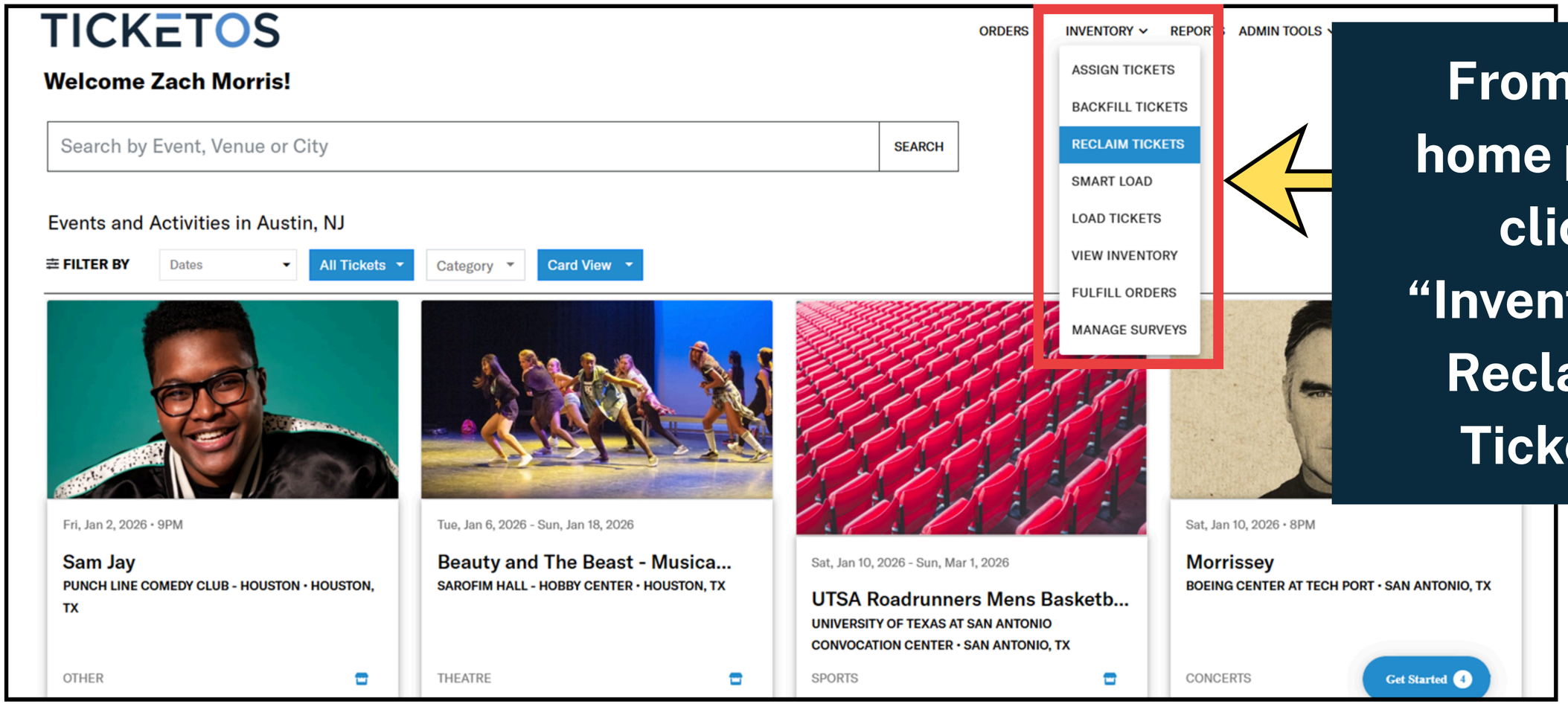
How to Reclaim Tickets

TICKETOS

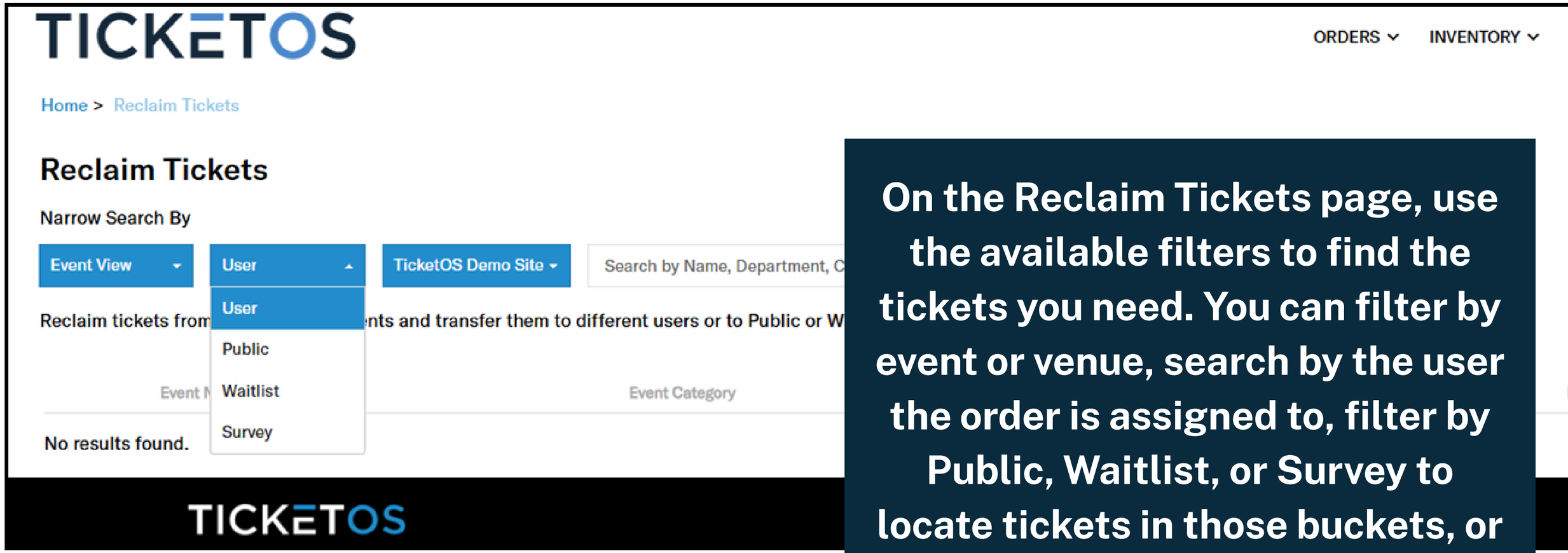
Navigate to Reclaim Tickets



From the home page, click “Inventory > Reclaim” Tickets.

