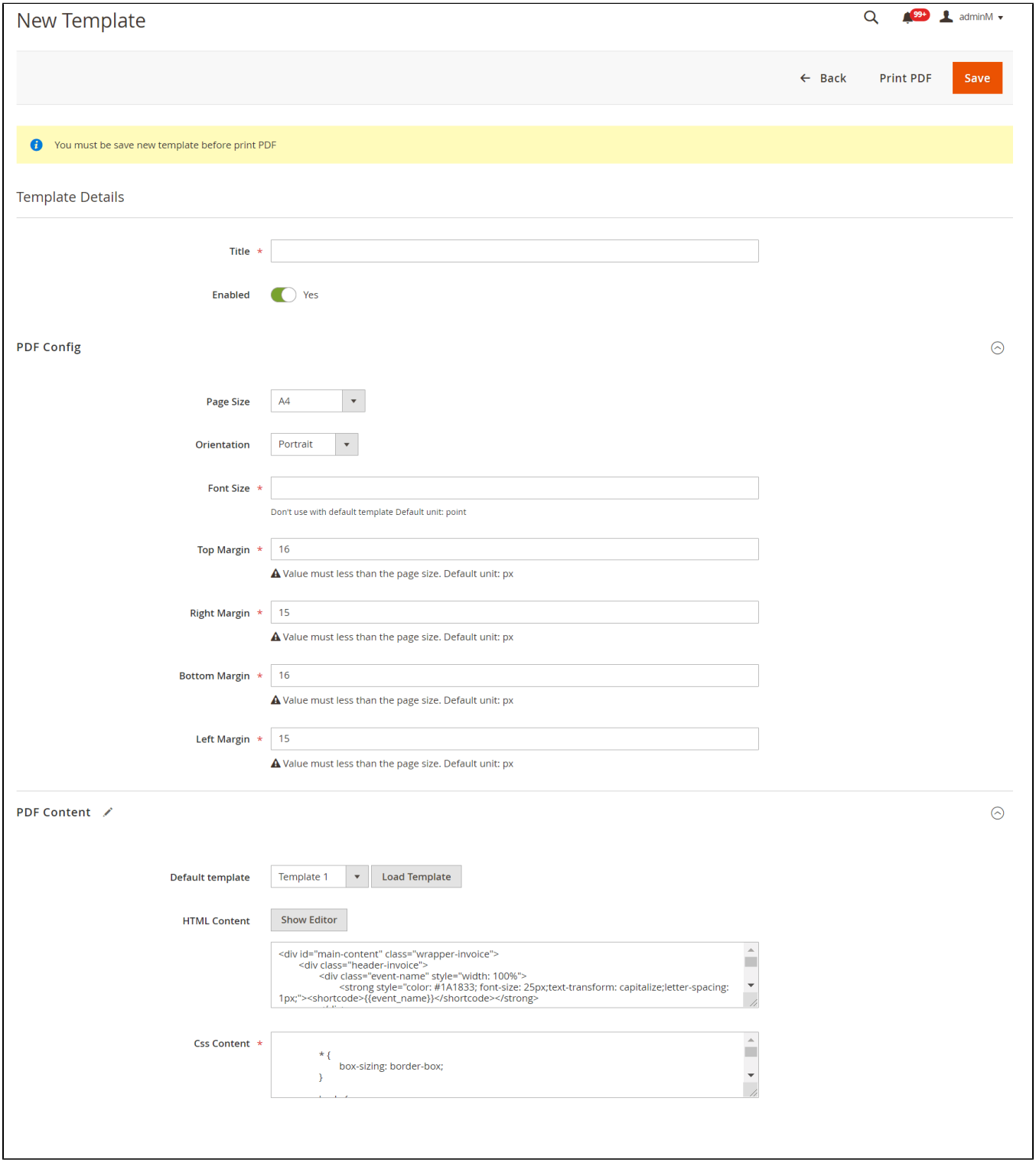


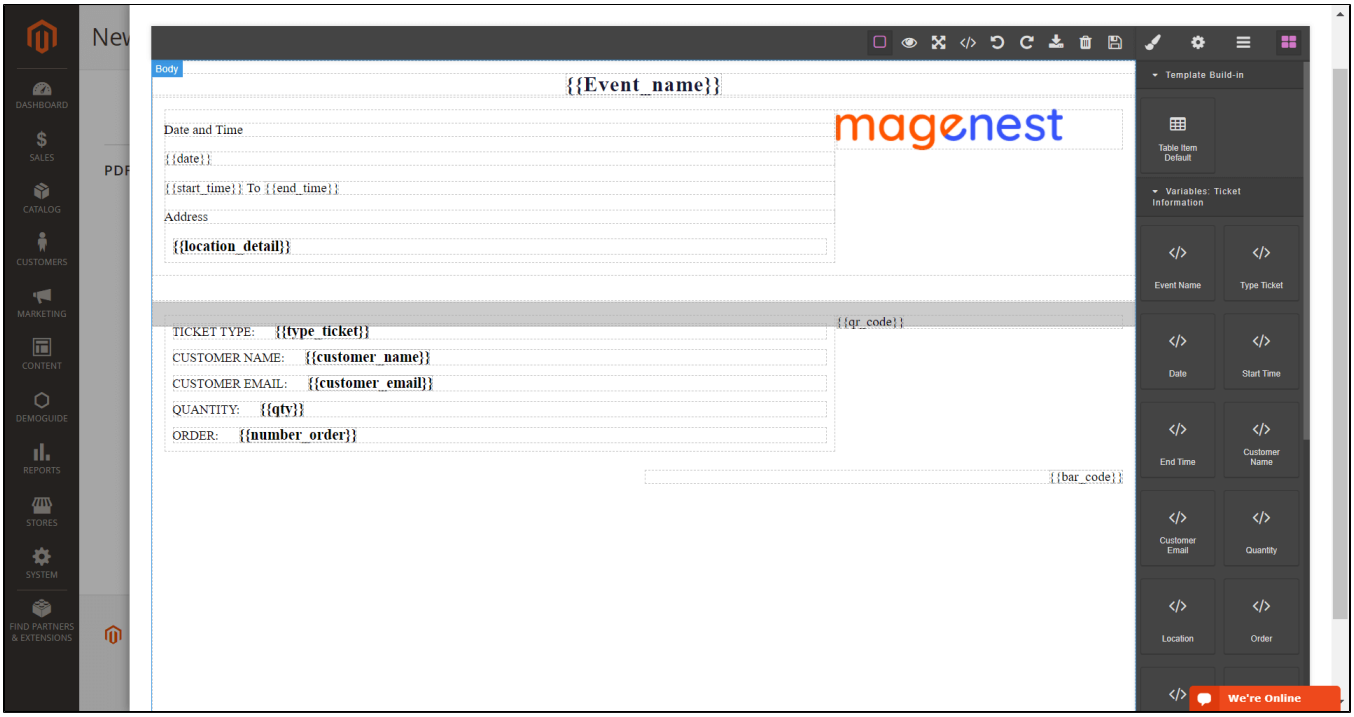
Template Type 1:



Template Type 2:

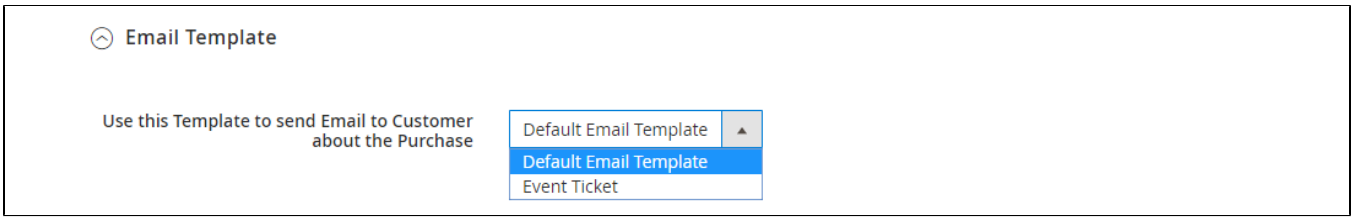
One thing with our new PDF template (Type 2) is that you can click on **PDF Content > HTML Content > Show Editor**, you'll be able to use **Drag and Drop** action to design the template,





Email Template:

You can use the **Default Email Template** or you can customize your own email template in **Marketing > Email Template.** Any template created in there will be listed in the email template drop-down for you to select.



