

# WooCommerce Event Ticket

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via [support@magenest.com](mailto:support@magenest.com) or submit a ticket on our support portal.

By: Magenest | Support Portal: <http://servicedesk.izysync.com/servicedesk/customer/portal/92>

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## Introduction

WooCommerce Ticket from Magenest allows merchants to create event products and sell tickets on WooCommerce platform.

### Features for admin

- Support Simple products and Variable products
- Create ticket products with ease
- Able to customize the PDF ticket
- Able to customize email template
- Generate QR code for tickets
- Display Google Map on product page to show event location
- Manage event tickets in backend
- Export data of event attendees to CSV file
- Set reminder email to customers X days before event date
- Redeem tickets from backend (for single ticket or mass/bulk actions)
- Resend tickets from backend (for single ticket or mass/bulk actions)
- Scan QR and redeem tickets with browsers on Android mobiles or webcam
- Upload QR code image and redeem tickets from backend

### Features for customers

- Purchase one or multiple tickets for events
- Choose between E-ticket and physical ticket (with shipping option)
- Receive pdf ticket(s) via emails
- Send emails to all attendees

## System Requirements

Your store should be running on **WooCommerce 3.0, 3.4.7; Wordpress 4.8., 4.9.8**



## Configuration

### General Settings

In **Ticket Manager > Settings**

- [+ General settings](#)

- The order status when payment is completed: You can set the status of the order when customers make the payment for the tickets. The default status is Completed
- Google Map API: In order to show the google map on the product page, you have to fill in the Google Map API. [Learn more](#)

The screenshot shows the 'Ticket Manager' settings page in the WordPress admin dashboard. The left sidebar contains navigation links: Dashboard, WooCommerce, Products, Ticket Manager (active), Ticket Manager, Reminder Emails, Settings, PDF Ticket Design, and Email templates. The main content area is titled 'Ticket Settings' and has two tabs: 'General' and 'Emails'. Under the 'General' tab, there are two settings: 'The order status when payment is completed' with a dropdown menu set to 'On hold', and 'Google Map API' with a text input field containing 'AlzaSyDUOR3I47aMluTOe9Ng7aXaKQEW0IhaGdg'. A 'Save Changes' button is at the bottom left.

+ Email: You can set the default email template in this setting. You can also add specific email template in each product setting. If the email template in product setting is empty, this default one will be used.

The screenshot shows the 'Ticket Manager' settings page in the WordPress admin dashboard, specifically the 'Emails' tab. The left sidebar is the same as the previous screenshot. The main content area is titled 'Ticket Settings' and has two tabs: 'General' and 'Emails'. Under the 'Emails' tab, there are four settings: 'BCC Name' with a text input field containing 'Angelo Morgado', 'BCC Email' with a text input field containing 'demo123@gmail.com', 'Email Subject' with a text input field containing 'Thank you for your purchase!', and 'Email Content (HTML)' with a rich text editor. The rich text editor has a toolbar with various formatting options and a 'Visual'/'Text' toggle. The content of the editor is:
 

```

    Dear: {{attendee_name}}
    <br>

    Thank you for joining {{product_name}}.
    We attach your ticket in the email.

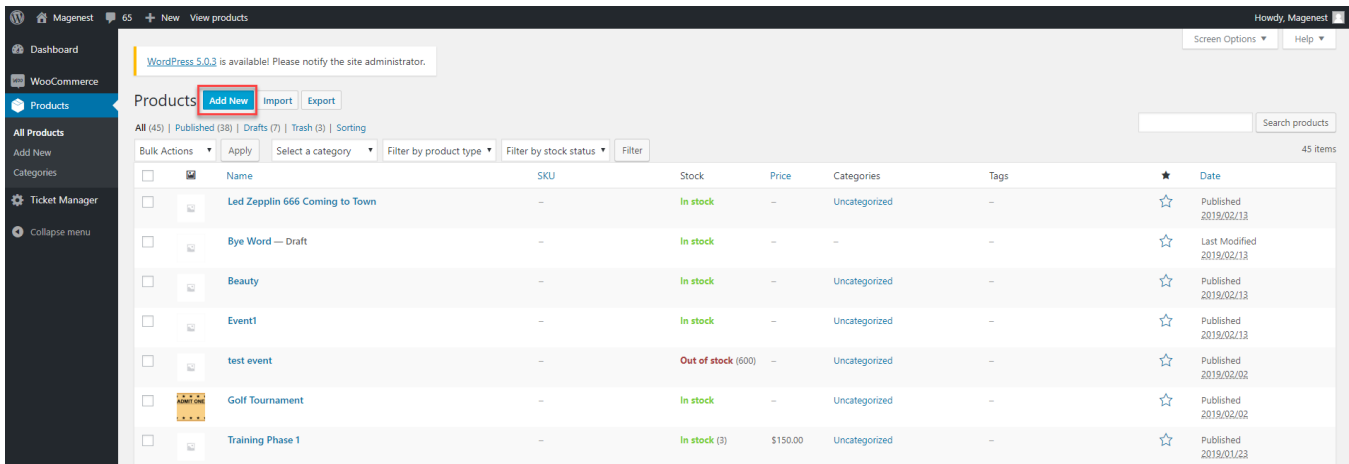
    Your unique code is {{ticket_code}}
    Please note that the event start at {{start_time}} and end at {{end_time}} and the location is {{location}}
    <br>

    Thank you so much.
  