TICKETOS

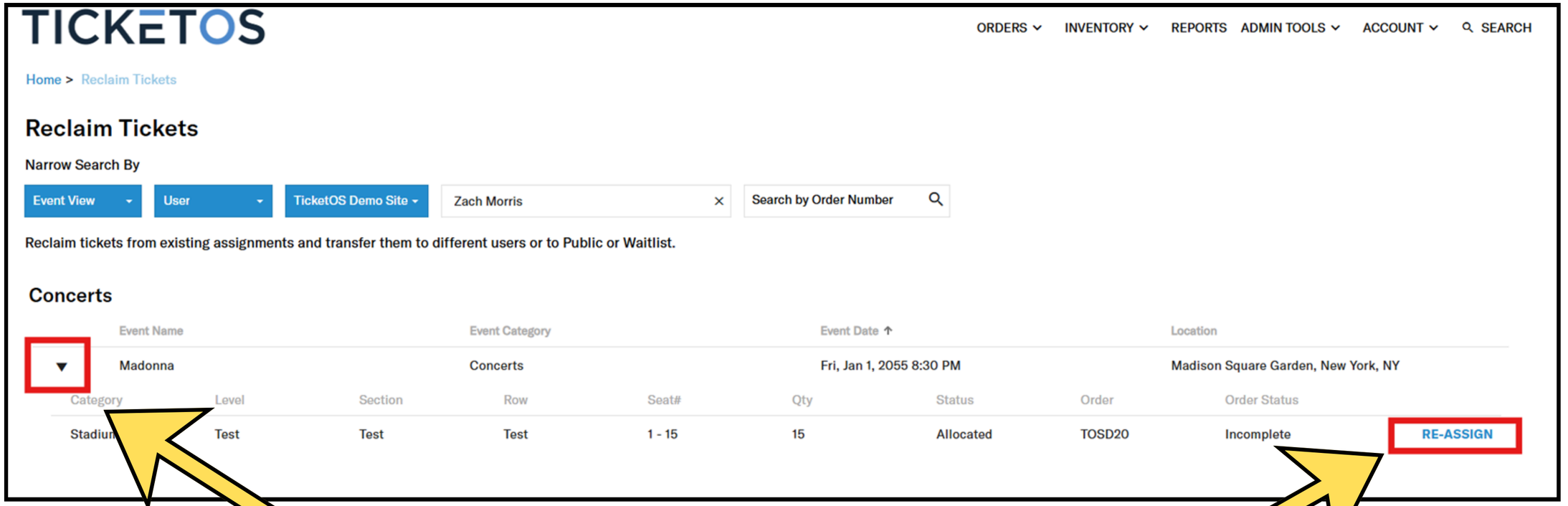
Reclaim Tickets



On the Reclaim Tickets page, use the available filters to find the tickets you need. You can filter by event or venue, search by the user the order is assigned to, filter by Public, Waitlist, or Survey to locate tickets in those buckets, or enter an order number to pull up a specific order.

