

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>

- 1 [Introduction](#)
 - 1.1 [Features](#)
 - 1.2 [System Requirements](#)
- 2 [Configurations](#)
- 3 [Event ticket setting](#)
 - 3.1 [Create a new event](#)
 - 3.2 [Edit Event Tickets](#)
- 4 [Template Settings:](#)
 - 4.1 [PDF Template](#)
 - 4.2 [Default Template:](#)
 - 4.3 [Email Template:](#)
 - 4.4 [Reminder Email Templates](#)
- 5 [Manage events](#)
- 6 [Manage Tickets](#)
 - 6.1 [View order and invoice](#)
 - 6.1.1 [Rebuild Ticket](#)
- 7 [Store Front Functions](#)
 - 7.1 [Event Page](#)
 - 7.2 [Select ticket options](#)
- 8 [Update](#)
- 9 [Support](#)

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**.

 magenest ▾

Save Config

General

Pattern To Generate Code [\[store view\]](#) `[A4]-[N4]-MAXCE` [?](#)

Change quantity [store view] Change quantity of ticket type after order placed

Date format [store view] d-m-Y (30-04-2018) ▼ ?

Auto hide expired dates [store view] Yes ☒ Use system value

Display Google Maps for events (store view) Yes

Google Maps API Key [global] `AlzaSyCpi0fGkOSmkv1u_02poRTMB480GlsrWY`

Default key: `AlzaSyCpi0fGkOSmkv1u_02poRTMB480GlsrWY`

When ordered qty X > 1 store view Generate one ticket ▼ ?

When customer order multiple ticket items with the same configuration:

Send reminder email before event starts	Yes
---	-----

Days to remind before event start [store view]
Number of days

Reminder Email Template [store view]

Default reminder template	→	Default reminder template Event Ticket
---------------------------	---	---

- Default reminder template
- Event Ticket
- New Pickup Order
- New Pickup Order For Guest

Display event top menu in frontend [store view]	Yes	
---	-----	--

Event name	Ticket
------------	--------

- **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](#)

- **When ordered quantity X > 1:** When the customer purchase more than 1 ticket, X > 1, 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.

- **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**

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

Checkbox

Option *	Price *	Price Type	Qty *	Description	Start Date	End Date	Location Title	Location Address
		Fixed						
		Fixed						

New Option

SALES

CATALOG

CUSTOMERS

STORES

SYSTEM

Events

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.

