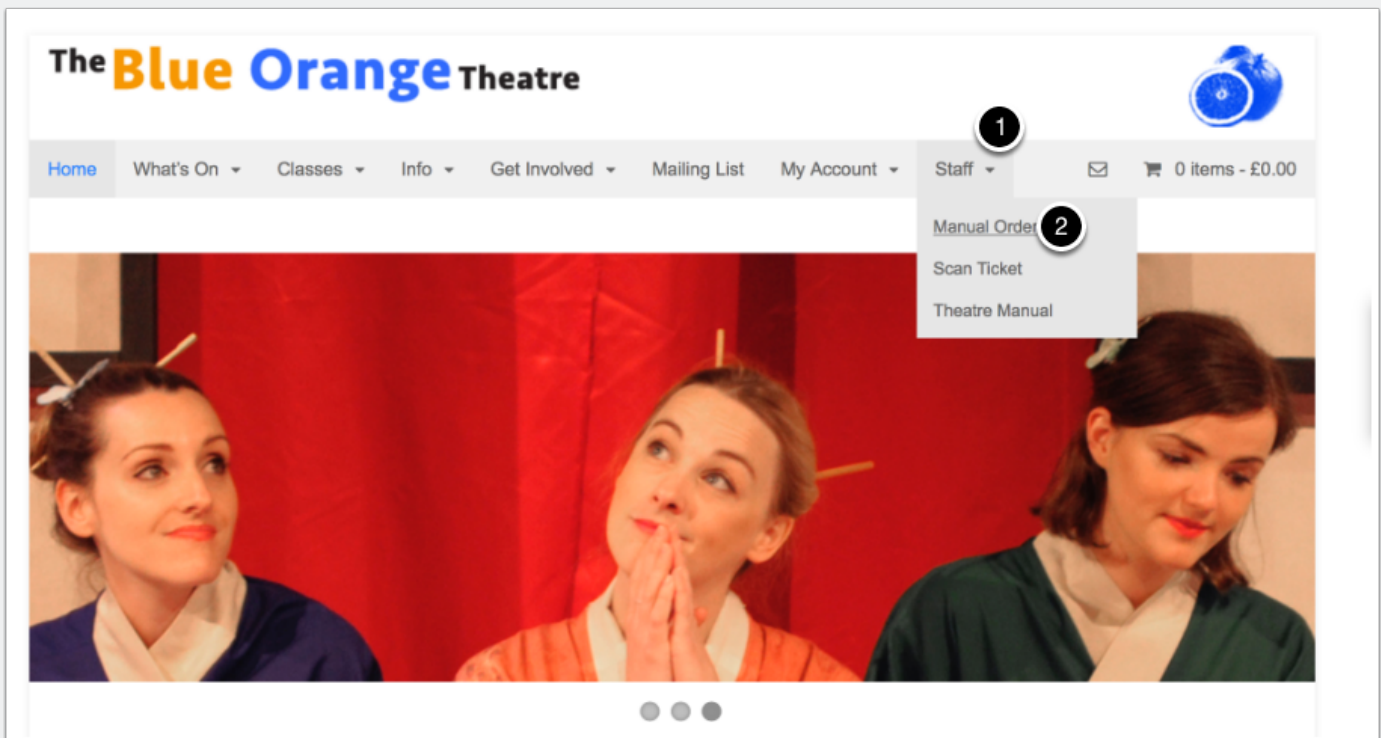


# BOT: Using Website to process tickets

This document outlines the process for taking manual orders. A manual order is a sale over the phone or a walkin sale.