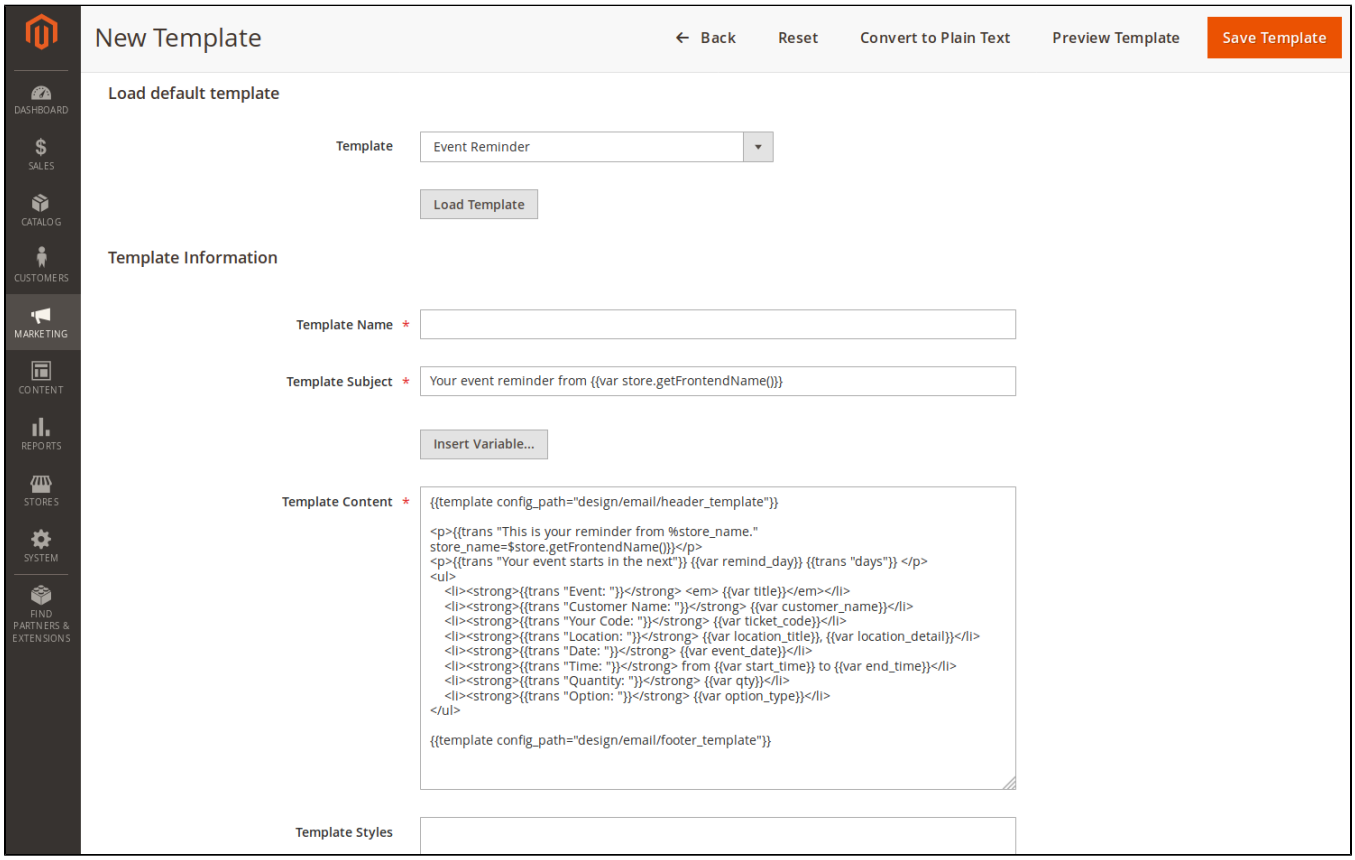
Below is the default email template:

Email Template

```
    {{template config_path="design/email/header_template"}}
<p>{{trans "Welcome to %store_name." store_name=$store.getFrontendName()}}</p>
<ul>
 <li><strong>{{trans "Event Name: "}}</strong> <em> {{var title}}</em></li>
 <li><strong>{{trans "Customer Name: "}}</strong> {{var customer_name}}</li>
 <li><strong>{{trans "My Code: "}}</strong> {{var ticket_code}}</li>
 <li><strong>{{trans "Location Title: "}}</strong> {{var location_title}}</li>
 <li><strong>{{trans "Location Detail: "}}</strong> {{var location_detail}}</li>
 <li><strong>{{trans "Date: "}}</strong> {{var date}}</li>
 <li><strong>{{trans "Time: "}}</strong> {{var time}}</li>
 <li><strong>{{trans "Quantity: "}}</strong> {{var qty}}</li>
 <li><strong>{{trans "Option: "}}</strong> {{var option_type}}</li>
</ul>
{{template config_path="design/email/footer_template"}}
```

Reminder Email Templates

Assign the email template to send a reminder email. You can create an email template in **Marketing > Email Templates**



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Email Template

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    {{template config_path="design/email/header_template"}}

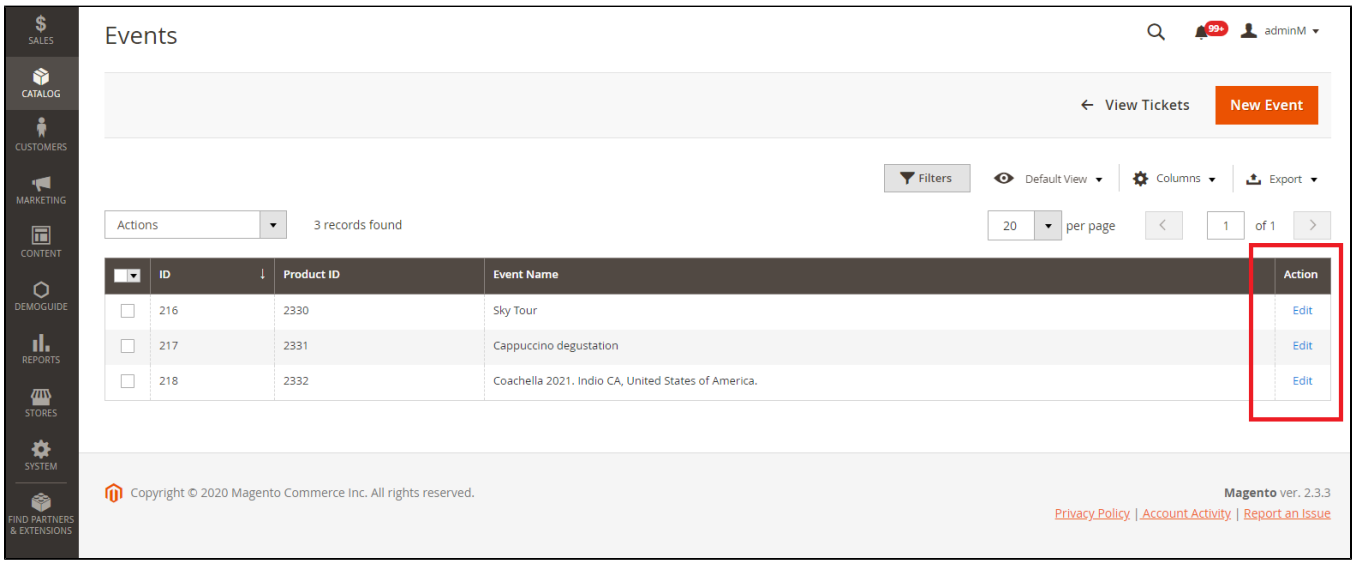
<p>{{trans "This is your reminder from %store_name." store_name=$store.getFrontendName()}}</p>