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		☐	☒	Remove

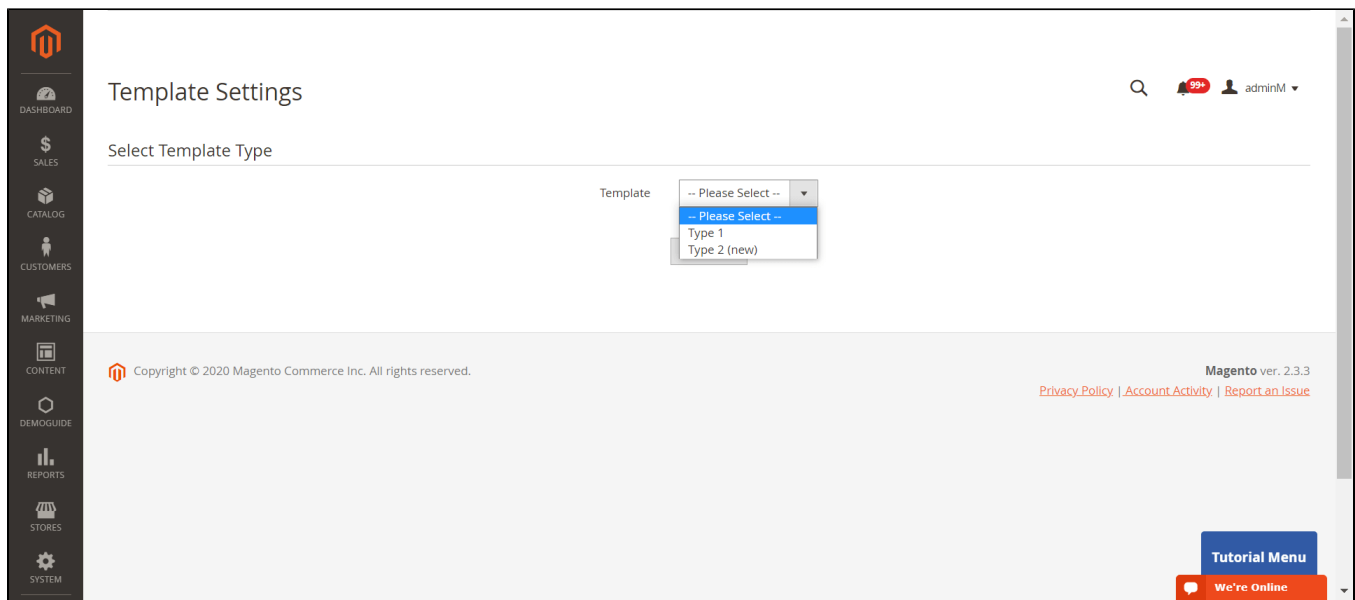
Remove

Remove

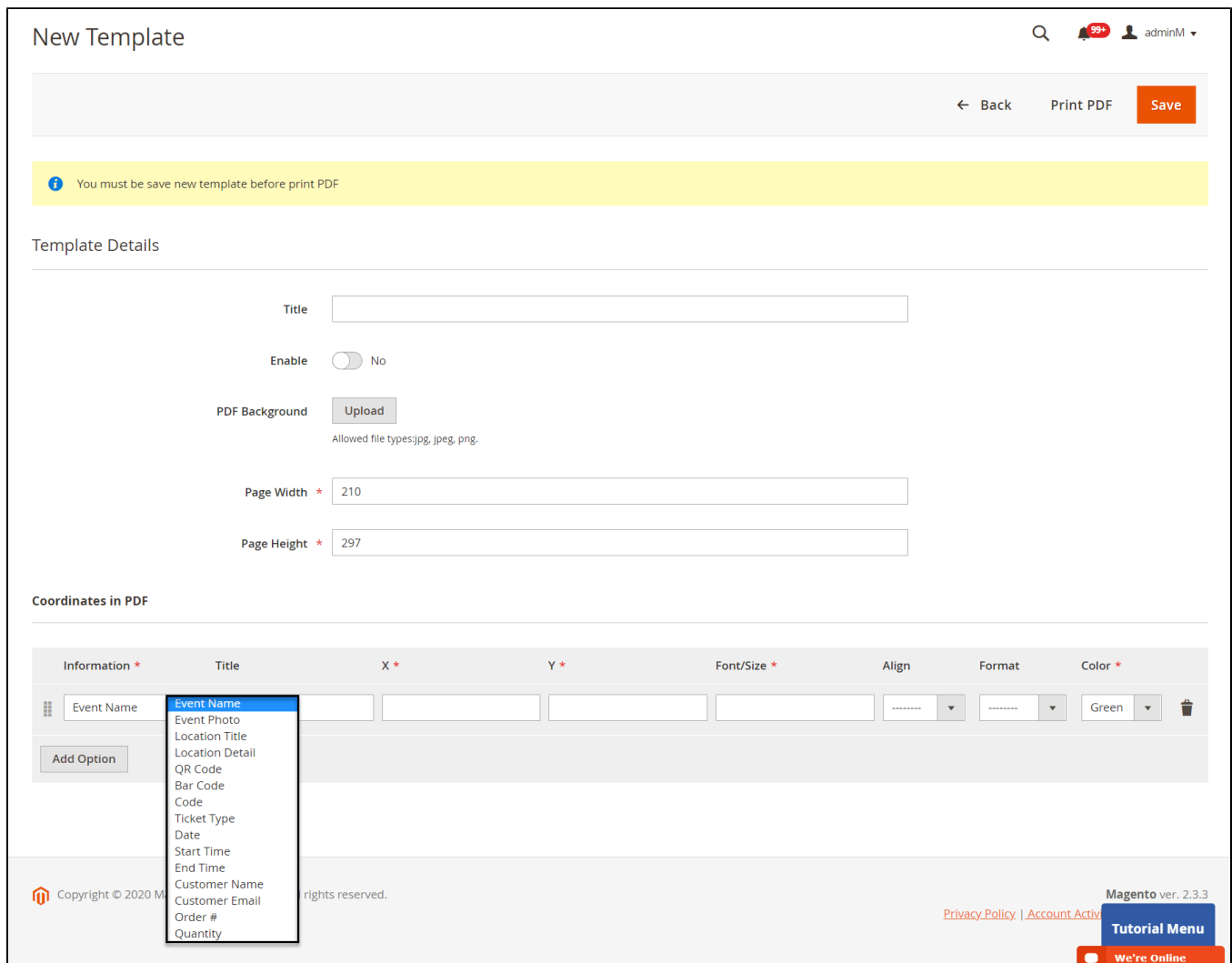
+ Ticket options:

