



HOW TO GUIDE

Everything you need to know about our ticketing software

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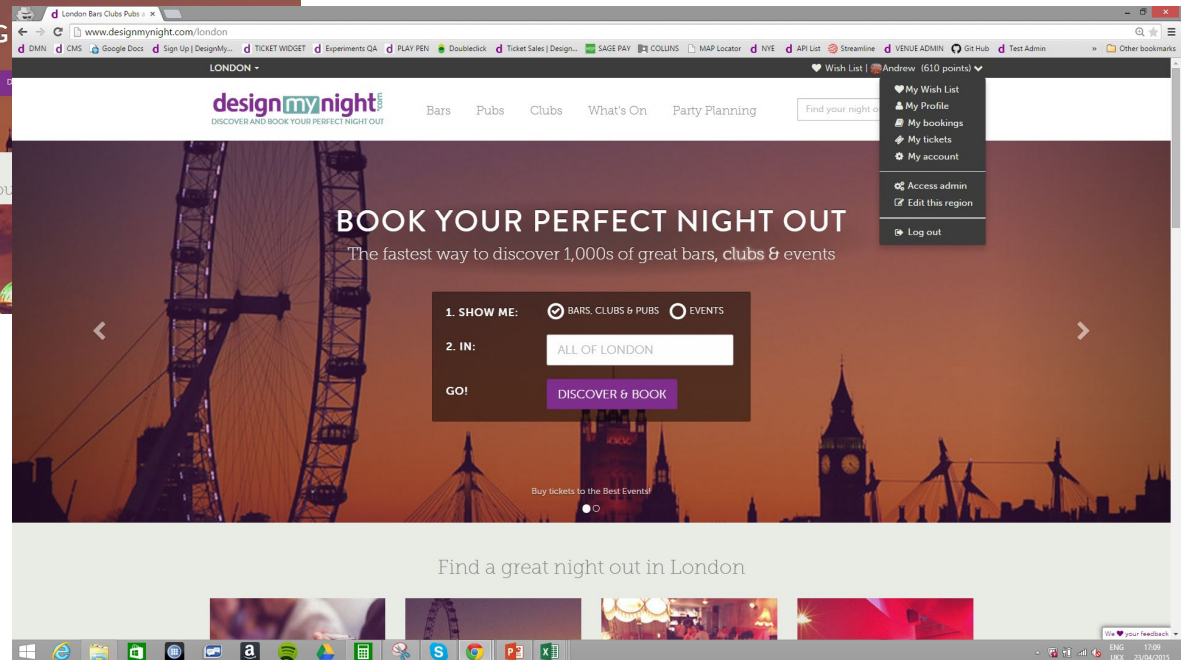
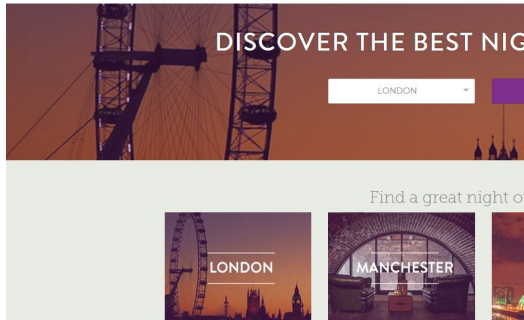
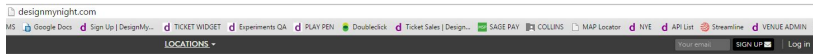
Once you have read the User Guide if you can't find the help you are looking for or are unsure on how to complete an action email us at: support@designmynight.com



LOG IN

[Help Menu](#)

1. Visit <http://admin.designmynight.com/> OR
2. “Log in” via the website www.designmynight.com and then hover over your name (top right) and click ACCESS ADMIN in the drop down menu



LOST PASSWORD

[Help Menu](#)

1. Visit <http://www.designmynight.com/lost-password>
2. Enter the email address you registered with/ set up your events with
3. You will be emailed a link to reset your password

UK - Your email SIGN UP Log in

designmynight
DISCOVER AND BOOK YOUR PERFECT NIGHT OUT

LOST YOUR PASSWORD?

Your email address

Email

RESET PASSWORD

DESIGNMYNIGHT CONTACT INFO
Ground Floor PG03
23-28 Penn Street
London
N1 5DL
To contact the DesignMyNight office:
EMAIL US

USEFUL LINKS
HOME
ABOUT US
LOG IN / SIGN UP
APP
ADVERTISE WITH US
JOBS
CONTACT US

LOCATIONS
BATH
BIRMINGHAM
BOURNEMOUTH
BRIGHTON
BRISTOL
CAMBRIDGE
CARDIFF

WORK WITH US
Discover our solutions for the nightlife industry - we're here to help.

PROMOTE YOUR VENUE
Get listed and instantly get your

SELL TICKETS ONLINE
We're the only online ticket selling solution

BOOKINGS SOFTWARE
Own a bar, pub or club? Tired of 100s of

DRINK AWARE
DesignMyNight supports the responsible consumption of alcohol.
DRINKAWARE.CO.UK

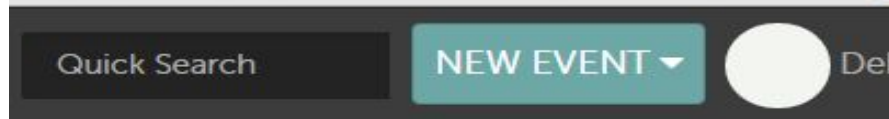
I'm Cortana. Ask me anything.

10:37 20/04/2

CREATE AN EVENT


[Help Menu](#)

Once you are logged into your account, to create a new event click the “Create Event” button located in the top right hand corner.



OUR EVENTS

[APPROVED EVENTS \(42\)](#) [PENDING APPROVAL \(8\)](#) [PAST EVENTS \(0\)](#)




HUSH THURSDAY

The Hoxton Pony

Every Thursday

[MANAGE](#) [SALES](#) [VIEW](#) [COPY EVENT](#)

Private




STEAK CLUB - EVERY THURSDAY

Marco Grill

Every Thursday

[MANAGE](#) [SALES](#) [VIEW](#) [COPY EVENT](#)

Public



JIM BEAM CRAFTHOUSE

Bargehouse, OXO Tower Wharf

24th April 2015

WELCOME TO YOUR EVENTS

Welcome to the Event Admin. Choose from your events on the left to manage or edit. Or click 'Create Event' to add a new event.

[CREATE EVENT](#)

CREATE AN EVENT: DETAILS

[Help Menu](#)

CREATE AN EVENT

Welcome to DesignMyNight Event Editor

To create your event fill out each section, clicking 'NEXT' to progress.

Once submitted one of our awesome content team will review your event to ensure your event is best placed to get the love it deserves!



EVENT DETAILS

Event Name

Make this unique and distinctive, this will form the URL of your page too.

Event Brand

enter your event brand if you want to link it to other associated events on your event brand page.

Region

Pick the nearest region to your event. If you can't find the right region email us support@designmynight.com

Venue

Type the name of your venue. If we have it on our database it will appear so select it. Otherwise click "add a new venue" and add it.

Event Date and Times

Select the date and start/finish time of your event. By clicking the drop down menu you can add multiple dates as well as repeating. Click "Custom" to select specific dates. If you want your event to repeat indefinitely leave the UNTIL field blank.

You then have the option of adding what time the doors of the event will open.

Event name A short descriptive name for your event.
Tip! Keep your name as short as possible, it looks better on our site and will sell more!

Event Brand Begin typing to find your event brand
Select your event brand.

Region

Venue Begin typing to find your venue
Select your venue or add a custom venue.

Event Date

APRIL 2016						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
01	02	03	04	05	06	07

MORE DATES

Repeats Every Thursday

Repeat until

[Reset date options](#)

Start time Ends (3 hours)

Doors Open minutes before Optional.

CREATE AN EVENT: DETAILS

[Help Menu](#)

Event Description

This is a great place for you to provide customers with a good insight into your event, describing any key selling points of the event and what the guests can expect.

Food Served

Select whether there will be food served at your event

Upload Menus

If you selected YES for the previous question, proceed to upload your menu. If we have worked with your venue before then a pre-existing list may appear.

Age Restriction

Enter corresponding age restriction to your event. A default setting will be applied to OVER 18.

Event Details Ticketing Your Details

Event description 1 2 3

Woah there! Before you start crafting your masterpiece bear in mind some top tips we find work like a dream. Don't include your event name or date in this bit, we already have that. Don't add double spacing between lines and watch for those spelling mistakes. To add images, paste the hyperlink, then highlight it and click the image button. Nail all that and you're onto a winner.

What is happening at your event? Why is your event awesome? What can guests expect?

Food served?

Choose 'Yes' if you are serving food at your event. You will be given the option to add a menu.

Upload menus

Tip! You can click and drag your menus to change the order they appear.

Age Restrictions Is there an age restriction? Defaults to: Over 18

CREATE AN EVENT: DETAILS

[Help Menu](#)

CATEGORIES:

Event Types

Pick these as accurately as you can. Our editorial may edit these as they important for our user search match.

Music Type

Leave these blank if you don't play music

PHOTOS AND VIDEO:

Photos

Click on the + sign and upload your photos. Please note there is a 2MB file size limit. Landscape photos are best suited.

Videos

Use the YouTube video URL as stated for it display on your event page.

Once you have completed all the necessary details on this page click NEXT and you will be directed to TICKETING part of the event creating process.