<p>{{trans "Your event starts in the next"}} {{var remind_day}} {{trans "days"}} </p>
<ul>
        <li><strong>{{trans "Event: "}}</strong> <em> {{var title}}</em></li>
        <li><strong>{{trans "Customer Name: "}}</strong> {{var customer_name}}</li>
        <li><strong>{{trans "Your Code: "}}</strong> {{var ticket_code}}</li>
        <li><strong>{{trans "Location: "}}</strong> {{var location_title}}, {{var location_detail}}</li>
        <li><strong>{{trans "Date: "}}</strong> {{var event_date}}</li>
        <li><strong>{{trans "Time: "}}</strong> from {{var start_time}} to {{var end_time}}</li>
        <li><strong>{{trans "Quantity: "}}</strong> {{var qty}}</li>
        <li><strong>{{trans "Option: "}}</strong> {{var option_type}}</li>
</ul>

{{template config_path="design/email/footer_template"}}
```

Manage events

You can manage the events on your store in **Catalog > Events**

You can export this table to the CSV/XML file.

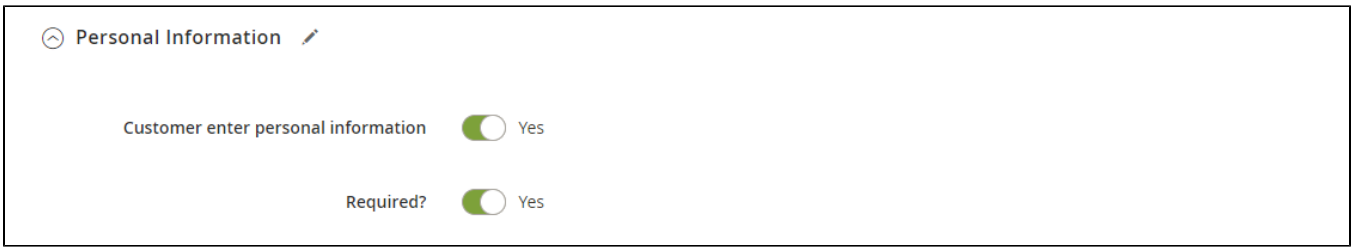


Personal Information

Catalog > Events > Edit > Event Tickets > Personal Information

In this setting, you can enable the attendee information form and set it as required. If it is required, the customer will have to fill in the form before adding the tickets to the cart.

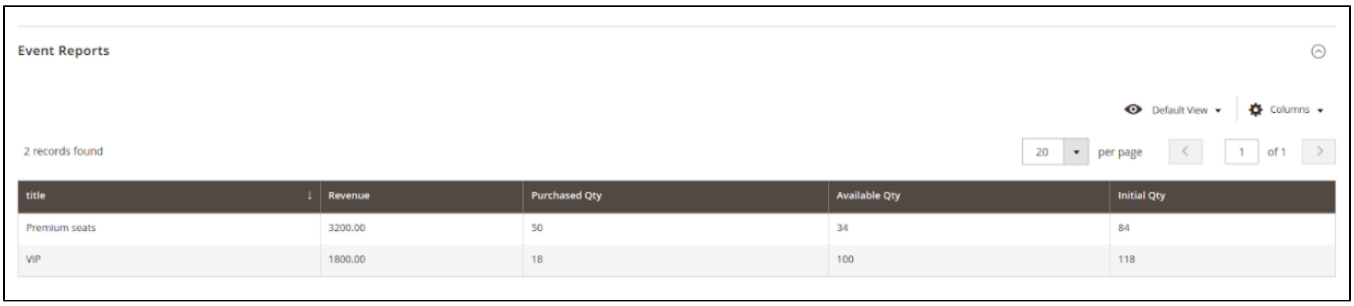
If you do not need this feature, you can turn it down by switching the 2 options to No.



