

## 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](mailto: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**

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## **Configurations**

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



Below is the default email template:

#### Email Template

```
1  {{template config_path="design/email/header_template"}}
2
3  <p>{{trans "This is your reminder from %store_name." store_name=$store.getFrontendName()}}</p>
4  <p>{{trans "Your event starts in the next"}} {{var remind_day}} {{trans "days"}} </p>
5  <ul>
6      <li><strong>{{trans "Event: "}}</strong> <em> {{var title}}</em></li>
7      <li><strong>{{trans "Customer Name: "}}</strong> {{var customer_name}}</li>
8      <li><strong>{{trans "Your Code: "}}</strong> {{var ticket_code}}</li>
9      <li><strong>{{trans "Location: "}}</strong> {{var location_title}}, {{var location_detail}}</li>
10     <li><strong>{{trans "Date: "}}</strong> {{var event_date}}</li>
11     <li><strong>{{trans "Time: "}}</strong> from {{var start_time}} to {{var end_time}}</li>
12     <li><strong>{{trans "Quantity: "}}</strong> {{var qty}}</li>
13     <li><strong>{{trans "Option: "}}</strong> {{var option_type}}</li>
14 </ul>
15
16  {{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

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

Required

Option

Price

Price Type

Qty

Description

Start Date

End Date

Location Title

Location Address

New Option

SALES

CATALOG

CUSTOMERS

STORES

SYSTEM

Events

View Tickets

New Event

Filters

Default View

Columns

Export

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.

Event Tickets

Tickets Setup

Apply Locations/Schedules to all Tickets Options ☒ Yes

Locations/Schedules

Add New Location

< 1 of 1 >

Location Title

Stadium A

Location Address

4000, Sunshine Avenue

Active

☒

Start Date

10/9/2020

End Date

10/29/2020