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:



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,

New Template

99+

adminM

BackPrint PDFSave

You must be save new template before print PDF

Template Details

Title *

Enabled ☒ Yes

PDF Config

Page SizeA4

OrientationPortrait

Font Size *

Don't use with default template Default unit: point

Top Margin *16

⚠ Value must less than the page size. Default unit: px

Right Margin *15

⚠ Value must less than the page size. Default unit: px

Bottom Margin *16

⚠ Value must less than the page size. Default unit: px

Left Margin *15

⚠ Value must less than the page size. Default unit: px

PDF Content

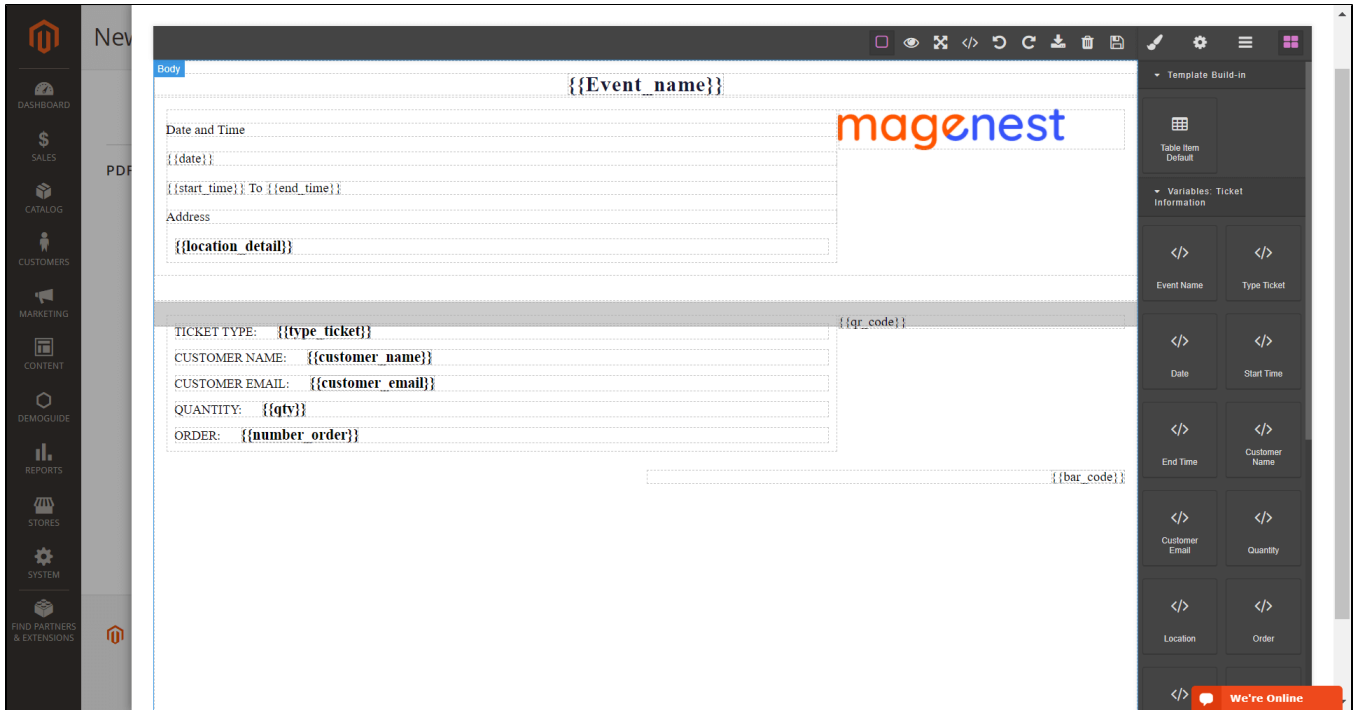
Default templateTemplate 1Load Template

HTML ContentShow Editor

<div id="main-content" class="wrapper-invoice">
<div class="header-invoice">
<div class="event-name" style="width: 100%">
<strong style="color: #1A1833; font-size: 25px;text-transform: capitalize;letter-spacing: 1px;"><shortcode>{{event_name}}</shortcode>
</div>
</div>
</div>

