

WPRAFFLE

Raffle Ticket Generator Gold

Admin guide and how customers order

Everything you can do in the WPRaffle admin, screen by screen, with a screenshot of every page and an explanation of every setting.

Version 7 · wpraffle.com

Contents

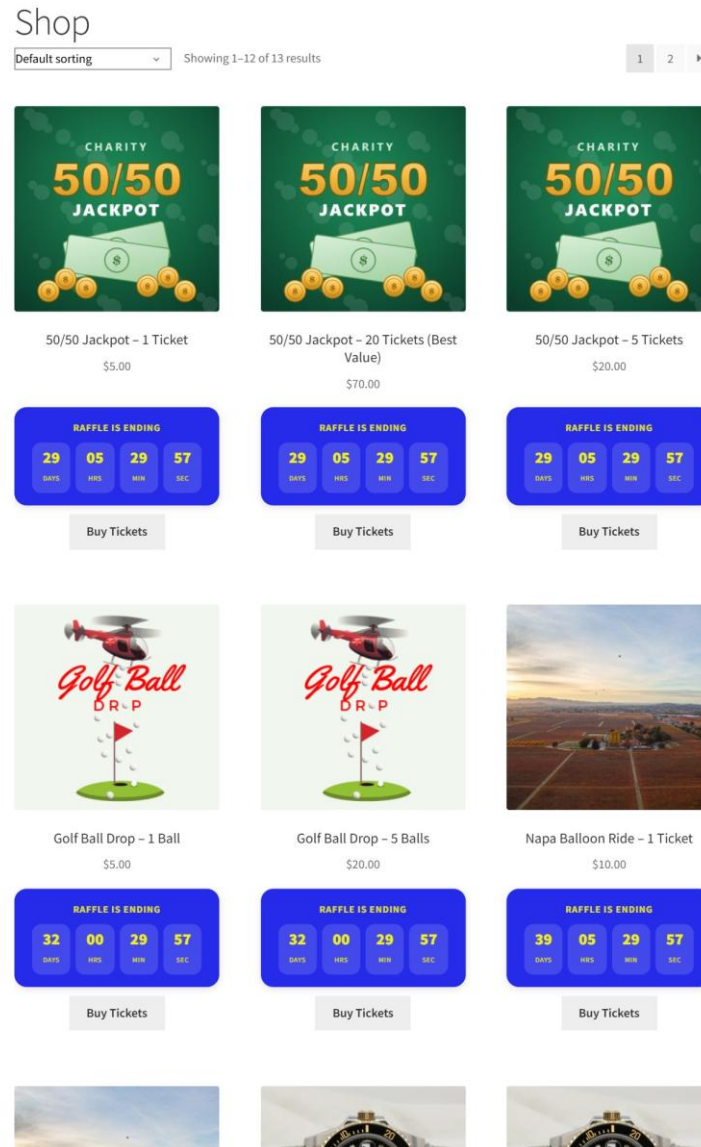
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Part 1 · How customers order

What your customers see when they buy tickets, step by step. You can copy these steps into your own FAQ.

1. Choose a raffle

Customers browse your shop. Each raffle shows its countdown; raffles that have not started show **Coming soon**, sold-out raffles show **Sold out** and closed raffles show **Raffle ended**.



Shop page with raffle products

2. Pick a ticket package

On the product page the customer sees the countdown and how many tickets the package contains, then chooses a quantity and clicks the add-to-cart button (**Add to cart**, or your own text such as **Enter Now**).



50/50 Jackpot – 5 Tickets

\$20.00

A 50/50 raffle: the winner takes half the pot, the rest supports the children's hospital. Draw on November 25, 2026.



1

Buy Now!

Category: [\\$10,000 Charity 50/50 Jackpot](#)

[Edit](#)

Current jackpot: 50-50 split is currently at
\$166.50

50/50 raffle with the current jackpot

3. Answer the quiz and choose options

If the raffle has a quiz, the customer must choose an answer before adding to cart. If you offer a prize choice or a comments box, they fill those in too.



Napa Balloon Ride – 5 Tickets

\$40.00

A sunrise balloon flight for two over the vineyards, with a champagne breakfast. Draw on December 5, 2026.



Select Prize: Sunrise balloon flight for two

Preferred flight month:

Which US state is Napa Valley in?

☐ California

☐ Oregon

☐ Washington

Please answer this question to proceed.

1

Buy Now!

Category: [Napa Valley Hot Air Balloon Ride](#)

[Edit](#)

Quiz, prize choice and comments box

4. Check out

The customer reviews the cart and completes checkout with any payment method you have enabled in WooCommerce.

	Product	Price	Quantity	Subtotal
	 Vegas Weekend - 5 Tickets Bundle: Add 5 more to get 1 free	\$20.00	<input type="text" value="1"/>	\$20.00

Coupon code

Apply coupon

Update cart

Cart totals

Subtotal	\$20.00
Total	\$20.00

Proceed to checkout →

Cart

Billing details

Email address *

daisyduke@wpraffle.com

First name *

Daisy

Last name *

Duke

Company name (optional)

Country / Region *

United States (US)

Street address *

1313 Mockingbird Lane

Apartment, suite, unit, etc. (optional)

Town / City *

Mockingbird Hts

State *

California

ZIP Code *

90210

Phone *

3105551313

Additional information

Order notes (optional)

Notes about your order, e.g. special notes for delivery.