Add New Session

< 1 of 1 >

Start Time	End Time	Qty	Limit Qty	Active	Actions
09:00	21:00		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Remove

Remove

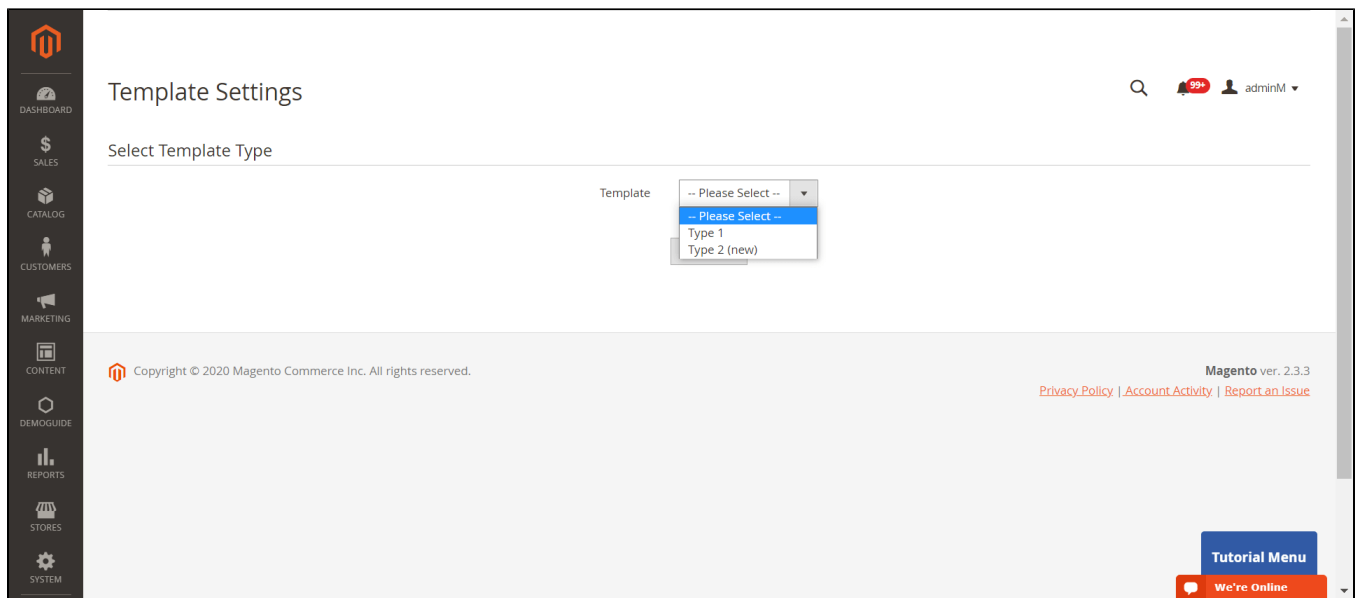
Remove

### + Ticket options:

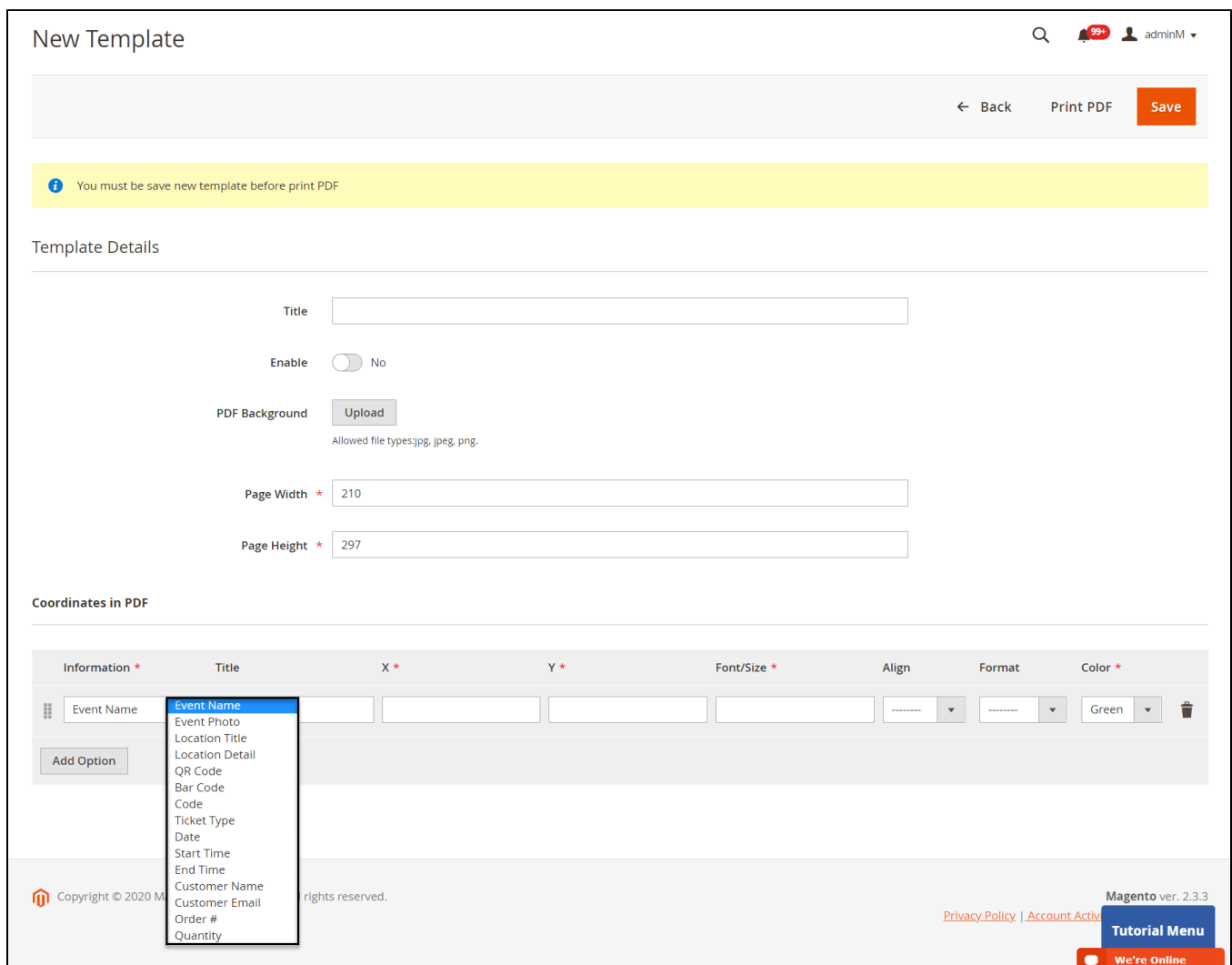
You can add unlimited ticket options with its own price, quantity and description.

- **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).



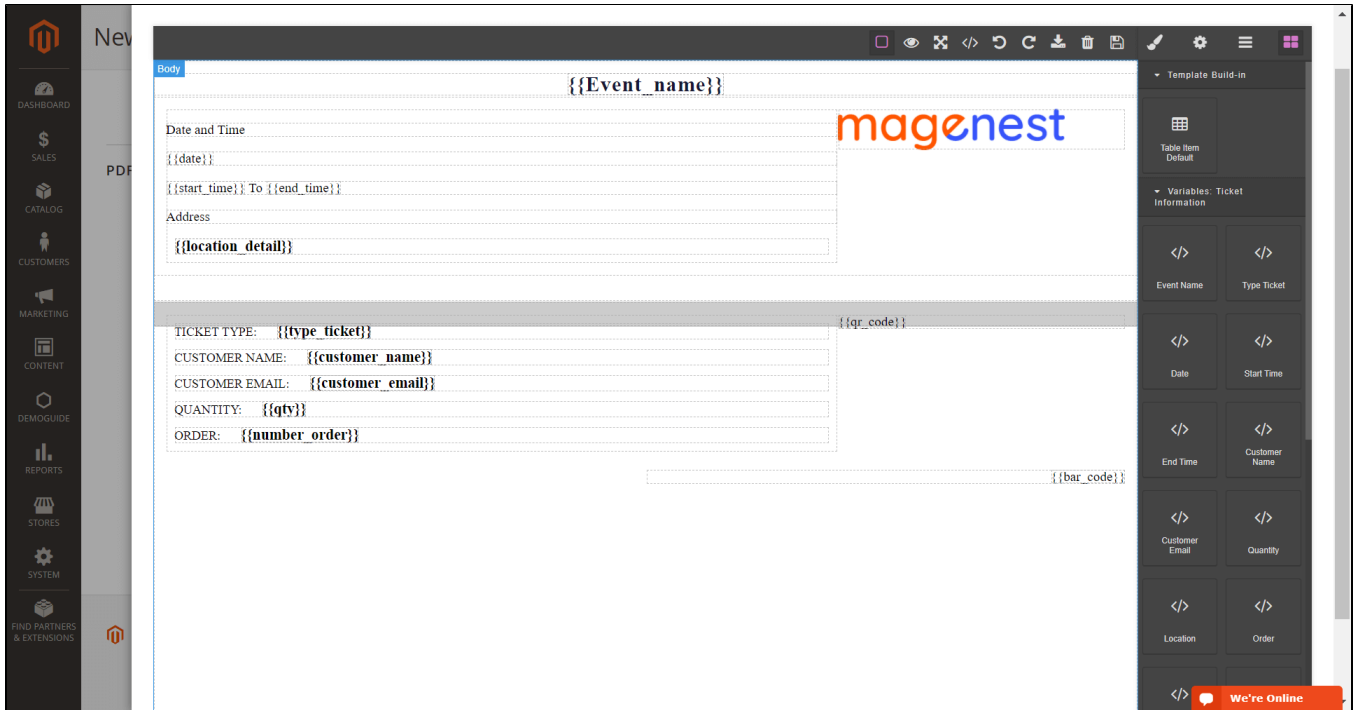


### Template Type 1:



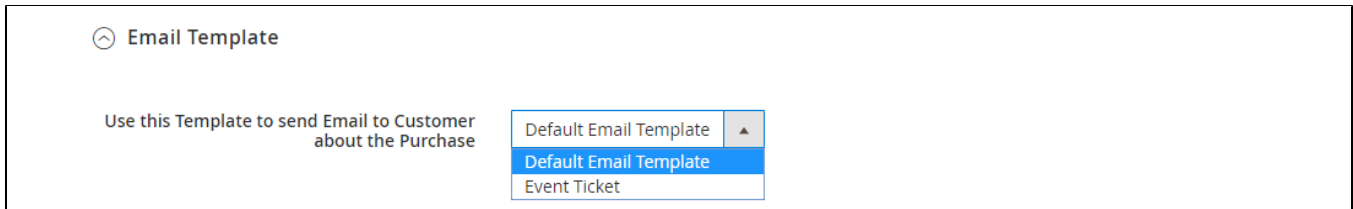






## Email Template:

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**



DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

### New Template

[← Back](#) [Reset](#) [Convert to Plain Text](#) [Preview Template](#) [Save Template](#)

Load default template

Template 

Event Reminder

Load Template

Template Information

Template Name \*

Template Subject \*

Insert Variable...

Template Content \* 