Report

Catalog > Events > Edit > Event Reports

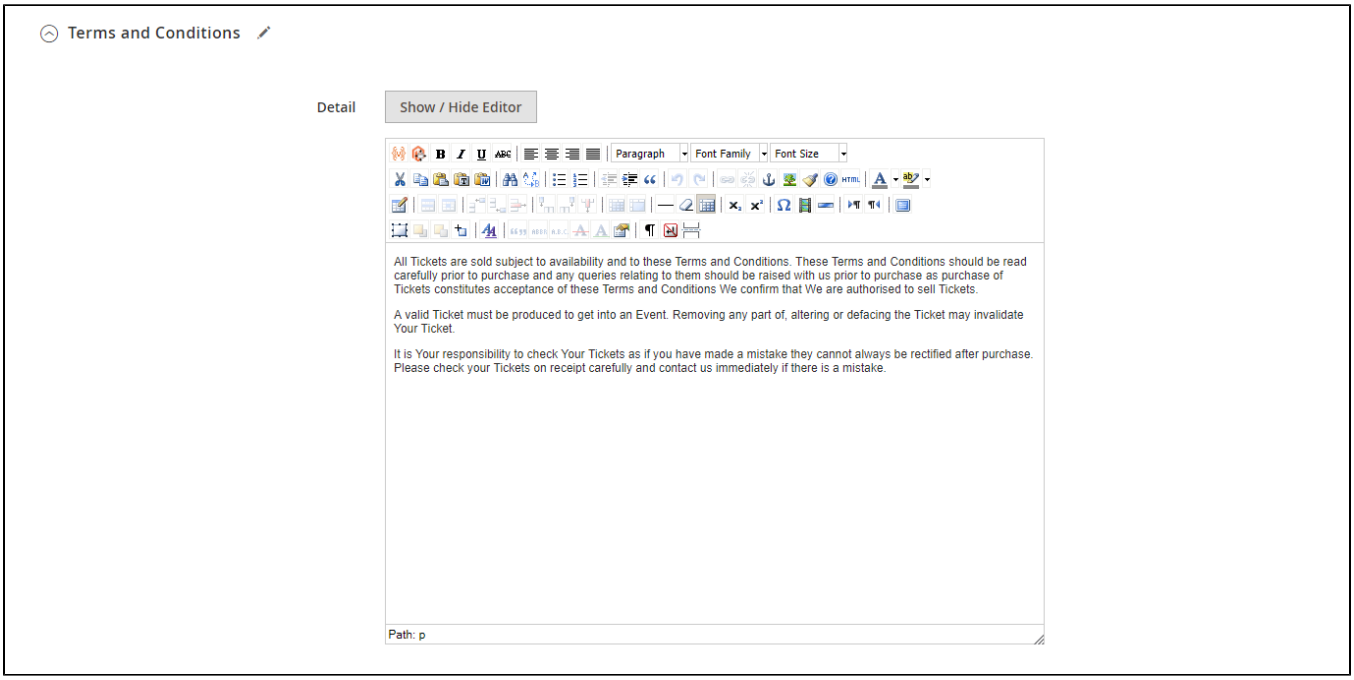
This grid table will show the sales statistics for each ticket option. You can see the available number of tickets, the purchased quantity, and the revenue from each option.



Terms and conditions

Catalog > Events > Edit > Event Tickets > Terms and conditions

You can add the terms and conditions for each event in this setting.