```

 A 'Save Changes' button is at the bottom left.

## Create event product

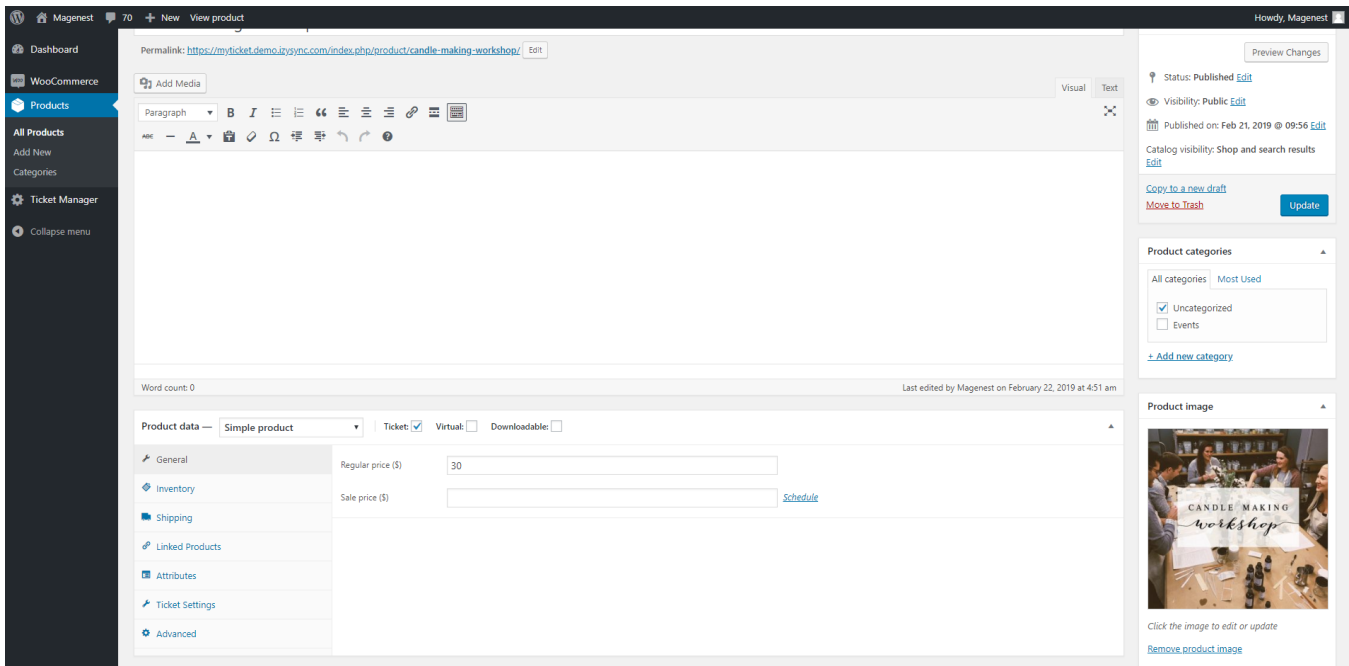
In the back end, go to **Products > All Products** > Click on **Add New** button to create new event ticket product.



