

# Promotional Codes

Last Modified on 04/24/2025 8:59 am PDT

When you want to give your supporters a discount for purchasing their tickets, you can offer them a promotional code.

Please note that Promotional Codes only work with **Ticket** and **Item Form Elements**. It does *not* work with the **Calculated** or any other **Form Element** to prevent any possible issues with accidentally "discounting" a donation.

To create a code, select **Utilities** from the left navigation, and choose **Promotional Codes** from the dropdown.

If you have not created any codes, click **Create New** to get started.

- **Code:** Your code can be anything you like. (Numbers and letters only). The code will automatically display in uppercase, though entering it is not case sensitive.
- **Discount:** The Discount itself can be either a **percentage** OR a specific dollar **amount**. If you want to offer some supporters a percentage and others a straight dollar amount, simply create multiple codes.
- **Quantity:** If you want to limit the number of discounts you wish to give, enter a number here. When that number has been reached, the code will no longer work for your supporters. You can reset it to Unlimited by clicking **Unlimited** under the box.
- **Save** your code and it will be ready to go in your new activity.

If you want to modify a code click on the **Actions** menu (the ...) and select **Edit**.

Now, when you create a [Ticketing activity](#), there will be an additional section to select, **Promotional Codes**.

By default, the Promotional Codes will be enabled as indicated by the **Show**/Hide switch to the right, but you will also show **0 active codes**. To add any of your promotional codes to this activity, you need to click on the **Edit** button.

Search for and select the code or codes you wish to include and select **Save**.

Now your Codes are active and running on your activity!

If you are using a code that discounts at 100% for an item or ticket, please select the payment section visibility checkbox under the card information section of your form. (See the red circle in the screenshot below as an example.)

The supporter will now see a line under the payment information section on the form that they can tap or click to enter the promo code.

When they redeem their code, it will show the amount or percentage discounted, the original cost crossed out and the new cost with the amount saved by using the promotional code.

If you limited the number of usable codes, then when they have all been used, and a supporter tries to use it, they will receive the following message.

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