CATEGORIES

These categories help our users to search and discover events. Make sure they accurately reflect your event.

Event type

Pick upto 4 tags to categorise your event.

Music type

Optional. What type of music do you play?

PHOTOS AND VIDEO

Photos

A dashed rectangular box containing a large plus sign (+) in the center and the text '2MB limit' below it.

Your first photo will be your lead photo, please ensure it's a landscape sized image. This means it will be the first photo in order of the images by dragging them.

YouTube Video

Enter in the YouTube 'Share Video' link.

Adding a video will make it appear ahead of your lead image.

Optional. e.g <http://youtu.be/KxywRwgEtS8>

CREATE AN EVENT: TICKETING

[Help Menu](#)

TICKETING

NOTIFICATION EMAILS:

Notification Email

This email will be sent to this address every time a sale is made.

Payment Email

Details of your payment date and final statement will be sent to this address.

ADD TICKETS:

Tickets

Complete all sections of the ticket as prompted.

Price

If your event is a free event tick the box below the price section.

Booking Fee Split

This will be added by our team after you submit your event. You can choose to absorb the fee into your ticket price or add it on for the customer to pay. Please let us know what you would like to do.

Add New Tickets

Click on the green button to add details of varying tickets for example: Early bird, general admission, VIP.



1. NOTIFICATION EMAILS

Ticket Notification email
This email address receives an email every time a sale is completed.

Payment Notification email
This email is for notifications of your payment date and your final statement detailing your net payment after the event.

2. ADD TICKETS

TICKETS + ADD TICKET GROUP

Ticket name	Description	Quantity	Price*	Booking Fee Split
<input type="text" value="e.g. Early Bird"/>	<input type="text" value="A brief description of this ticket"/>	<input type="text"/>	£ <input type="text"/>	<input type="range" value="0"/> Customer pays booking fee

* This ticket is free

You can change the order of the tickets by using the up and down arrows.

Please note a booking fee may be added by our team that will be charged on top of the listed ticket price. This will depend on what we have agreed with you. You can choose to absorb some of this booking fee by altering the 'Booking Fee Split' option for each ticket.

[+ ADD NEW TICKET](#)

CREATE AN EVENT: TICKETING

[Help Menu](#)

OPTIONAL INFORMATION

To add further optional details regarding your tickets click the blue cog to the right hand side of the TICKETING page.

Ticket Status

If you set this to not on sale it will not show on your ticket page

Event Start/End Time

If you are using ticket types to represent time slots, you can use these fields to match the times, these appear in the ticket sent to the customer

On Sale From/Until

Tickets will start and stop as per these settings

Max/Min per purchase

Use these to control how many tickets customers can buy per purchase.

Applicable Dates

Use this if you want to set a ticket to sell just on a set series of dates.

Event Details 1 Ticketing 2

↑ ↓

⚙️ 🗑️

Ticket status

Bundle Ticket Optional. Specify another ticket that must be bought with this ticket.

Event Starts Optional. Does the event's start time differ for this ticket?

Event Ends Optional. Does the event's end time differ for this ticket?

On sale from Optional. If you want ticket sales to go on sale at a future date choose this field.

On sale until Optional. By default tickets will sell until the event start time. Pick a different time in the need to stop sales before.

Max per purchase Optional. What is the maximum number of tickets which can be purchased per transaction?

Min per purchase Optional. What is the minimum number of tickets which can be purchased per transaction?

Applicable dates Optional. Do you want to limit this ticket to certain event dates? Such as a 'Friday Ticket'

CREATE AN EVENT: TICKETING

[Help Menu](#)

ADVANCED OPTIONS

Total Ticket per event

If you want to sell tickets spread over multiple ticket types but control the total sold, enter an amount here.

Sell Until

Enter the number of hours before the event start time that you want to stop sales for that specific day. Sales will continue for future dates.

Hide sold out

Choose whether you would like to hide sold out tickets on your event page.

Display VAT

Choose whether you would like to display the VAT on the ticket form and at checkout.

Require each guests name

Choose whether you would like customers to provide a name for each ticket they purchase. If YES, the main ticket buyer will be sent an individual ticket for each attendee named.

Require contact number

Choose whether you require the customer's phone number.

Event Details 1 Ticketing 2 Your Details 3

3. ADVANCED OPTIONS

Please note these are all optional settings, you do not need to set these if they don't apply to your event.

Total tickets per event
Use this field if you want to cap your total sales across your different Ticket Types.

Sell until HOURS BEFORE EVENT STARTS ▾
The number of hours before/after the event that tickets will be removed from sale. You can adjust this at any point before the event.

Hide sold out
Choose 'Yes' if you would like to hide sold out tickets on the form. (Only when a date is selected)

Display VAT
Choose 'Yes' if you would like to display the VAT on the ticket form and in checkout.

Require each guest's name
Choose 'Yes' if you would like customers to name a guest for each ticket they purchase.

Require contact number
Choose 'Yes' if you need the customer's phone number.

CREATE AN EVENT: TICKETING

[Help Menu](#)

Add presale message

Click yes and write a message that is shown to the customer on the checkout page. Tick the box if you want a response to be collected that you can access after purchase.

Add message to ticket

This will appear in the PDF ticket the customer receives after purchase.

Add message to purchase confirmation

This message will appear on the purchase confirmation emailed to customer. This tool can be used to promote your other events.

Ticket logo

Upload a logo to appear above your tickets and your emails.

Terms and conditions

Please review these Terms and Conditions and add/remove conditions as per your event Terms and Conditions.

Event Details **1** Ticketing **2** Your Details **3**

Add pre-sale message YES NO
This is a message that appears to the customer on the checkout page before they buy. If you have an important message to share with them before they buy, this is the place to do it.

Add message to ticket YES NO
This message will appear on the printable ticket sent to the customer. Use this for any specific event info or actions you need your guests to follow.

Add message to purchase confirmation YES NO
This message will appear on the purchase confirmation emailed to the customer. Use this to promote your other events.

Ticket logo
Upload a logo to appear above your tickets and your emails.

4. TERMS AND CONDITIONS
Please review these Terms and Conditions and add/remove conditions as per your event Terms and Conditions.

Terms and Conditions

1. The ticket holder voluntarily assumes all risks and danger incidental to the event for which the ticket is issued, whether occurring prior, during or after the event. The ticket holder, event participants, DesignMyNight (WFL Media Ltd) and all of their respective agents, officers, directors, owners and employers are expressly released by the ticket holder from any and all claims, damages, losses, liabilities, costs and expenses, including reasonable attorneys' fees, that may be asserted against or incurred by DesignMyNight, its agents, officers, directors, owners and employers, in connection with the event.
2. Tickets are issued subject to the rules and regulations of the venue.
3. Please check your tickets, as mistakes cannot always be rectified.
4. Occasionally, events are cancelled or postponed by the promoter, team, performer or venue for a variety of reasons. If the event is cancelled, please contact us for information. If the event was moved or rescheduled, the venue or promoter may set refund limitations. It is your responsibility to ascertain the date and time of any rearranged event.
5. The venue reserves the right to refuse admission and may on occasion have to conduct security searches to ensure the safety of the patrons.

CREATE AN EVENT: YOUR DETAILS

[Help Menu](#)

YOUR DETAILS

Please Note:

These fields will only appear on your ticket page if you are using us as your main ticket outlet.

Event organiser

Enter you or your company's name.

Contact email

Enter the email address that customers should send their enquiries to.

Organiser description

This is optional. Fill this in to let guests know who is organising the event.

Website

Optional link to a website about your event.

SOCIAL MEDIA

Facebook

Paste link to the event Facebook.

Twitter

Paste link to the event Twitter.



Event organiser

You or your company's name.

Contact email

Where should customers send their enquires?

Organiser description

Optional. Let guests know who is organising this event.

Website

Optional. Link to a website about your event.

SOCIAL MEDIA

Facebook



Optional. E.g. http://www.facebook.com/your_brand

Twitter



Optional. E.g. @your_brand

CREATE AN EVENT: BANK DETAILS

[Help Menu](#)

BANK DETAILS

Please Note:

You can enter these at a later time if you don't have these available.

If these fields are missing 2 working days after the event you will not be paid and you will have to contact us with your details so you can be paid manually.

As a default, you will be paid 4 working days after the event has taken place.

CREATE AN EVENT

Welcome to DesignMyNight Event Editor

To create your event fill out each section, clicking 'NEXT' to progress.

Once submitted one of our awesome content team will review your event to ensure your event is best placed to get the love it deserves!



Make sure these details are correct so you can get paid!

Please note you can add these at a later date. Just log back in and add them before the end of your event.

Account holder's name

The name as it appears on the bank account.

Sort Code

Your branch's sort code

Account Number

Your unique account number

CREATE AN EVENT: PREVIEW & CONFIRM

[Help Menu](#)

PREVIEW AND CONFIRM

Happy with your event?

You will be able to edit your event again after this point.

Public or Hidden

Making your event public means it will be published and searchable on DMN once approved by our editors. Select HIDDEN if you don't want it found on the site but want to keep the ticket link live and shareable with your own customers.

Preview your Event

Click the PREVIEW EVENT button if you would like to see what your event page will look like with the settings you have chosen/adjusted.

Submitting an event

Once you submit, our team will review and put your page live shortly. You will receive an email notifying you once this is done.