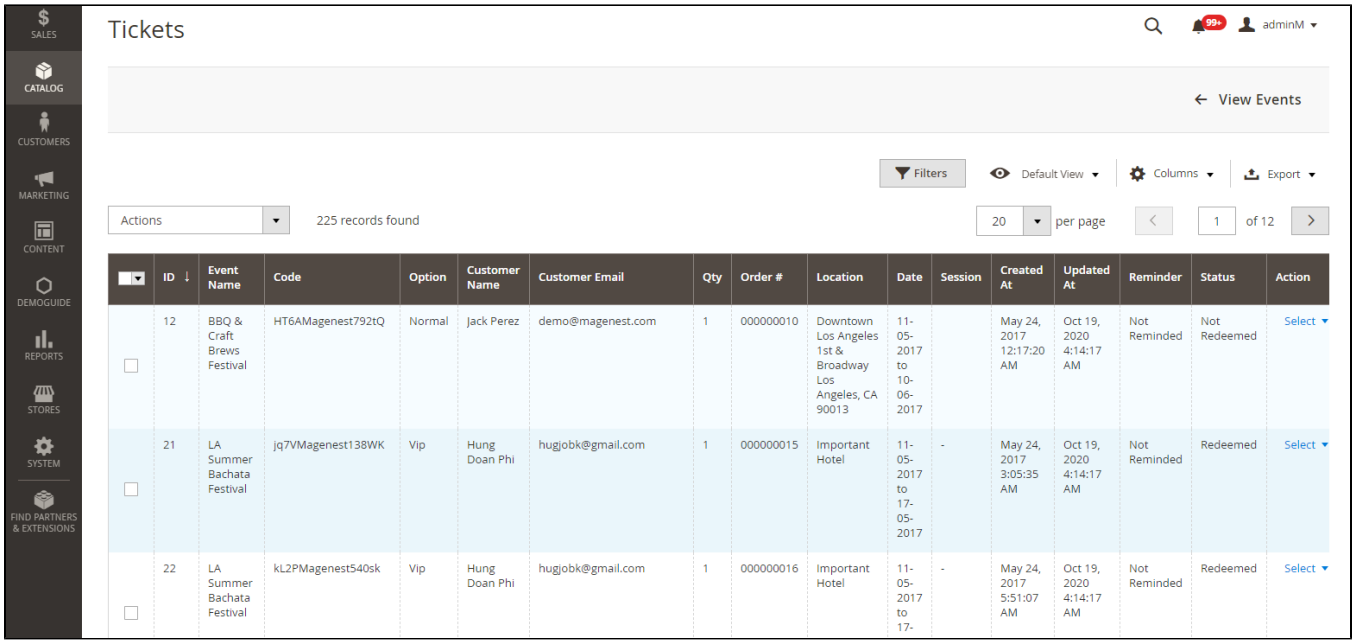


Manage Tickets

You can manage the events on your store in **Catalog > Tickets.**

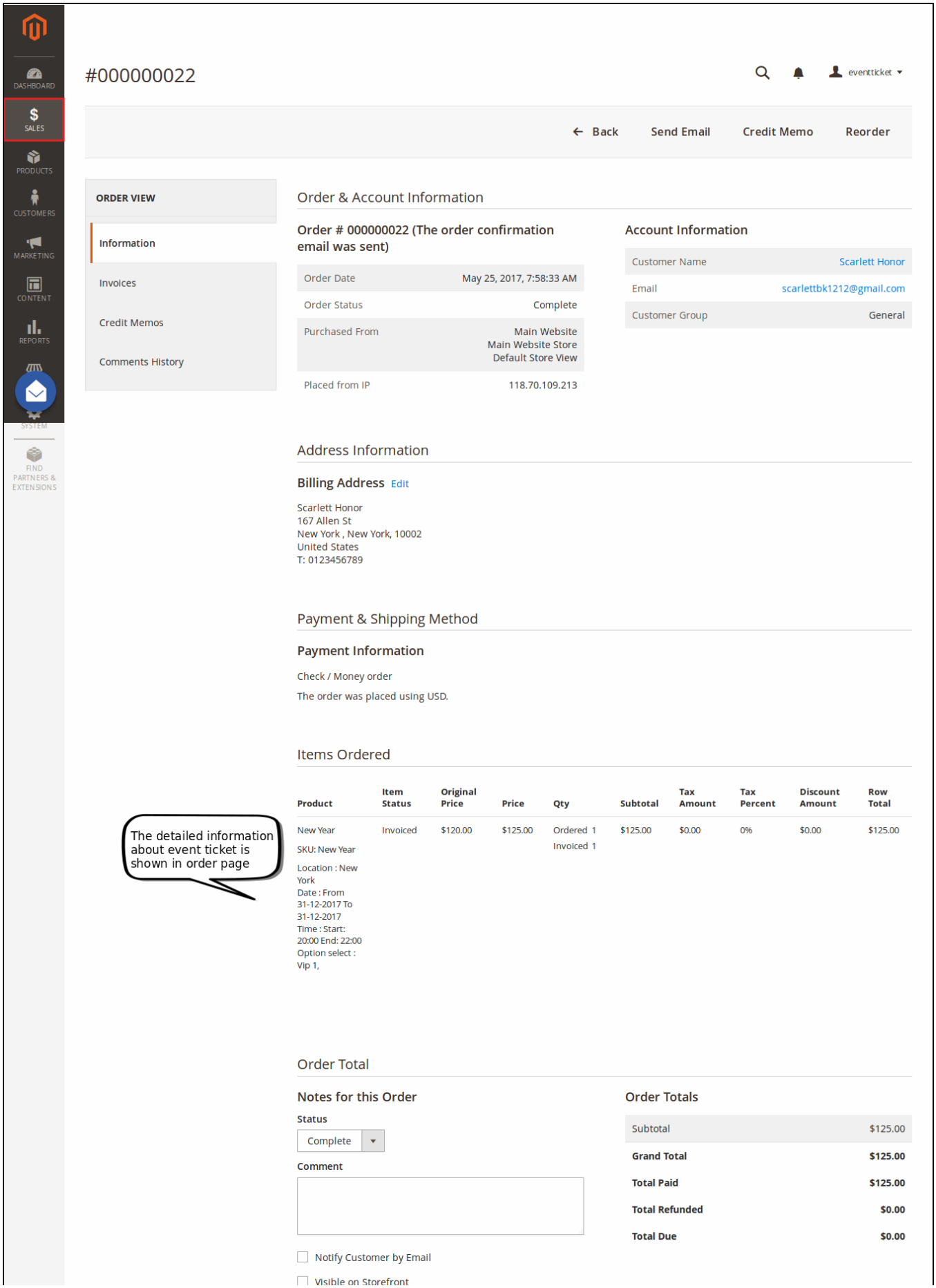
In this table, you can track the customer and the ticket information (Quantity, Location, Date, Time), especially the ticket status (Redeemed or Redeemable).

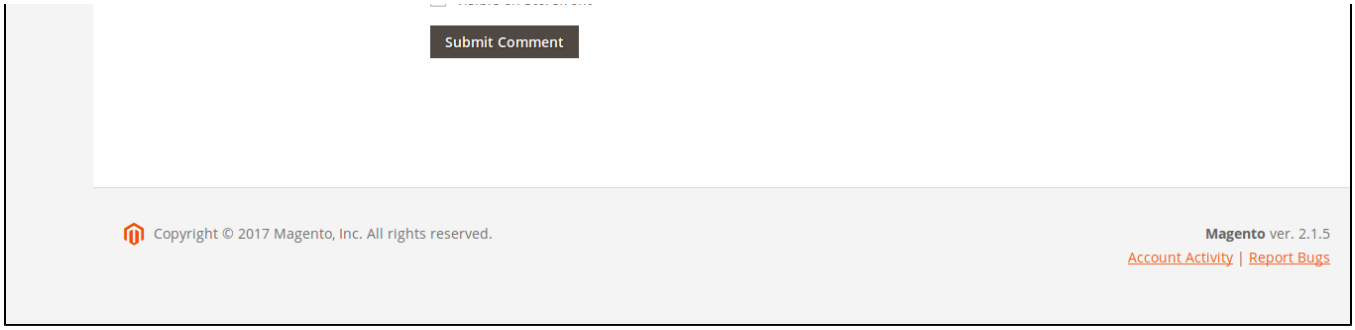
You can also export this table to the CSV/XML file.



