

Bulk Issue Comped Tickets

To better manage complimentary tickets, event organizers can send comped tickets in bulk by uploading a csv with order information.

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Prepare the Bulk Upload Spreadsheet

Start by downloading a template of the bulk upload csv spreadsheet here (https://eventhelp.ticketsauce.com/admin/orders/download_bulk_template).

*IMPORTANT NOTES:

- **You may only upload a spreadsheet for one ticket type at a time.** Every uploaded order will receive the specified number of ticket types you select from the tickets list.
- **All column headers must be present in the csv spreadsheet but only the required fields need to have contents**
- **The file must be saved as a csv and not an excel file**

The spreadsheet contains the following columns:

- **First Name: (Required)** First name of the recipient that should be listed on the tickets
- **Last Name: (Required)** Last name of the recipient that should be listed on the tickets
- **Email Address: (Required)** Email address where the tickets will be emailed
- **Company:** (Optional) The company of the recipient
- **Phone Number:** (Optional) The phone number of the recipient (also used to text tickets)
 - Format: Numbers only. Example: 8888888888
- **Opt Email:** (Optional) Indicate Y if this email address should be opted in to email marketing [Format: Y or N]
- **SMS Tickets:** (Optional) Indicate Y if you want to text the tickets to the recipient [Format: Y or N]
- **Opt Phone:** (Optional) Indicate Y if this phone number should be opted in to SMS marketing [Format: Y or N]
- **Description:** (Optional) Add a description for this comped order that appears when managing an order and in downloadable reports

- **Quantity: (Required)** The total number of tickets this recipient should receive
 - Remember: You can only upload bulk comped tickets for one ticket type at a time. That means everyone in your upload will receive the *same* ticket type (ie. All recipients receive General Admission tickets)

When you're finished with your spreadsheet, it should look something like this:

A	B	C	D	E	F	G	H	I	J
First Name	Last Name	Email Address	Company	Phone Number	Opt Email	SMS Tickets	Opt Phone	Description	Quantity
Jacob	Smith	jacob@company.com			N	N	N		4
Samantha	Abel	sam@abel.com	Abel	5555555555	Y	Y	Y	For Apple Sponsor	3
Blake	Johnson	blake@johnson.com							1
Jared	Hamm	jared@hamm.com							2
Kelly	Wood	kelly@wood.com	Apple		Y			Raffle Winner	2
Ashley	Adams	ashley@adams.com							3

(First Name, Last Name, Email Address, and Quantity are all filled out since they're required)

We're now ready to upload our comped tickets in bulk.

How to Upload Comped Tickets in Bulk

- On the event you want to issue comped tickets, select **Marketing & Promotion** and **Send Complimentary Tickets** from the left navigation menu
- Click the **Create Multiple Orders** link

Edit Event

Edit Tickets & Merch

Marketing & Promotion

Promo & Discount Codes

Ticket Access Codes

Send Complimentary Tickets

Affiliate Tracking Links

Website Integration

Promoters

Email & Text Attendees

Dashboard & Reports

Manage Attendees

Box Office & Check In

User Access

Event Settings

San Diego Beach Bash LIVE

May 14, 2022 from 10:00 AM to 8:00 PM

Send Complimentary Tickets

First Name

Last Name

Email Address

Company Name

Phone Number

Description

Ticket Delivery
Your tickets will be emailed to you at the address provided.

[Create Multiple Orders](#)

- Upload the csv using the file selector
- Indicate if you want to **Send Order Emails to Recipients**. Unchecking this box will *not* send the order confirmation or ticket email links to recipients.
 - This is useful if you have a guest list where you're manually checking in using a checkin list instead of tickets.
- Enter an **email address to send the bulk upload results to**. After you upload the csv, they orders will be submitted for processing and you'll be notified when they're completed uploading.
- Select the **ticket type** you want to send to **all recipients** on the csv you've uploading.

Choose Ticket Type

Each attendee will receive the number of tickets **per ticket type** entered in the csv in the 'Quantity' column.

General Admission

VIP

FAQ

Can I upload more than 1 ticket type per order at a time?

No, unfortunately only 1 ticket type can be uploaded at a time per spreadsheet. If you need to comp multiple ticket types to the same individual, you can create a single order manually or you can create an order for each ticket type

My event is seated. Can I issue comped tickets in bulk?

Unfortunately, seating is not supported when issuing bulk comped tickets.

Help! My upload failed.

Check to make sure you have all your headers in the csv, you've added information for all required fields, and none of the email addresses you've included are malformed.

Help! I've reached my comp ticket limit.

Please contact your support representative to increase your comped ticket limit.

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[Sponsors on an Event \(/article/45-sponsors-to-an-event\)](/article/45-sponsors-to-an-event)