CREATE AN EVENT

Welcome to DesignMyNight Event Editor

To create your event fill out each section, clicking 'NEXT' to progress.

Once submitted one of our awesome content team will review your event to ensure your event is best placed to get the love it deserves!



HAPPY WITH YOUR EVENT?

If you would like to make any changes please feel free to go back along the steps and edit any of the options again.

WHAT HAPPENS NEXT?

Once you have submitted your event below one of our editorial team will check over your event for you and make sure it's looking amazing! Your account manager will then be in touch to confirm details or if we already work with you, you'll be emailed your live ticket link.

Tickets

As you have chosen to sell tickets through Design My Night one of our team will soon be in contact with you to discuss our commission terms.

MAKING YOUR EVENT PUBLIC

Once your event has been approved by our team it will be automatically put public on our site.

However if timing is key and you would like to choose when your event goes public, set it to hidden below and you can then log back in any time to set it public.

We're looking forward to working with you on this event and thanks for using DesignMyNight Ticketing!

Event Status

PREVIEW EVENT

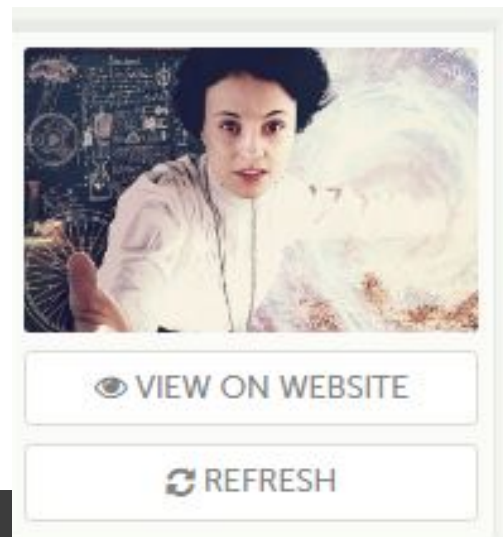
SUBMIT EVENT

VIEWING YOUR LINK

[Help Menu](#)

ONCE YOU HAVE CREATED YOUR EVENT:

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on VIEW – this will open your live ticket page on DMN.
3. To preview any changes you have made you can also click the VIEW ON WEBSITE button. You can access this by clicking MANAGE then VIEW ON WEBSITE.



EVENTS

Manage Events

View Transactions

YOUR EVENTS

APPROVED EVENTS (42)

PENDING APPROVAL (7)

PAST EVENTS (1)



TIME RUN

Time Run

Custom dates

MANAGE SALES VIEW COPY EVENT



AN INVITATION - SPRING / SUMMER 2015 COCKTAIL MENU

The Four Sisters

29th April 2015

MANAGE SALES VIEW COPY EVENT

designmynight

CREATE PRIVATE TICKET LINK

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on “HIDE EVENT” and this will make your link private, but still viewable to whoever has the link

The screenshot shows the Design My Night dashboard. On the left is a sidebar with navigation options: Dashboard, Manage, Edit Listing & Tickets, Control Panel, Account Management, Waiting List, Pre-Sale, and User Reviews. The main content area is titled 'DASHBOARD' and features two status boxes: 'PUBLIC' (with a green checkmark icon) stating 'Your event is currently live on our website.' and a 'HIDE EVENT' button; and 'CHANGES APPROVED' (with a green checkmark icon) stating 'Your latest approved change was on Monday, 25th April 2016.'. Below these is a 'TICKET SALES' section with a date range filter set to '05/05/2016' and '05/08/2016', and a 'FILTER' button. A table displays ticket sales data: Tickets Sold (348), Total Guests (0), Available (4852), and Total Attendees (348). To the right of the table is a donut chart with a small purple slice.

Tickets Sold	348
Total Guests	0
Available	4852
Total Attendees	348

ADD A NEW USER

[Help Menu](#)

This function allows you to give multiple users permission to access your event. By granting access, the user will be able to log in and view and edit all your event information. Please note, anyone you want to add as a user will have to set up their own DesignMyNight account.

1. To add a new user firstly log into your Event Admin page: <http://admin.designmynight.com/events>
2. Click the USERS tab located in the EVENTS bar along the top of the page
3. If you have a large number of events use the left hand side SEARCH tool to find the event you want to add a user to
4. Once you have selected the event, enter the email address they set up their account with, along with their name and surname and click ADD
5. You will then see their name and details appear in the list below
6. If you want to then provide this user with access to other events click the COPY USER PERMISSIONS button.

EVENTS ▾ All Events Event Brands All Transactions Finance Users User Guide

MANAGE USERS

ADD USER

Email address First name Last name

USER PERMISSION

By granting access, the user will be able to log in and view and edit all your event information.

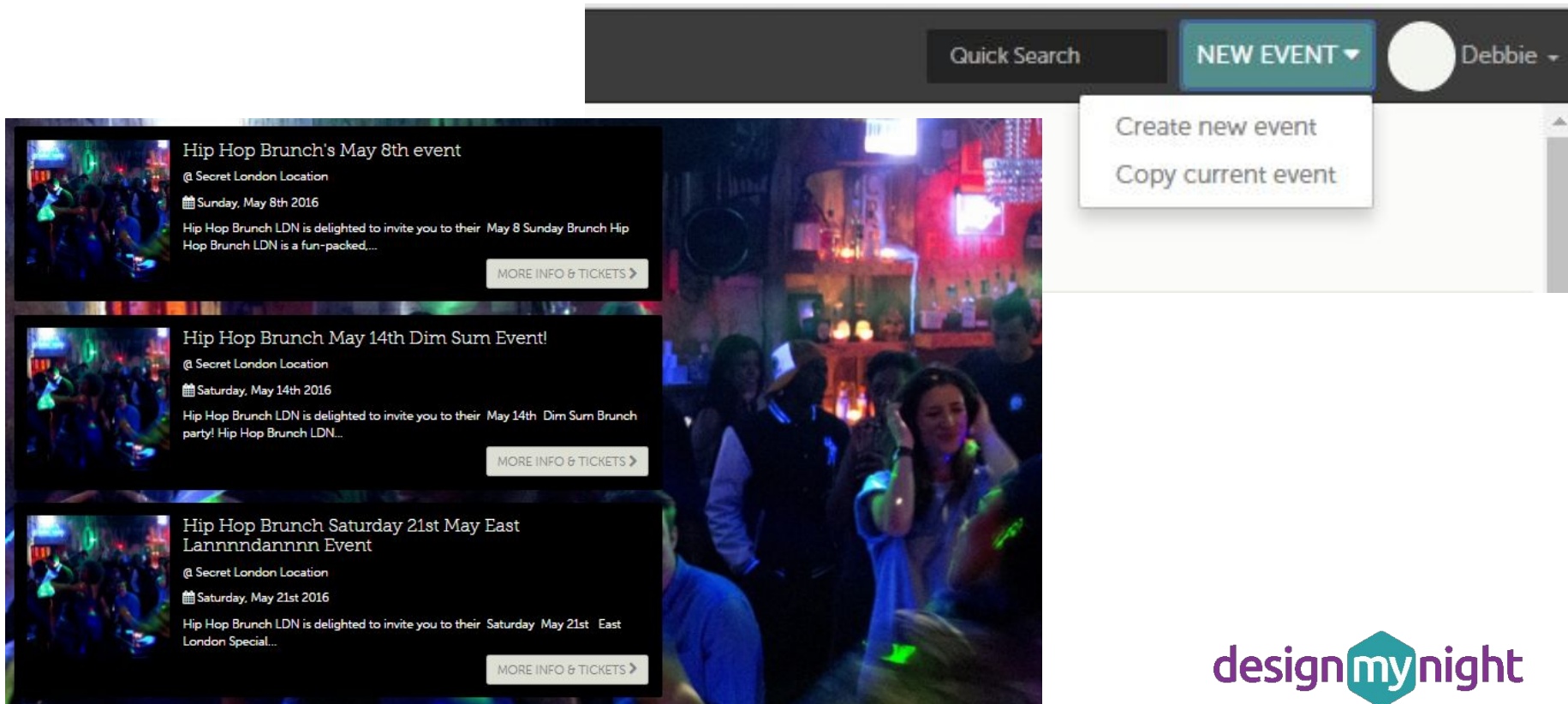
Name	Email	Permissions
debbie richardson	debbiejane_@hotmail.co.uk	<input checked="" type="checkbox"/> Manage event <input type="checkbox"/> Manage permissions

DUPLICATE AN EVENT

[Help Menu](#)

If you want to create multiple similar event pages,, instead of creating a new event page each time, a quick and easy way of doing this is by creating a duplicate of the event you have already designed and then just changing the necessary information (ie. event name, venue, picture). Please note, to successfully duplicate an event you must change the name.

1. To copy a event log into your Event Admin page: <http://admin.designmynight.com/events>
2. Select MANAGE for the event you want to duplicate
3. Once the DASHBOARD page has opened click on the NEW EVENT button in the top right hand corner
4. Select the COPY CURRENT EVENT option from the drop down list
5. This will then generate a duplicate version of the event which you can edit.
6. Once you have made your changes, press SUBMIT.