```
{{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"}}
```

Template Styles

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"}}
```

## Manage events

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

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

The screenshot shows the 'Events' management page in Magento 2.3.3. The page has a sidebar with navigation links: SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, DEMO GUIDE, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled 'Events' and includes a search bar, a 'New Event' button, and a table of events. The table has columns for ID, Product ID, Event Name, and Action. There are 3 records found. The 'Action' column for each record has an 'Edit' link. A red box highlights the 'Edit' links for the first three records.

ID	Product ID	Event Name	Action
216	2330	Sky Tour	Edit
217	2331	Cappuccino degustation	Edit
218	2332	Coachella 2021. Indio CA, United States of America.	Edit

### + 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.

Personal Information

Customer enter personal information

Yes

Required?

Yes

**+ 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.

Event Reports

20

 per page

<

1

 of 1

>

Default View

Columns

title	Revenue	Purchased Qty	Available Qty	Initial Qty
Premium seats	3200.00	50	34	84
VIP	1800.00	18	100	118

### Terms and conditions

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

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

[illegible]

# 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.

SALES

CATALOG

CUSTOMERS

MARKETING

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DEMOGUIDE

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

Tickets

Search

99+

adminM

← View Events

Filters

Default View

Columns

Export

Actions

225 records found

20 per page

1 of 12

	ID ↓	Event Name	Code	Option	Customer Name	Customer Email	Qty	Order #	Location	Date	Session	Created At	Updated At	Reminder	Status	Action
<input type="checkbox"/>	12	BBQ & Craft Brews Festival	HT6AMagenest792tQ	Normal	Jack Perez	demo@magenest.com	1	000000010	Downtown Los Angeles 1st & Broadway Los Angeles, CA 90013	11-05-2017 to 10-06-2017		May 24, 2017 12:17:20 AM	Oct 19, 2020 4:14:17 AM	Not Reminded	Not Redeemed	Select
<input type="checkbox"/>	21	LA Summer Bachata Festival	Jq7VMagenest138WK	Vip	Hung Doan Phi	hugobk@gmail.com	1	000000015	Important Hotel	11-05-2017 to 17-05-2017	-	May 24, 2017 3:05:35 AM	Oct 19, 2020 4:14:17 AM	Not Reminded	Redeemed	Select
<input type="checkbox"/>	22	LA Summer Bachata Festival	KL2PMagenest540sk	Vip	Hung Doan Phi	hugobk@gmail.com	1	000000016	Important Hotel	11-05-2017 to 17-	-	May 24, 2017 5:51:07 AM	Oct 19, 2020 4:14:17 AM	Not Reminded	Redeemed	Select

