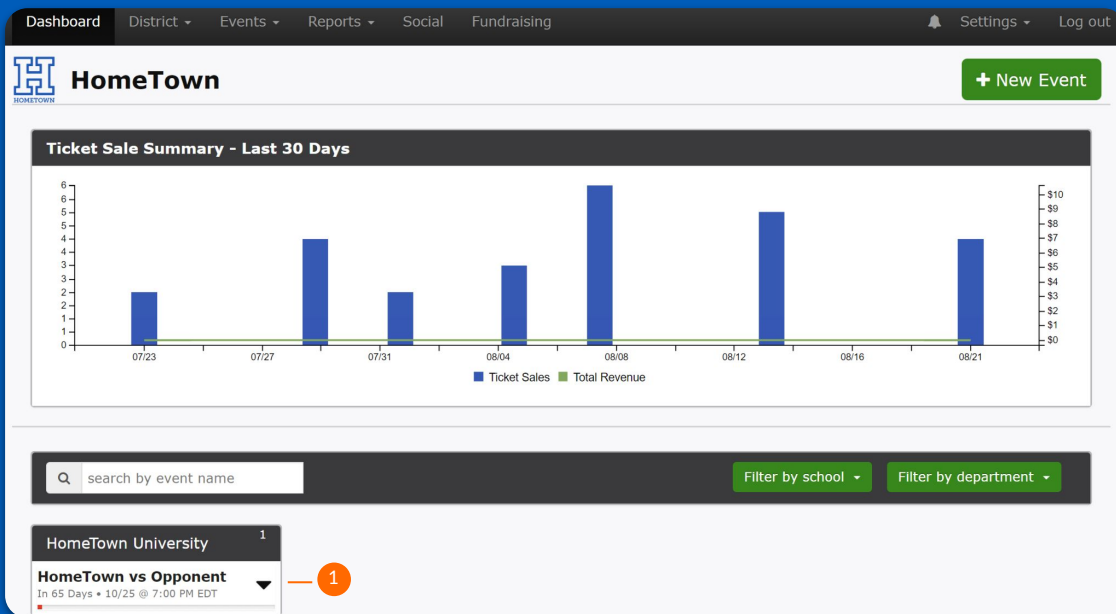

BULK COMP ORDERS: HOW-TO GUIDE

v. August 2024

The **Bulk Order** tool allows you to upload a list of comps within the **Create Order** tool to process in one transaction and send to multiple email addresses.

Creating and Uploading Bulk Order Comps


- 1) Within your **Dashboard**, click on the **Event** you wish to access and process comp orders for. This will take you to your **Event Details** page.



- 2) Navigate to the **Create Order** tool on the **Event Details** page
- 3) Within the **Create Order** tool, select **Upload Comp Orders** in the upper right corner

View & Edit Event Details
event HomeTown vs Opponent ✓ Published Public

Event Details



Event Date 11/08/2024 7:00 PM
~11/08/2024 10:30 PM EST

Event Type Ticketed Event

Venue HomeTown Super Complex

Seating Type General Admission

Seat Map None

Event Organizer
No Organizer Supplied

Ticket Redemption Method:
 Scan

Event Policy:
No Refunds Allowed.

Event Options
Edit Duplicate Delete

Box Office Tools
Order List Guest List Event Reports Start Check-In Create Order

Create Order
event HomeTown vs Opponent - October 25, 2024 7:00 PM

Credit Card/Cash/Comp **Quick Cash Entry**

* marked fields are required to be filled in.

