



***Welcome On Board!  
Start Selling Tickets!***

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Because of updates to the website, the display on the website can differ from this document. Please check the website for the latest version.

# 1. Start ticket sale

After you published the event page, the ticket sale will automatically start. Attendees can order tickets through the “get ticket” button.

The screenshot shows a Peatix event page for "Backstage Pass PG by Peatix: All You Need is Art". The event is scheduled for Wednesday, January 13, 2016, from 7:00 PM to 9:30 PM MYT at the Hin Bus Depot. The page features a large banner with various artworks and the event title. Below the banner, there is a description of the event, a list of speakers (Lainie Yeoh, Lim Ee Loe, Danny Mahes, Karen Khoo), and a table of ticket prices. A red circle highlights the "GET TICKET" button on the desktop view. On the left, a smartphone displays the mobile version of the event page, with a red circle highlighting the "GET TICKET" button on the mobile interface.

**Event is FINISHED**  
**Backstage Pass PG by Peatix: All You Need is Art**

**DESCRIPTION**  
 We are psyched to kickstart Backstage Pass in 2016 in Penang! And given the growing reputation of Penang as a hub for the arts and heritage, this edition of Backstage Pass PG will zoom in on how arts events are relevant for all--specifically how the organisers of these arts initiatives hope to help their community experience, own and, in some cases, practice the arts.

**Wed Jan 13, 2016**  
**7:00 PM - 9:30 PM MYT**

**VENUE** Hin Bus Depot

**TICKETS**

RSV-Pea (Early Bird)	18.00 MYR
RSV-Pea (Standard)	24.00 MYR
Vendor	30.00 MYR

On sale until Jan 13, 2016 9:00:00 PM

**GET TICKET**

Remind me later

**VENUE ADDRESS**  
 31, Jalan Gurdwara, George Town, 10300 Pulau Pinang Malaysia

**ORGANIZER**  
 Peatix Malaysia  
 157 Members

# 1. Start ticket sale

Ticket buyers first select their tickets and payment method (paid tickets only) and continue their purchase.

Choose tickets for Peatix demo

Ticket Name	Qty	Ticket Price
Free	<input type="checkbox"/>	
VIP	<input type="text" value="2"/>	\$25.00

You'll never be charged for any ticket fees on Peatix!

**Total \$50.00**

**Select Payment Method**

VISA MasterCard

PayPal

Back Next: Login

Peatix demo

Choose Ticket > Login > Form > Confirm

**Login**

 Login with your Peatix Account

 Connect with Facebook

 Connect with Twitter

 Connect with Google

**Register with your email**

Full Name  
e.g. Alan Smithee

Email  
e.g. peatix@example.com

Set Password  
Min. 8 characters

By logging in or creating an account you agree to the TOS and Privacy Policy.

\* To purchase a ticket, it is necessary to create a Peatix account. Buyers can also use their Facebook, Twitter or Google+ account to create a Peatix account.

\* Payment Methods differ per country.

\* For more information about the ticket purchase, please see the following help page:

<http://help.peatix.com/customer/en/portal/topics/67719>

## 2. About tickets

Tickets can be accessed in the Peatix app (free), or on a computer.



From the confirmation screen or the confirmation email, customers can directly access the App Store/Google Play, and download the Peatix app. Otherwise, buyers can log in on a computer and access their ticket.

Tickets include the account name, event name and a QR-code.

※ For more information about Peatix tickets, please see the following help page:

<http://help.peatix.com/customer/en/portal/topics/67719>

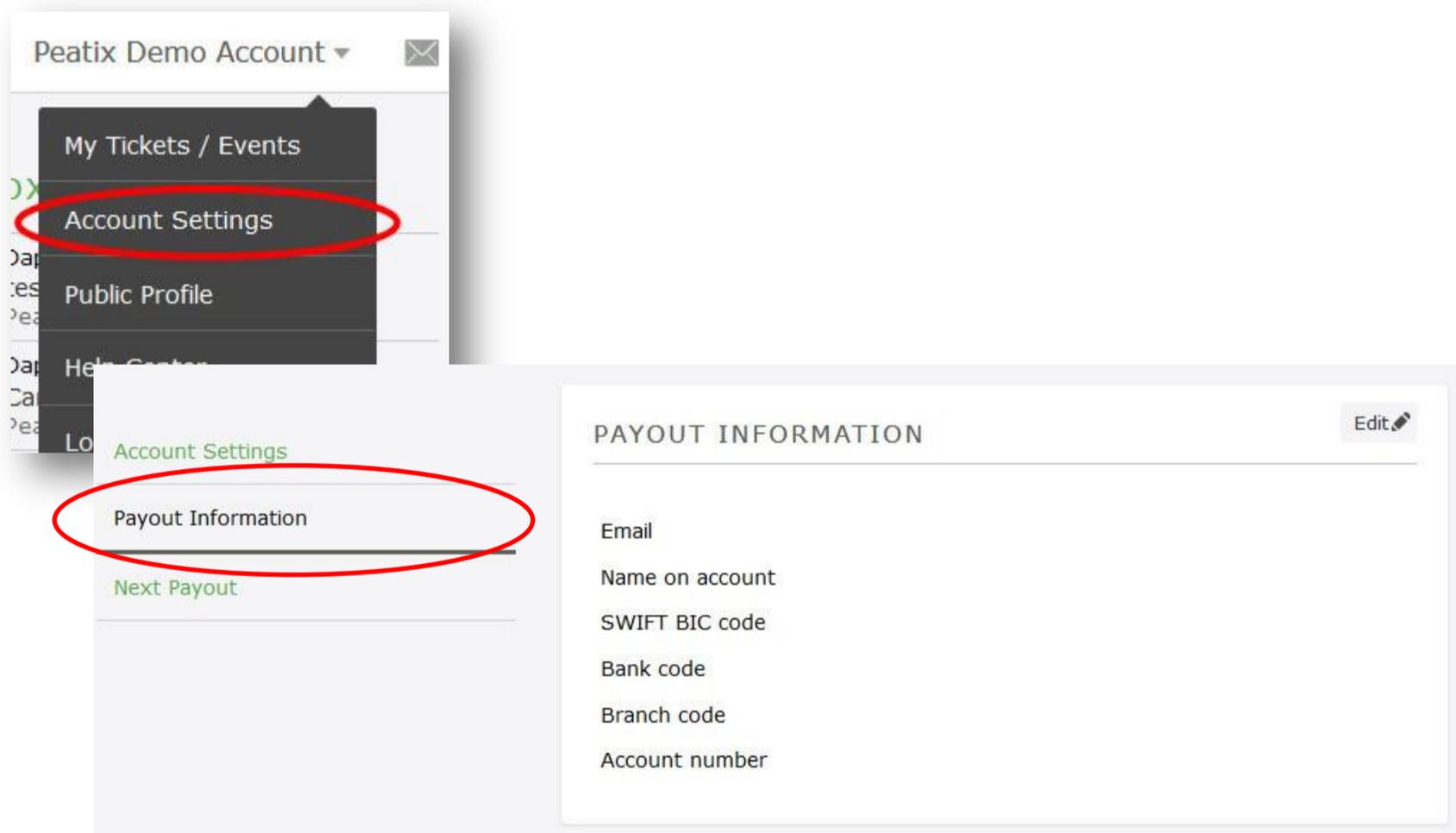
※ If you selected ColorSync Check-in, the ticket will not include a QR-code.

### 3. Register payout information

For paid events, we will payout the ticket sales (less payment processing fees) of your event within 5 business days after your event date(s).

Please register the payout information prior to the event date.

You can register the payout details through your account settings.



※ The payout process differs per country.

Please see the following help page for more information on the payout process per country:

<http://help.peatix.com/customer/en/portal/articles/905220>

※ You can only register your payout information after you have published your event. The payout registration form is not provided for events in the draft mode.

## 4. Set check-in method

Peatix offers several ways to check-in attendees. Please choose the check-in method depending on the size and content of your event.

### QR-code Check-in

Ticket : QR-code

With this check-in method, you can simply check in attendees by scanning the QR code on their ticket. Useful for events with many different ticket types, or if you prefer printed tickets.