## View order and invoice

You can view the ticket info in each order



DASHBOARD



SALES



PRODUCTS



CUSTOMERS



MARKETING



CONTENT



REPORTS



SYSTEM



FIND PARTNERS &amp; EXTENSIONS

#000000022



eventticket ▾

[← Back](#)[Send Email](#)[Credit Memo](#)[Reorder](#)

## ORDER VIEW

## Information

## Invoices

## Credit Memos

## Comments History

## Order &amp; 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 &amp; 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	Invoiced	\$120.00	\$125.00	Ordered 1 Invoiced 1	\$125.00	\$0.00	0%	\$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,									

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

And Invoice:





DASHBOARD

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#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
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,	\$125.00	1	\$125.00	\$0.00	\$0.00	\$125.00

The detailed information about event ticket is shown in invoice page

## Order Total

### Invoice History

Comment Text

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

### Invoice Totals

Subtotal	\$125.00
Grand Total	\$125.00

## 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.

#000000005 Q 5 admin

[← Back](#)
[Login as Customer](#)
[Send Email](#)
[Credit Memo](#)
[Rebuild Ticket](#)

✓ The Ticket had been generated.

**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Comments History
- Transactions

### Order & Account Information

**Order # 000000005** (The order confirmation email is not sent)

Order Date	Jan 22, 2021, 7:21:32 PM
Order Status	Complete
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	127.0.0.1

### Account Information

Customer Name	David David
Email	mixi00ixm@gmail.com
Customer Group	General

### Address Information

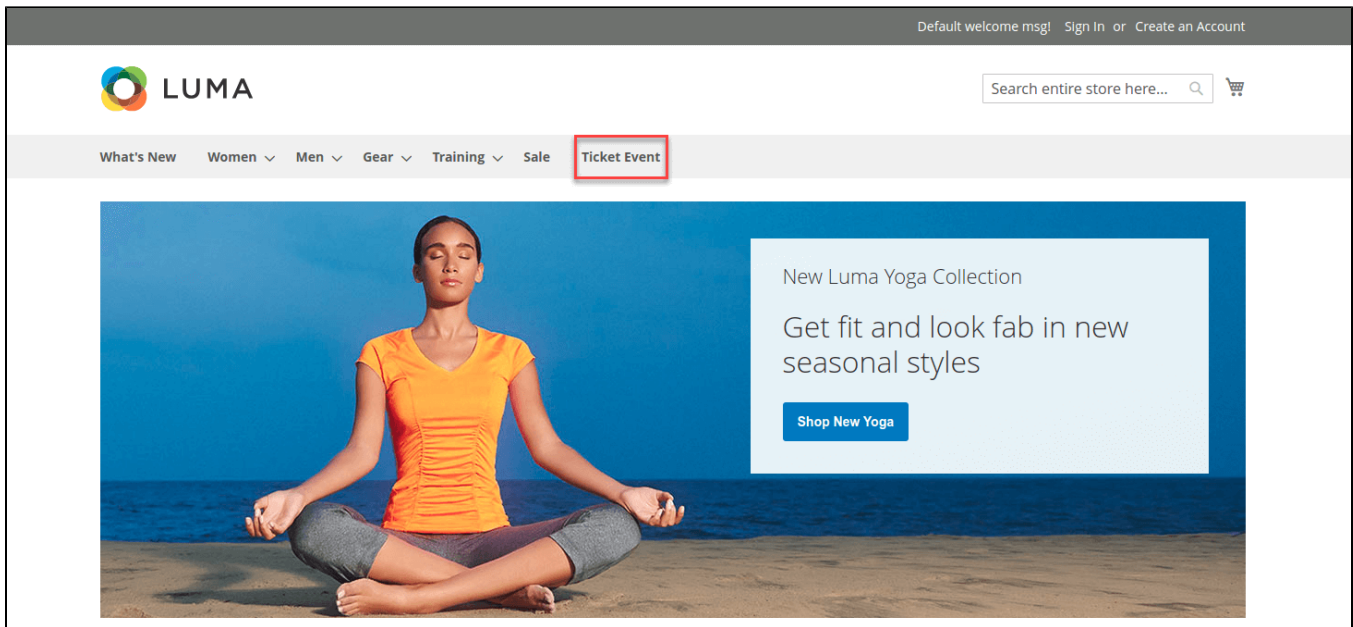
**Billing Address** [Edit](#)