TICKETOS

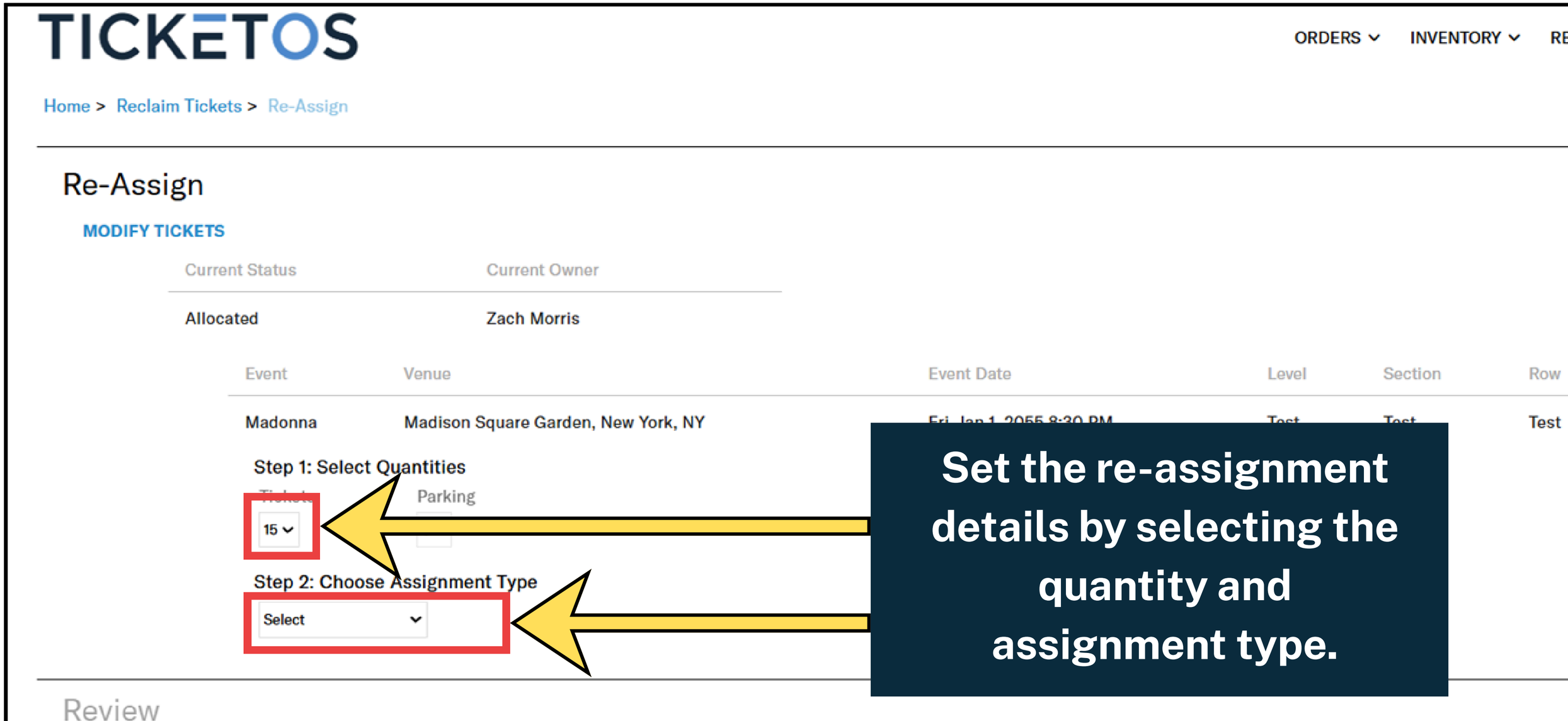
Reclaim Tickets



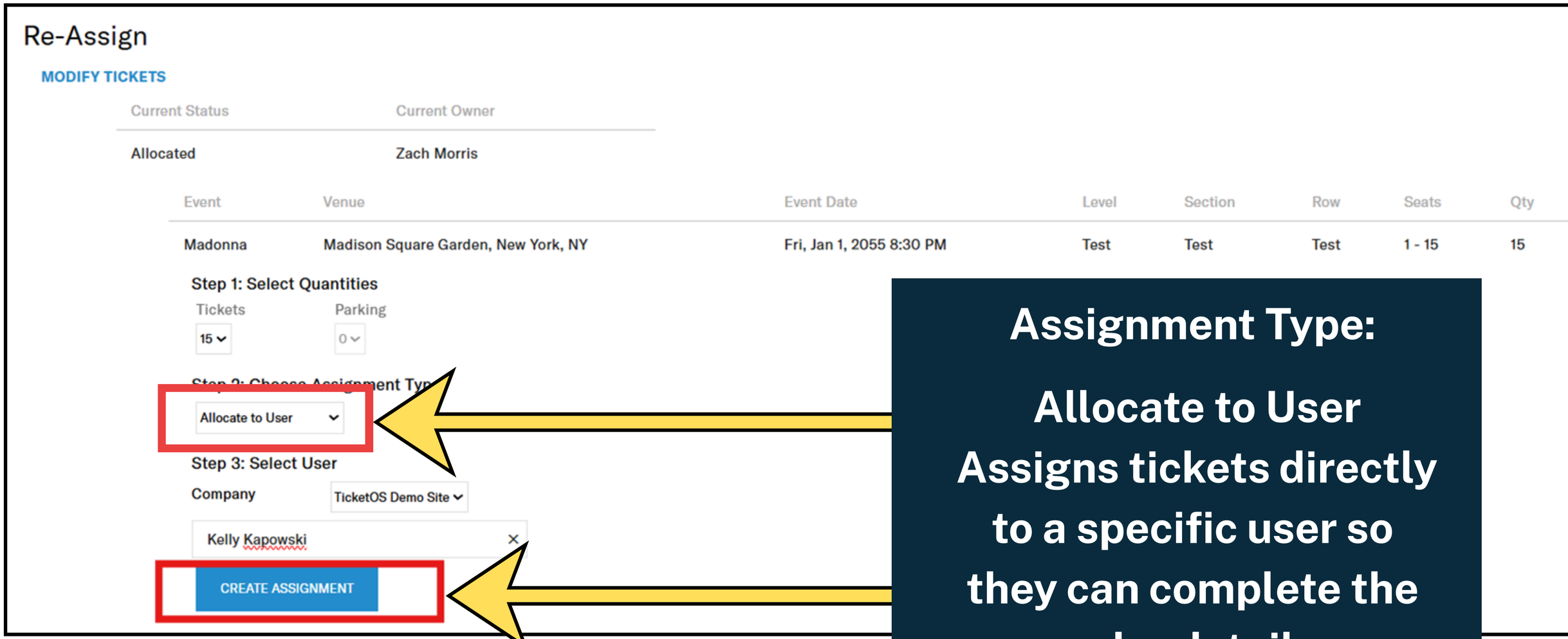
Once you use a filter to locate the order(s), expand the arrow to reveal the Reassign button to start the process.

TICKETOS

Reclaim Tickets



Reclaim Tickets (Allocate to User)