### ColorSync Check-in

Ticket : ColorSync

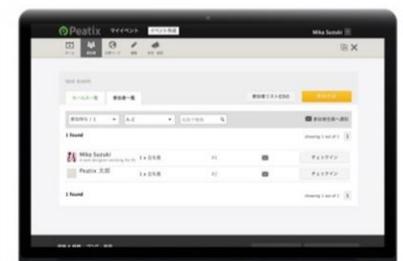
ColorSync Check-in is a mobile ticketing system. Simply compare the flashing colors on your screen to those on the ticket. If they match, the ticket is valid and the attendee is checked in. Useful for events with many people arriving at the same time.



### Manual / Paper Check-in

Ticket : QR-code

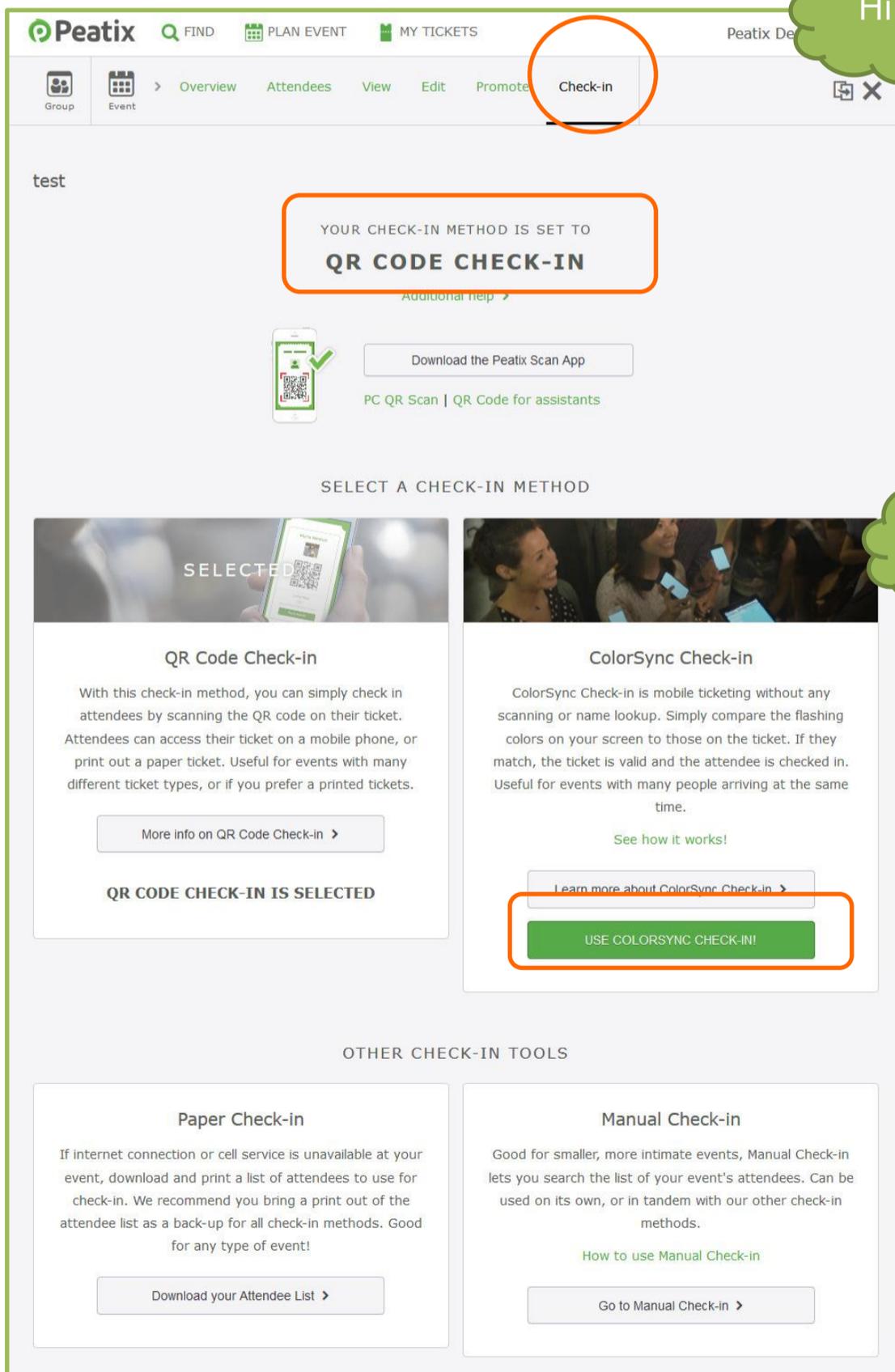
Search on the attendees names, and manually check-in attendees. In case an internet connection is unavailable at your event, we recommend to bring a print out of the attendee list as a back-up for all check-in methods.



## 4. Set check-in method

From the “Check-in” screen, you can select your check-in method. Per default the check-in method is set to QR-code Check-in.

If you wish to change to ColorSync check-in, please click “Use ColorSync check-in”. The tickets will then change from QR-code to ColorSync-tickets.



Peatix [FIND](#) [PLAN EVENT](#) [MY TICKETS](#) Peatix De

Group Event > Overview Attendees View Edit Promote **Check-in**

test

YOUR CHECK-IN METHOD IS SET TO  
**QR CODE CHECK-IN**  
[Additional help >](#)

 [Download the Peatix Scan App](#)  
PC QR Scan | QR Code for assistants

SELECT A CHECK-IN METHOD

**QR Code Check-in**

With this check-in method, you can simply check in attendees by scanning the QR code on their ticket. Attendees can access their ticket on a mobile phone, or print out a paper ticket. Useful for events with many different ticket types, or if you prefer a printed tickets.

[More info on QR Code Check-in >](#)

**QR CODE CHECK-IN IS SELECTED**

**ColorSync Check-in**

ColorSync Check-in is mobile ticketing without any scanning or name lookup. Simply compare the flashing colors on your screen to those on the ticket. If they match, the ticket is valid and the attendee is checked in. Useful for events with many people arriving at the same time.

[See how it works!](#)

[Learn more about ColorSync Check-in >](#)

**USE COLORSYNC CHECK-IN!**

OTHER CHECK-IN TOOLS

**Paper Check-in**

If internet connection or cell service is unavailable at your event, download and print a list of attendees to use for check-in. We recommend you bring a print out of the attendee list as a back-up for all check-in methods. Good for any type of event!

[Download your Attendee List >](#)

**Manual Check-in**

Good for smaller, more intimate events, Manual Check-in lets you search the list of your event's attendees. Can be used on its own, or in tandem with our other check-in methods.

[How to use Manual Check-in](#)

[Go to Manual Check-in >](#)

Hint

When you change the check-in method to ColorSync, all tickets will change to ColorSync ticket. As some customers might have already printed their QR-code, we advice to select your check-in method soon after you publish your event.

Hint

If you will use Paper or Manual check-in, please leave the check-in method set to QR-code check-in. The tickets will include a QR-code.

✓ Paper check-in :  
Please click 「Download your Attendee List」 to download the complete list of attendees.

✓ Manual check-in :  
Check-in through the attendee screen.

## 5-1) Share the URL

Let's share the event page URL on your homepage, Facebook, Twitter, etc. to announce the event!

There are 2 different URLs: the URL as shown in the address bar, and the URL from the event settings.

You can use both to share your event.

Example :

<http://peatix.com/event/82317/> (Normal URL)

<http://ptix.co/1Cf5tCC> (Sharing URL)



When sharing the event page on Twitter (with character limits), we recommend to use the shorter Sharing URL

You can share your event directly on Facebook and Twitter from your event page. In the upper right corner of your event page, click the "Tweet" or "Share" button to share you're a link to your event page on your social media.