Your order

Product	Subtotal
Vegas Weekend - 5 Tickets × 1	\$20.00
Bundle: Add 5 more to get 1 free	
Subtotal	\$20.00
Total	\$20.00

☒ Cash on delivery

Pay with cash upon delivery.

☐ Payment options

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#).

☒ I confirm I am 18 or over. *☒ I have read and accept the raffle terms and conditions. ***Place order***Checkout*

5. Receive ticket numbers

As soon as the order is paid (status Processing or Completed) the ticket numbers appear on the order confirmation page and in the order email. With ticket images on, each ticket is shown as a picture.

Thank you. Your order has been received.

ORDER NUMBER:	1253
DATE:	October 27, 2026
EMAIL:	daisyduke@wpraffle.com
TOTAL:	\$20.00
PAYMENT METHOD:	Cash on delivery

Pay with cash upon delivery.

Order details

Product	Total
Vegas Weekend - 5 Tickets × 1	\$20.00
Subtotal:	\$20.00
Payment method:	Cash on delivery
Total:	\$20.00

Good luck! Your tickets are - Las Vegas Weekend Getaway

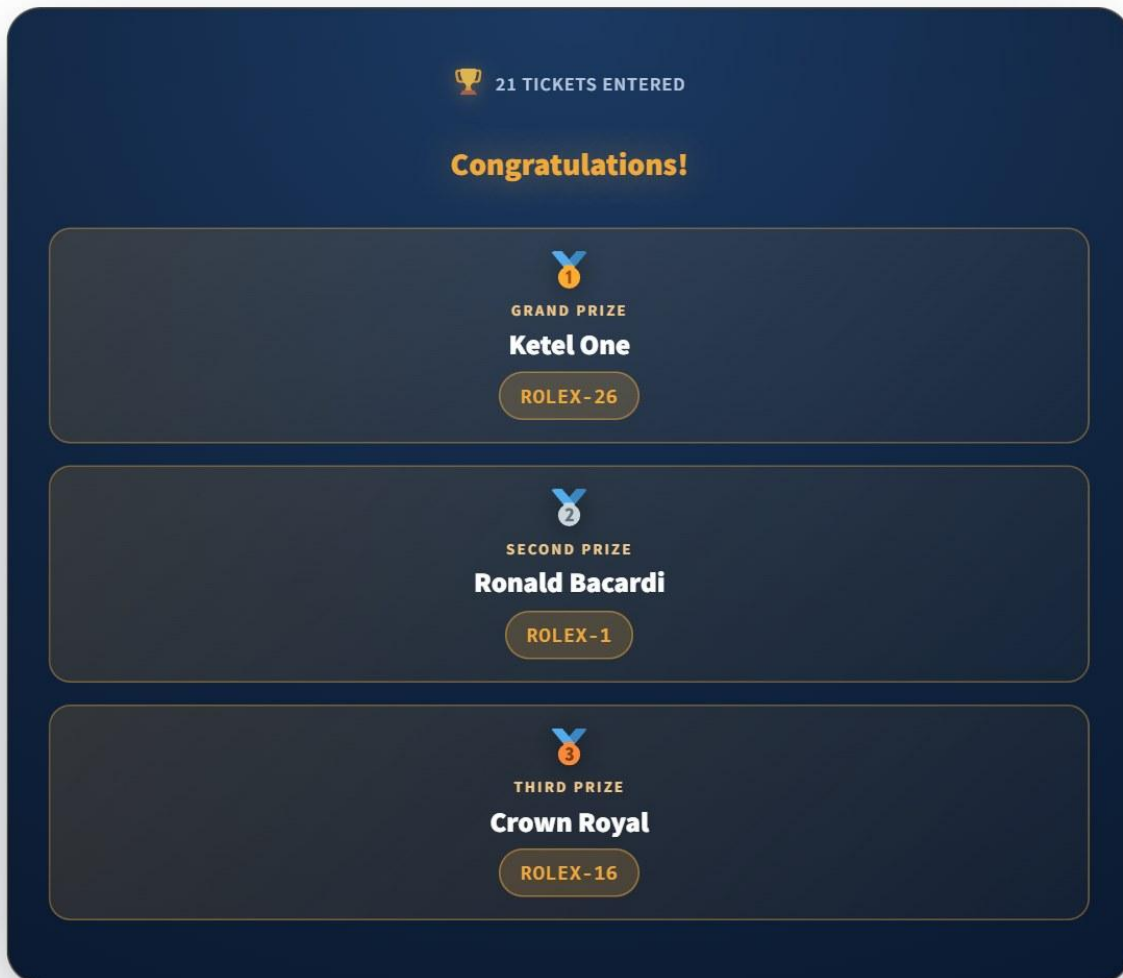
Las Vegas Weekend Getaway Daisy Duke VEGRS-59	TICKET NUMBER
Las Vegas Weekend Getaway Daisy Duke VEGRS-60	TICKET NUMBER
Las Vegas Weekend Getaway Daisy Duke VEGRS-61	TICKET NUMBER

Order confirmation with ticket numbers

6. Watch the draw

If you publish a live draw page, customers can watch the winners being drawn.