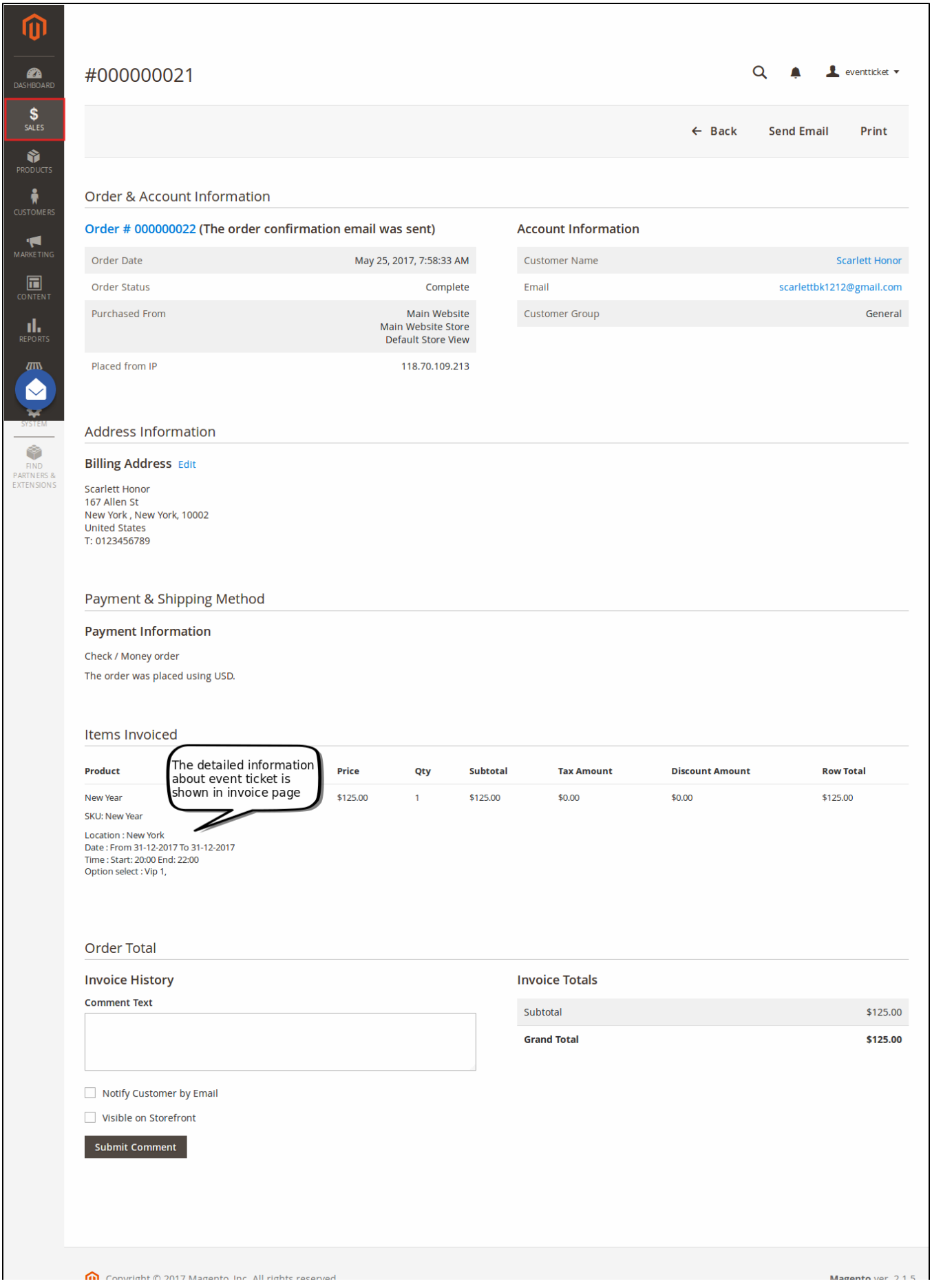
View order and invoice

You can view the ticket info in each order


DASHBOARD
SALES
PRODUCTS
CUSTOMERS
MARKETING
CONTENT
REPORTS
SYSTEM
FIND PARTNERS & EXTENSIONS
#000000022
eventticket
Back
Send Email
Credit Memo
Reorder
ORDER VIEW
Information
Invoices
Credit Memos
Comments History
Order & Account Information
Order # 000000022 (The order confirmation email was sent)
Order Date May 25, 2017, 7:58:33 AM
Order Status Complete
Purchased From Main Website Main Website Store Default Store View
Placed from IP 118.70.109.213
Account Information
Customer Name Scarlett Honor
Email scarlettbk1212@gmail.com
Customer Group General
Address Information
Billing Address Edit
Scarlett Honor
167 Allen St
New York , New York, 10002
United States
T: 0123456789
Payment & Shipping Method
Payment Information
Check / Money order
The order was placed using USD.
Items Ordered
Product
Item Status
Original Price
Price
Qty
Subtotal
Tax Amount
Tax Percent
Discount Amount
Row Total
New Year
SKU: New Year
Location : New York
Date : From 31-12-2017 To 31-12-2017
Time : Start: 20:00 End: 22:00
Option select : Vip 1,
Invoiced
$120.00
$125.00
Ordered 1
Invoiced 1
$125.00
$0.00
0%
$0.00
$125.00
The detailed information about event ticket is shown in order page
Order Total
Notes for this Order
Status
Complete
Comment
Notify Customer by Email
Visible on Storefront
Order Totals
Subtotal $125.00
Grand Total $125.00
Total Paid $125.00
Total Refunded $0.00
Total Due $0.00


Submit Comment
Copyright © 2017 Magento, Inc. All rights reserved.
Magento ver. 2.1.5
Account Activity | Report Bugs

And Invoice:


DASHBOARD
SALES
PRODUCTS
CUSTOMERS
MARKETING
CONTENT
REPORTS
SYSTEM
FIND PARTNERS & EXTENSIONS
#000000021
eventticket
Back
Send Email
Print
Order & Account Information
Order # 000000022 (The order confirmation email was sent)
Order Date May 25, 2017, 7:58:33 AM
Order Status Complete
Purchased From Main Website Main Website Store Default Store View
Placed from IP 118.70.109.213
Account Information
Customer Name Scarlett Honor
Email scarlettbk1212@gmail.com
Customer Group General
Address Information
Billing Address Edit
Scarlett Honor
167 Allen St
New York , New York, 10002
United States
T: 0123456789
Payment & Shipping Method
Payment Information
Check / Money order
The order was placed using USD.