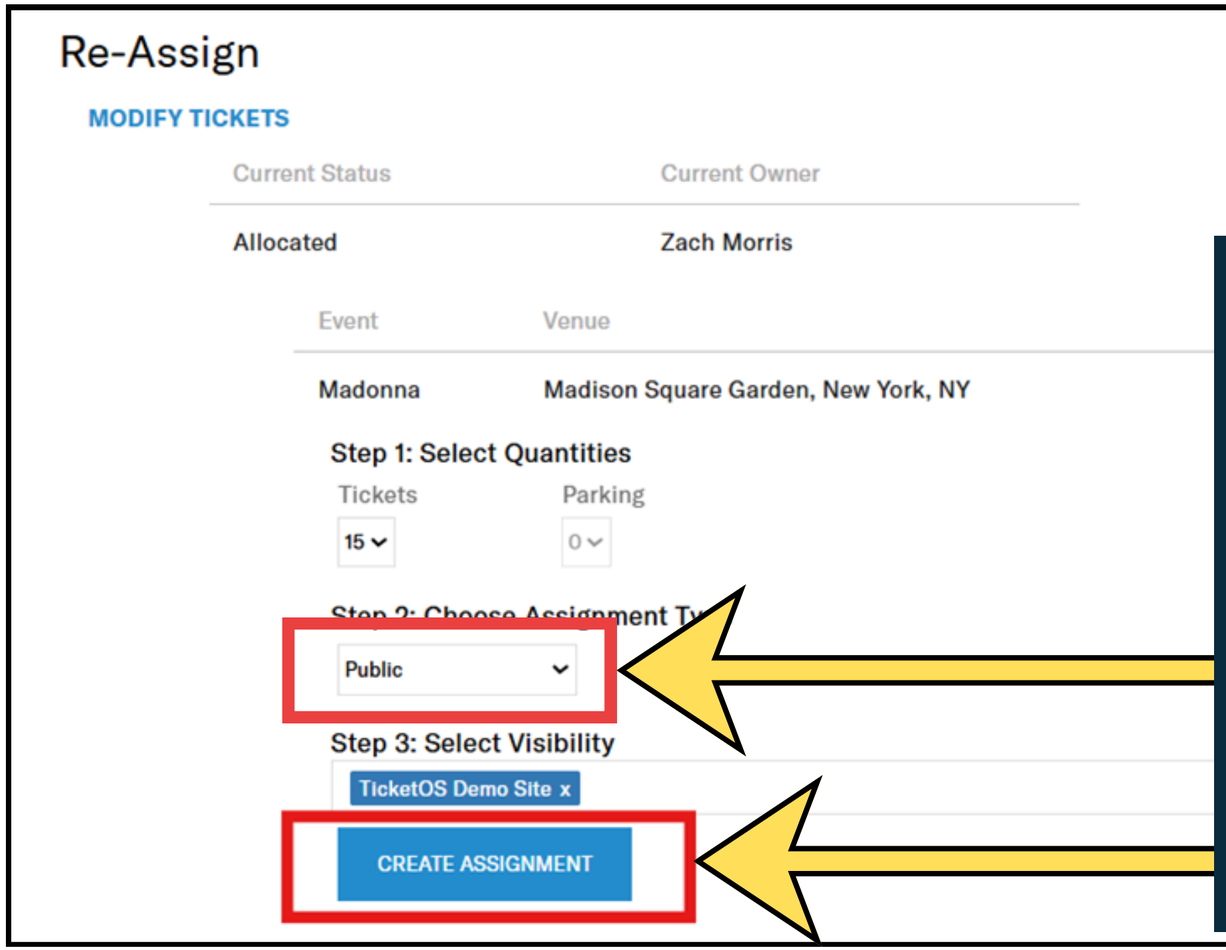


Assignment Type:

Allocate to User
Assigns tickets directly to a specific user so they can complete the order details.

TICKETOS

Reclaim Tickets (Public)