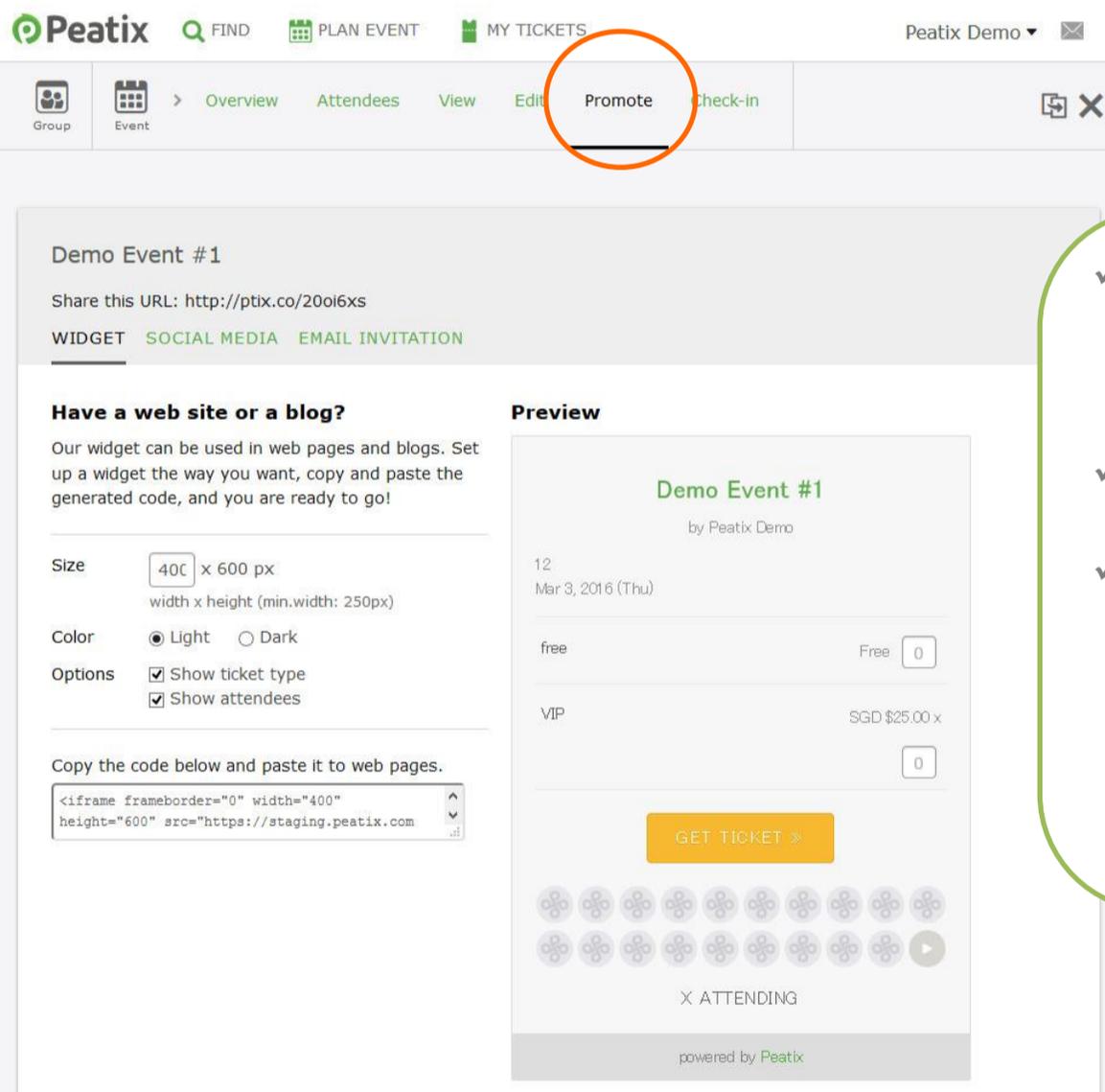
Share this URL: <http://ptix.co/1Cf5tCC>



## 5-2) Embed a widget

After you created an event, you can embed a widget on your website or on your blog. You can use the widget to give attendees an easy gateway to the ticket purchasing process.

Click “Promote” and select “widget”. Select the size, color and options of your widget, and check the Preview.



Peatix FIND PLAN EVENT MY TICKETS Peatix Demo

Group Event Overview Attendees View Edit **Promote** Check-in

Demo Event #1

Share this URL: <http://ptix.co/20oi6xs>

WIDGET SOCIAL MEDIA EMAIL INVITATION

**Have a web site or a blog?**

Our widget can be used in web pages and blogs. Set up a widget the way you want, copy and paste the generated code, and you are ready to go!

Size  x  px  
width x height (min.width: 250px)

Color  Light  Dark

Options  Show ticket type  Show attendees

Copy the code below and paste it to web pages.

```
<iframe frameborder="0" width="400" height="600" src="https://staging.peatix.com
```

**Preview**

Demo Event #1  
by Peatix Demo

12  
Mar 3, 2016 (Thu)

free Free

VIP SGD \$25.00 x

GET TICKET >

X ATTENDING

powered by Peatix

Hint

- ✓ Size: Enter the size to match the space on your website. (minimum width 250px)
- ✓ Color: Please choose light or dark.
- ✓ Option: 1) Show ticket types, 2) Show the attendee names  
\* If you disabled “show attendees” in Event Settings, option 2 will be not be available.

Copy the HTML code, and paste it in your webpage.

Hint

Copy the code below and paste it to web pages.

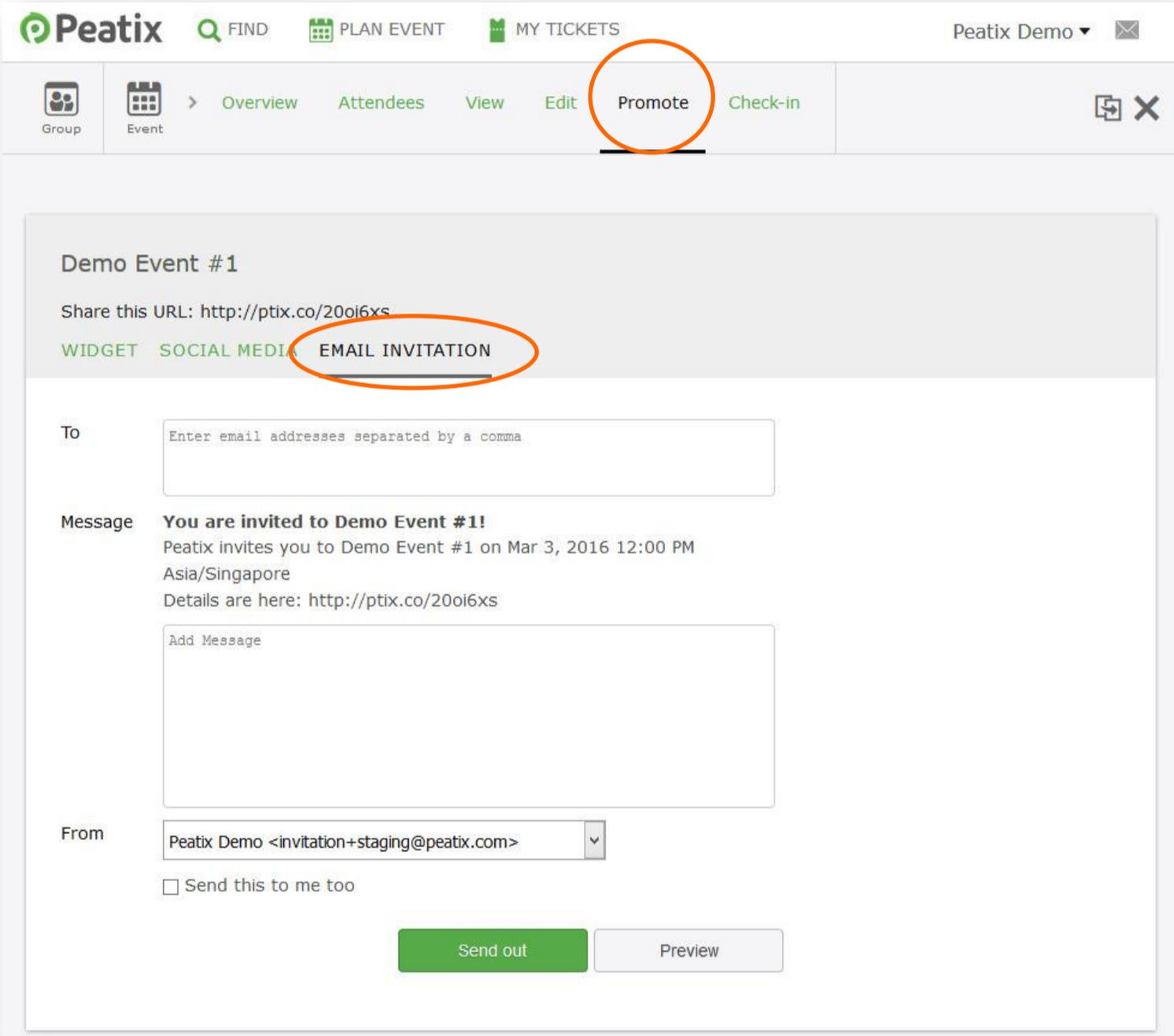
```
<iframe frameborder="0" width="400" height="600" src="http://peatix.com/event/82317
```

Some blogs prohibit the use of the `<iframe>` HTML tag. Please check if the blog you uses allows `<iframe>` tags.