## Website landing page showing "Staff" menu

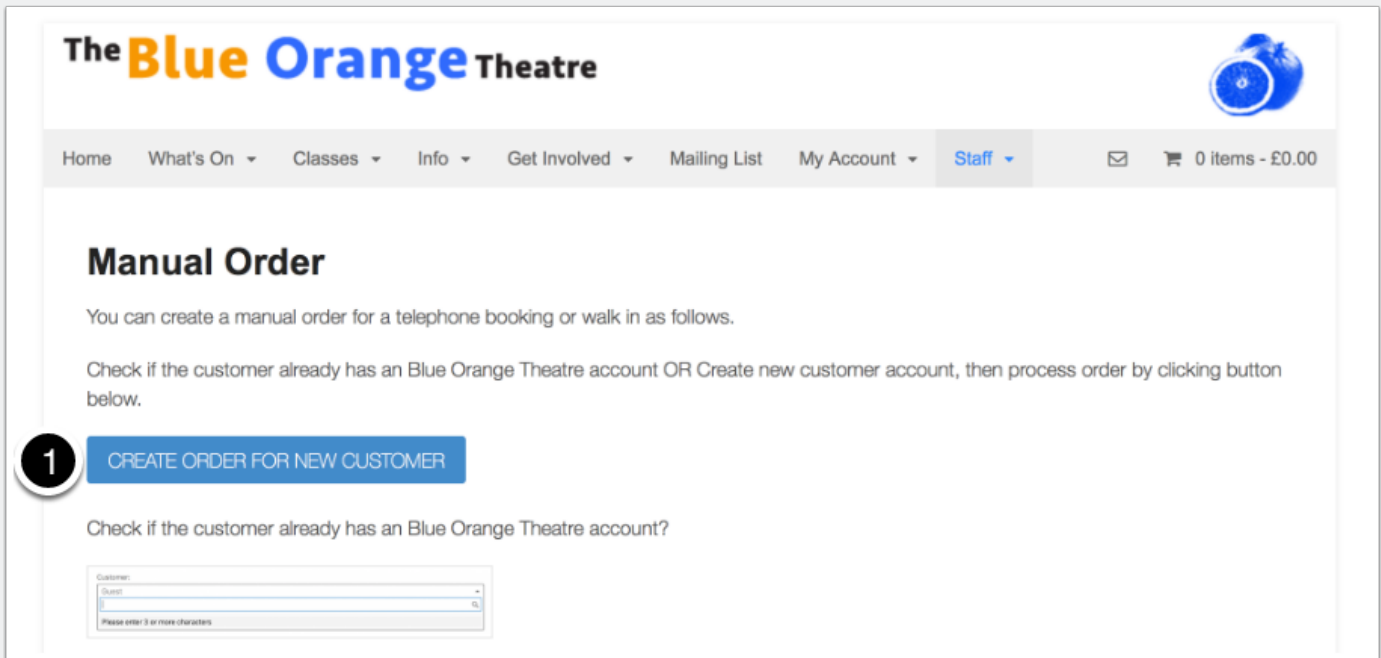
1. The "Staff" menu item is visible when a staff member is logged in.
2. To process "Manual Orders"



# BOT: Using Website to process tickets

## Manual Order help page

1. The Manual Order help page has a link to the new order page



The screenshot shows the website header for 'The Blue Orange Theatre' with a navigation menu including Home, What's On, Classes, Info, Get Involved, Mailing List, My Account, and Staff. A shopping cart icon shows 0 items for £0.00. The main content area is titled 'Manual Order' and provides instructions on how to create a manual order. A blue button labeled 'CREATE ORDER FOR NEW CUSTOMER' is highlighted with a circled '1'. Below the button, there is a form for entering customer information, with a dropdown menu set to 'Guest' and a text input field containing the placeholder text 'Please enter 3 or more characters'.

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## Add New Order

If customer doesn't want to give any details process as a "Guest".

1. Otherwise, dropdown and type customer name to check if already registered.

### Add New Order

Order #1958 details

**General Details**

Order date:  
2016-10-06 @ 12 : 27

Order status:  
Pending Payment

Customer:  
Guest 1

Create New Customer +

<b>Billing Details</b>	<b>Shipping Details</b>
Address: No billing address set.	Address: No shipping address set.

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## Check if customer already known?

1. Type customer name.
2. After 3 characters the matching customers will be displayed in a list to choose from.

### Add New Order

Order #1958 details

**General Details**

Order date:  
 @  :

Order status:

Customer:

1

2

**Billing Details**      **Shipping Details**

Address:      Address:  
No billing address set.      No shipping address set.

# BOT: Using Website to process tickets

## Add new customer

If the customer is not known, then you need to add them to process orders.