Assignment Type: Public

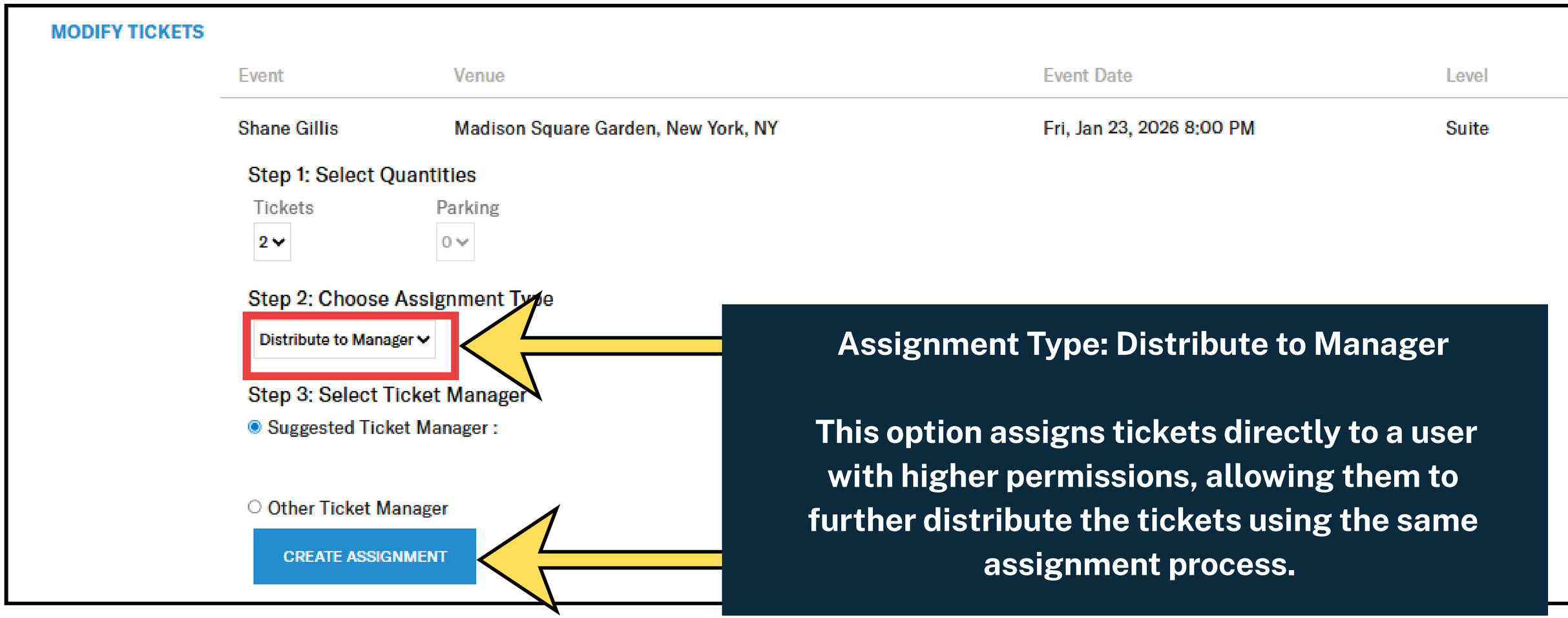
Makes tickets available on a first-come, first-served basis. Once requested, tickets are removed from availability for other users and routed to a manager for approval.

Visibility settings may apply based on your company's site configuration to control which employees can see and request tickets.

TICKETOS

If no manager is set, tickets are awarded automatically.

Reclaim Tickets (Distribute to Manager)

