

Manage tickets, emails and event entry

A single operating guide for published events: customer confirmations, ticket PDFs, manual issues, gate access, check-in and event finance.

Open the correct event

- Sign in to Organizer V2. Open My Events and select Manage on the event you are operating.
- Check the event title, date and published status before changing tickets, sending messages or assigning staff.
- Use the event tabs for Attendees, Tickets, Issue tickets, Gate setup and Finance. Use the sidebar Bookings page for confirmation and PDF emails.

Keep the counts separate: Ticket products sold are purchase units; an individual admission pass admits one person. A family purchase may create several passes. Food vouchers and Event Shop orders do not become admission just because they have a QR or order reference.

This guide covers

- Resend the original confirmation or email a ticket PDF
- Record a paid-offline or complimentary issue
- Configure ticket masters and optional door sales
- Check admission and food entitlements correctly
- Reconcile platform, manual and complimentary records

1. Confirmation emails and ticket PDFs

Open **Bookings** in the organiser sidebar. Search for the attendee or booking, then check the event, booking status, payment status and active passes before sending anything.

- Select **Resend confirmation** to queue the ordinary booking confirmation to the email recorded on that booking.
- Select **Email ticket PDF** to queue a confirmation email with the active ticket PDF attached. The action is shown only for eligible paid or completed bookings that still have an active ticket.
- A cancelled or refunded booking should not receive a new confirmation. Do not create a second booking just because the customer cannot find the first email.
- Wait for the Email queued or PDF email queued result. This confirms the request was accepted for sending, not that the recipient opened it. Ask them to check spam if necessary.

Recipient: Both actions send to the attendee email already stored on the booking. Verify that address and the pass status before clicking. If the address is wrong, resolve the booking record through support rather than sending tickets to an unrelated address.

Quick decision

- Customer cannot find the booking email but has valid tickets: Resend confirmation.
- Customer specifically needs printable tickets and the PDF action is available: Email ticket PDF.
- The booking is cancelled, refunded, failed or has no active pass: investigate the status; do not send a confirmed-ticket message.

2. Paid-offline and complimentary issues

In the event hub, open **Issue tickets**. Choose the correct issue mode before entering any attendee details.

view Attendees Tickets **Issue tickets** Gate setup Waitlist Comms Feedback Finance Event shop Food Sponsors Nomination

Manual ticket issue
 Sell multiple ticket types in one sale. Each is issued with a QR code, and one confirmation email carries them all. Use this after collecting payment outside the platform.

Paid offline
 Complimentary

Ticket types & quantities

General Admission \$25	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>
Family Pack Total price for this ticket: \$ <input type="text" value="90"/>	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>
Student \$20	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>

Issue tickets tab - staging example, with no customer data.

Paid offline

- Use this only after collecting money outside Tamil Australia. Select ticket types and quantities; one sale can include several types.
- Enter the recipient's name and email, choose Cash, Bank Transfer, EFTPOS or Other, and record the external payment reference when available.
- Select Issue tickets once. The customer receives one confirmation email carrying the QR tickets. Check the new booking before retrying.

Complimentary

- Select Complimentary, enter the quantity, recipient name, email and phone, and an internal reason. Each admission gets its own QR, with one email to the recipient.

Finance rule: Paid offline is a manual record, not a Stripe charge or Tamil Australia payout. Complimentary admission has no paid revenue. Keep both separate from platform-paid sales in Finance.

3. Gate setup and staff access

Open **Gate setup** on the correct event. Assigning staff to this event does not grant them access to other events.

The screenshot displays the 'Gate setup' interface. On the left, there's a form for assigning a ticket master with a text input for 'Ticket master email' (containing 'name@example.com'), a checked checkbox for 'Allow gate sales (cash & comp)', and a '+ Assign ticket master' button. Below this is a note: 'Any email works — if they don't have an account yet, we'll create one and send a link to set a password for the scanner app.' On the right, a table shows 'Ticket master', 'Permissions', and 'Actions' columns, with the message 'No ticket masters assigned.' below. Below the table is a 'Gate sales setup' section with a 'Refresh' button. It includes a description: 'Controls the scanner app's walk-up selling tool. Ticket masters with gate-sales permission can record cash or complimentary tickets on the spot within this window.' The section contains several settings: 'Enable gate sales' (unchecked), 'When gate sales close' (set to 'Automatically, once this event finishes'), 'Maximum quantity per sale' (fixed at 10 tickets per booking), and 'Allowed ticket types' (listing 'General Admission \$25.00' and 'Family Pack \$90.00' with checkboxes).

Ticket master permissions and gate sales setup - staging example.

- Enter the ticket master's email and choose Assign ticket master. Ask them to sign in to TA Scanner using that address and verify this event appears.
- Leave Allow gate sales (cash & comp) off for scanning-only staff. Grant it only to a person authorised to record those transactions.
- For door selling, enable gate sales, choose allowed ticket types, then save. The walk-up QR cannot sell while door sales are off.
- Test scanning and search before doors open; remove staff access after the assignment is no longer needed.

4. Check-in, food and reconciliation

At the entrance

- Scan the admission QR in TA Scanner. Confirm the event, ticket type, name and active status before selecting Check in.
- Use ticket-reference or customer search if the QR will not scan. A refunded, cancelled, invalid or already checked-in admission must be investigated before entry.
- A food add-on voucher is not an admission pass. Use the separate food-counter redemption flow when it is enabled for the event; do not mark it as attendee check-in.
- Event Shop collection products have their own order status in Seller Hub. Verify the order reference and mark collected there.

After sales and after the event

- Compare ticket products sold with admission passes issued. Family packs can create more passes than products sold.
- Use Finance to review platform-paid admission, food vouchers, Event Shop orders, manual payments, complimentary issues and refunds as separate categories.
- Export the event finance workbook for reconciliation. Manual money collected by the organiser is not money Tamil Australia owes the organiser.
- Review check-in and collection statuses before closing your records. Investigate a mismatch before issuing a replacement or refund.

Need the detailed scanner steps? Open the TA Scanner organiser and ticket master guide in the Documents Hub. For a missing booking or an incorrect attendee address, contact Tamil Australia support before reissuing tickets.

Event-day checklist

- ☐ Correct event and ticket tiers selected
- ☐ Ticket masters signed in to this event
- ☐ Door-sales permission restricted
- ☐ Admission and food scanning roles assigned
- ☐ Confirmation resend and PDF process understood
- ☐ Finance export owner nominated