The screenshot displays the Event Admin dashboard. At the top right, there is a 'Quick Search' field, a 'NEW EVENT' button with a dropdown arrow, and a user profile for 'Debbie'. The dropdown menu is open, showing two options: 'Create new event' and 'Copy current event'. On the left, a list of events is shown, each with a thumbnail image, title, location, date, and a 'MORE INFO & TICKETS >' button. The events listed are:

- Hip Hop Brunch's May 8th event**
@ Secret London Location
Sunday, May 8th 2016
Hip Hop Brunch LDN is delighted to invite you to their May 8 Sunday Brunch Hip Hop Brunch LDN is a fun-packed...
- Hip Hop Brunch May 14th Dim Sum Event!**
@ Secret London Location
Saturday, May 14th 2016
Hip Hop Brunch LDN is delighted to invite you to their May 14th Dim Sum Brunch party! Hip Hop Brunch LDN...
- Hip Hop Brunch Saturday 21st May East Lannndannnn Event**
@ Secret London Location
Saturday, May 21st 2016
Hip Hop Brunch LDN is delighted to invite you to their Saturday May 21st East London Special...

The background of the dashboard shows a vibrant nightclub scene with people dancing and a bar area.

EDIT EVENT

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on EDIT LISTING & TICKETS button on the left hand side of the page. This will allow you to edit your ticket page:

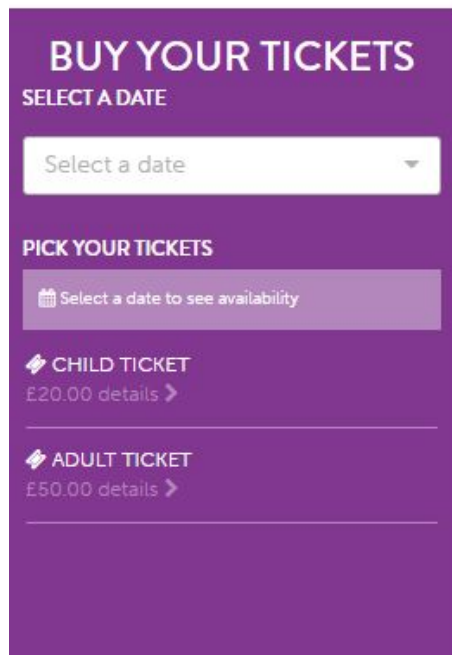
The screenshot shows the 'EDIT YOUR EVENT' interface for an event named 'TIME RUN'. The page is divided into a left sidebar and a main content area. The sidebar contains a profile picture of a woman, a 'VIEW ON WEBSITE' button, a 'REFRESH' button, and a navigation menu with categories: Dashboard, Manage (with sub-items: Edit Listing & Tickets, Control Panel, Account Management, Waiting List, Pre-Sale, User Reviews), and Sales. The main content area features the event title 'TIME RUN' with a '@ Time Run' icon, followed by the heading 'EDIT YOUR EVENT'. Below this is a progress bar with four steps: 'Event Details' (highlighted in purple and marked with a '1'), 'Ticketing' (marked with a '2'), 'Your Details' (marked with a '3'), and 'Bank Details' (marked with a '4'). The 'Event Details' section includes three input fields: 'Event name' (containing 'Time Run'), 'Event Brand' (containing 'Time Run'), and 'Region' (a dropdown menu set to 'London'). A tip below the 'Event name' field reads: 'Tip! Keep your name as short as possible, it looks better on our site and will sell more!'.

WAITING LIST

[Help Menu](#)

This is a great functionality to use if your events are popular. By adding a waiting list, it allows you to gather the data of waiting customers so that you can contact them in the future in instances such as further tickets becoming available.

1. To add a waiting list option to your event page click on the WAITING LIST tab under Manage and turn on the YES button.
2. The details of the customers who sign up to the waiting list will then be added to the WAITING LIST section.



BUY YOUR TICKETS

SELECT A DATE

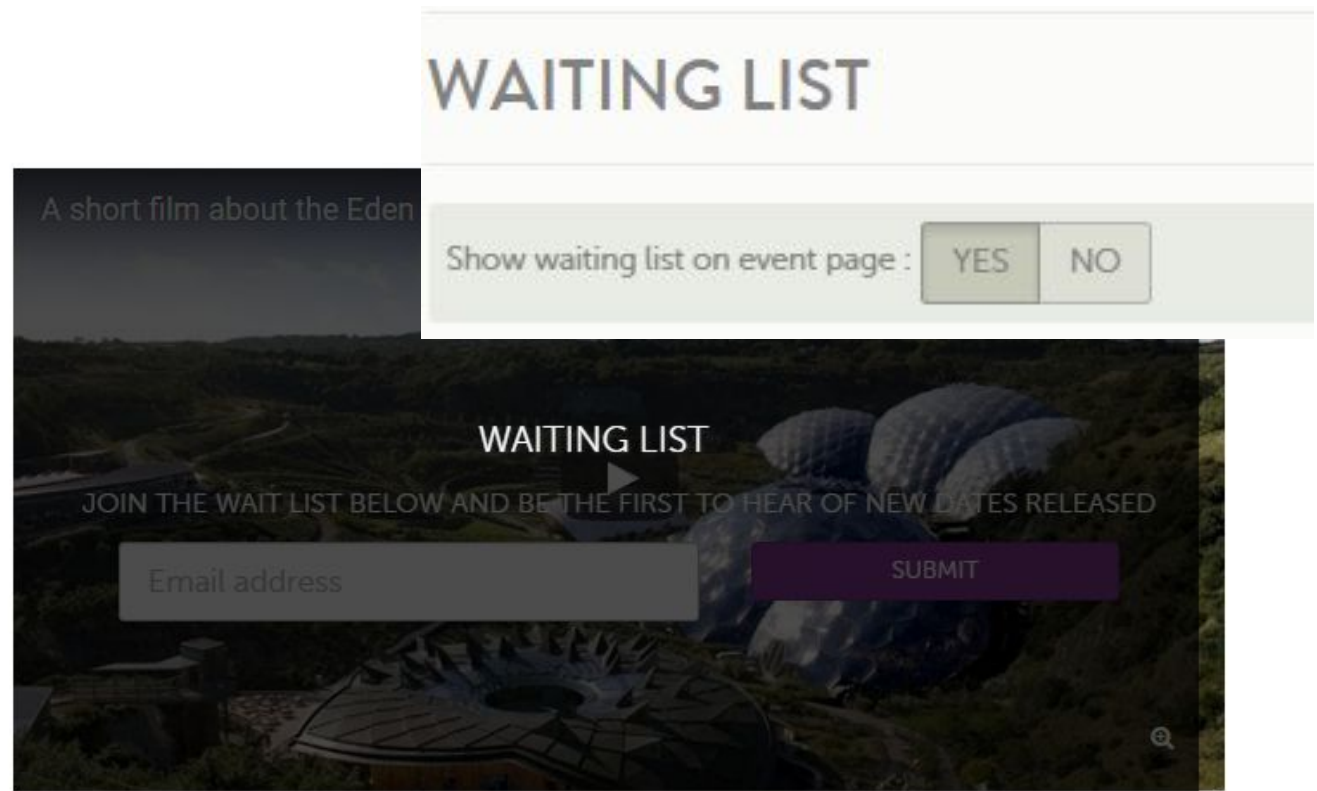
Select a date ▾

PICK YOUR TICKETS

Select a date to see availability

CHILD TICKET
£20.00 details >

ADULT TICKET
£50.00 details >



WAITING LIST

A short film about the Eden

Show waiting list on event page : YES NO

WAITING LIST

JOIN THE WAIT LIST BELOW AND BE THE FIRST TO HEAR OF NEW DATES RELEASED

Email address

SUBMIT

ADD/EDIT DATES

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit
3. Click on EDIT LISTING AND TICKETS
4. Scroll down to the EVENT DATE section. Here you can add or remove dates
5. Once you have made your changes click the SAVE CHANGES button

EVENTS Manage Events View Transactions

YOUR EVENTS

APPROVED EVENTS (42) PENDING APPROVAL (7) PAST EVENTS (1)

TIME RUN
Time Run
Custom dates

MANAGE SALES VIEW COPY EVENT

Event Details Ticketing Your Details Bank

Event Date

CUSTOM DATES

18 May 15		
19 May 15		
20 May 15		
21 May 15		
22 May 15		

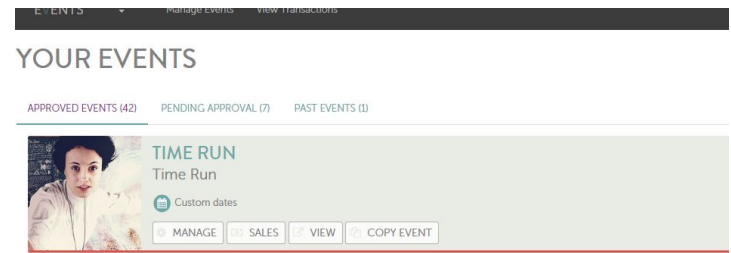
+ ADD RANGE + ADD SINGLE

Sort dates

Start time 13:30 Ends 23:30 (10 hours)

ADD/EDIT TICKET TYPES

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on EDIT LISTING AND TICKETS
4. Click NEXT to navigate to section 2 and then edit/add/remove your ticket types:



The screenshot shows the 'EDIT LISTING AND TICKETS' page for the 'TIME RUN' event. The page is divided into four sections: 'Event Details', 'Ticketing', 'Your Details', and 'Bank Details'. The 'Ticketing' section is active, showing notification emails and a table of ticket types.

1. NOTIFICATION EMAILS

Ticket Notification email:
This email address receives an email every time a sale is completed.