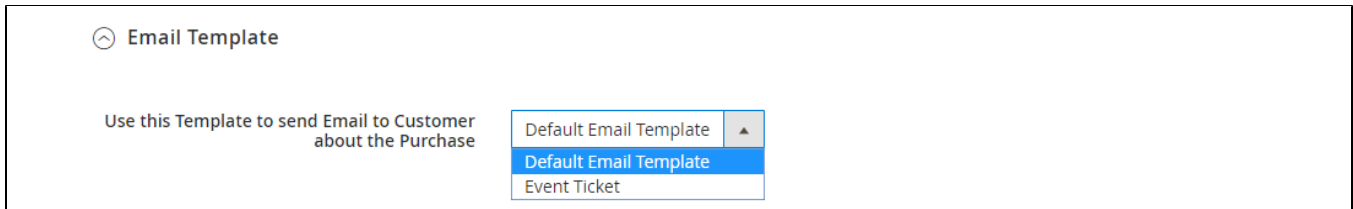
Css Content *

* {
box-sizing: border-box;
}



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 the Magento 2.3.3 Admin Panel. The page includes a sidebar with navigation links (SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, DEMO GUIDE, REPORTS, STORES, SYSTEM, FIND PARTNERS & EXTENSIONS) and a top navigation bar with a search icon, a notification bell (29), and a user profile (adminM). The main content area displays a table of events with columns: ID, Product ID, Event Name, and Action. The table contains 3 records. The 'Action' column has 'Edit' links for each event. A red box highlights the 'Edit' links.

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.

Terms and Conditions

Detail
Show / Hide Editor

All Tickets are sold subject to availability and to these Terms and Conditions. These Terms and Conditions should be read carefully prior to purchase and any queries relating to them should be raised with us prior to purchase as purchase of Tickets constitutes acceptance of these Terms and Conditions We confirm that We are authorised to sell Tickets.

A valid Ticket must be produced to get into an Event. Removing any part of, altering or defacing the Ticket may invalidate Your Ticket.

It is Your responsibility to check Your Tickets as if you have made a mistake they cannot always be rectified after purchase. Please check your Tickets on receipt carefully and contact us immediately if there is a mistake.

Path: p

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

CONTENT

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
☐	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
☐	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
☐	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 & 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	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

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
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

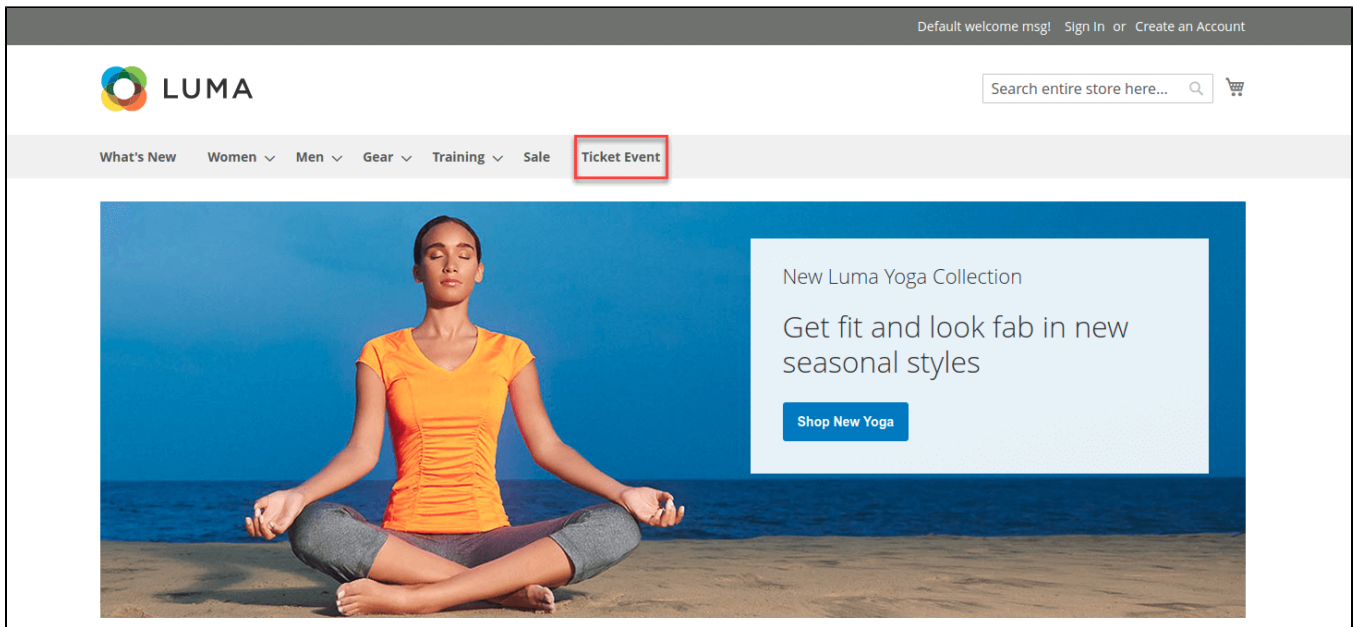
Account Information [Edit Customer](#)
Customer Name David David
Email mixi00ixim@gmail.com
Customer Group General