1. Add first name.
2. Add surname.
3. Add email address - an automatic email notification will be sent.
4. Unless you disable.
5. Create customer.

Plugins — WordPress.com

### Order #1909 details

**General Details**

Order date:  
2016-10-06 @ 12 : 30

Order status:  
Pending Payment

Customer:  
Guest

First Name  
1

Last Name  
2

Email Address \*  
3

4 Disable customer registration email

Cancel 5 Create Customer

**Billing Details** Shipping Details

Address: Address:

# BOT: Using Website to process tickets

## How to add items

1. Select payment type. (Paypal or other).
2. Add tickets.

Payment Method: N/A

Transaction ID

Product	Cost	Qty	Total
	Discount:		£0.00
	Shipping:		£0.00
	Order Total:		£0.00
	Refunded:		-£0.00

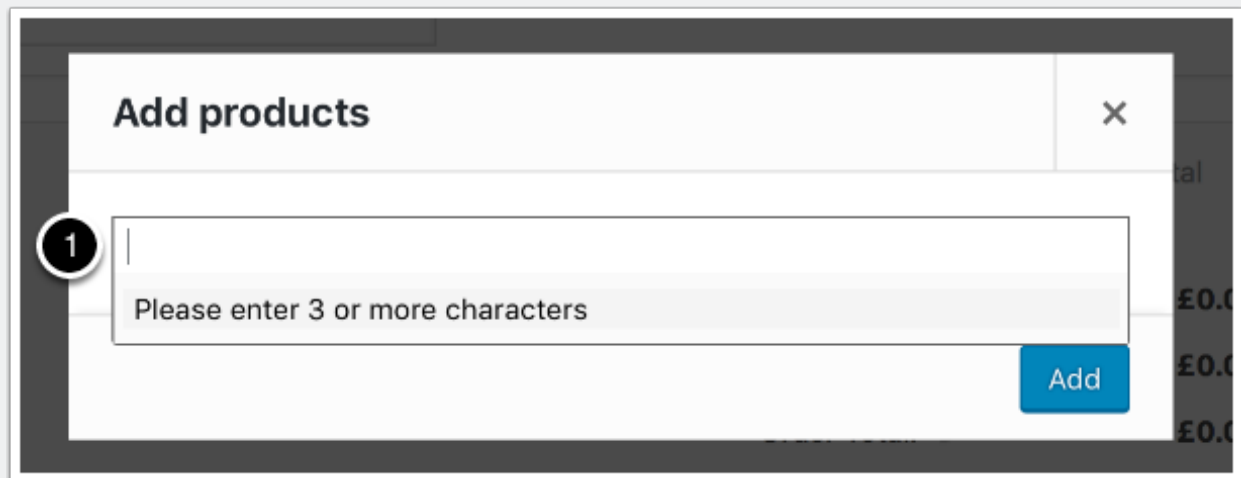
Add item(s)