Payment Notification email:
This email is for notifications of your payment date and your final statement detailing your net payment after the event.

2. ADD TICKETS

TICKETS + ADD TICKET GROUP

Ticket name	Description	Quantity	Price*	Booking Fee Split
Time Run - 1:45pm	Price Per Player (Min 3 - Max 5 Per Team)	5	£ 24	Customer pays booking fee
Time Run - 2:30pm	Price Per Player (Min 3 - Max 5 Per Team)	5	£ 24	Customer pays booking fee
Time Run - 3:15pm	Price Per Player (Min 3 - Max 5 Per Team)	5	£ 24	Customer pays booking fee

CHANGE TICKET DATE

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on MANAGE SALES and then the TRANSACTIONS BUTTON.
4. Click on the row of the transaction for the relevant customer. Click in the date field and choose a new date. A green box will appear to tell you the Event date has been updated. You can then resend the new ticket to the customer.

Purchase Ref.	Customer	Rep
EXT-2456616602	Debbie Richardson	

Done! Event date updated!

TRANSACTIONS

From: To: Ticket: Search: [SEARCH](#) [DOWNLOAD](#)

[« Previous](#)

Purchase Ref.	Customer	Rep	Rep commission	Total paid	Placed
EXT-2456616602	Debbie Richardson		£0.00	£0.00	2016-04-19 11:58:54
EXT-2456521914	Debbie Richardson		£0.00	£0.00	2016-04-19 10:49:11

Event	Ticket Type	Date	Quantity	Price	Discount
Debbie Test 2	VIP tickets	<input type="text" value="22/04/2016"/>	1	£0.00	

BUNDLE TICKETS

[Help Menu](#)

This function can be used if you want the purchase of a ticket to be dependent on another, for example: purchasing a child ticket if an adult ticket is purchased.

1. To do this firstly log into your event page: <http://admin.designmynight.com/events>
2. select the EDIT LISTING & TICKETS tab
3. Proceed to the TICKETING tab
4. Select the blue cog image next to the ticket you want to bundle
5. Scroll down to the BUNDLE TICKETS option in the list
6. You can then select the tickets you want to sell as a bundle
7. Click SAVE CHANGES

Ticketing **Your Details** **Bank Details** **SAVE CHANGES**

2 3 4

Tickets

Ticket name	Description	Quantity	Price*	Booking Fee Split	
Child Ticket	children under 5 years old	20	£ 20	<input type="range"/> Customer pays booking fee	<input type="checkbox"/> This ticket is free
Adult Ticket	this tickets includes entry and 5 cocktails	30	£ 50	<input type="range"/> Customer pays booking fee	<input type="checkbox"/> This ticket is free

Ticket status:

Bundle Ticket: Optional. Specify another ticket that must be bought with this ticket.

Event Starts: Optional. Does the event's start time differ for this ticket?

PRESALE CODES

[Help Menu](#)

To send a resale codes to customers firstly navigate to your event : <http://admin.designmynight.com/events>

SMALL VOLUME OF CODES:

1. Select PRESALE CODES
2. Click ENABLE PRESALE
2. Click the purple + ADD CODE button
3. Fill out the required information and click ADD CODE.
4. This will automatically email a pre- sale code to the customer.

LARGE VOLUME OF CODES:

Make a spreadsheet in Excel containing customer email addresses and allocation number and save as CSV file.

1. log into your event admin
2. Select PRESALE CODES
3. Click ENABLE PRESALE
4. Click UPLOAD CODES
5. Add your Excel spreadsheet.
6. A pre-sale code will be sent to your customer.

Presale Codes



MANAGE PRESALE CODES

PRESALE CODES

<input type="checkbox"/> Email	Used/Alloc	Status	Link
<input type="checkbox"/> willinoz@hotmail.com	3 / 4	DMN-2453819825	Open ↗
<input type="checkbox"/> willinoz@hotmail.com	3 / 4	DMN-2454715241	Open ↗
<input type="checkbox"/> will.m.brown@gmail.com	3 / 5	DMN-2454800353	Open ↗
<input type="checkbox"/> tim.adamsmith@gmail.com	2 / 4	DMN-2454801524	Open ↗
<input type="checkbox"/> sarah_o_kane@hotmail.com	2 / 4	DMN-2455531144	Open ↗
<input type="checkbox"/> contact.markbullock@gmail.com	1 / 4	DMN-2454817282	Open ↗

OPTIONS

STATUS

Date is currently on presale

DISABLE PRESALE

ADD/EDIT CODES

designmynight

USER REVIEWS

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Go to the USER REVIEWS tab located under the Manage section
3. Click on REVIEW and then ADD REPLY to respond officially to the user, this will appear on your ticket page:

The screenshot displays the 'MANAGE REVIEWS' section of an admin dashboard. On the left is a sidebar menu with options: Dashboard, Sales Report, Edit Listing, Manage Sales, Discounts, Reps, Widgets, Attendees, Reviews (highlighted with a right-pointing arrow), and Advanced. The main content area shows a list of reviews. Each review entry includes a user profile picture, name, and statistics (e.g., 'Written 1 review (0 helpful reviews)'). The first review is from 'Disha', posted on 27/04/2015 at 12:50 PM, with the text 'We had an excellent night, we booked for were v brilliant.' The second review is from 'BrendanAtess', with the text 'was good. We had an excellent view of the show, the presenter and acts'. The third review is from 'alysilve', with the text 'showed up 5 minutes late and had to stand for the full 90 mins, which a great spot all round. Would recommend you get there early for a good'. The fourth review is from 'LB1', with the text 'ry funny. It was my birthday and all my guests complimented the venue'. The fifth review is from 'alysilve', with the text 'e to the amazing fire acts and overall a very good laugh! I would highly'. Each review entry has a star rating (5 stars for Disha, 4 stars for alysilve, 5 stars for LB1) and an 'ADD REPLY' button with a reply icon.

SALES REPORT

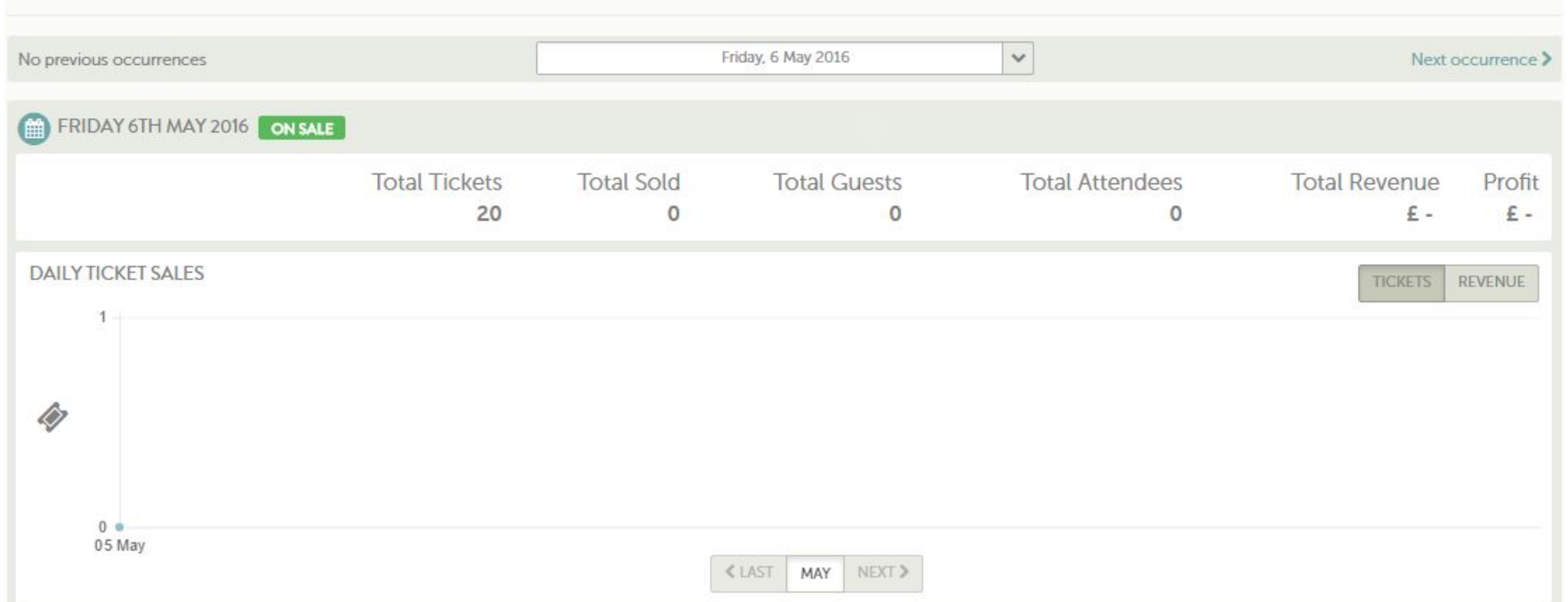
[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on the REPORTS button under the Sales
4. This page will provide you with a comprehensive breakdown of total ticket numbers, ticket sales, revenue and profit. If you have multiple events loaded you can get a breakdown of each by changing the date.