First, you must tick in the Ticket checkbox.

In the General settings, you can set the price for the tickets. The extension supports Simple product and Variable product so you can set the prices for either one of these two.

You can refer to [this document](#) on how to setup WooCommerce variable product



**Simple product**

Product data — Variable product Ticket: ☒

Inventory Custom product attribute Add Expand / Close

Shipping

Linked Products

Attributes

Ticket Settings

Variations

Advanced

Word count: 0 Last edited by Magenest on February 22, 2019 at 7:56 am

**Location**

Name: Value(s):

Location Broadway Market | Elmhurst

☒ Visible on the product page

☒ Used for variations

**Date**

Name: Value(s):

Date 02/22/2019 | 02/24/2019 | 03/01/2019 | 03/08/2019

☒ Visible on the product page

☒ Used for variations

Save attributes Expand / Close

Custom Fields

**Product categories**

All categories Most Used

☒ Uncategorized

☐ Events

+ Add new category

**Product image**

Click the image to edit or update

Remove product image

**Product tags**

Add

Separate tags with commas

Choose from the most used tags

**Product gallery**

Add product gallery images

Product data — Variable product Ticket: ☒

Inventory Default Form Values: Broadway Market 02/22/2019

Shipping Add variation Go 4 variations (Expand / Close)

Linked Products

Attributes

Ticket Settings

Variations

Advanced

Variation ID	Location	Date
#883	Broadway Market	03/08/2019
#882	Elmhurst	03/01/2019
#880	Elmhurst	02/22/2019
#881	Broadway Market	02/24/2019

**Regular price (\$)**

15

**Sale price (\$)** [Schedule](#)

**Stock status**

In stock

**Weight (kg)**

**Dimensions (LxWxH (cm))**

Length Width Height

**Shipping class**

Same as parent

**Description**

14:30 PM - 18:00 PM

**Product image**

Click the image to edit or update

Remove product image

**Product tags**

Add

Separate tags with commas

Choose from the most used tags

**Product gallery**

Add product gallery images

### Variable Product

#### + Event details:

- Start time, end time: The event date and time, which could be for multiple days or for the same day
- Location: The event address
- Display Google Map Tab: Show the Google Map on product page with the event location. You must fill in the latitude and longitude of the location,
- Automatically disable the product: The product will be disabled automatically when the event time is over. Customers cannot purchase the tickets anymore.
- Add attendees: Display the attendee form with name and email fields on product page.
- Ticket type: You can set it as the E-ticket or Physical Ticket (with shipping option) or both.

#### + PDF Settings:

- Ticket code pattern: The ticket code format. [A3] means to generate 3 random alphabetical characters, [N3 ] will generate 3 random numbers. "CW" is the hard code  
Example: Magenest-[A3][N2] will generate a code like Magenest-af23 or Magenest-af09 ...
- PDF Template: Assign the PDF ticket design to this product.

Magenest

New

Dashboard

WooCommerce

Products

All Products

Add New

Categories

Ticket Manager

Collapse menu

Howdy, Magenest

Screen OptionsHelp

WordPress 5.0.3 is available! Please notify the site administrator.

Add new product

Candle making workshop

Add Media

ParagraphBBIListQuoteLinkImageVisualText

Word count: 0Draft saved at 8:48:38 am.

Product dataSimple productTicketVirtualDownloadable

General

Inventory

Shipping

Linked Products

Attributes

Ticket Settings

Advanced

Event details

Start time02/22/2019 08:30 AM

End time03/08/2019 12:00 AM

Location500 Broadway, New York.