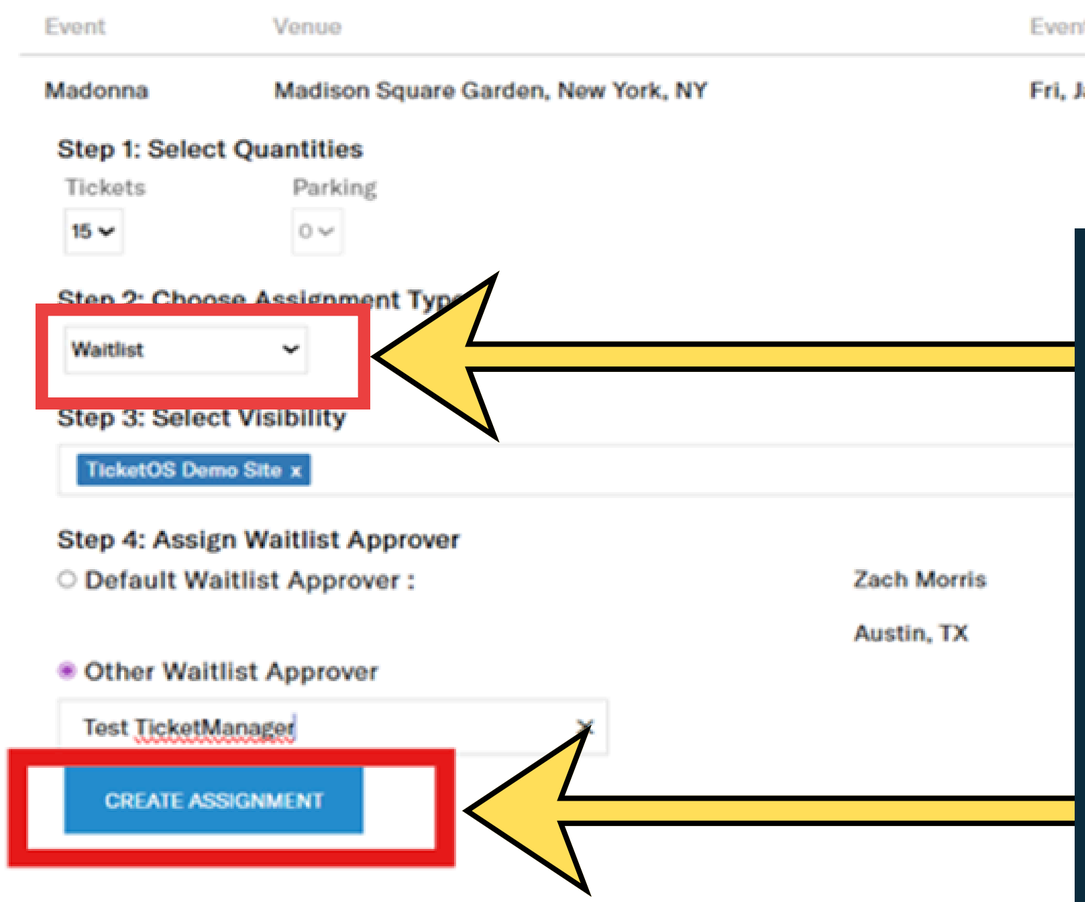


Assignment Type: Distribute to Manager

This option assigns tickets directly to a user with higher permissions, allowing them to further distribute the tickets using the same assignment process.

TICKETOS

Reclaim Tickets (Waitlist)



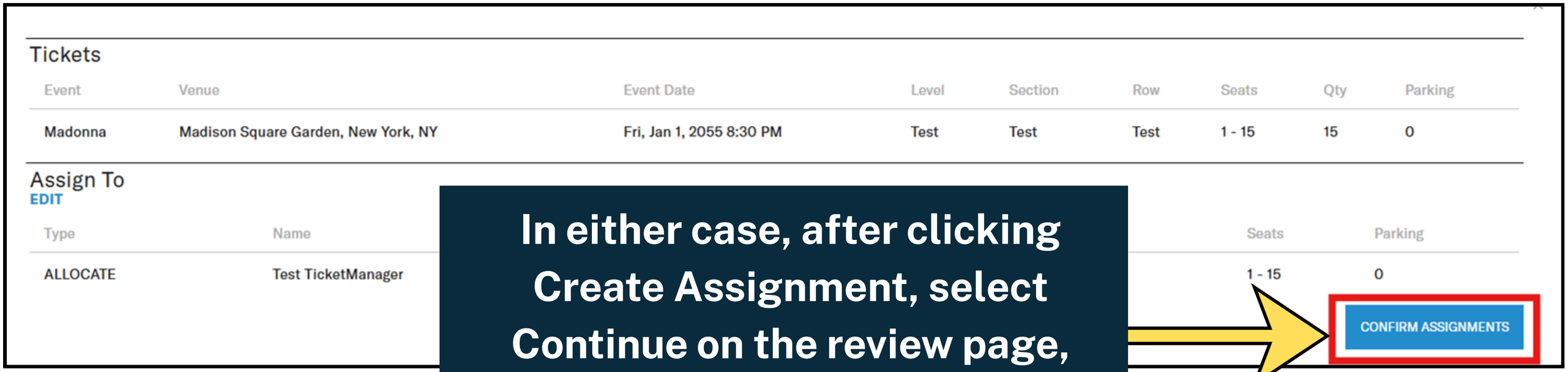
Assignment Type: Waitlist

Ticket requests are sent to a designated waitlist approver, who reviews all requests from interested users and determines which are approved or denied.

When selecting this option, you must assign a waitlist approver, either the system default or a different approver.