Sales

- > Reports
- > Manage Sales
- > Analytics
- > Refunds

SALES REPORT



MANAGE SALES

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on the MANAGE SALES tab under Sales



EVENTS | All Events | Event Brands | All Transactions | Finance | User Guide | Quick Search

1 BIG NIGHT OUT PUB CRAWL - SUNDAYS

1 Big Night Out Pub Crawl | London | UPDATE

MANAGE SALES

Events between: 10/03/2016 and 10/06/2016 | FILTER

DATE	STATUS	Total Sold	Guests	Available	Total Attendees	TRANSACTIONS	SOLD OUT	EDIT ALLOCATION	CANCEL DATE
SUNDAY 13TH MARCH 2016	ON SALE	0	0	50	0	TRANSACTIONS	SOLD OUT	EDIT ALLOCATION	CANCEL DATE
SUNDAY 20TH MARCH 2016	ON SALE	0	0	50	0	TRANSACTIONS	SOLD OUT	EDIT ALLOCATION	CANCEL DATE
SUNDAY 27TH MARCH 2016	ON SALE	0	0	50	0	TRANSACTIONS	SOLD OUT	EDIT ALLOCATION	CANCEL DATE

SOLD OUT:

Click this if you want to shut sales for a specific date

EDIT ALLOCATION:

If you want to adjust the amount of tickets that are on sale for a specific date or ticket type you can do it here.

CANCEL DATE

This stops sales, removes it from DMN and refunds all customers.



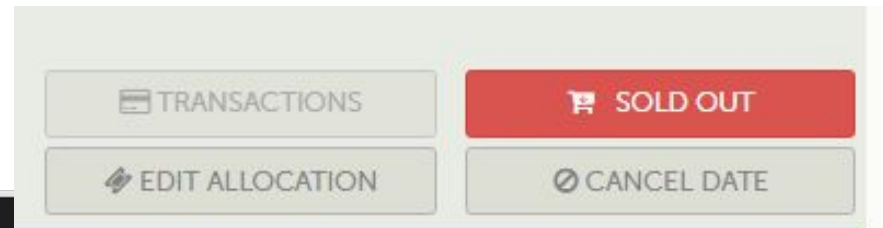
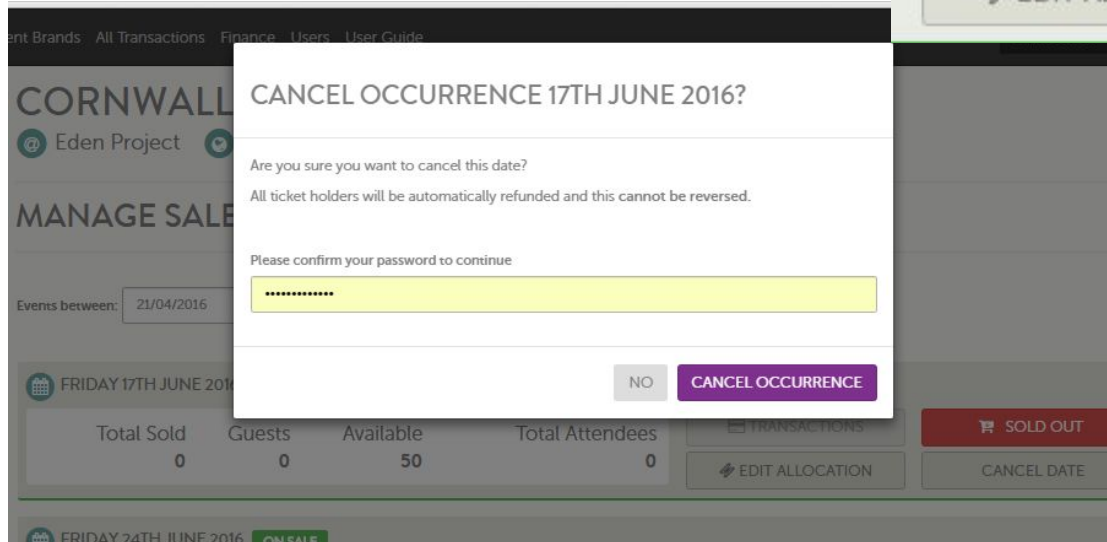
CANCELLING YOUR EVENT

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events> and select the MANAGE button for the event you are cancelling
2. Click on MANAGE SALES
3. Click on CANCEL DATE for the dates/s you are cancelling
4. All customers will be automatically refunded.
5. Please inform all customers of the reason for the cancellation and that they will be refunded with the funds hitting their account in 3-5 working days.

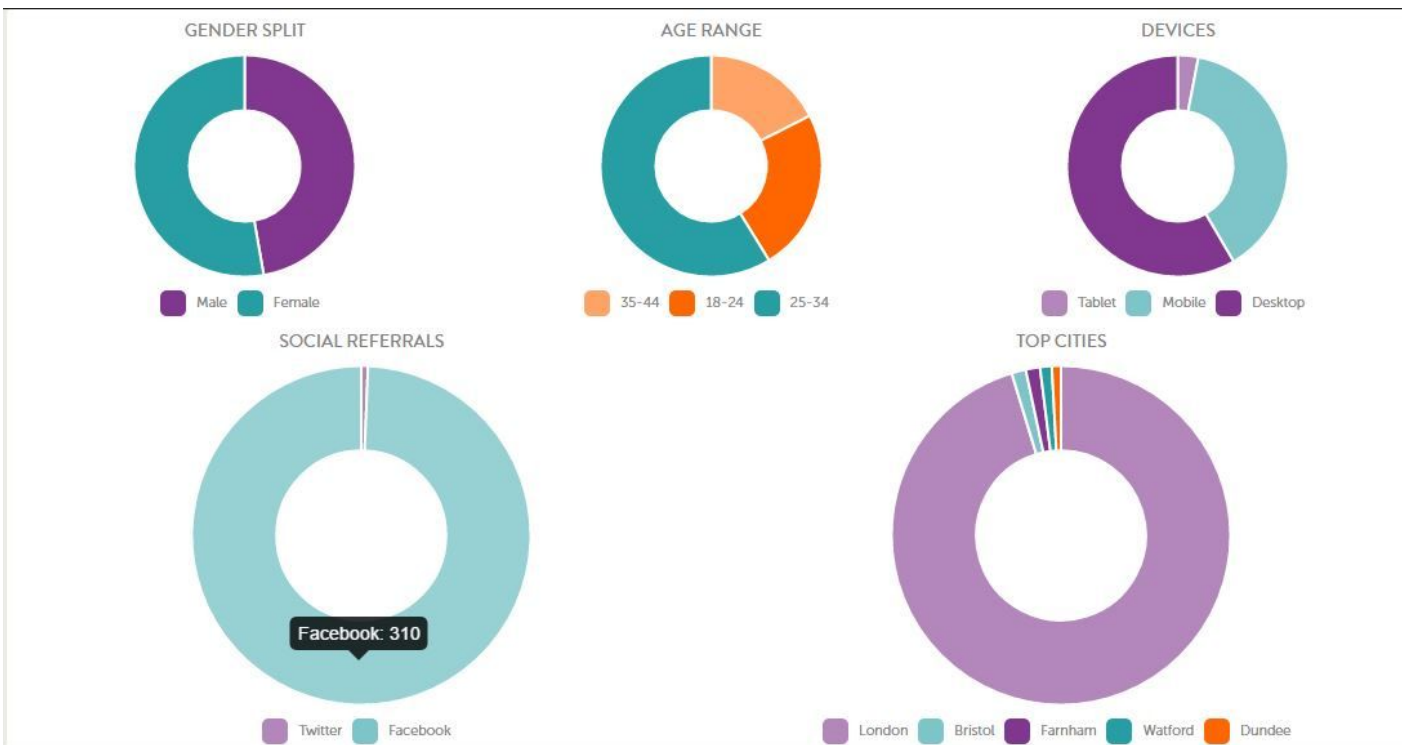
Please note it is critically important you contact your customers.

THIS ACTION CANNOT BE UNDONE.



DesignMyNight provide our Event ticket sellers with the valuable opportunity to view statistics of their ticket buyers.

1. To view these graphs log into your Event Admin page: <http://admin.designmynight.com/events>
2. Select MANAGE for the event you want to view
3. Click ANALYTICS and you will be presented with a graphic breakdown of the Gender split, Age range, Devices used, Social referrals and top city locations of your ticket buyers.



ISSUING REFUNDS

[Help Menu](#)

Log into your Event Admin page: <http://admin.designmynight.com/events>

For single refunds: Click on REFUNDS tab under the Sales menu and find the customer you want to refund.

click on the customer and select the REFUND TICKETS button. This will automatically notify the customer of the refund.

Refund all customers: Go to MANAGE SALES and click on 'CANCEL DATE'. This action cannot be undone. For further information on this proceed to section 22 of the User Guide.

Any error messages please email support@designmynight.com

The screenshot displays the 'TRANSACTIONS' page in the Design My Night Event Admin system. The top navigation bar includes 'EVENTS', 'Manage Events', 'All Transactions', and 'Finance', with a 'CREATE EVENT' button on the right. A left sidebar contains a 'FILTER' section with 'From:', 'To:', and 'Search:' input fields, and 'SEARCH' and 'DOWNLOAD' buttons. The main content area shows a table of transactions for 'Natalie Lennon' at 'The Ultimate Dinner Party at The Little Yellow Door'. Below the transaction table is an 'ITEMS' table with a 'REQUEST REFUND' button. At the bottom, a 'CUSTOMER DETAILS' table lists various attributes for the customer.

