Answers to Questions from Discounts Webinar
February 14, 2019

Can discount codes be used after the registration; where a person can apply discount to balance?
Can a discount code can be added after registration?

Yes, a discount code can be applied after the registration is complete. Customers can view all their upcoming registrations in the Summary tab and other tabs in their profile.

- If the event allows registration updates until a specified date, customers can update their registration and apply a discount code on the Shopping Cart page.
- If a customer has a payment due for the event, they can click **Pay Now** and enter a discount code on the Shopping Cart page.
- If a payment isn't due, customers can locate the event in their profile, click **View Details,** and then click **Make Payment** to display the Shopping Cart.

Can you build a discount such as Buy One Get One at 50 off?

This kind of discount isn't supported for store products.

Can you set discount codes for new registrations only?

No. As discussed in the first question, customers can apply discount codes to completed registrations. If you allow users to update registrations or make payments, they can add a discount code to the purchase.

Can you list multiple events on one, or do I have to create a discount for each event?

Yes. You can build the discount for one event and use the "assign" feature to apply it to other events. To apply a discount to another event, follow these steps in Event Management:

1. In the Utilities tab, click **Manage Discounts**.
2. Locate the discount you want to apply to another event.
3. At the right of the discount name, click the three-dot menu and select **Assign**.
4. Follow the prompts to assign the discount to one or more additional events.

If they cancel someone from a ratio discount, does it show a balance due after that person has been cancelled?

Yes. If a customer removes one or more registrants and the registration no longer meets the ratio required for the discount, the correct payment due for the updated registration will be recalculated at checkout.