Display Google Map Tab

Google Map Coordinates21.0177541105.8315085

Automatically

Add attendeesDisplay attendee form (name and email) on product page

Ticket typee-TicketPhysical ticket

PDF Settings

Ticket code formatCW[A3][N3]

PDF TemplateTicket

Publish

Save DraftPreview

StatusDraftEdit

VisibilityPublicEdit

Publish immediatelyEdit

Catalog visibility: Shop and search resultsEdit

Move to TrashPublish


Product categories

All categoriesMost Used

UncategorizedEvents

+ Add new category

Product image



Click the image to edit or update  
Remove product image

Product tags

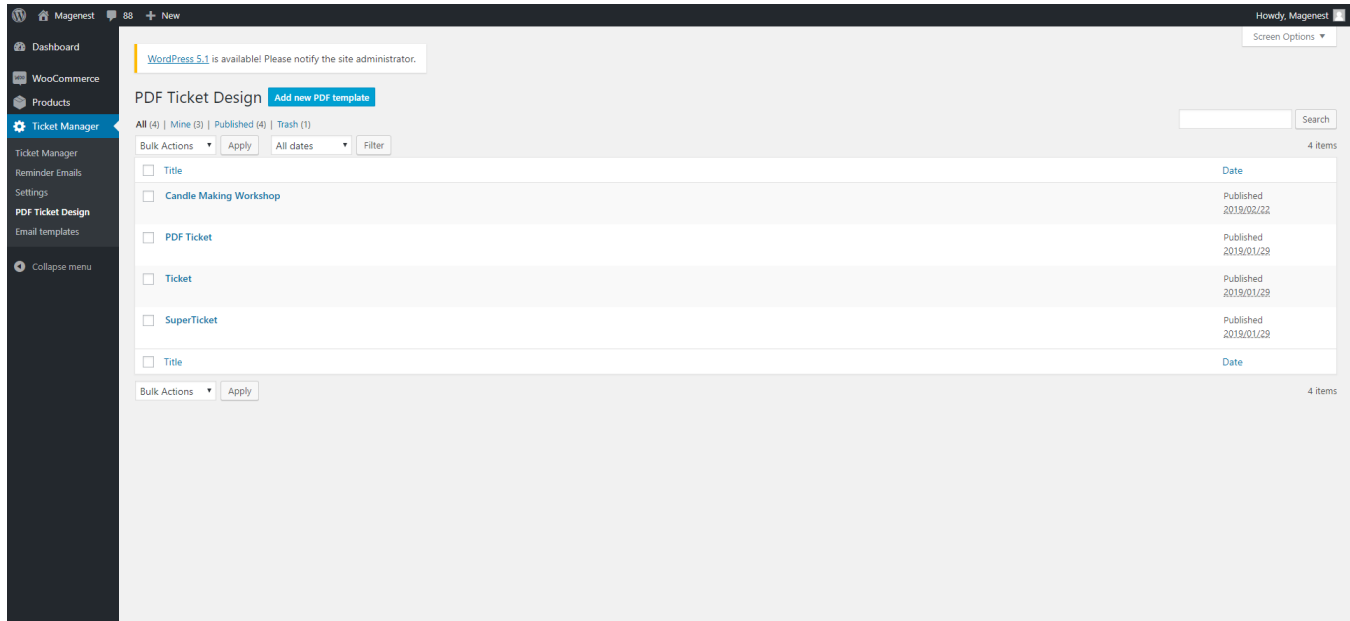
Add

Separate tags with commas

Choose from the most used tags

Product gallery

[illegible]



The changes you make for the PDF configuration can be previewed in the PDF View field.

**+** PDF Config: You can adjust the page width and height and upload the background image for the ticket.

**+** Text settings:

To add the text field, to you have to fill in the text content first, then click on **Add new** button.

You can then change the text font, color, and size.

You can delete the text field by pressing the Recycle bin icon on the top right of the field.

**+** Shortcode: There are 9 shortcodes available for your choice.

- {{product\_name}} : Event name
- {{start\_time}} : Start time of the event
- {{end\_time}} : End time of the event
- {{location}} : Event Location
- {{attendee\_name}} : Attendee's name
- {{attendee\_mail}} : Attendee's email
- {{billing\_name}} : Billing name
- {{billing\_phone}} : Billing phone number
- {{ticket\_code}}: The numeric ticket code

**+** Image settings: Apart from background image, you can add more images to the ticket design.

**+** QR Code: Add the QR code to the design.

Magenest 88 + New View PDF template Howdy, Magenest Screen Options


Dashboard WooCommerce Products Ticket Manager Ticket Manager Reminder Emails Settings PDF Ticket Design Email templates Collapse menu

WordPress 5.1 is available! Please notify the site administrator.