Watch the Rolex Submariner draw live. Three winners will be drawn from every ticket sold.



Live winner draw

Part 2 · Admin guide

Each section below covers one screen of the WPRaffle admin menu.

Getting started

Raffle Ticket Generator turns WooCommerce products into raffle entries. Each raffle is a WooCommerce product category; the products inside it are your ticket packages (for example 1 ticket, 5 tickets, 20 tickets). When an order is paid, the plugin issues unique ticket numbers, shows them on the order confirmation page and in the customer's email, and lets you draw winners later.

Before you start you need:

- WordPress with WooCommerce installed and active.
- PHP 8.0 or newer (your host can tell you which version you have).
- Your license key from your wpraffle.com account.
- At least one payment method enabled in WooCommerce.

Install the plugin

1. In WordPress go to **Plugins → Add New → Upload Plugin**.
2. Choose the plugin zip file and click **Install Now**. If an older version is installed, choose **Replace current with uploaded**.
3. Click **Activate Plugin**.
4. Open **WPRaffle → License**, paste your key and save (see License).

TIP Ticket numbers are issued when an order reaches **Processing** or **Completed**. Pending or unpaid orders do not receive tickets until they are paid.

Upgrading from version 6

Version 7 stores tickets on the WooCommerce orders themselves and settings on each raffle, instead of in the plugin's own tables. Your existing raffles move across in one step after you update.

1. Take a backup of your site (most hosts and backup plugins do this in one click).
2. Update the plugin: **Plugins → Add New → Upload Plugin**, choose the 7.0 zip and click **Replace current with uploaded**.
3. A notice appears: "Your raffle data needs to be upgraded to the new format". Click **Run upgrade**.
4. On the Upgrade page click **Run upgrade now**. It works in small batches, so it is safe on a large store. Wait for **Upgrade complete**.

5. Open a few orders and a raffle or two and check the ticket numbers and settings look right.
6. When you are happy, click **Remove backup tables** on the Upgrade page. Until then your old tables are kept as a backup.

MAINTENANCE

Upgrade raffle data

Move your existing tickets and settings into the new 7.0 format.

Upgrade complete

Your raffle data is in the new format.

Legacy backup tables

Your old tables were kept as a backup (..._bak). Once you have confirmed everything looks correct, you can remove them.

Remove backup tables

The Upgrade page after the upgrade

What moves across

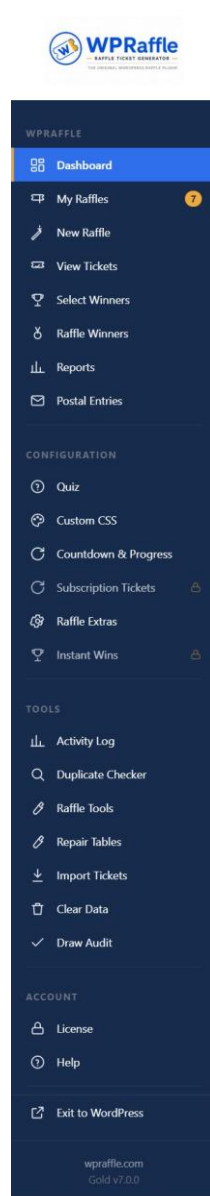
- Every ticket number, on the order it was sold with.
- Each raffle's settings: dates, ticket numbering, prefixes, display options, limits and caps.
- Recorded winners.
- New tickets continue after the highest number already used in each raffle, so no number is ever issued twice.

TIP Version 6 counted the ticket cap down with every sale and copied it into each product's WooCommerce stock. The upgrade turns it back into a total (tickets left plus tickets sold) and switches off WooCommerce stock on raffle products, because version 7 enforces the cap itself.

IMPORTANT Until you click Run upgrade, raffles from version 6 show no tickets sold in the new screens. Your data is safe; it simply has not been moved yet.

The WPRaffle menu

Everything lives under the **WPRaffle** menu in your WordPress admin. The sidebar is grouped into the main raffle pages, configuration pages and tools.



The WPRaffle admin menu

Dashboard

The Dashboard is your overview: active raffles, tickets sold today, revenue for the last 7 days, winners drawn, unique buyers and pending orders. Below that you see the latest ticket orders, raffles ending soon and the most recent winners.

OVERVIEW

Dashboard

Welcome back. Here's what's happening with your raffles.

✓ Gold license active Manage license →

ACTIVE RAFFLES 6 of 7 total

TICKETS SOLD TODAY 275 today

REVENUE (7 DAYS) \$1,440.00 last 7 days

WINNERS DRAWN 11 all time

UNIQUE BUYERS 37 last 7 days

PENDING ORDERS 0 needs attention

[+ New raffle](#)

Recent ticket orders

Latest purchases across all raffles View all

	Radar O'Reilly Charity Golf Ball Drop • #1310 • 1 hour ago	2 tickets
	Jethro Gibbs \$10,000 Charity 50/50 Jackpot • #1309 • 1 hour ago	5 tickets
	Alex P Keaton Charity Golf Ball Drop • #1308 • 2 hours ago	5 tickets
	Daisy Duke Las Vegas Weekend Getaway • #1253 • 2 hours ago	5 tickets
	Robin Hood Las Vegas Weekend Getaway • #1206 • 3 hours ago	1 ticket
	Daisy Duke Las Vegas Weekend Getaway • #1205 • 3 hours ago	3 tickets