Purchase Ref.	Customer name	Event	Rep	Rep commission	Event date	Quantity	Total paid	Placed
DMN-2262131052	Natalie Lennon	The Ultimate Dinner Party at The Little Yellow Door		£ 0.00	02/10/2015	3	£ 114.00	2015-09-07 10:28

Event	Ticket Type	Date	Quantity	Price	Discount	Admin fee	Total	
The Ultimate Dinner Party	Standard	02/10/2015	3	£ 35.00	£ 0.00	£ 3.00	£ 114.00	REQUEST REFUND

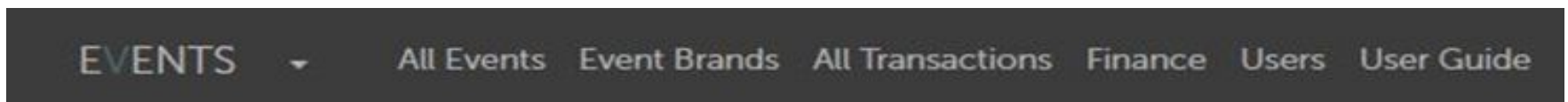
CUSTOMER DETAILS	
Registered User?	Yes
Email address	nat_lennon@hotmail.co.uk
Phone number	07525727398
Bookings DMN	0
Bookings App	0
Bookings Partner	1
Purchases	0
Reviews	0

To find out information on payments and statements:

1. Log into your Event Admin account <http://admin.designmynight.com/events>
2. Click MANAGE for the relevant event.
3. Click the FINANCE tab located along the top of the page

The list will provide you with information on the Date, Recipient, Partner and Amount of payment for each of your event.

You can navigate between your events using the DATE FROM / TO buttons.



FINANCE

PAYMENT STATEMENTS

EMAIL NOTIFICATIONS

Dates from to

Date

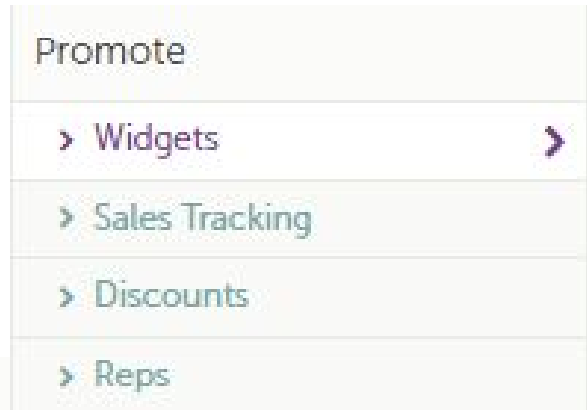
Recipient

Partner

WIDGETS

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on WIDGETS and a preview of the Widget will appear on the right
4. Use the CUSTOMISE YOUR WIDGET option to change the presentation
5. Copy and paste the code it generates and paste it into your web page



WIDGET WIZARD

1. CUSTOMISE YOUR WIDGET

Once you change any defaults below you must update the ticket widget code (step 2).

GET STARTED

2. COPY THE WIDGET CODE

Please find your widget code below. Copy and paste this into your website's HTML code page and the widget will then automatically appear

```
<script type="text/javascript" ng-  
src="//partners.designmynight.com/pw?v=2&r=6435328" item-  
ids="56fc29de7fb8d73d558b4634"></script>
```

Buy Tickets

Brixton Beach Boulevard

Select a date

May 2016						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	<input checked="" type="checkbox"/>
29	30	31	01	02	03	04
05	06	07	08	09	10	11

- Sold out / no longer on sale
- On sale

SALES TRACKING

[Help Menu](#)

Tracking URLs allow you to track your marketing, whether using Google Adwords, Facebook or any other online advertising, create a unique link below to track how many ticket sales are generated.

1. To use Sales Tracking firstly navigate to your event and select MANAGE: <http://admin.designmynight.com/events>
 2. Select SALES TRACKING from the side menu
 3. Navigate to the ADD NEW TRACKING LINK box
- In the TRACKING NAME box enter the name you want to use to refer to the link
4. Under UNIQUE TRACKING CODES a URL will now appear
 5. Copy this code to your desired location
 6. The SALES column next to the link will show you how many sales this link produced.

SALES TRACKING

Tracking Codes

AdWords Conversions

Google Analytics Events

Events between:

and:

UNIQUE TRACKING CODES

Name	Url	Sales	Value
------	-----	-------	-------

There are no sales tracking links setup for this event.
Click the right hand side to add new tracking urls.

SALES TRACKING

Tracking URLs allow you to track your marketing, whether using Google Ad words, Facebook or any other online advertising, create a unique link below to track how many ticket sales are generated.

+ ADD NEW TRACKING LINK

Tracking Name

E.g. Facebook

Promote

> Widgets

> Sales Tracking >

> Discounts

> Reps

DISCOUNT CODES



[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on DISCOUNTS and then complete the ADD NEW CODE section.
4. Once completed details of the code you have created will appear in the DISCOUNT CODES section.

MANAGE DISCOUNTS CODES

✓ Discount code added! The discount code "COMPWINNER" has been added to the ticket "entry plus cocktails".

DISCOUNT CODES

Code	Ticket Type	Amount	Max	
COMPWINNER	entry plus cocktails	£ 5.00	3	 

+ ADD NEW CODE

Discount Code

Ticket Type

Amount Discounted

Max Allocation (per event date, per ticket type)

Dates Applicable

(This will add a discount code for each ticket type)

Promote

> Widgets

> Sales Tracking

> Discounts 

> Reps

REPS

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events> and select **MANAGE** on the event you want to set up reps on
2. Click on the **REPS** tab and then enter the **REP COMMISSION RATES** as promoted on the right. Then click **UPDATE REPS**. Use this form to set how much commission a rep will get per ticket they sell.
3. Via the **OPTIONS** box can choose whether you want to **ACCEPT REPS** and if you want to **AUTOMATICALLY APPROVE REPS**. A **REP** button will then appear on your ticket page for reps to sign up to your event. Check your **SALES REPORT** to see if any reps made sales for you.

MANAGE REPS

REGISTERED REPS

Name	Status	Tickets Sold	Total Commission	Approve?
Caroline Holst carholst	Accepted	12	£0.30	<input type="checkbox"/>
Ian Lim limberini	Accepted	72	£3.60	<input type="checkbox"/>
Jonathan Wanono 553eab9917eeb9483b00b745	Accepted	89	£3.33	<input type="checkbox"/>
Philip Jacobs nighkey	Accepted	0	£0.00	<input type="checkbox"/>
Nicola Clifton violentblondes	Accepted	0	£0.00	<input type="checkbox"/>
Adnan Kundi adnzafar	Accepted	0	£0.00	<input type="checkbox"/>
KYNGDOM KYNGDOM kyngdom	Accepted	3	£0.00	<input type="checkbox"/>
sebastian edwards seb_star_	Accepted	2	£0.20	<input type="checkbox"/>
Tom Dunne tomdunne	Accepted	0	£0.00	<input type="checkbox"/>
Sophie McCreddie novamusic	Accepted	0	£0.00	<input type="checkbox"/>
Pete Downes peteroxx	Accepted	0	£0.00	<input type="checkbox"/>

REP COMMISSION RATES

Ticket Type	Amount (£)
Entry only	<input type="text"/>
Entry & Food	<input type="text"/>
2nd Release- Entry Only	<input type="text"/>
FLASH SALE- 24 HOURS ONLY- Entry to event only	<input type="text"/>

UPDATE RATES

Use this form to set how much commission a rep will get per ticket they sell

OPTIONS

Accept reps

YES

Automatically accept reps

NO

DOWNLOAD ATTENDEE LIST

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on ATTENDEES
4. Click DOWNLOAD LIST for the event date of your choice:



MANAGE ATTENDEES

No previous occurrences Friday, 22 April 2016 Next occurrence >

GUEST LIST FOR FRIDAY 22ND APRIL 2016

Search Order by Name (A-Z)

GUEST LIST

<input type="checkbox"/>	Customer	Ticket	Comments	Quantity	Tickets
<input type="checkbox"/>	Debbie Richardson	VIP tickets	Do you require trans... more.	1	

OPTIONS

Tickets: DOWNLOAD LIST RESEND SELECTED

Add guest: + ADD TO LIST

Check-in: OPEN CHECK-IN LIST

Use our Scanning App:

ADD FREE GUESTS TO YOUR EVENT

[Help Menu](#)

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on MANAGE for the event you want to edit.
3. Click on ATTENDEES
- 4.
5. Pick a date then select ADD TO LIST, you will then be prompted to fill out the guest information and add comments.
6. Once you have clicked ADD GUEST they will automatically send them a PDF containing their free ticket. Any free tickets are deducted from your total allocation so please bare this in mind:

Transactions Finance Users User Guide

ADD GUEST FOR MONTEZUMA: BRINGS BACK INTERNATIONAL DJ KATY ISTERIKA

FRIDAY, 22ND APRIL 2016

Ticket Type

Quantity
Available: 0

Customer Name

Email

MANAGE ATTENDEES

GUEST LIST FOR FRIDAY 22ND APRIL 2016

Search

Order by

GUEST LIST

Customer	Ticket	Quantity	Tickets
----------	--------	----------	---------

OPTIONS

Tickets:

Add guest:

Check-in:

Use our Scanning App:

Download on the App Store

RESEND TICKET TO GUEST

[Help Menu](#)

If any of your guests get in contact because they have lost their ticket, use this tool to quickly and easily send them a new one.