## 5-3) Send invitation emails

You can send invitation emails directly to your customers.

Click “Promote” and select “Email invitation”. Enter the email addresses separated by a comma (up to 50 email addresses per send out).



The screenshot shows the Peatix web interface for managing an event. At the top, there are navigation links: FIND, PLAN EVENT, and MY TICKETS. The user is logged in as 'Peatix Demo'. Below the navigation, there are tabs for Group, Event, Overview, Attendees, View, Edit, **Promote** (circled in orange), and Check-in. Under the 'Promote' tab, there are three sub-tabs: WIDGET, SOCIAL MEDIA, and **EMAIL INVITATION** (circled in orange). The 'EMAIL INVITATION' form includes:

- To:** A text input field with the placeholder text 'Enter email addresses separated by a comma'.
- Message:** A text area containing the following text:  
**You are invited to Demo Event #1!**  
Peatix invites you to Demo Event #1 on Mar 3, 2016 12:00 PM  
Asia/Singapore  
Details are here: <http://ptix.co/20oi6xs>
- From:** A dropdown menu showing 'Peatix Demo <invitation+staging@peatix.com>'.
- Send this to me too
- Buttons:** A green 'Send out' button and a grey 'Preview' button.

Enter your message, and click “Send out”. You can check the message in your ‘Sent’ message box. For more information about your message box, see page 19.

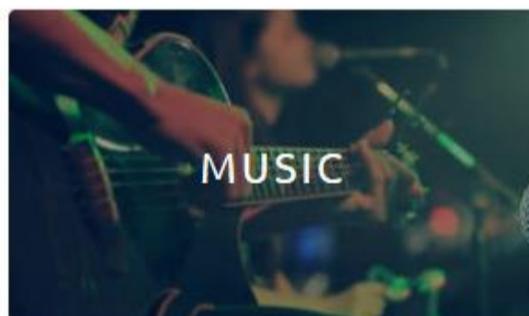
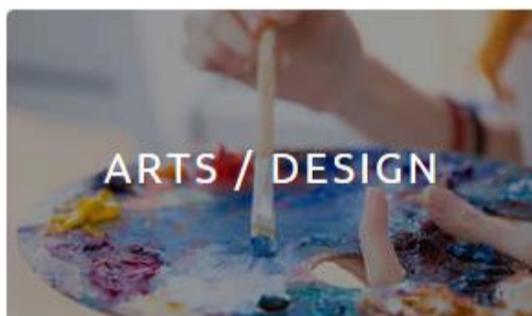
## 6. Attract customers

Peatix helps get the word out for your events & groups on the platform through a number of ways:

- Peatix Search: Where people can search for and discover new events & groups on Peatix. We tags events to the appropriate category, but it can take 2-3 business days before your event shows up in searches
- Peatix Recommendation Emails: Peatix automatically sends out recommendation emails to selected users based on among others the types of events they have attended in the past.

## Browse Categories

Be the first to know what's on! Join groups that match your interests. [See all categories.](#)



## 7. Monitor ticket sales

Please click "Overview" to view the number of ticket sales and the page views of your event page.

**1 Ticket Sales**  
 Ticket sold/total number of tickets, and amount of ticket sales is displayed. The above number (2/25 ticket sold) is updated real time. The numbers below are updated every 10 minutes.

**2 Sales by Date**  
 By clicking "Sales by Date" you can view the transition in ticket sales per day.

**3 Page views**  
 The graph shows you the number of page views by date. Page views refers to the number of times visitors have looked at your event page.

**4 Top Referrer Domains**  
 The graph shows you the top reference sites. You can see the top domains where visitors most frequently come from.

Referrer Domain	Percentage
(direct)	22.7%
Facebook	19.4%
sglist	16.4%
google	10.6%
Peatix Newsletter	9.7%
raf:33350	6.6%
Twitter	2.2%
timeoutsingapore.com	2.1%
Peatix Featured	2.1%
Peatix Singapore Organisers	2.1%
Other	6.0%

## 7. Monitor ticket sales

You will not be notified by email when a ticket has been sold. Please regularly check the latest ticket sales information on the Overview page of your event.

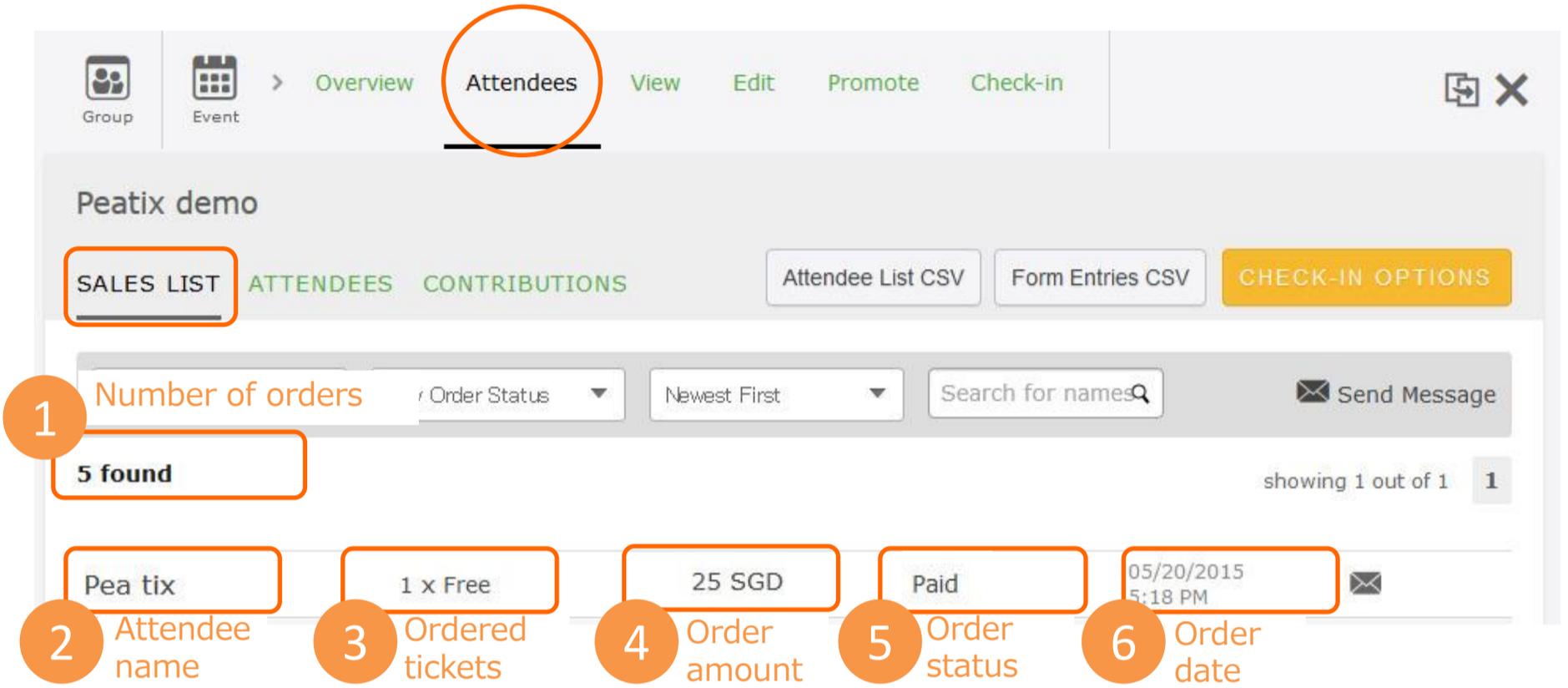


### Hint

- ✓ Any number of visits within the same session (30 minutes) will only count as one page view.
- ✓ Bitly Clicks refers to the number of times visitors have clicked short URL (<http://ptix.co>). If your event uses customized URL, no Bitly Clicks count is shown.
- ✓ The number of page views is updated every 24 hours. All data up until the previous day is shown.

