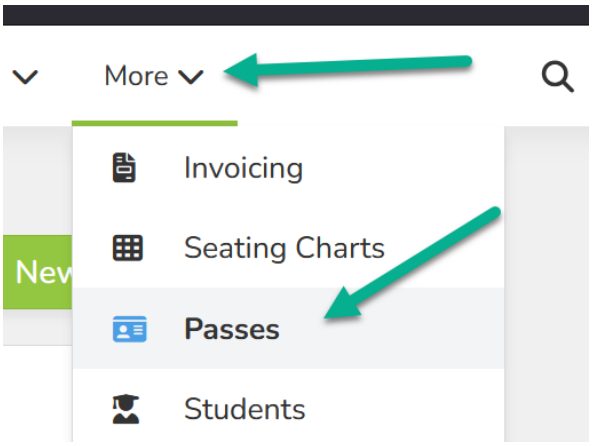
**CREATE A ONE-TIME-USE DISCOUNT CODE ON A PASS**

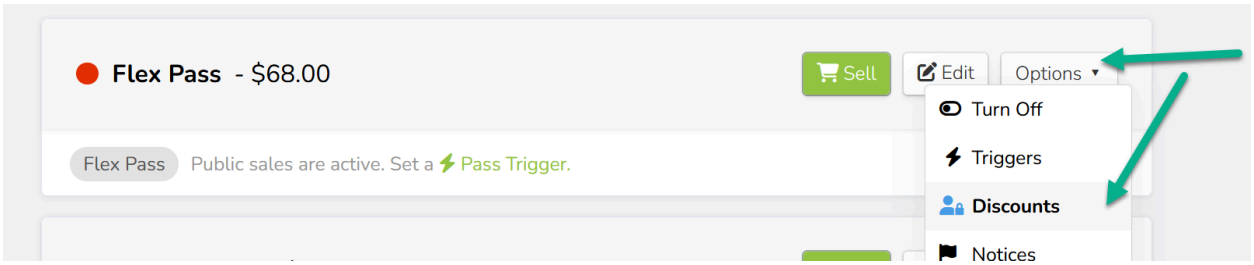
**Situational Narrative**: A customer has purchased individual tickets, but instead would prefer to use a flex pass or season ticket.

Log into the Ludus Admin Panel at https://curtainplayers.ludus.com/admin

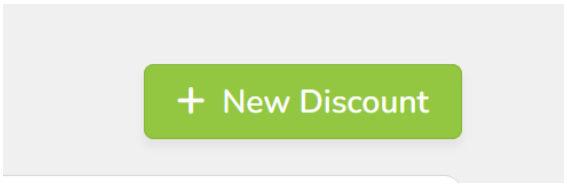
Navigate to the **More** menu, then **Passes**



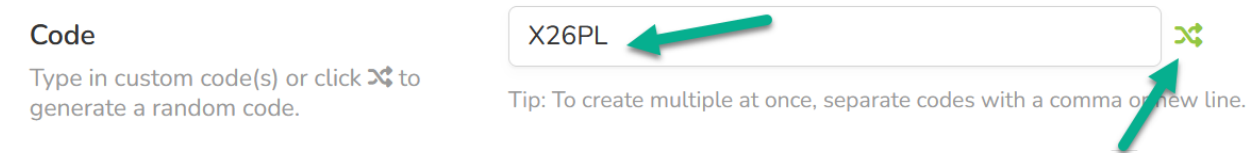

Select **Options** next to either the **Season Pass** or **Flex Pass** to be discounted, then **Discounts**.




Select **New Discount** at the top of the screen.



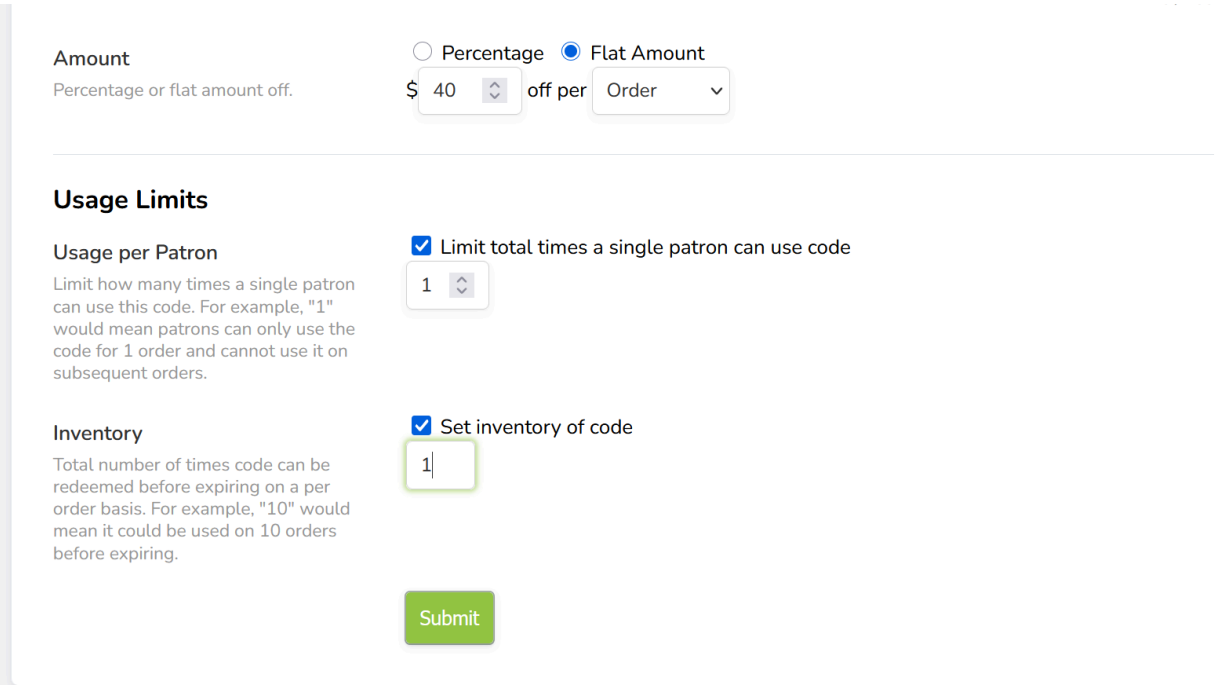

Enter a **Code** in the box, or use the icon to generate a random one.



Set the discount up as shown below.

- Select **Flat Amount**
- Set the **$** value of the discount to the amount in tickets the customer has *already purchased.* In the example below, the customer bought two $20 tickets, so the discount is $40.
- Set the **per** box to **Per Order**.
- Tick the **Limit total times a single patron can use code** box
- Set the limit to **1**
- Tick the **Set inventory of code** box
- Set the inventory to **1.**

In this way, you're setting up a **single use** discount code that can only be used once that is attached to this specific pass type. They can't use it for an individual ticket, or a different pass so it is **important to discuss the situation with the customer and what they would like to see happen in advance**.




Click **Submit**

Send the **Code** to the customer to use. They can purchase the pass and apply the discount code to their order.

**Release**, but do not refund, the erroneously purchased seats for the customer so they can re-purchase them with the pass.