Address Information
Billing Address [Edit](#)
David David
HTM
HTM
HN
HN, 49628-7978
United Kingdom
T: 868276856

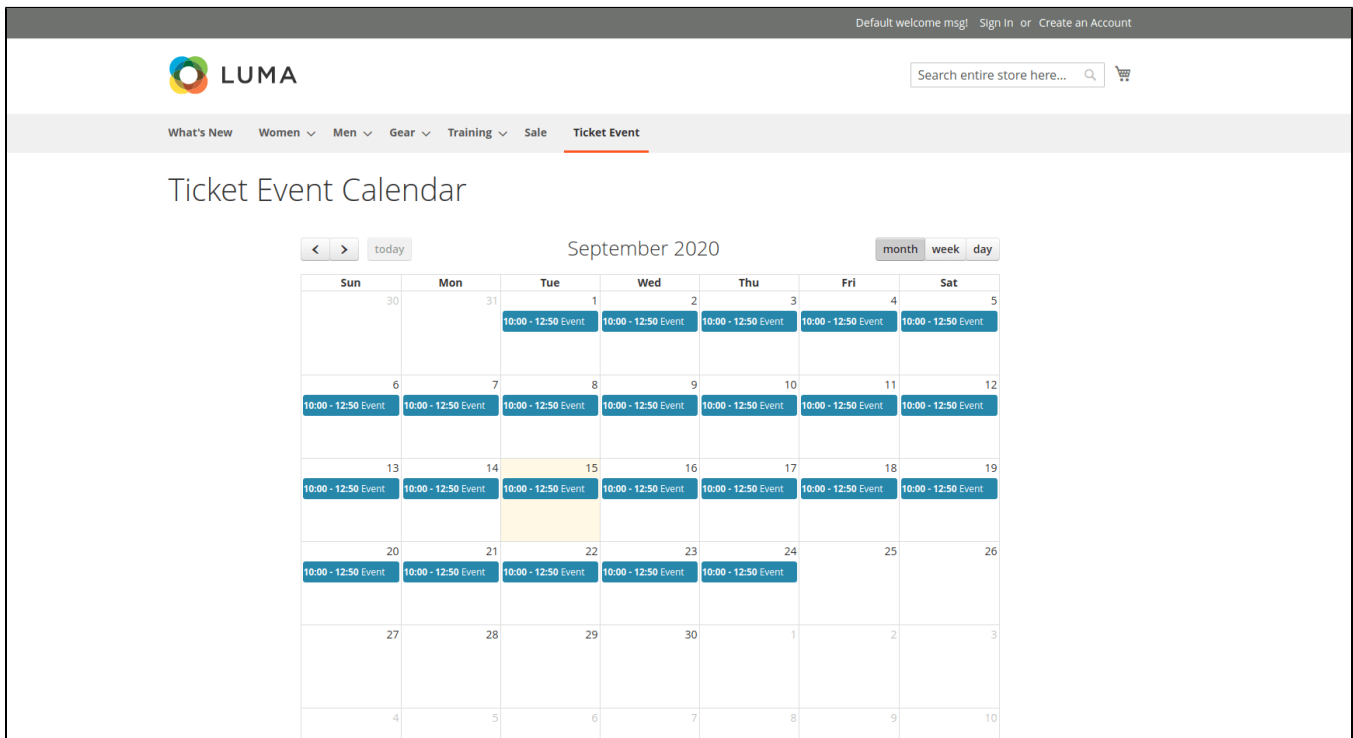
Store Front Functions

Event Page

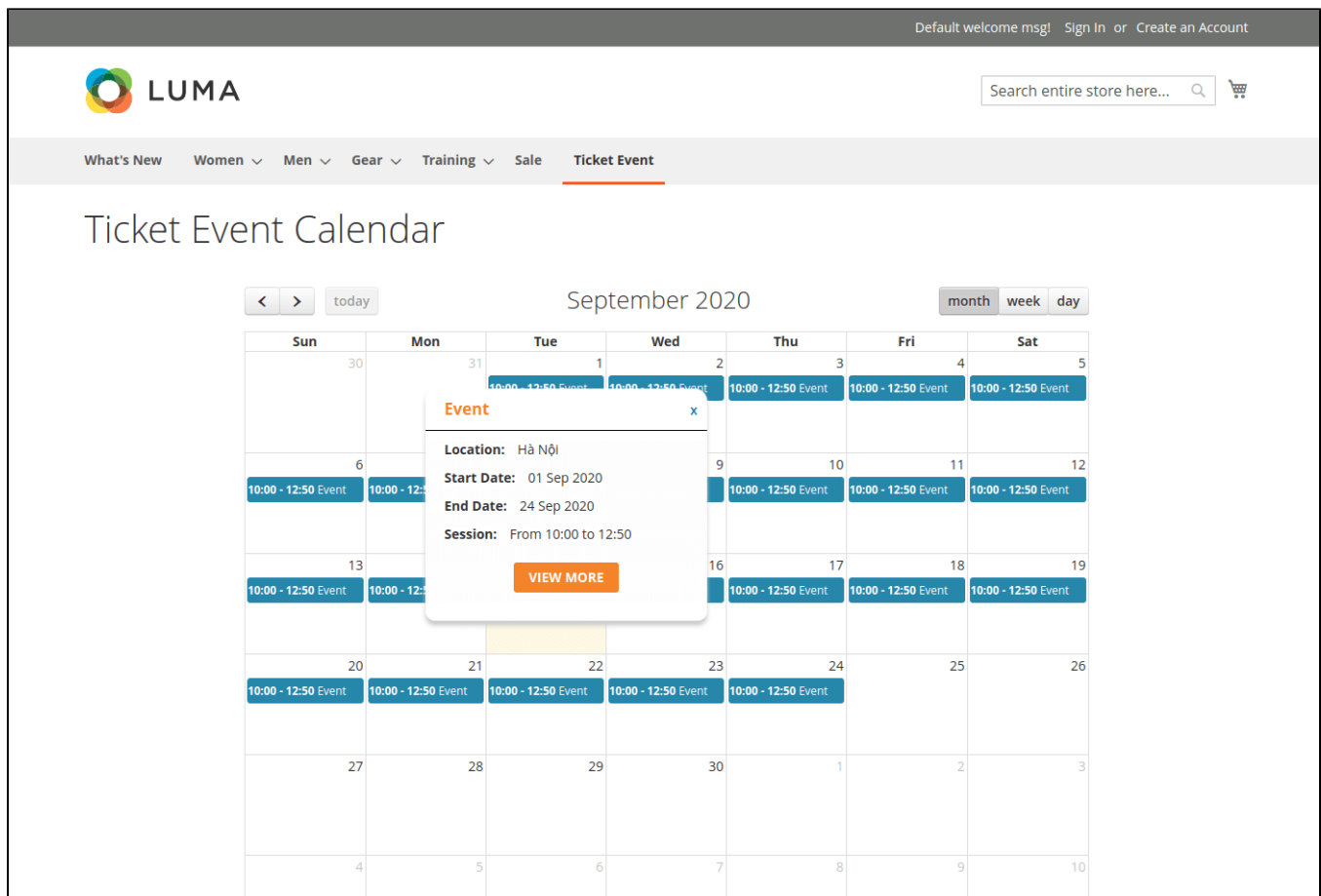
+ Customer could easily find the Event that you've added to the top Menu bar



- 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](#)

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.