Ending soon

• \$10,000 Charity 50/50 Jackpot	4 weeks left Nov 25, 2026
• Charity Golf Ball Drop	1 month left Nov 28, 2026
• Napa Valley Hot Air Balloon Ride	1 month left Dec 5, 2026
• Las Vegas Weekend Getaway	2 months left Dec 12, 2026
• Win a Rolex Submariner Date	2 months left Dec 15, 2026

Recent winners

View all

	Angus MacGyver Napa Valley Hot Air Balloon Ride • NAPA-2
	Tyrion Lannister Charity Golf Ball Drop • 13
	Fox Mulder \$10,000 Charity 50/50 Jackpot • JACKPT-72
	James Kirk Las Vegas Weekend Getaway • VEGAS-31
	Ketel One Las Vegas Weekend Getaway • VEGAS-16

Checkout ticket delay

Seconds to pause during ticket generation at checkout. Leave at 0 unless you get duplicate tickets under heavy concurrent orders. Max 30.

Delay (seconds) Save

Dashboard

Checkout ticket delay. At the bottom of the Dashboard you can set a short pause (in seconds, maximum 30) during ticket generation. Leave it at 0. Only raise it if your host shows duplicate tickets under very heavy, simultaneous checkouts.

Create a raffle (New Raffle wizard)

The quickest way to start is **WPRaffle → New Raffle**. The wizard creates the raffle and its ticket packages in two steps.

CREATE

New raffle

Create a raffle category, then add its ticket products.

STEP 1
 Create raffle

STEP 2
 Add products

RAFFLE DETAILS

Raffle name
This becomes a WooCommerce product category
Win a 2026 Ford Bronco

Schedule
Leave blank for immediate start / manual close
2026-11-02T09:00 2027-01-15T20:00

Starting ticket number
No leading zeros
1

Include order ID
Prefix tickets with the order number
☒ No ☐ Yes

Custom prefix
Max 6 characters
☐ No ☒ Yes
BRONCO

Promo word
Max 6 characters
☒ No ☐ Yes

✓ Create raffle

New Raffle wizard

Step 1 – Raffle details

1. Enter the raffle name, for example *Win a 2026 Jeep Wrangler*.
2. Set the **starting ticket number** (for example 1 or 1000).
3. Choose whether tickets include the **order ID**, a **custom prefix** (up to 6 characters, for example JEEP) and a **promo word**.
4. Optionally set the start and end date and time.
5. Click **Create raffle**.

Step 2 – Products (ticket packages)

1. Add one row per package: name, price and number of tickets in that package.
2. Click **Create products**. You will see "Raffle Made".

TIP A ticket number is built from the parts you switch on, in this order: order ID, prefix, promo word, number. Examples: 1162-JEEP-1000, MAL-SUN-1, LAMBO-00001.

You can change every option later in the raffle's settings, add a product image in **Products**, and add more packages by creating products in the raffle category.

My Raffles

My Raffles lists every raffle with its status (running, scheduled, ended), tickets sold and dates. Click a raffle to open its settings.

RAFFLE MANAGEMENT

My raffles

Click any raffle to configure it. Create a new WooCommerce category to add a raffle.

+ Add product + New category

STEP 1 Make a category STEP 2 Configure settings STEP 3 Add products STEP 4 Test your raffle

Raffle Title	Status	Tickets Sold
\$10,000 Charity 50/50 Jackpot	STARTED	102
Charity Golf Ball Drop	STARTED	35
Las Vegas Weekend Getaway	STARTED	63
Napa Valley Hot Air Balloon Ride	STARTED	8
Win a Rolex Submariner Date	STARTED	40
Win a Tesla Model 3 Long Range	SCHEDULED	0

+ Create new raffle category

My Raffles

Raffle settings

Each raffle has its own settings, split into tabs. Change what you need and click **Save raffle settings**; you will see "Settings saved". Settings are kept per raffle.

IMPORTANT Once a raffle has started and tickets are sold, changing the numbering options affects only tickets issued after the change. Set numbering before you start selling.

Schedule

RAFFLE SETTINGS
All raffles

Las Vegas Weekend Getaway

Heads up
Once a raffle has started and tickets are sold, changing these settings can affect existing tickets.

Schedule
Ticket numbers
Email
50/50
Stock & advanced
+ Extras

SCHEDULE

Raffle start date
Leave blank for immediate start

YYYY-MM-DD HH:MM

Raffle end date
Leave blank for manual close

2026-12-12 20:00

Save raffle settings

Settings → Schedule

SETTING	WHAT IT DOES
Raffle start date	When the raffle opens. Leave blank to start immediately. Before this time the product shows "Coming soon" and cannot be bought.
Raffle end date	When the raffle closes. Leave blank to close it manually. After this time the product shows "Raffle ended".

Ticket numbers

RAFFLE SETTINGS
Las Vegas Weekend Getaway
All raffles

Heads up
Once a raffle has started and tickets are sold, changing these settings can affect existing tickets.