Edit PDF template Add new PDF template

Candle Making Workshop

PDF View



FROM CALLA'S

# Candle Making Workshop


Event Date: {{start\_time}}

Location: {{location}}

Attendee name: {{attendee\_name}}

Attendee email: {{attendee\_mail}}

Ticket code:



Publish Preview PDF

Status: Published Edit

Visibility: Public Edit

Published on: Feb 22, 2019 @ 10:04 Edit

Move to Trash Update

PDF Config

Page width (px) 1920

Page height (px) 1080

Background image for ticket Choose image Delete

Text settings

Add new

Text Text content

Color

Font Select value

Size

ShortCode

Event name Start time

End time Location

Billing name Billing phone

Ticket code Attendee Name

Attendee Email

Image settings

Add new

Qrcode

Add new Selection

Thank you for creating with WordPress.

Version 4.9.7

## Create email templates

In the Ticket Manager > Email Templates, you can manage all available templates in the table, or creating new template by clicking on **Add new email template** button.

WordPress 5.1 is available! [Please update now.](#)

Howdy, admin

Screen Options

## Email templates

[Add new email template](#)

All (3) | Mine (1) | Published (2) | Draft (1) | Trash (2)

Bulk Actions [Apply](#) All dates [Filter](#) 3 items

<input type="checkbox"/>	Title	Date
<input type="checkbox"/>	Workshop Ticket Template <a href="#">Edit</a> <a href="#">Trash</a> <a href="#">Access</a>	Published 2019/02/22
<input type="checkbox"/>	(no title) — Draft	Last Modified 2019/02/22
<input type="checkbox"/>	Happy Birthday	Published 2018/11/17
<input type="checkbox"/>	Title	Date

Bulk Actions [Apply](#) 3 items

[Get Version 5.1](#)

Thank you for creating with WordPress.

You can use the Web Builder Framework to design the email template. Click on the Pen icon on the top left of the Email Design field.



Magenest

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New

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WordPress 5.1 is available! [Please update now.](#)

Edit email design [Add new email template](#)

Workshop Ticket Template

Access Manager by AAM plugin

Email Design

Edit Email

Snippet text here lorem ipsum is dummy text

[View online](#)

magenest

HOME

NEW PRODUCT

CATALOGUE

CONTACT US

GOOD NEWS!

Your order has shipped!

To track your order or make any changes please click the button below.

MY ORDER

EVENT: {{PRODUCT\_NAME}}

EVENT DATE :{{START\_TIME}}

SHIPPING ADDRESS : {{BILLING\_NAME}}  
{{attendee\_mail}}

Thank you for your purchase.  
Please [contact us](#) with any questions regarding your order,