David David  
HTM  
HTM  
HN  
HN, 49628-7978  
United Kingdom  
T: 868276856

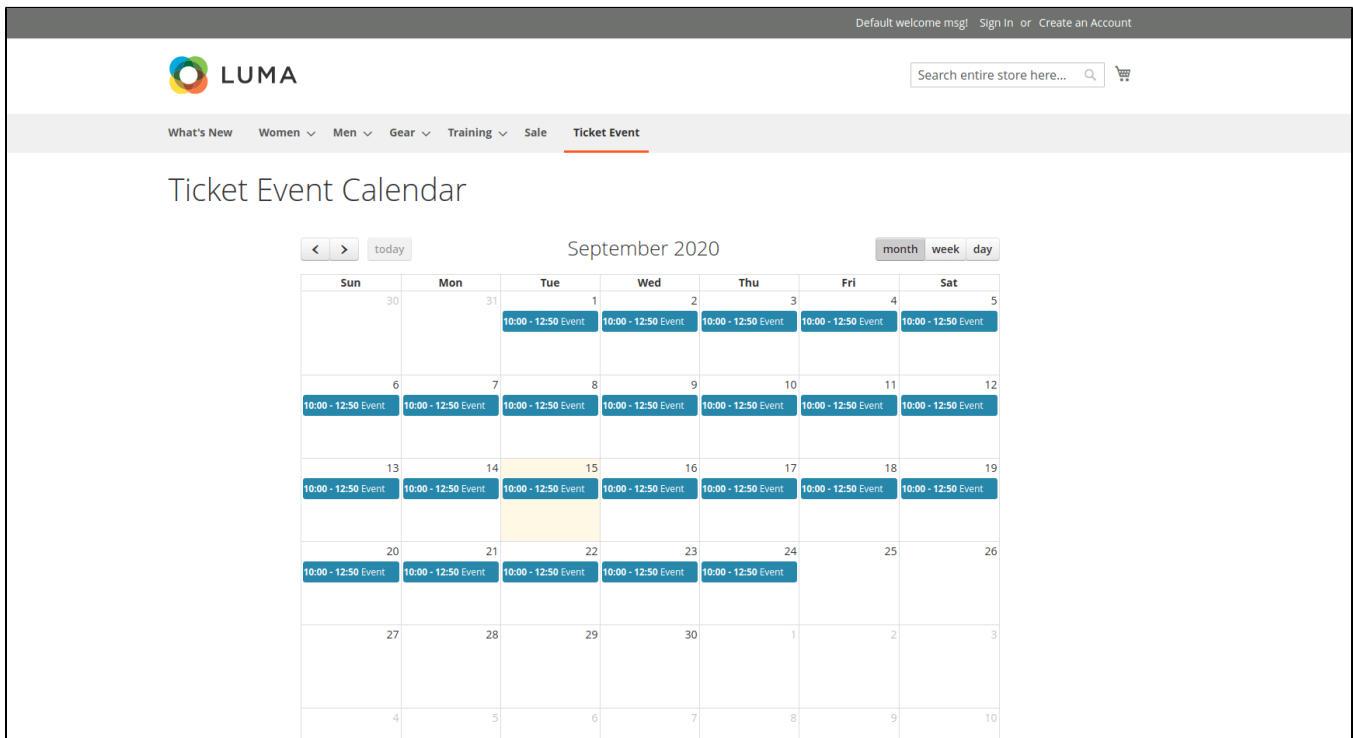
## Store Front Functions

### Event Page

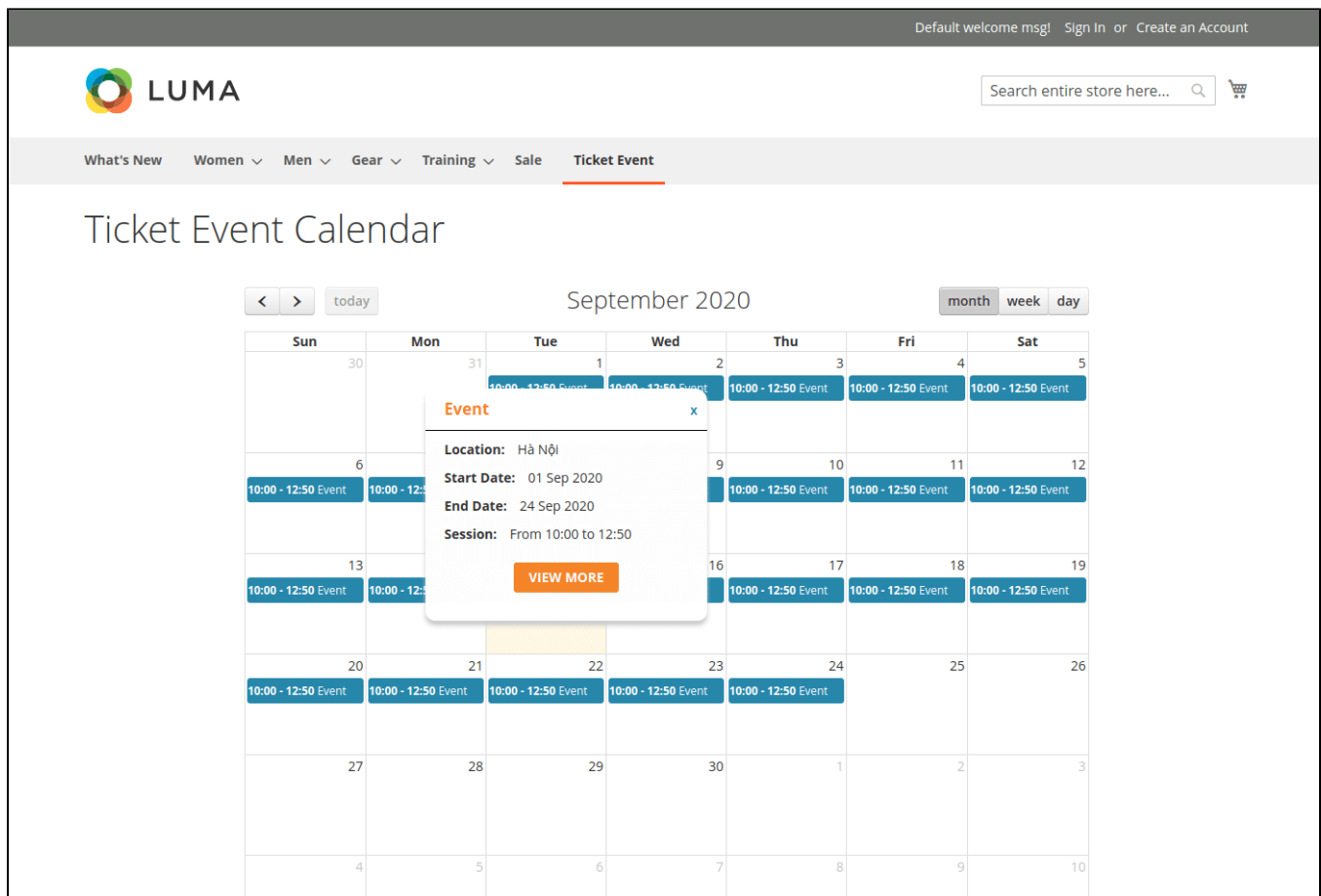
**+** Customer could easily find the Event that you've added to the top Menu bar



- 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

LOCATION

 Hà Nội

SELECT DATE

From 01-09-2020  
To 24-09-2020

From 01-09-2020  
To 30-09-2020

SELECT TIME

01:02 - 15:00

13:00 - 17:00

Out of stock

- 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](#)

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## 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.

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## 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.

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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.