TICKETOS

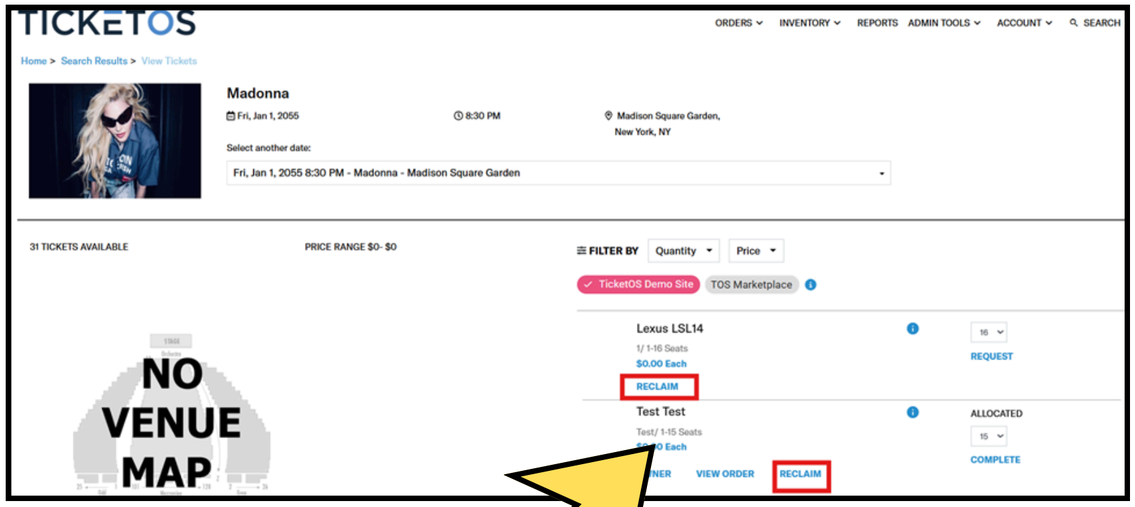
Reclaim Tickets

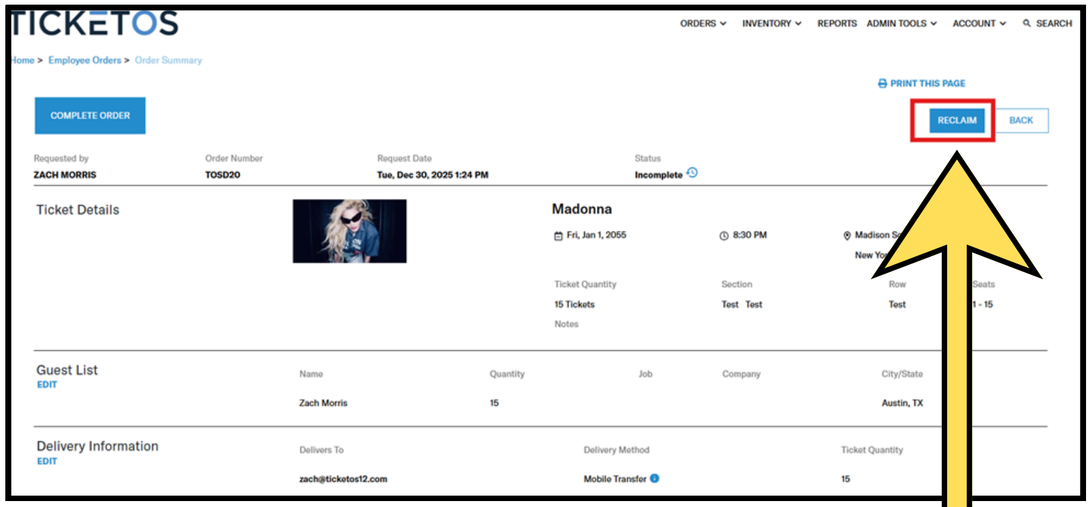


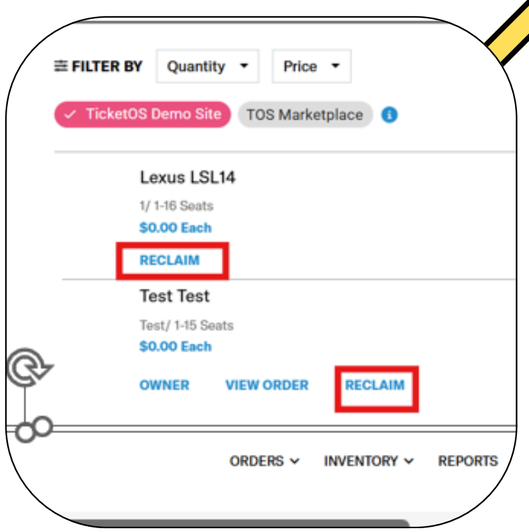
In either case, after clicking Create Assignment, select Continue on the review page, then click Confirm Assignments to complete the reclaim process.

TICKETOS

Reclaim Tickets







You can also start the reclaim process from other areas of the platform, such as the View Tickets page within an event or the order summary page when accessing an order through Employee Orders, My Orders, Waitlist Requests, and more.