Items Invoiced
Product
Price
Qty
Subtotal
Tax Amount
Discount Amount
Row Total
The detailed information about event ticket is shown in invoice page
New Year
$125.00
1
$125.00
$0.00
$0.00
$125.00
SKU: New Year
Location : New York
Date : From 31-12-2017 To 31-12-2017
Time : Start: 20:00 End: 22:00
Option select : Vip 1,
Order Total
Invoice History
Comment Text
Notify Customer by Email
Visible on Storefront
Submit Comment
Invoice Totals
Subtotal $125.00
Grand Total $125.00
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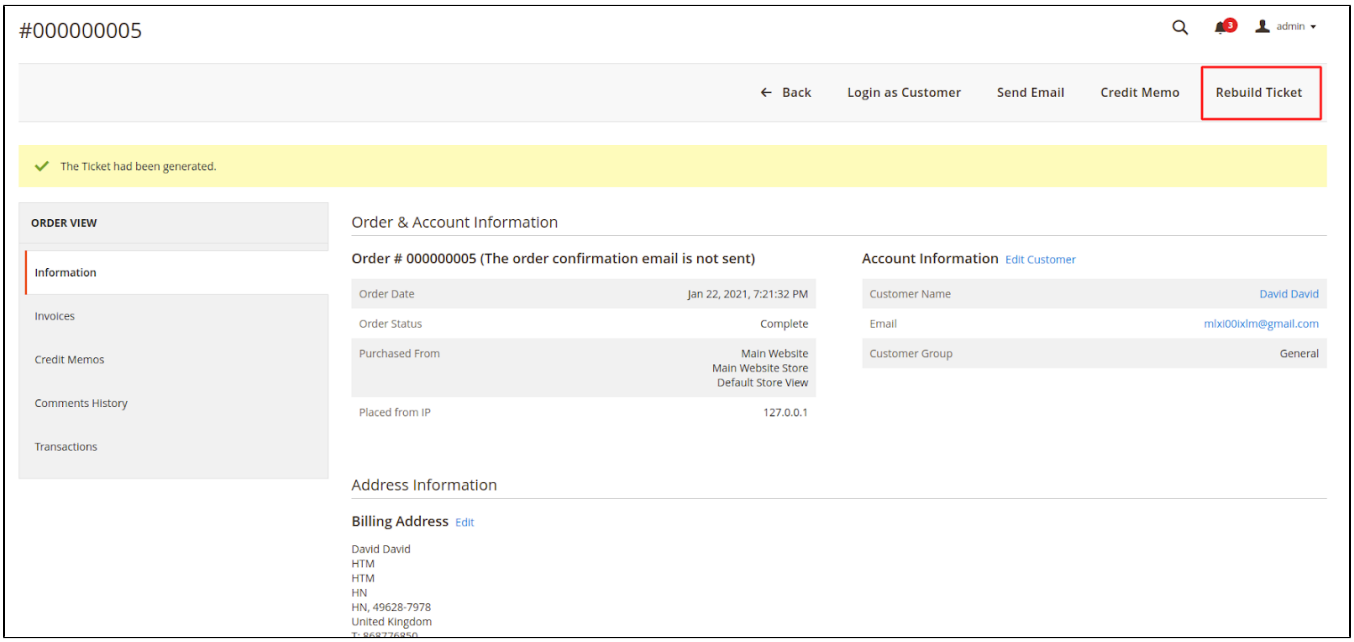
Magento ver. 2.1.5

Rebuild Ticket

After the order is invoiced, tickets have been generated.

To rebuild this ticket, on the order page you can click on the Rebuild Ticket button to recreate a new ticket that replaces the old ticket.

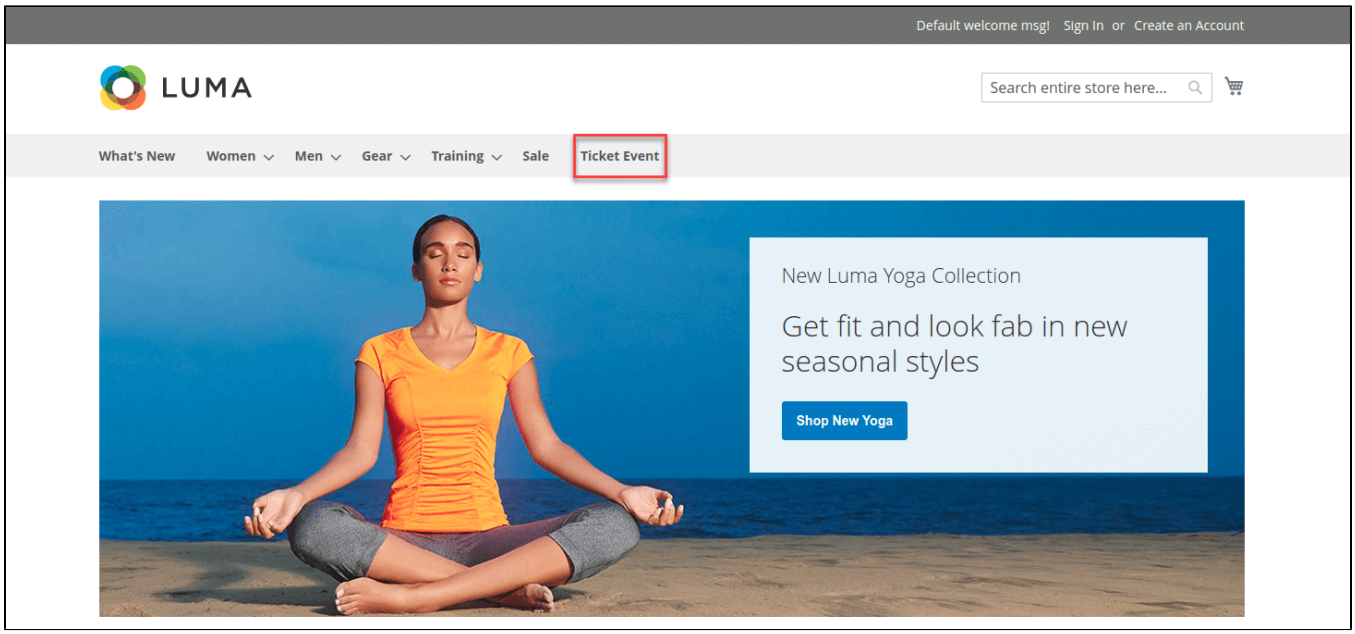
⚠️ **Note:** The Rebuild Ticket functionality only working for the order invoiced.