Schedule
Ticket numbers
Email
50/50
Stock & advanced
+ Extras

TICKET NUMBERS

Starting ticket number
No leading zeros

Include order ID
Prefix each ticket with the order number
☒ No ☐ Yes

Custom prefix
Max 6 characters
☐ No ☒ Yes

Promo word
Max 6 characters
☒ No ☐ Yes

LIVE PREVIEW
VEGAS-1

✓ Save raffle settings

Settings → Ticket numbers

SETTING	WHAT IT DOES
Starting ticket number	The first number this raffle issues. No leading zeros here.
Include order ID	Puts the order number in front of each ticket, e.g. 1162-JEEP-1000.
Custom prefix	Up to 6 characters, e.g. JEEP.
Promo word	Up to 6 characters, e.g. SUN.

Email (ticket display and ticket images)

RAFFLE SETTINGS
Las Vegas Weekend Getaway
All raffles

Heads up
Once a raffle has started and tickets are sold, changing these settings can affect existing tickets.

Schedule
Ticket numbers
Email
50/50
Stock & advanced
Extras

EMAIL CONFIRMATION

Number display style
How ticket numbers appear in emails
☒ Individual (100, 101, 102 ...)
☐ Range (100 to 120)
☐ Auto (range if more than 4)

Send ticket images
Email a ticket image instead of plain numbers (requires GD library)
☐ No
☒ Yes

On the ticket, show
☒ Raffle name
☒ Customer name
☐ Phone number
☐ Email address

Ticket image
Choose a template

Upload image
Pick a template above, or upload your own (PNG or JPG, exactly 300 × 147 px).

Position text on the ticket
Drag each label to where it should print.

Raffle name
Customer name
Ticket number

Drag each label onto the ticket to set where it prints. Only the items ticked above appear here.
Reset positions

Save raffle settings

Settings → Email

SETTING	WHAT IT DOES
Number display style	Individual (every number on its own line), Range (100 to 120) or Auto (range when more than 4).
Send ticket images	Show each ticket as an image instead of plain text, on the confirmation page and in emails. Needs the GD image library on your server. Most hosts include it; your host can confirm.
On the ticket, show	Choose what prints on the ticket image: raffle name, customer name, phone number and (Gold/Platinum) email address.
Ticket image	Pick one of the ready-made templates or upload your own. Uploaded images must be exactly 300 × 147 px (PNG or JPG).

SETTING	WHAT IT DOES
Position text on the ticket	Drag each label (raffle name, customer name, ticket number and so on) onto the ticket preview to the place it should print, then save. New raffles start with the labels in the text area of the ticket; Reset positions puts them back there.

TIP Use a template with a clear, light area for the text. Long raffle names are automatically printed smaller so they stay inside the ticket.

50/50

RAFFLE SETTINGS
All raffles

\$10,000 Charity 50/50 Jackpot

Heads up
Once a raffle has started and tickets are sold, changing these settings can affect existing tickets.

Schedule
Ticket numbers
Email
50/50
Stock & advanced
Extras

50/50 RAFFLE

Enable 50/50
Split the prize pot with the winner

☐ No ☒ Yes

Customer percentage
Winner's share, without the % sign

50

Service percentage
Your service fee, without the % sign

10

Show running total
Display the current pot on the product page

☐ No ☒ Yes

Text on the product page
Max 20 characters, e.g. (customer_percentage)-(your_percentage) at \$xxxx

Current jackpot:

Save raffle settings

Settings → 50/50

SETTING	WHAT IT DOES
Enable 50/50	Turns the raffle into a 50/50: the winner receives a share of the ticket sales.
Customer percentage	The winner's share, without the % sign (e.g. 50).
Service percentage	Your fee, without the % sign. It is taken off the top first.
Show running total	Shows the current pot on the product page.
Text on the product page	The label in front of the pot, e.g. "Jackpot:".

TIP How the pot is worked out: with only a customer percentage, the winner gets that percentage of sales. With a service percentage too, the fee comes off first and the winner gets their percentage of what is left. Example: \$870 in sales, 10% fee, 50% share → $(\$870 - \$87) \times 50\% = \$391.50$.

Stock & advanced

RAFFLE SETTINGS
All raffles

Las Vegas Weekend Getaway

Heads up
Once a raffle has started and tickets are sold, changing these settings can affect existing tickets.

Schedule
Ticket numbers
Email
50/50
Stock & advanced
+ Extras

STOCK & ADVANCED

Ticket stock
Total tickets available for this raffle. Leave blank for unlimited.
Unlimited

Successive ticket numbers
Plain consecutive numbers (1, 2, 3 ...) with no order ID, prefix or promo word. Most popular for duck races and ball drops.
☒ No
☐ Yes

Save raffle settings

Settings → Stock & advanced

SETTING	WHAT IT DOES
Ticket stock	Total tickets available. When they are all sold the raffle shows "Sold out" and cannot be bought. Leave blank for unlimited.
Successive ticket numbers	Plain numbers 1, 2, 3... with no order ID, prefix or promo word. Popular for duck races and ball drops.

TIP The limit on tickets per customer is in the raffle's **Extras** tab (see Per-raffle extras), together with the entry list, free postal entry and bundle offers.

Ticket packages (products)

Every product in a raffle category is a ticket package. You can edit them in **Products** like any WooCommerce product: title, price, image and description.