Calculate Taxes Calculate Total

# BOT: Using Website to process tickets

## Search for ticket

1. Enter show name to search for performances and ticket types.

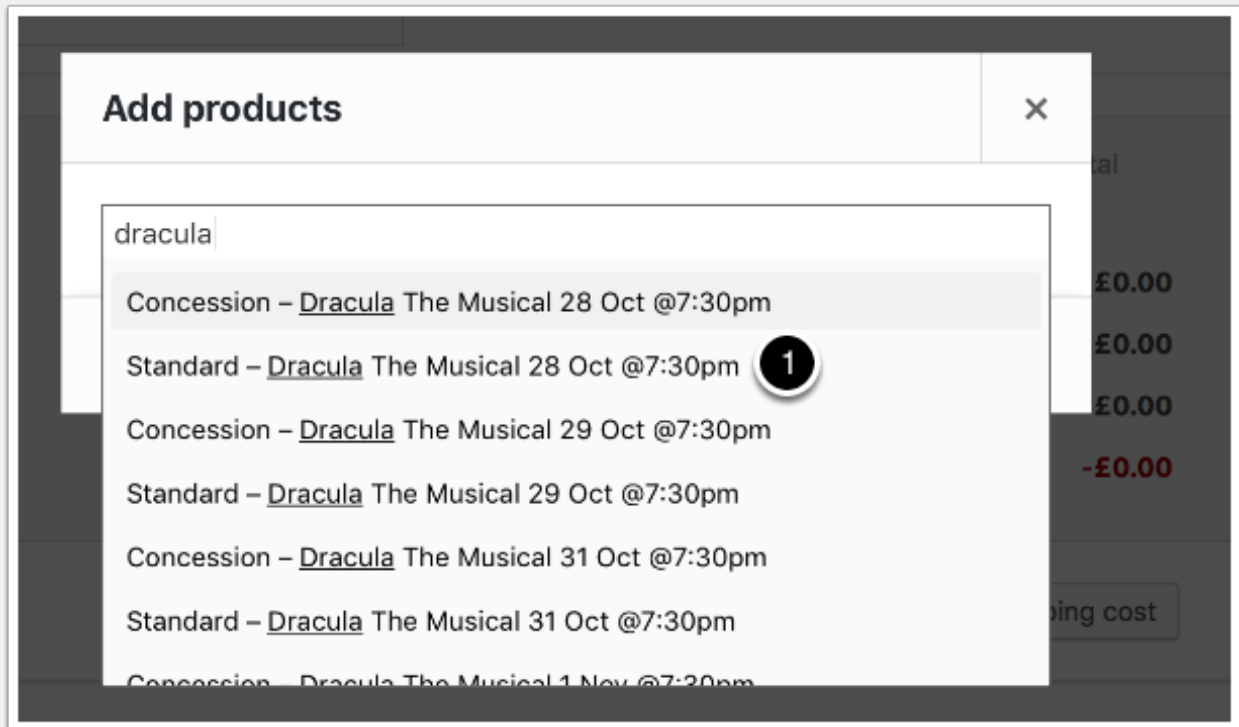


The image shows a screenshot of a web application interface. A modal dialog box titled "Add products" is open, featuring a close button (X) in the top right corner. On the left side of the dialog, there is a circular icon with the number "1". The main area of the dialog contains a search input field. Below the input field, a light gray message box displays the text "Please enter 3 or more characters". To the right of the input field is a blue button labeled "Add". The background of the page is partially visible, showing some text and prices like "£0.0".

# BOT: Using Website to process tickets

## Select ticket

1. Select ticket date and type from list.






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## Save order

1. Add additional tickets.
2. Save order.

Product	Cost	Qty	Total
 <a href="#">Dracula The Musical 28 Oct @7:30pm</a> SKU: Standard	£13.00	x 1	£13.00


Discount:	£0.00
Shipping:	£0.00
Order Total:	£0.00
Refunded:	-£0.00

Cancel Save **2** **1** Add product(s) Add fee Add shipping cost


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## Calculate Total

1. Calculate totals.

Product	Cost	Qty	Total
 <a href="#">Dracula The Musical 28 Oct @7:30pm</a> SKU: Standard	£13.00	x 1	£13.00

● Discount:	£0.00
● Shipping:	£0.00
Order Total: 	£0.00
<b>Refunded:</b>	<b>-£0.00</b>

1

## Confirm Calculation

Calculate totals based on order items, discounts, and shipping?

# BOT: Using Website to process tickets

## Changing Status and saving order

1. Change Order Status.
2. Save Order.
3. Attach notes to Order.

The screenshot shows a web form titled "Add New Order" for "Order #1984 details". The form is divided into several sections:

- General Details:** Includes "Order date:" with a date picker set to "2016-10-06" and a time picker set to "14:02".
- Order status:** A dropdown menu is open, showing options: "Pending Payment", "Processing", "On Hold", "Completed", "Cancelled", "Refunded", and "Failed". A circled "1" points to this dropdown.
- Order Actions:** Includes an "Actions" dropdown menu and a "Save Order" button. A circled "2" points to the "Save Order" button.
- Order Notes:** Includes a text area for notes, an "Add note" button, and a "Private note" dropdown menu. A circled "3" points to the "Add" button next to the "Private note" dropdown.