First name

Last name

E-mail address

Confirm E-mail address

Phone number

Payment method *

Promo Code

Upload Comp Orders

- 4) You will be prompted to upload a CSV file in the required format. **Click** on the **Template File** to download and use for your import
- 5) Go to your **Downloads** within your Files and access the **bulk_comp_template** CSV to access and start formatting

Upload Comp Orders



 Template File

4

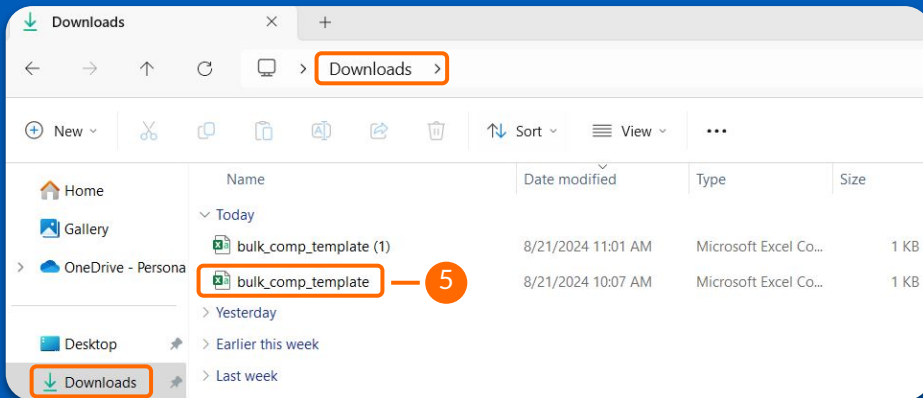
Always download and use the latest template file for your import.

Need help with the Upload Comp Order feature?
Contact HomeTown Support.

Choose File No file chosen

By clicking done, multiple orders will be created and confirmation emails will be sent.

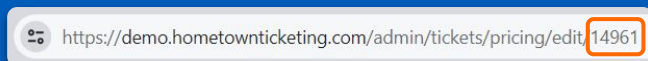
Done



6) Begin to format the **bulk_comp_template** with all of the information required under each heading -

First_Name	Last_Name	Email	Phone	Tickets_Id	Section (Reserved Only)	Row (Reserved Only)	Number (Reserved Only)	Pass_Type digital or print (Passes Only)
Volleyball	Fan	kelsey.watroba@hometownticketing.com	123-456-7890	14961				digital
Football	Fan	training@hometownticketing.com		14961				digital
Soccer	Fan	cassie.penatzer@hometownticketing.com		14961				digital
HomeTown	Fan	sarah.stanley@hometownticketing.com		14961				digital

- Orders are created by email address, which makes it a required field
- Phone numbers are not required but please note that in order to access tickets or passes through the Fan App, a mobile number will be needed
- The **tickets_id** field should contain the numeric ID contained in the Ticket Level's URL. This can be located by clicking **Edit** on an existing Ticket Level.
 - Example: <https://client.hometownticketing.com/admin/tickets/pricing/edit/14961>
 - **14961** is the Ticket ID



- If this is for General Admission, leave the section, row and number blank
- **Pass_Type** will always be marked as digital (Note: Enter **digital** in all lowercase letters.)

- 7) Once you have filled out your template with all of your bulk comp order information, you can Save your file to use during the uploading process
- 8) Navigate back to the **Create Order** tool and select **Bulk Order Comps** in the upper right corner
- 9) Choose the file that you just formatted and saved - by clicking **Done**, multiple orders will be created and confirmation emails will be sent.
- 10) A green confirmation banner will appear notifying you that your orders have been created
- 11) By navigating back to your Event Details page of the Event and clicking on your Order List, you will be able to see those comp orders listed as individual orders

Create Order

event HomeTown vs Opponent - October 25, 2024 7:00 PM

(4) orders have been created

— 10

Order #	Time	Name	E-mail	Phone	Sales Account	Status	
12129	08/21/2024 11:41 AM	Box Office Order	sarah.stanley@hometownticketing.com		Default	Complete	i Order Details
12128	08/21/2024 11:41 AM	Box Office Order	cassie.penatzer@hometownticketing.com		Default	Complete	i Order Details
12127	08/21/2024 11:41 AM	Box Office Order	training@hometownticketing.com		Default	Complete	i Order Details
12126	08/21/2024 11:41 AM	Box Office Order	kelsey.watroba@hometownticketing.com		Default	Complete	i Order Details