Quick Guide

Box office Module

December 2025

eventim**light**✦

# Set up your box office in just a few clicks

In this quick guide, we explain how to set up your box office as a sales channel, so you can start selling tickets through your own box office.

Box office ticket purchases:

Access the box office from the EVENTIM.Light account. To do so, log in to your EVENTIM.Light account and go to the "Box office" section.
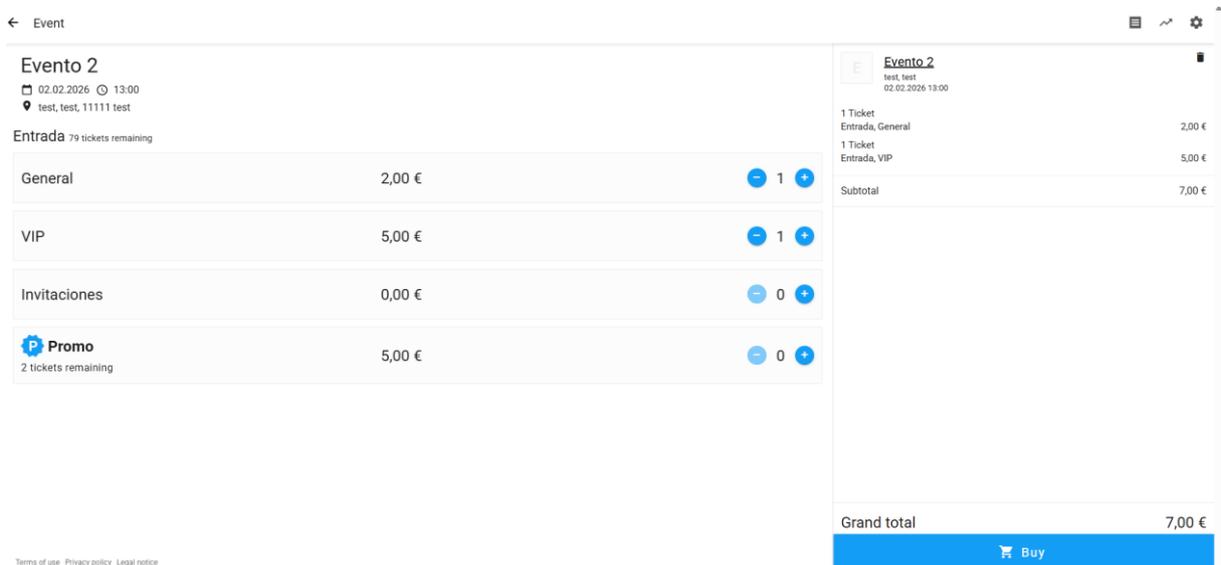
When you click on "Box office", a new window will open showing the events that have the Box Office enabled as a sales channel (this is configured in the "Ticket categories and price types" section during event creation).
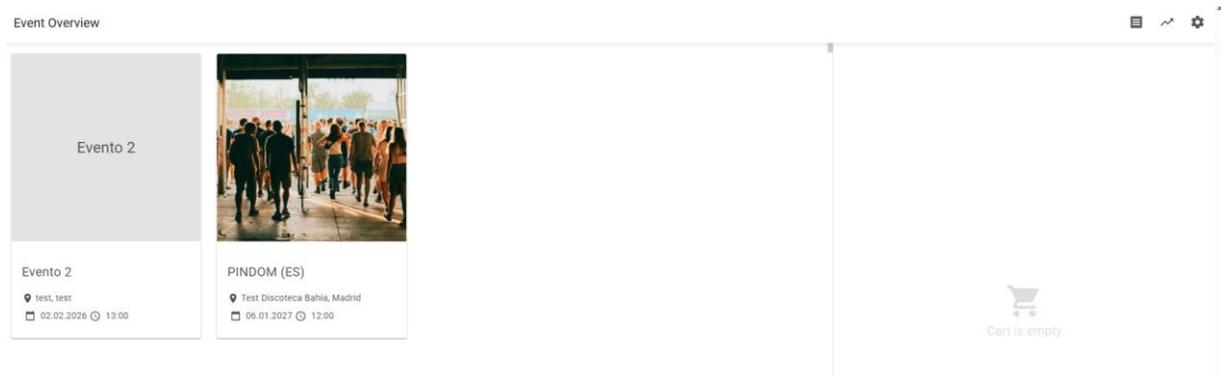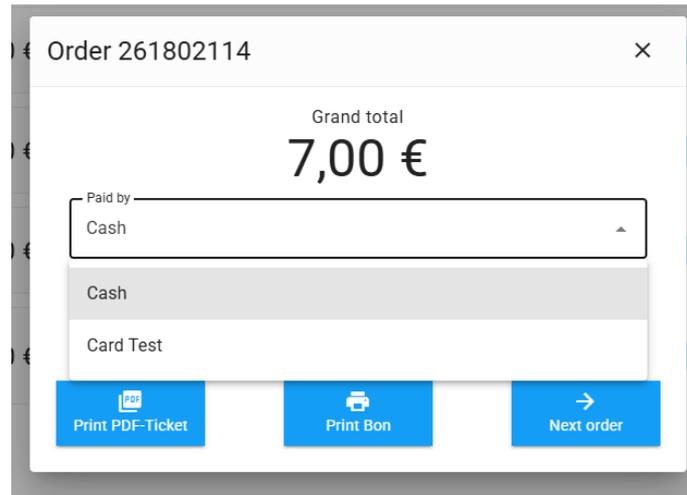
Selling tickets:

Select the event you want to sell tickets to create an order. Add tickets to the cart; each click will add one ticket.

When you click Buy, a pop-up window will appear allowing you to select the desired payment method:

By default, the payment method is cash, but additional options such as credit card or voucher can be added. Once the payment method has been selected, the PDF ticket can be printed, or the ticket can be printed using an EPSON printer (prior configuration is required).
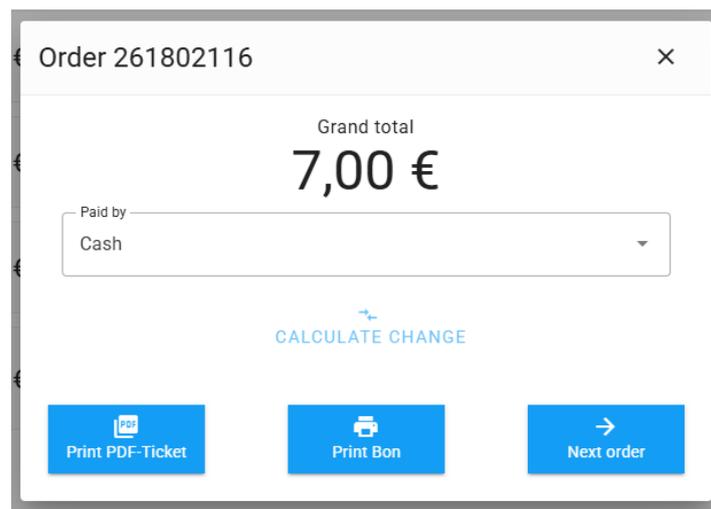

The change calculation option is a calculator available for cash payments; later in this manual, we explain how to enable it.
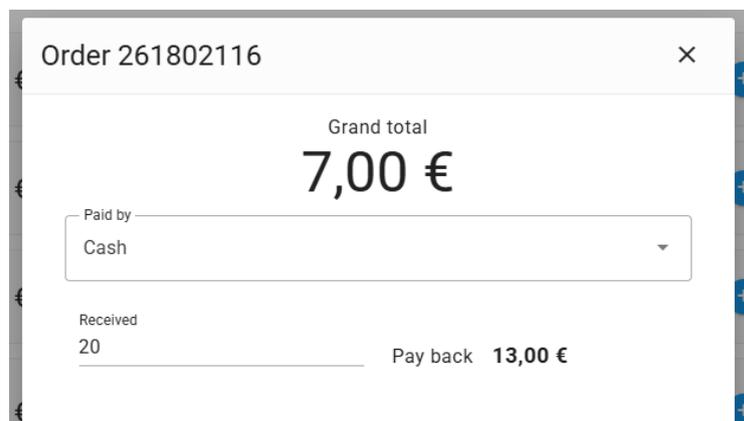
To view the order history, you need to click on the box located in the top-right menu:

After clicking on this section, the order history for all events that have the box office enabled as a sales channel will be displayed, including payment methods, the box office user, and amounts, and tickets can be printed or cancelled.
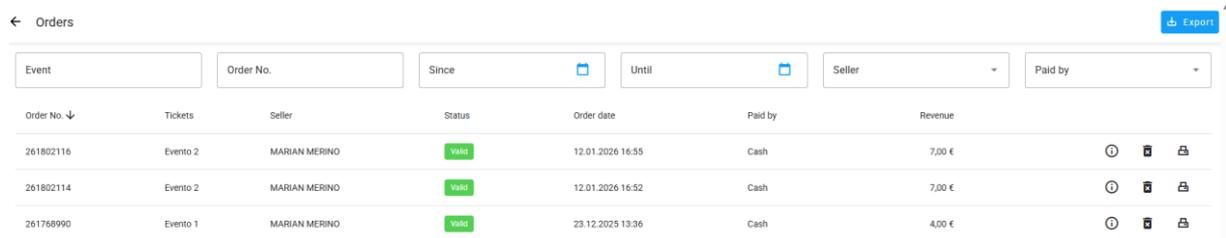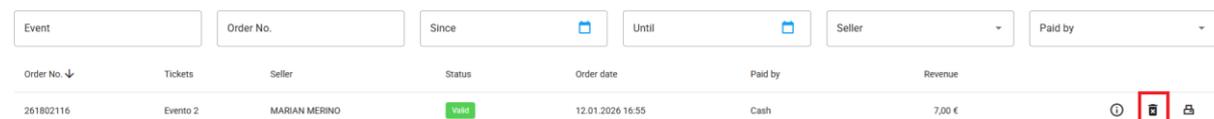

Printing tickets:

When you click on the print icon, a pop-up window will appear allowing you to print the entire order.

Cancelling tickets:

To cancel an order, click on the delete icon (trash can):

An overview of the order will open. Clicking on "Cancel all" will cancel the entire order. If you only wish to cancel specific tickets from the order, select the relevant tickets and click "Cancel selected".
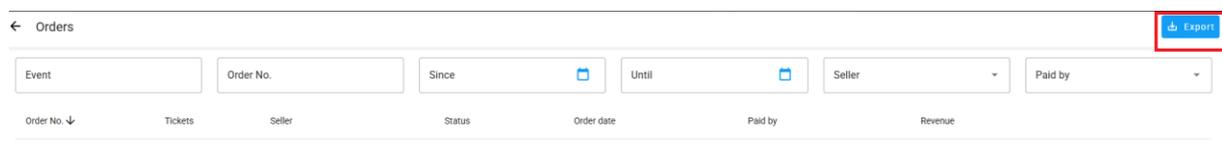
Downloading the box office report:

The box office report can be downloaded from the order history by clicking on Export. The report is saved in Excel format and contains all relevant sales data:

- - Order number
- - Order date
- - Order status
- - Sales user
- - Payment method
- - Event
- - Revenue
- - Currency

Activating different payment methods:

From the main box office page, where all events are displayed, click on the Settings box located in the top-right corner:

Within this page, you will be able to choose the sales mode. We recommend selecting the first option if you sell tickets at the box office. You can also choose the display mode or the language. From Advanced settings, you can configure the payment methods for your box office and enable the cash payment calculator.

Important: This configuration applies to all events that have the box office enabled as a sales channel.

Advanced settings

🔵 Enter method of payment

Use the selection of method of payment for a better overview. You can adjust the order within the checkout by drag&drop.

☑ Cash Default

☑ Card Test

☐ Voucher

☐ Other

🔵 Enable balance calculator

Use the balance calculator for cash payments. After completing the order, you can click on the amount the customer has to pay to display the change.

Contact

For questions about EVENTIM. Light, please visit our [Frequently Asked Questions](#).

For further questions or comments, please contact us:

helpdesk@eventim-light.es

Hours:

- Sun-Thu: 10:00AM to 10:00PM
- Fri-Sat: 10:00AM to 12:00PM