## 8-1) Manage attendees

Click “Attendees” to access the “Sales List” of your event. You can check the following information:



Peatix demo

SALES LIST ATTENDEES CONTRIBUTIONS

Attendee List CSV Form Entries CSV CHECK-IN OPTIONS

Number of orders / Order Status Newest First Search for names Send Message

5 found showing 1 out of 1 1

1	2	3	4	5	6
Number of orders	Attendee name	Ordered tickets	Order amount	Order status	Order date
5 found	Pea tix	1 x Free	25 SGD	Paid	05/20/2015 5:18 PM

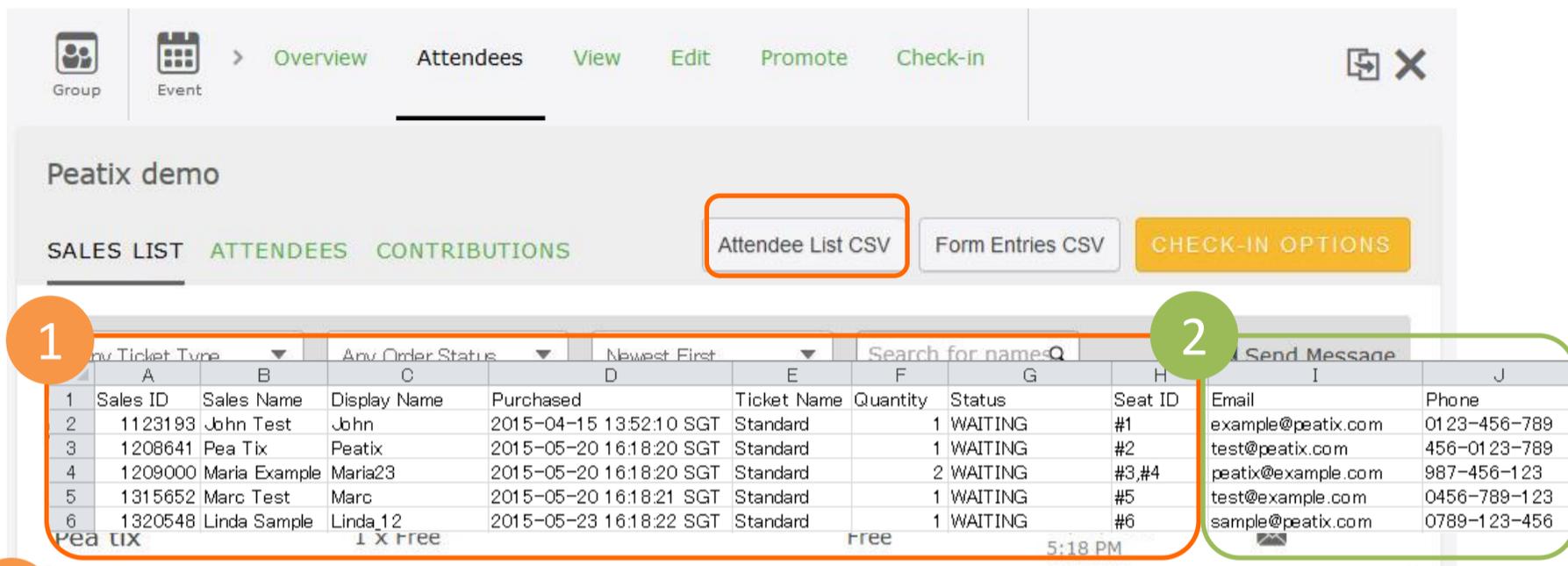
With the pulldown menus you can filter the orders by Ticket Type and Order Status(⑤). With the right pulldown, you can sort the orders newest first/oldest first. You can also look up an order belonging to a specific customer.

### Order status

Paid	The payment is completed
Free	An order of a free ticket, or of a ticket that has become free by using a discount code
Cancelled	An order that is cancelled
Discount code	An order purchased with a discount code

## 8-2) Download the attendee list

You can download a list of attendees and order information in a CSV-file. Open the downloaded list in Excel or similar application.



Peatix demo

SALES LIST **ATTENDEES** CONTRIBUTIONS

Attendee List CSV Form Entries CSV CHECK-IN OPTIONS

	A	B	C	D	E	F	G	H	I	J
1	Sales ID	Sales Name	Display Name	Purchased	Ticket Name	Quantity	Status	Seat ID	Email	Phone
2	1123193	John Test	John	2015-04-15 13:52:10 SGT	Standard	1	WAITING	#1	example@peatix.com	0123-456-789
3	1208641	Pea Tix	Peatix	2015-05-20 16:18:20 SGT	Standard	1	WAITING	#2	test@peatix.com	456-0123-789
4	1209000	Maria Example	Maria23	2015-05-20 16:18:20 SGT	Standard	2	WAITING	#3,#4	peatix@example.com	987-456-123
5	1315652	Marc Test	Marc	2015-05-20 16:18:21 SGT	Standard	1	WAITING	#5	test@example.com	0456-789-123
6	1320548	Linda Sample	Linda_12	2015-05-23 16:18:22 SGT	Standard	1	WAITING	#6	sample@peatix.com	0789-123-456

### 1 Order data

- ✓ Sales name: Attendee name (the name the buyer registered when purchasing his/her ticket)
- ✓ Display name: Account name (nickname)
- ✓ Status :
  - ◆ Waiting : Order is completed, buyer is awaiting attendance.
  - ◆ Invited : If the ticket buyer uses our "**Gift to friend**" function to send a ticket to a friend, the ticket status will become "Invited", until the friend has claimed the ticket to his/her own account.

Gift to friend function: <http://help.peatix.com/customer/en/portal/articles/155703>

### 2 Form data

If you have created Custom form, information entered by the attendees will also be included in the CSV list. (the above is an example)

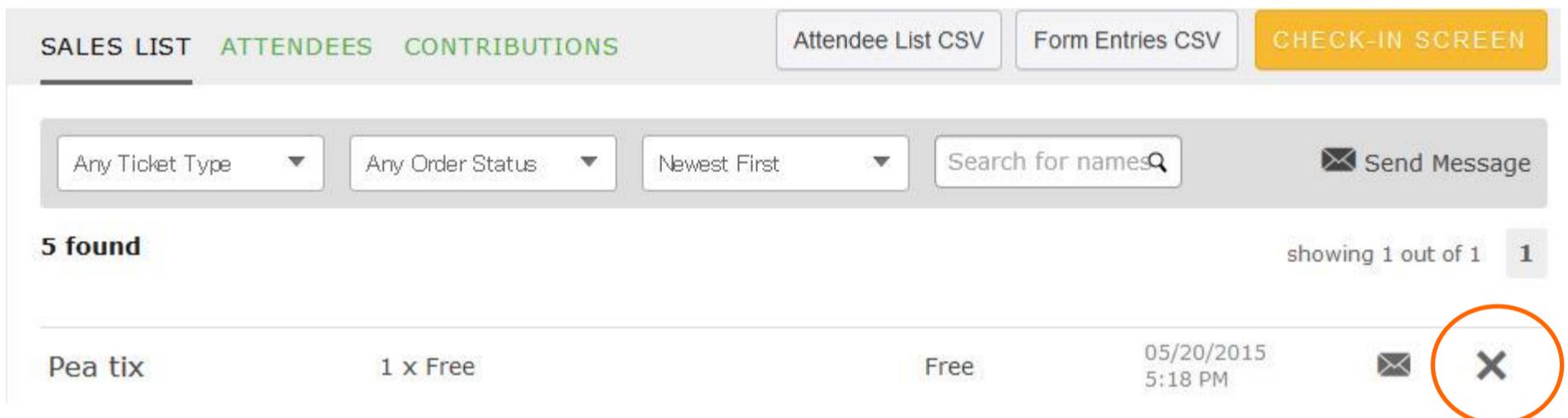
Please see the 'How to create your event'-guide for more information on setting a form to your event.

## 8-3) Cancel tickets

Buyers cannot cancel their ticket by themselves. If they wish to cancel their tickets, they request the organizer.

If you allow cancellations and would like to grant the cancellation request from an attendee, you can cancel the order through the “Sales List” tab. After you have cancelled the order, Peatix will automatically handle the refund.

Search the relevant attendee, and click the cancellation button on the right to cancel the order.



The screenshot shows the Peatix 'Sales List' interface. At the top, there are navigation tabs: SALES LIST (underlined), ATTENDEES, and CONTRIBUTIONS. To the right are buttons for 'Attendee List CSV', 'Form Entries CSV', and 'CHECK-IN SCREEN'. Below the tabs is a search and filter section with dropdowns for 'Any Ticket Type', 'Any Order Status', and 'Newest First', a search input 'Search for names', and a 'Send Message' button. Below this, it says '5 found' and 'showing 1 out of 1'. A table lists one attendee: 'Pea tix' with '1 x Free' tickets, a price of 'Free', and a date of '05/20/2015 5:18 PM'. To the right of the table row is a cancellation button (an 'X' icon) which is circled in red.