1. Navigate to your events: <http://admin.designmynight.com/events>
2. Click on the ATTENDEES LIST tab under the Attendees section.
3. Pick a date, select the customer by ticking the tick box, then click RESEND SELECTED

ATTENDEES LIST

< Previous occurrence

Friday, 6 May 2016

Next occurrence >


GUEST LIST FOR FRIDAY 6TH MAY 2016

Search

Order by


Name (A-Z)


GUEST LIST

<input type="checkbox"/>	Customer	Ticket	Comments	Quantity	Tickets
<input checked="" type="checkbox"/>	Alexander Warnakulasuriya	Admission		2	
<input type="checkbox"/>	Ali Amir	Admission		2	

OPTIONS

Tickets:

 DOWNLOAD LIST

 RESEND SELECTED

Add guest:

 ADD TO LIST

Check-in:

 OPEN CHECK-IN LIST

CHECK-IN GUESTS

[Help Menu](#)

This functionality can be used when you want to manually check-in guests.

1. To do this click on the CHECK IN tab under Attendees.
2. Here you can search for guests, check in individuals or all the tickets purchased at the same time.

CHECK IN ATTENDEES

[← Previous occurrence](#)

Friday, 6 May 2016

[Next occurrence >](#)

GUEST LIST

Search

Order by

Name (A-Z)

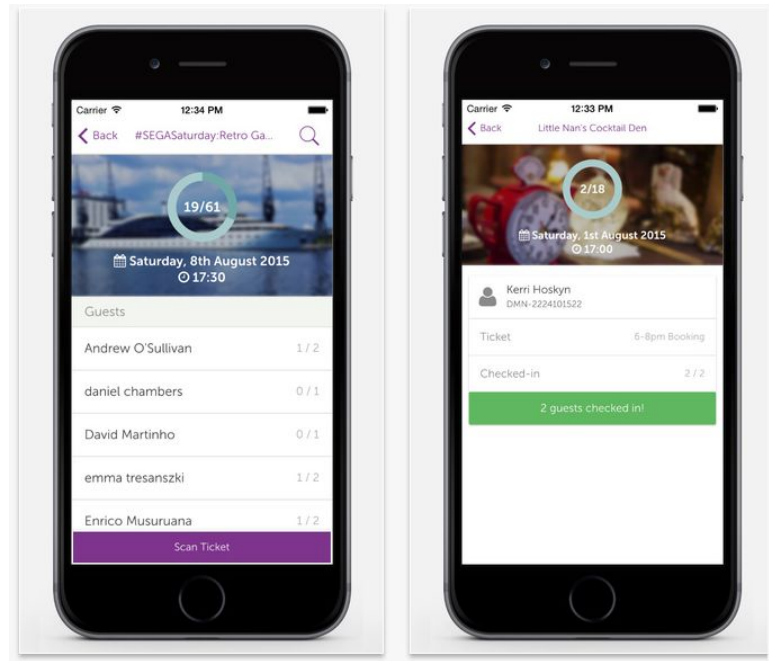
[← PREVIOUS](#)[NEXT >](#)

Customer	Ticket	Checked In			
Alexander Warnakulasuriya	Admission	0/2	2	CHECK-IN	SHOW DETAILS
Ali Amir	Admission	0/2	2	CHECK-IN	SHOW DETAILS
Angela Crowther	Admission	0/2	2	CHECK-IN	SHOW DETAILS
Anne Roache	Admission	0/3	3	CHECK-IN	SHOW DETAILS
Becka Ricketts	Admission	0/2	2	CHECK-IN	SHOW DETAILS

CHECK IN SCANNER

[Help Menu](#)

1. We have a fantastic check in Scanner app, available on the iPhone. Download it [here](#) or search for it on the App store, search for “DesignMyNight” and download the DesignMyNight Scanner App.
2. Please note you must have an internet connection to use the scanning app. Multiple people can download the app and use it at the same time.
3. Log in with the same email you use to view your DMN events on our website
4. Pick the next available date for your event
5. Click scan ticket to load the camera and aim it nice and close to the QR code on the customer's PDF ticket. This can be done via their phone or printed ticket. If on their phone you can zoom in using their phone a bit to make the code larger.
6. Once it's scanned you can choose to check all ticket holders associated with that transaction at once to speed things up or scan each ticket if you wish.
7. If there is no code or an issue, simply go back to the customer list in the app and search for their name and check them in manually.



EMAIL ATTENDEES

1. If you want to email your attendees you can do it via our platform.
2. Navigate to your events: <http://admin.designmynight.com/events>
3. Click the EMAIL ATTENDEES tab
4. You can specify which group of your attendee's you want to email via the TO dropdown menu
5. Enter Subject, Message and press SEND EMAIL.

EMAIL ATTENDEES

NEW MESSAGE

From
Debbie

Reply to
debbiejane_@hotmail.co.uk

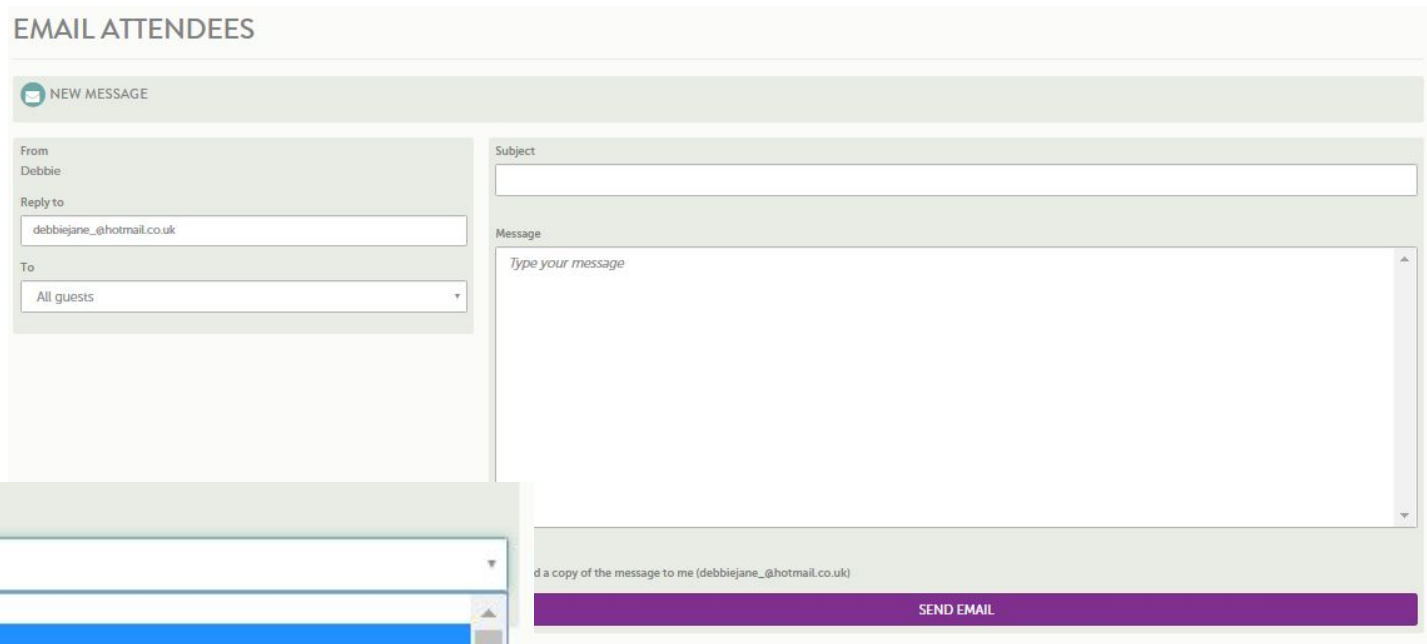
To
All guests

Subject

Message
Type your message

Send a copy of the message to me (debbiejane_@hotmail.co.uk)

SEND EMAIL



CUSTOMER DATA

[Help Menu](#)

You can access all data collected including emails, phone numbers (if enabled), names and any comments data collected on the checkout page.

1. To access data click on the CUSTOMER DATA tab listed under Attendees
2. If you want the data of an individual click on their name/transaction.
3. To download all of your ticket buyers data then click DOWNLOAD - this will download all your data into a CSV/Excel file and send it to the event organisers email address.

TRANSACTIONS

Ticket: Search: [Q SEARCH](#) [DOWNLOAD](#)

[< Previous](#)

Purchase Ref.	Customer	Rep	Rep commission	Total paid	Placed	Status
DMN-2463077732	Yasmin Amin		£0.00	£143.10	2016-04-24 09:26:28	⊕
DMN-2460237392	Michael Grant		£0.00	£47.70	2016-04-22 21:00:24	⊕
DMN-2453948333	Louise Collins		£0.00	£290.80	2016-04-22 14:49:43	⊕
DMN-2457403408	Gurpreet Dhangal		£0.00	£47.70	2016-04-20 10:25:23	⊕
DMN-2457428001	Sean Bakare		£0.00	£143.10	2016-04-20 09:36:44	⊕
DMN-2456607938	Puja Patel		£0.00	£47.70	2016-04-19 11:55:09	⊕
DMN-2455402549	Calyx T		£0.00	£47.70	2016-04-18 11:40:46	⊕
DMN-2454404588	Roshan Khancher		£0.00	£402.80	2016-04-16 15:43:17	⊕