The screenshot shows the 'Product data' tab for a 'Simple product'. The 'Raffle' checkbox is checked. The left sidebar lists various product settings: General, Inventory, Shipping, Linked Products, Attributes, Advanced, Get more options, and Raffle (which is selected). The main content area shows the following settings:

- Number Of Raffle Tickets:** A text input field containing '1'. Below it, a note states: 'This is not the total tickets for your raffle.'
- Name of Raffle Prizes:** A text input field. To its right, a note says: 'Enter the prizes separated by comma (,), e.g. Prize1, Prize2, Prize3.'
- Show the Comments Box:** A checkbox that is unchecked. The label next to it reads: 'Show a comments box on the product page (special requests for prizes).'
- Label for Special:** A text input field.
- Comments Box:** A text input field. Below it, a note says: 'Text label to show above the special comments input.'
- Display Number of Tickets:** A checkbox that is unchecked. The label next to it reads: 'Display number of tickets on the ticket detail section.'

Product data → raffle fields

SETTING	WHAT IT DOES
Raffle	Marks the product as a raffle ticket package. It must be in a raffle category.
Number of tickets	How many tickets one purchase of this product gives. Quantity multiplies it: 2 × a 5-ticket pack = 10 tickets.
Prize choice	Let the buyer choose their prize. List the prizes separated by commas, e.g. "Walt Disney World Package, Universal Orlando Package, \$3000 Cash Alternative".
Special comments	Adds a text box on the product page with your own label (e.g. "Ages of children travelling"). The answer is saved on the order.

TIP Give packages clear names that include the ticket count, for example "Jeep Wrangler – 5 Tickets" or "Porsche 911 – 15 Tickets (Best Value)".

Quiz (skill question)

A quiz asks buyers a question before they can enter a raffle. Many regions require a skill question for prize competitions.

CONFIGURATION

Quiz
Require buyers to answer a question correctly before their tickets are issued.

Make sure your categories are Raffle Categories. Click here to check them.

Each raffle can support up to 5 questions. If you have more than 1, questions will display randomly so customers get a different question. These questions are shown before users can purchase tickets.

General Settings

QUIZ COLORS

Question Font Color: #161616 Clear

Answer Font Color: #999 Clear

Answer Background Color: #FFF Clear

Answer Border Color: #999 Clear

Selected Answer Font Color: #FFF Clear

Selected Answer Background Color: #C43C27 Clear

Selected Answer Border Color: #C43C27 Clear

Save Settings

QUIZ QUESTIONS

\$10,000 Charity 50/50 Jackpot Charity Golf Ball Drop Ford Mustang GT Giveaway Las Vegas Weekend Getaway Napa Valley Hot Air Balloon Ride Win a Rolex Submariner Date

Win a Tesla Model 3 Long Range

☐ Allow customers to give wrong answers. This will not generate tickets and a message will be shown about the wrong answer.

Text to show in email for wrong answer:

+ Add Questions

Question 1 (*)

Which US state is Napa Valley in?

Answers (*)

Oregon California Washington

Correct Answer (*)

California

Remove

Save

Quiz

1. Open **Quiz** and pick the raffle.
2. Click **Add question**. Enter the question and three answer options.
3. Type the correct answer exactly as one of the options.
4. Optionally allow wrong answers: the order still goes through, but no tickets are issued, and the text you enter is shown in the email.
5. Save.

On the product page the buyer must choose an answer before adding to cart. A wrong answer shows "Your answer is incorrect" (unless wrong answers are allowed).

Countdown & Progress

Controls the countdown timer and progress information on product pages: headings, colours, and which elements show (such as tickets sold and tickets remaining). Settings are saved per tab.

CONFIGURATION

Countdown & Progress

Control the countdown timer and progress bar shown on raffle products.

These settings apply to all raffles. Settings are saved per tab, so click Save after your changes.

Product Page Settings

Custom Text

COUNTDOWN

Display timer on product pages

☐ No
 ☒ Yes

Countdown format

Default: wdHMS

mDMH

Y: years, m: months, n: daysToMonth, d: daysToWeek, w: weeks, W: weeksToMonth, H: hours, M: minutes, S: seconds, D: totalDays, I: totalHours, N: totalMinutes, T: totalSeconds

Countdown Background Color

☒ #252BE8

☐ #252BE8

Clear

Countdown Font Color

☒ #EEEE22

☐ #EEEE22

Clear

REMAINING TICKETS

Show Tickets Sold on product page When category stock is enabled?

☒ Yes
 ☐ No

Remaining Ticket Font Color

☒ #C40013

☐ #C40013

Clear

Save

Countdown & Progress

Custom CSS

Add your own CSS to restyle the raffle elements on your shop (ticket box, quiz, countdown). It loads on the front end after the plugin's own styles.

CONFIGURATION
Custom CSS
 Add your own CSS to fine-tune how the raffle looks on your storefront.

Note: enter color codes without the # (e.g. FF, 00, 1A2BC3)

RAFFLE QUESTIONS

Raffle Question Background:

Raffle Question Heading:

Raffle Question Submit Button:

Raffle Question Submit Button Color:

Raffle Answer Heading:

RAFFLE COUNTDOWN

Raffle Countdown Background:

Raffle Countdown Label:

RAFFLE PRIZE

Raffle Prize Background:

Raffle Prize Label:

RAFFLE 50/50 AND DEFAULT NOTICES

Raffle 50/50 estimated Amount:

Raffle Number of Tickets:

Raffle Tickets Remaining Notice:

Raffle Ticket Quantity Notice:

Custom CSS

Raffle Extras (store-wide options)

WPRaffle → Raffle Extras holds the options that apply to every raffle in your shop. Each box starts with a short explanation of what it does. Change what you need and click **Save settings**.