If more than 50 days have passed since the ticket purchase, a cancellation fee will be charged to the buyer. The cancellation fee (depending on currency of the event) will be displayed under the cancellation button.

When you cancel a ticket, the ticket will immediately be available for purchase again.

However, if you cancel a ticket after the ticket has become sold out and you wish to make the ticket available for purchase again, you have to manually re-open the tickets sales. See page 20.

## 8-3) Cancel tickets

After you cancelled the order, Peatix will refund the ticket price. The refund will be handled by the credit card company of the credit card used to purchase the tickets.

The refund process will vary depending on the cut-off date of the credit card :

- Cancellation date **before the credit card cut-off date**: The refund process will be handled in the current month so no money will be deducted for ticket payment. In most cases, both the ticket payment and the refund will appear separately on the credit card statement.
- Cancellation date **after the credit card cut-off date**: The payment of the ticket order will be processed. We will refund the amount in the next month through a negative invoice

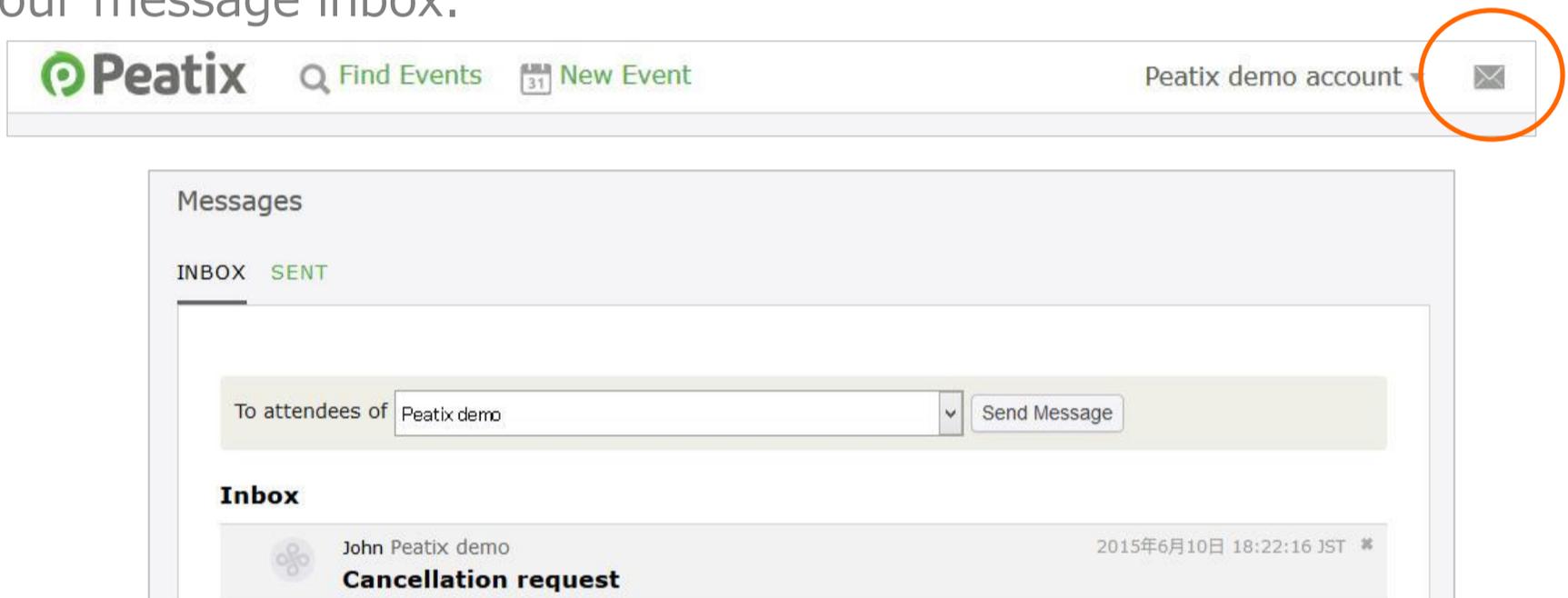
If more than 50 days have passed since the ticket purchase, the refund cannot be handled by the credit card company. We will send the buyer an email regarding the refund process.

In this case, the buyer will be charged a cancellation fee when we process the refund.

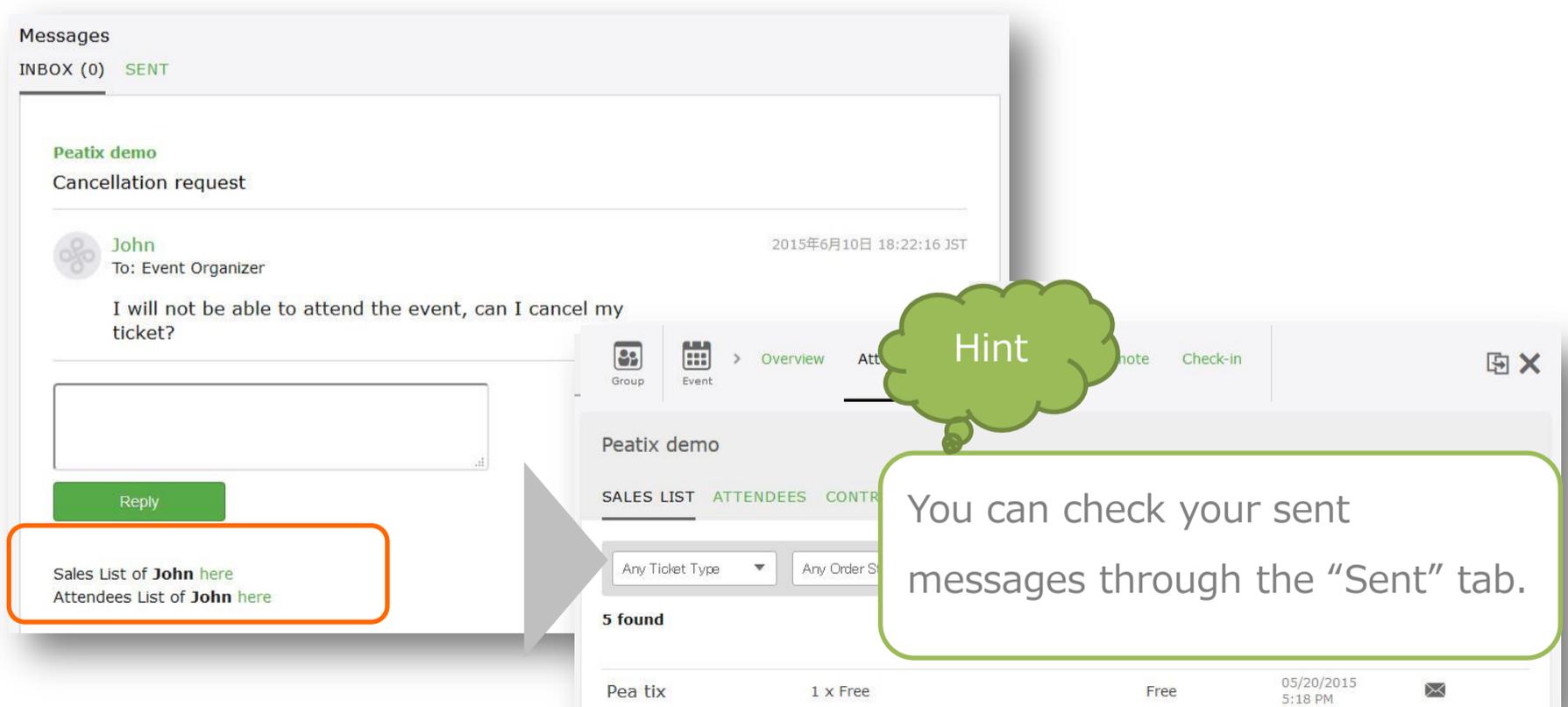
## 8-4) Responding to questions

All questions from event attendees will be forwarded to the email address you used to create your Peatix account.

To reply to messages from event attendees, log into your Peatix account and click the number next to your account name to access your message inbox.