f

t

p

g+

@

y

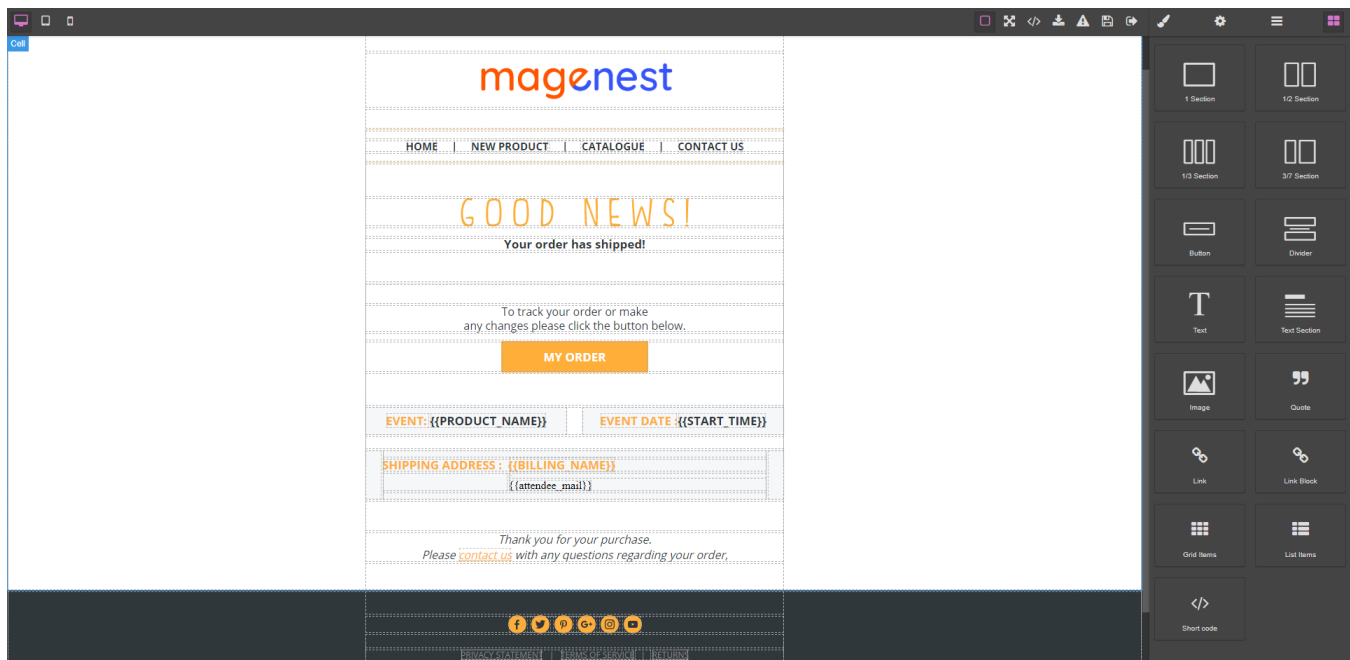
PRIVACY STATEMENT

TERMS OF SERVICE

RETURNS

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IF YOU DO NOT WISH TO RECEIVE ANY FURTHER EMAILS FROM US, PLEASE [UNSUBSCRIBE](#)



## Manage ticket/attendee list

You can manage the tickets on Ticket Manager page.

With the filter by product, you can select a specific event and view all the tickets sold for that event. You can also resend, redeem or delete the ticket in the action column or select multiple tickets and use bulk actions.

Code	Attendee name	Attendee mail	Product Name	Order ID	Redeem Status	Actions
<input type="checkbox"/> CWUkP918	pascal	info@pascaldenis.com	Candle making workshop	904	not_redeem	Choose actions
<input type="checkbox"/> Magenest622/QWhK	asdf qwerty	derekdrury0621@gmail.com	Mi producto	874	not_redeem	Choose actions
<input type="checkbox"/> Magenest390XNis	asdf qwerty	derekdrury0621@gmail.com	Mi producto	874	not_redeem	Choose actions
<input type="checkbox"/> Magenest945wDJRu	asdf qwerty	derekdrury0621@gmail.com	Mi producto	874	not_redeem	Choose actions
<input type="checkbox"/> Magenest625XXXKp	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi producto	870	redeemed	Choose actions
<input type="checkbox"/> Magenest225shlyU	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi producto	870	not_redeem	Choose actions
<input type="checkbox"/> Magenest1311MUcl	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi producto	870	not_redeem	Choose actions
<input type="checkbox"/> Magenest096mwigLZ	dsf dsf	sdfs@fsd.com	Mi producto	867	not_redeem	Choose actions
<input type="checkbox"/> Magenest488pb5M	HT tamas	lhorvath.tamas@gmail.com	Flying Ninja	866	not_redeem	Choose actions
<input type="checkbox"/> Magenest322Zvyks	gtr ggdd	szgabor1976@gmail.com	Mi producto	865	not_redeem	Choose actions

Bulk Actions: [Dropdown] 1 2 3 ... 8 Next »

## Scan and redeem tickets

You can redeem the QR code from the back end. On Ticket Manager page, click on **Redeem QR Code** button.

WordPress 5.1 is available! Please update now.