CONFIGURATION

Raffle Extras

Store-wide options for buyers, plus an overview of the extras each raffle uses.

CUSTOMER TICKET PAGE

All raffles

Adds a "My Tickets" tab to the customer's My Account area. It lists every raffle they have entered, their ticket numbers, the order each came from, the draw date and a "Winner" badge on any winning ticket. Most "where are my tickets?" emails stop once this is on. Customers who checked out as guests can still find their numbers in their order email.

Show "My Tickets" ☒

CHECKOUT CONFIRMATIONS

All raffles

Tick boxes the buyer must check before they can pay. They only appear when the cart contains raffle tickets, and work on both the classic and the block checkout. The time each box was ticked is saved on the order, so you have a record if anyone asks. Use them if your raffle is for adults only or has terms buyers must accept (UK prize draws, for example, are 18+ only).

Age confirmation ☒
test the buyer ticks
I confirm I am 18 or over;

Raffle terms ☒
test the buyer ticks
I have read and accept the raffle terms and conditions.

Link to your terms page (optional). Buyers see a "Read the terms" link next to the box.

FREE POSTAL ENTRY WORDING

Raffles with postal entry on

The instructions shown on the "Free entry" tab of any raffle that offers free postal entry (switch it on in that raffle's Extras tab). Put your postal address in place of [your address]. A raffle can override this with its own wording.

Instructions

To enter for free, send your name, address, email, phone number and the name of the raffle on a postcard to:
WPRaffle Demo Draws, 120 Main Street, Springfield, IL 62701

Save settings

Extras per raffle

Limits, entry list, postal entry, bundles and more are set on each raffle's settings screen, in the Extras tab.

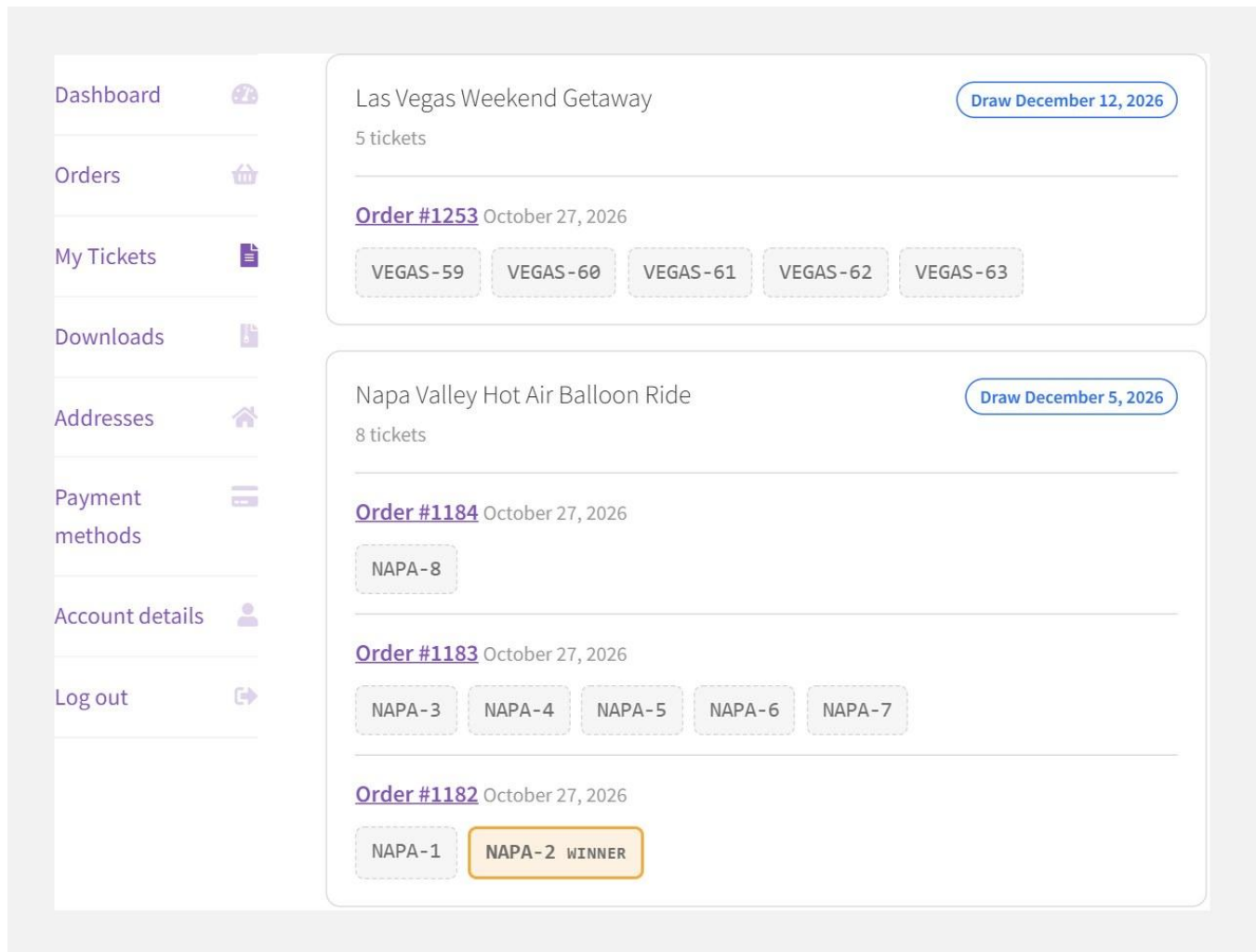
RAFFLE	EXTRAS SWITCHED ON	
Win a Tesla Model 3 Long Range	None	Edit extras
Las Vegas Weekend Getaway	LIMIT 20 PER CUSTOMER ENTRY LIST POSTAL ENTRY BUY 5 GET 1 FREE	Edit extras
Charity Golf Ball Drop	None	Edit extras
Napa Valley Hot Air Balloon Ride	None	Edit extras
\$10,000 Charity 50/50 Jackpot	None	Edit extras
Win a Rolex Submariner Date	None	Edit extras