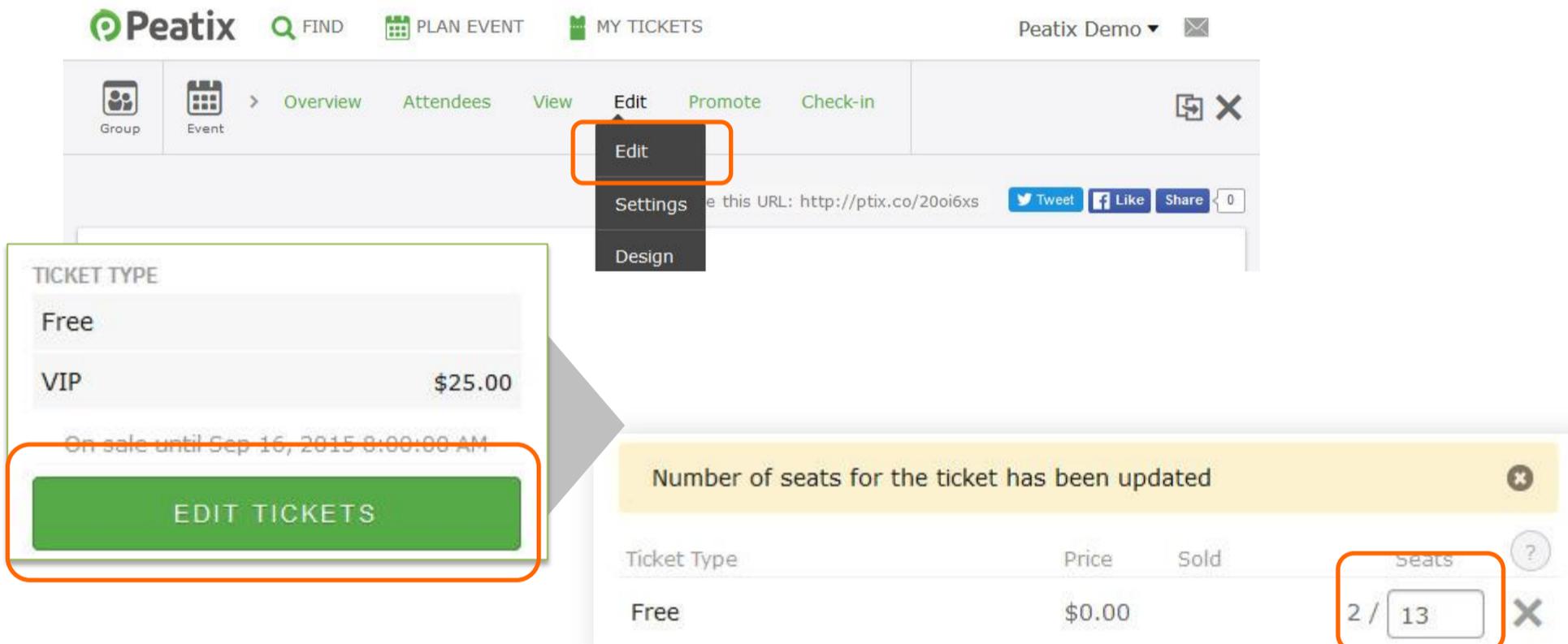
Enter your reply in the box, and send your message to the buyer. If you click "here" under the Reply button, you can check the relevant order of the buyer.



## 9-1) Change number of tickets

You can change the number of tickets on sale at any moment. Also, when a tickets sells out, it is possible to add extra tickets.

Click “Edit Tickets” from the Edit event page. In the Edit Ticket screen, enter the new number of tickets you would like to sell and click anywhere in the screen to update the number of tickets.

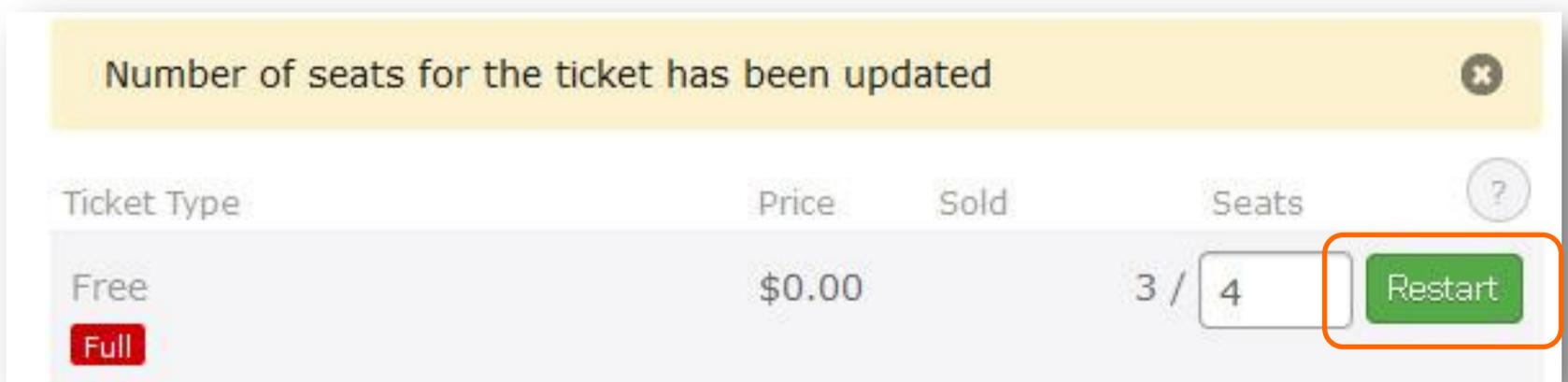


The screenshot shows the Peatix interface with the following elements:

- Top navigation: Peatix logo, FIND, PLAN EVENT, MY TICKETS, Peatix Demo.
- Event navigation: Overview, Attendees, View, **Edit** (highlighted), Promote, Check-in.
- Modal window:
  - TICKET TYPE: Free, VIP \$25.00.
  - On sale until Sep 16, 2015 8:00:00 AM.
  - EDIT TICKETS** button (highlighted).
- Notification banner: Number of seats for the ticket has been updated.
- Table:
 

Ticket Type	Price	Sold	Seats
Free	\$0.00	2 /	<input type="text" value="13"/>

When the ticket has sold out, change the number of tickets and click the “Restart” button to re-open the ticket sales.



The screenshot shows the Peatix interface with the following elements:

- Notification banner: Number of seats for the ticket has been updated.
- Table:
 

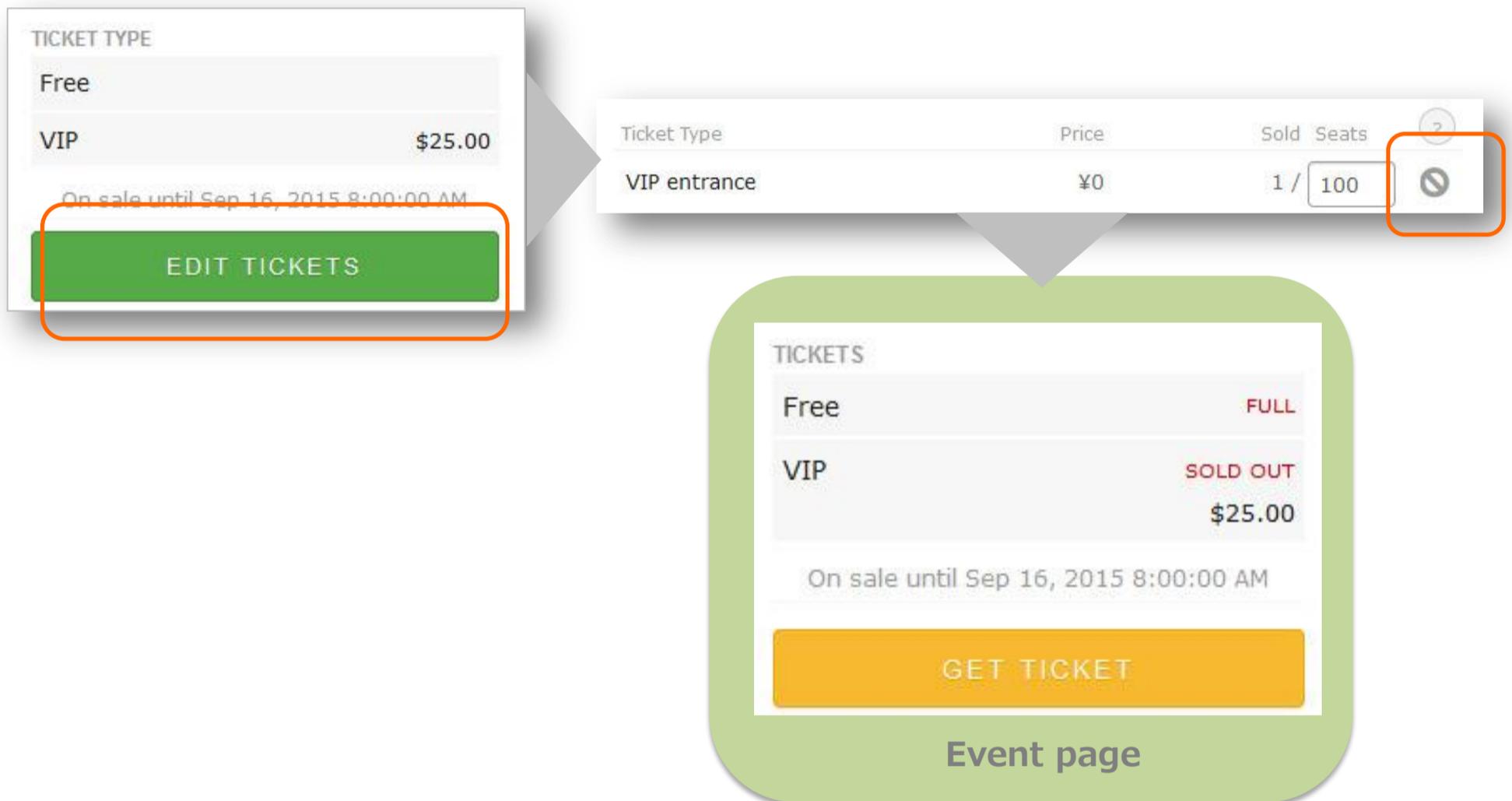
Ticket Type	Price	Sold	Seats
Free <b>Full</b>	\$0.00	3 /	<input type="text" value="4"/> <b>Restart</b>