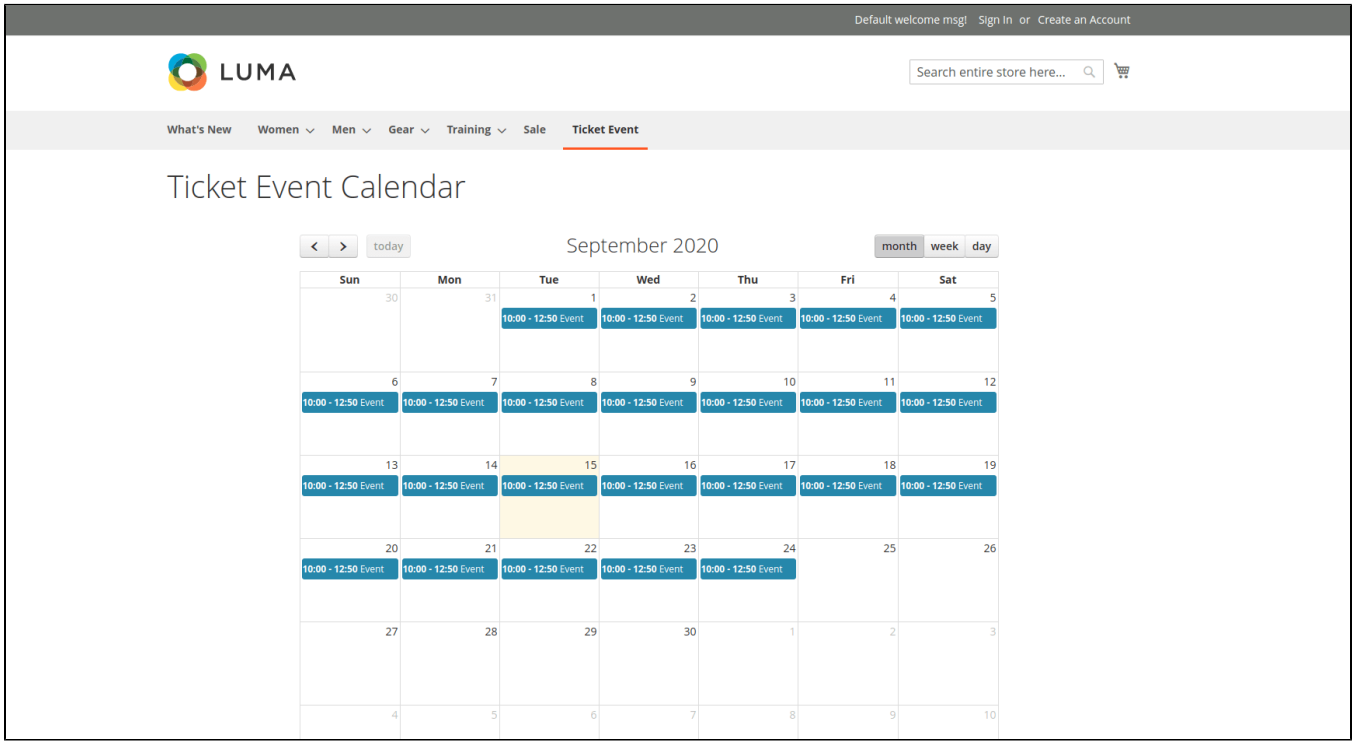
Store Front Functions

Event Page

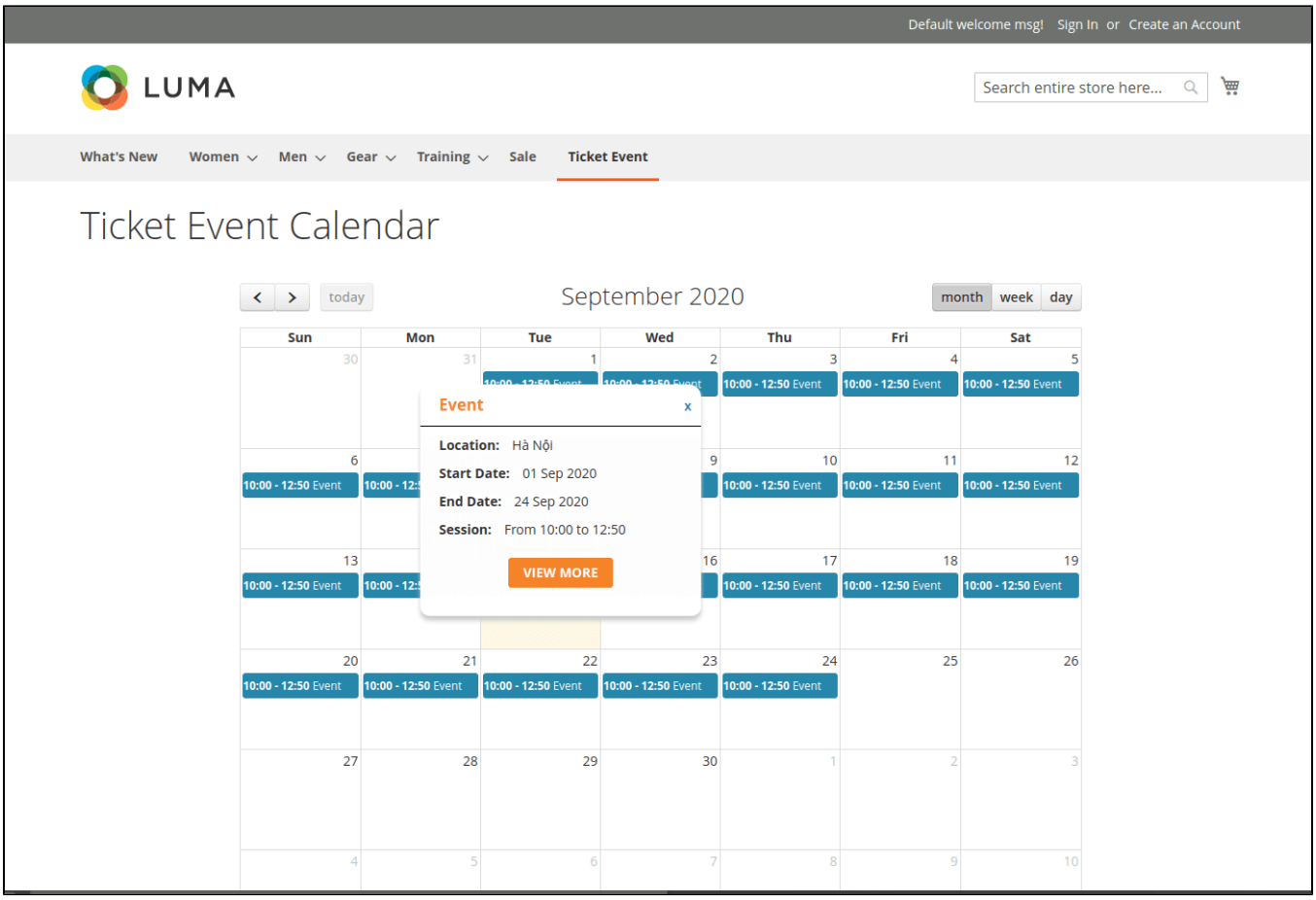
➕ Customer could easily find the Event that you've added to the top Menu bar



- And on the Event Page, there'll be a calendar with the scheduled event sessions highlighted.



- By selecting a date in the calendar, you will see a popup with brief event's information. Click on **View More** to be redirected to the Event detail page



Select ticket options

- Customers can choose the event location, date, and time. They can also choose the ticket option and view the event location with the pinpoint on Google Map right on the product page.

blocked URL

- If this event's ticket has been "Out of stock", customers will receive a message as in the image below

- After buying the event ticket successfully **and the order is invoiced**, in the My Account tab, click on **My Ticket**, customers can view ticket price, status, duration, and location as well as print PDF Ticket.

blocked URL

Update

- When a bug fix or new feature is released, we will provide you with the module's new package.
- All you need to do is repeating the above installing steps and uploading the package onto your store. The code will automatically override.
- Flush the config cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests within **2 business days**.
- We will offer **lifetime free update and 6 months of free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other services such as customizing our products, installation, and uninstallation service.

Once again, thank you for purchasing our extension. If you have any questions relating to this extension, please do not hesitate to contact us for support.