## Ticket Manager

Filter by product  Filter [Export CSV](#) [Redeem QR code](#)

Code	Attendee name	Attendee mail	Product Name	Order ID	Redeem Status	Actions
<input type="checkbox"/> CWUKP918	pascal	info@pascaldenis.com	Candle making workshop	904	not_redeem	Choose actions
<input type="checkbox"/> Magenest632/QWhK	asdf qwerty	derekdrury0621@gmail.com	Mi product	874	not_redeem	Choose actions Resend Redeem Delete
<input type="checkbox"/> Magenest390XINis	asdf qwerty	derekdrury0621@gmail.com	Mi product	874	not_redeem	Choose actions
<input type="checkbox"/> Magenest945wDJRu	asdf qwerty	derekdrury0621@gmail.com	Mi product	874	not_redeem	Choose actions
<input type="checkbox"/> Magenest6323XXXp	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi product	870	redeemed	Choose actions
<input type="checkbox"/> Magenest225sHkyU	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi product	870	not_redeem	Choose actions
<input type="checkbox"/> Magenest131tMUCl	liridon Bajrami	liridon.bajrami1992@gmail.com	Mi product	870	not_redeem	Choose actions
<input type="checkbox"/> Magenest096mwglZ	dsf dsf	sdfs@fsd.com	Mi product	867	not_redeem	Choose actions
<input type="checkbox"/> Magenest488pb5M	HT tamas	t.horvath.tamas@gmail.com	Flying Ninja	866	not_redeem	Choose actions
<input type="checkbox"/> Magenest322Zvyks	gtr ggdd	szgabor1976@gmail.com	Mi product	865	not_redeem	Choose actions
<input type="checkbox"/> Code	Attendee name	Attendee mail	Product Name	Order ID	Redeem Status	Actions

Bulk Actions

1 2 3 ... 8 Next »



Thank you for creating with WordPress.

Get Version 5.1

You can use Android phone camera, webcam to scan the ticket, or upload the image of the QR code onto the site.

When the code is scanned successfully, you can redeem the ticket with the **Redeem** button under the ticket information.

### Redeem Ticket

Zoom: 2

Brightness: 0

Contrast: 0

Threshold: 0

Sharpness: off ☐ grayscale: off ☐

Flip Vertical: off ☐ Flip Horizontal: off ☐

Redeem ticket?

Ticket code: CWJGG800. Do you redeem?

[Redeem Ticket](#) [Cancel](#)