## 9-2) Stop the ticket sale

You can at any time stop/pause the ticket sales.

From the Edit Event page, click the [Edit Tickets] button. To stop the sale of a certain ticket, click the "Stop Sale" icon next to the ticket.

- Stopped sales for free tickets will show as "Full" on the event page
- Stopped sales for paid ticket will show as "Sold out" on the event page.



**TICKET TYPE**

Free	
VIP	\$25.00

On sale until Sep 16, 2015 8:00:00 AM

**EDIT TICKETS**

Ticket Type	Price	Sold	Seats	
VIP entrance	¥0	1 /	100	

**TICKETS**

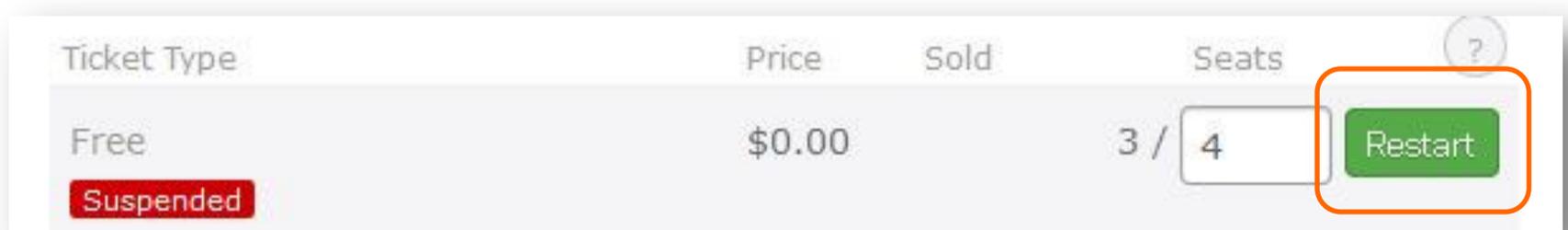
Free	<b>FULL</b>
VIP	<b>SOLD OUT</b> \$25.00

On sale until Sep 16, 2015 8:00:00 AM

**GET TICKET**

**Event page**

To resume the ticket sale, click the "Restart" button next to the ticket.



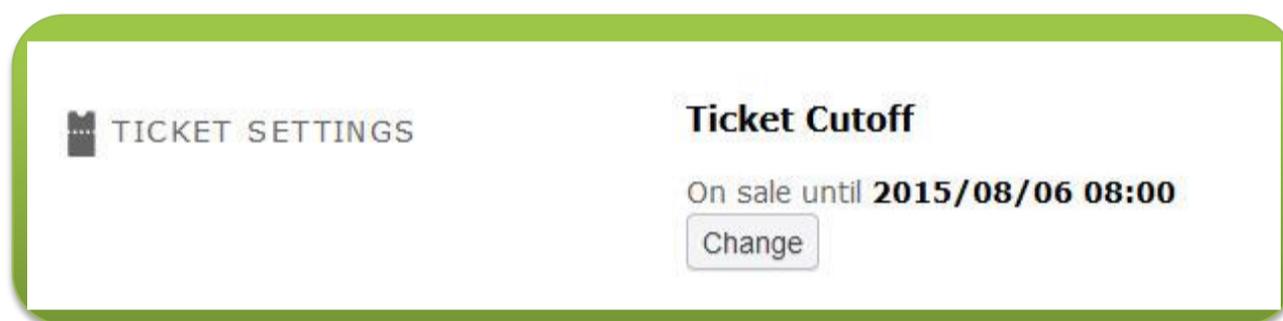
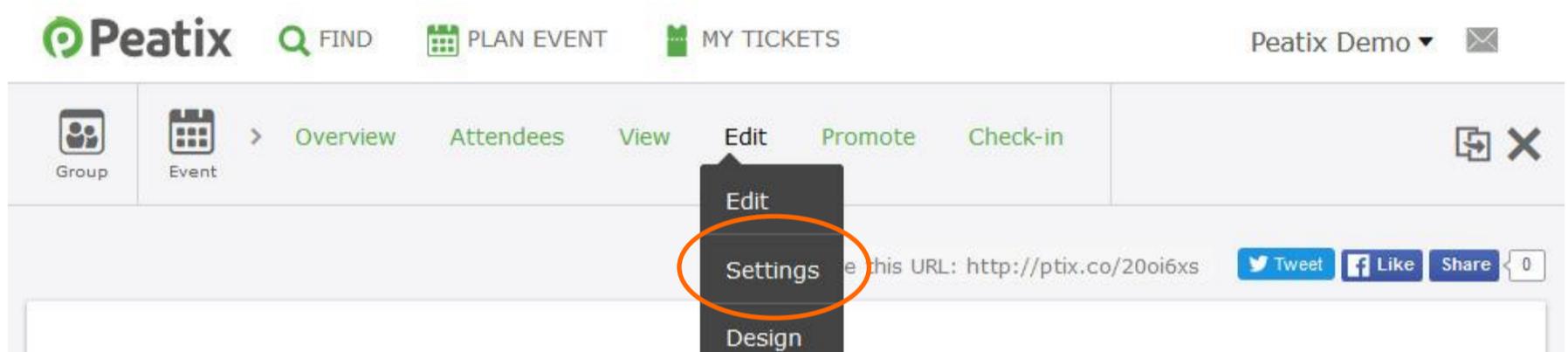
Ticket Type	Price	Sold	Seats	
Free	\$0.00	3 /	4	<b>Restart</b>

**Suspended**

## 9-3) Extend the sales deadline

You can at any time extend the sales deadline you set to your event.

Please access the event settings. From your event settings you can change the ticket sales deadline.



If you extend the ticket sales period after the tickets sale cutoff date has passed, you will also need to re-open the tickets sales. (see page 20)

## Frequently asked questions

---

Q1. Can I create multiple events with different dates?

A1. We recommend the use of the duplicating function.

<http://help.peatix.com/customer/en/portal/articles/312449>

Q2. Can I set up discount codes for ticket buyers?

A2. Yes, you can set up discount codes!

<http://help.peatix.com/customer/en/portal/articles/976445>

Q3. The Peatix website will not work properly

A3. We recommend that you use the latest version of your browser

<http://help.peatix.com/customer/en/portal/articles/1553070>

Q4. Will a receipt be issued?

A4. Attendees can download a PDF receipt.

<http://help.peatix.com/customer/en/portal/articles/825721>

Q5. Will you send me the payout details of my event?

A5. You can to check the payout details in your account settings.

<http://help.peatix.com/customer/portal/articles/1503354>



Hint

For more FAQ, please see our help pages:

<http://help.peatix.com/customer/en/portal/articles>

If you have any questions, please feel free to contact us:

<http://help.peatix.com/customer/en/portal/emails/new>