

eTicket FAQs

Q How does this fundraiser work?

A CREB® members can order Calgary HOME Show tickets through a special fundraising campaign through the CREB® Charitable Foundation.

Members can order tickets for their clients at a discounted rate of \$12 (marked down from \$16). Proceeds help the Foundation give back to the Calgary and area community on behalf of REALTORS®.

Q Will I still be charged if my eTickets were not used?

A No, there are no administrators handling ticket counting, packaging or distributing therefore there is minimal overhead. You will only be charged if the tickets you order are used.

Q Is there a minimum and maximum order for eTickets?

A You can order a minimum of two eTickets and a maximum of as many as you wish.

Q Can I still get pre-printed tickets?

A No, pre-printed tickets are no longer offered. The CREB® Charitable Foundation is committed to a more environmentally friendly eTicket service.

Q How do I order the eTickets for the Calgary Home Show?

A There are several options to order eTickets:

- [Email your clients directly](#)
- [Bulk upload a client list to email](#)
- [Order a batch you can print out](#)

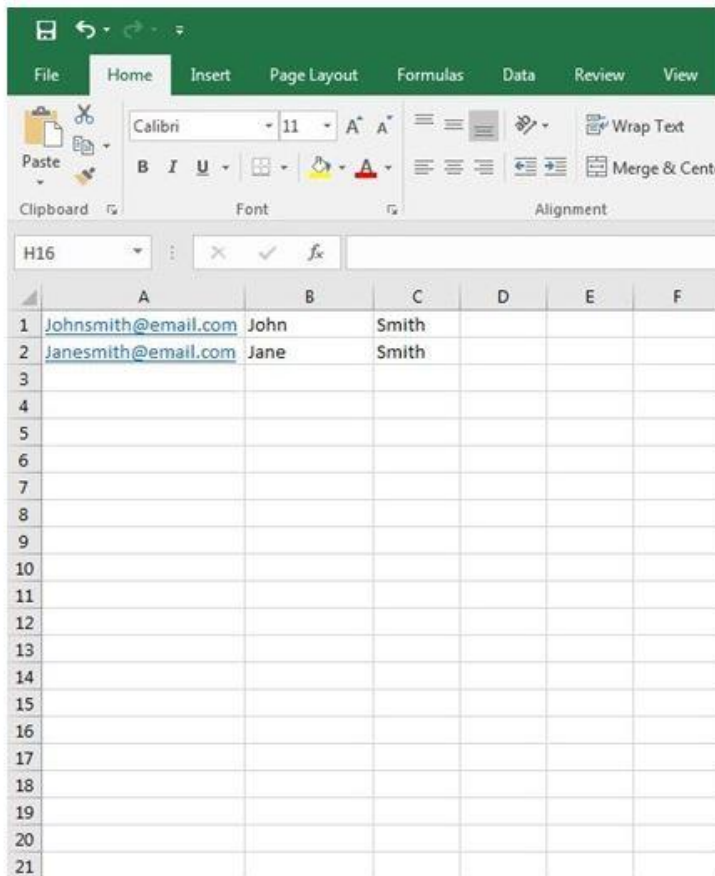
Q How do I complete a bulk order?

A Complete an Excel spreadsheet with your client's email address (first column), first name (second column) and last name (third column).

Save Excel spreadsheet as a CSV file to your desktop.

Upload the CSV file to the Upload CSV file box.

Click the Order Tickets tab. DO NOT CLICK TAB MORE THAN ONCE



CREB® Account to Bill: 388581

Courtesy of: Lauren Thorson

Show Phone #: 403-263-0530

Brokerage/Team: (optional)

Upload CSV file: No file chosen

Q How do I know my order was completed?

A You will receive a confirmation email when your order is completed. Once ordered, you can view your redeemed or re-print them here.

Please do not hit the SUBMIT button more than once, this process will take a few seconds. Note: if you hit "Order Tickets" more than once, your client(s) will receive several emails with eTickets.

Q What if the email address is incorrect?

A The undelivered email will be difficult to trace, please ensure all emails are current and correct before you complete your order. The CREB® Charitable Foundation takes no responsibility for incorrect emails.

Q Can I track which clients redeemed tickets if I ordered my bulk tickets to be emailed to myself?

A No, tracking eTickets through the ordering site can only be done if ordered with their contact information. You will need track orders sent to yourself manually.

Q Can other members see my client list?

A No, your order is only visible to you through the secure CREB® login.

Q My client deleted their email with their eTickets, can I resend them?

A Yes, you can access your sent eTickets on CREB® Link and re-email their eTickets to them as a PDF.

Q Can eTickets be used more than once?

A No, each eTicket will have a unique number and barcode, like the printed tickets in the past they are one-time use only.

Q How will I be billed for the redeemed eTickets?

A Each member order generates a unique eTicket barcode. The data is then captured when the eTicket is scanned. Once the CREB® Charitable Foundation receives the show report, each member will have a list of eTickets redeemed in their order file.

Q When using the “bulk upload a client list to email” option, how many tickets go to each email address?

A Each bulk email address will receive 2 tickets. Please be sure to not send more than one email to each household unless you want them to receive more than 2 tickets.

Q When using the “bulk upload a client list to email” option, can I enter more than one name in the first name column?

A Yes, you can. Please do not use symbols, such as “&” signs, as the ticketing system does not recognize them.

Q If I want to send 2 tickets to my client, do I have to send the client 2 separate emails with one ticket each?

A If you are:

- Bulk emailing, by uploading a CSV file, each email address will automatically receive 2 tickets
- Emailing individually, you can select up to 6 tickets per email address
- Ordering a batch for you to print, you can order 2 to 1000 + tickets

All tickets ordered will have a unique barcode and number.

Q Will CREB® print my tickets if I choose the “order a batch you can print out” option?

A No, CREB® does not offer a printing service for these tickets. The CREB® Charitable Foundation is committed to a more environmentally friendly.

Q I still like to deliver or mail out my tickets, how can I do that?

A If you choose to order your tickets for manual distribution, order eTickets to be sent to your email address. Then simply print them off and hand deliver or mail them out.

Q What if I have questions?

A If you have any questions about your tickets, contact the CREB® Charitable Foundation at charitable.foundation@creb.ca.