Scanned result: Search succeeded

**Attendee Name:** Angelo Morgado

**Attendee Mail:** nadamas216@gmail.com

**Code:** CWJGG800

**Redeem Status:** not\_redeem

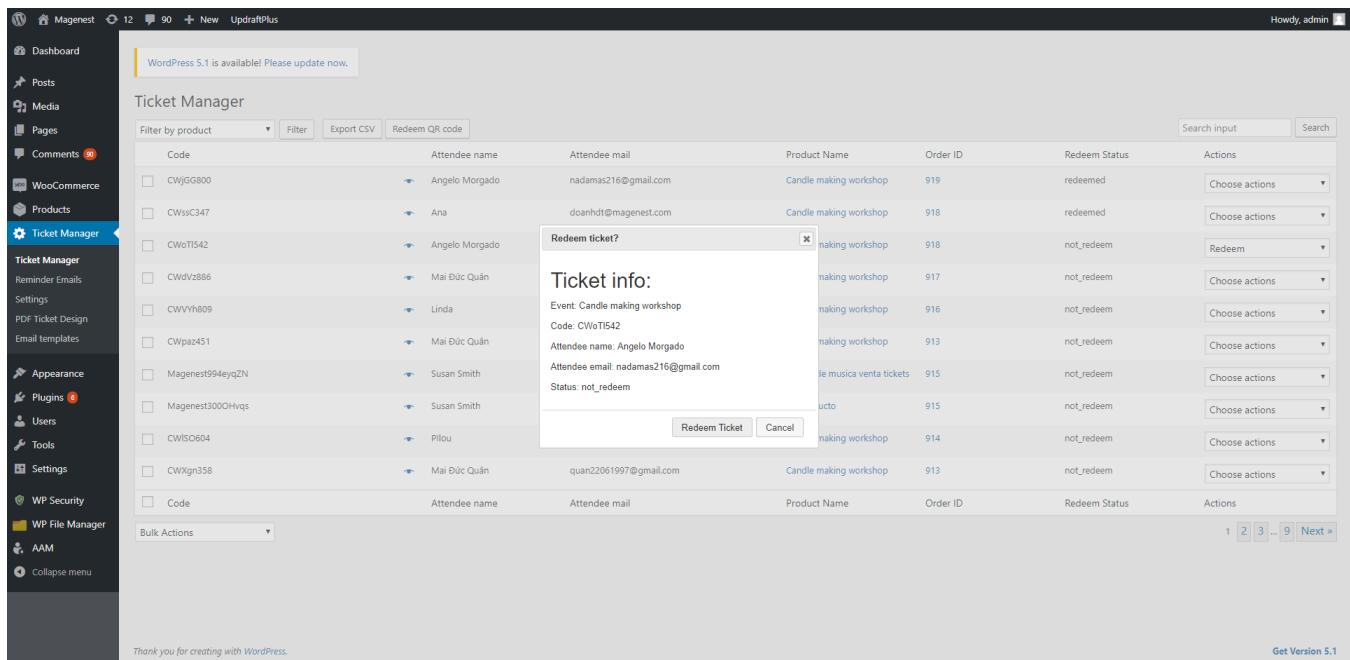
**Event:** Candle making workshop

**Time:** From February 22, 2019, 8:30 am To March 8, 2019, 12:00 am

**Location:**

[Redeem](#)

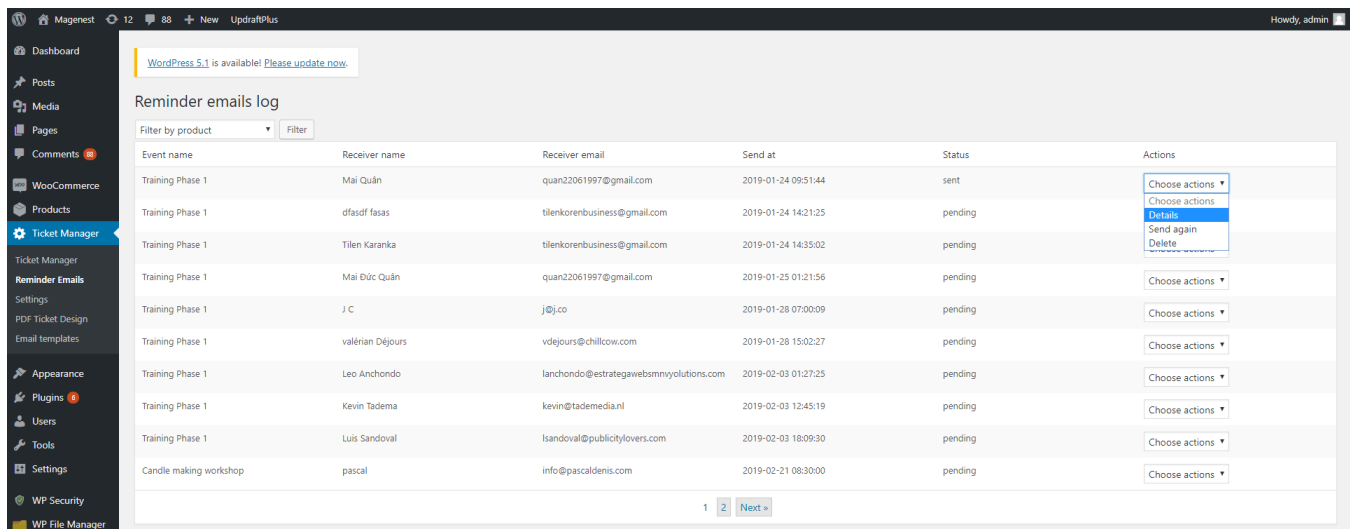
⚠ You can also choose Redeem in the action column to redeem each ticket manually without scanning.



## Manage reminder emails

You can track the reminder email list in **Ticket Manager > Reminder emails**.

With the filter by product, you can select a specific event and view all the tickets sold for that event. You can view the ticket details, resend the reminder email or delete the record.



## 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 configure 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-month 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.

[Magenest](#)