Instant wins and minimum sales are part of the Platinum edition.

Raffle Extras

My Tickets page for customers

Switch on **Show "My Tickets"** to add a **My Tickets** tab to your customers' My Account area. It lists every raffle they have entered, the ticket numbers from each order, the draw date and a **Winner** badge on any winning ticket. Customers stop emailing to ask "where are my tickets?", because they can always look them up. Buyers who checked out as guests still find their numbers in their order email.



My Tickets in the customer's account

Checkout confirmations

Tick boxes the buyer must check before they can pay. They only appear when the cart contains raffle tickets, and they work on both the classic checkout and the block checkout.

SETTING	WHAT IT DOES
Age confirmation	Shows a box such as "I confirm I am 18 or over." Change the wording to suit your rules.
Raffle terms	Shows a box such as "I have read and accept the raffle terms and conditions." Add the address of your terms page and buyers see a "Read the terms" link next to the box.

☐ Direct bank transfer

☒ Cash on delivery

Pay with cash upon delivery.

☐ Payment options

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#).



I confirm I am 18 or over. *



I have read and accept the raffle terms and conditions. *

Place order

The confirmation boxes at checkout

TIP The time each box was ticked is saved on the order, so you have a record if anyone asks. Use these boxes when your raffle is for adults only or has terms buyers must accept.

Free postal entry wording

The instructions shown on the **Free entry** tab of any raffle that offers free entry by post. Put your own postal address in place of [your address]. A raffle can use its own wording instead (see Per-raffle extras).

Extras per raffle

The table at the bottom lists every raffle and the extras switched on for it, for example "Limit 6 per customer" or "Buy 3 get 1 free". Click **Edit extras** to open that raffle's Extras tab.

Per-raffle extras (Extras tab)

Each raffle's settings have an **Extras** tab. Open **My Raffles**, click the raffle and choose **Extras**. Every option has a short explanation above it, and everything is saved with the rest of the raffle settings when you click **Save raffle settings**.

The screenshot shows the 'Extras' tab in the 'RAFFLE SETTINGS' for 'Las Vegas Weekend Getaway'. The interface includes a navigation bar with tabs: Schedule, Ticket numbers, Email, 50/50, Stock & advanced, and Extras (selected). Below the navigation bar, there are several sections with settings and toggle switches:

- WINNERS**: A section with a description of the winning process and a toggle switch for 'One prize per person' which is currently turned on.
- TICKETS PER CUSTOMER**: A section with a description of the ticket limit and a text input field for 'Maximum per customer' set to '20'.
- PUBLIC ENTRY LIST**: A section with a description of the public entry list and a toggle switch for 'Show on product page' which is currently turned on. Below it is a text input field for 'Or place it anywhere' with the value '[tag_entry_list_raffle=10]'. There is also a 'Free postal entry' section with a toggle switch for 'Offer free entry' which is currently turned on and a text area for 'Instructions for this raffle'.
- BUNDLE OFFER**: A section with a description of the bundle offer and a text input field for 'Buy / get free' set to '5' tickets, get '1' free.
- PLATINUM EDITION**: A section with a description of the platinum edition and a button labeled 'Upgrade to unlock'.

At the bottom right of the settings area, there is a blue button labeled 'Save raffle settings'.

Settings → Extras

Tickets per customer

The most tickets one person can hold in this raffle, across all of their orders. Buyers are matched by their account *and* by email address, so checking out as a guest does not get round the limit. Leave it empty for no limit.

- The product page shows the limit, for example "Limit: 6 tickets per person".

- If a buyer tries to go over it, the cart stops them with a clear message, for example "Las Vegas Weekend Getaway allows 20 tickets per person. You already have 12, so this would bring you to 25."
- Orders waiting for payment (on hold) count towards the limit too.

TIP This is different from **Ticket stock**, which caps the total number of tickets for everyone.

Public entry list

Switch on **Show on product page** to add an **Entry list** tab to the product page. It lists every ticket number with the holder's first name and last initial (for example *Jane D.*), with a search box so buyers can find their own ticket. Everyone can see the draw is fair, and no full names or contact details are shown. The list refreshes every five minutes.

To show the list somewhere else, for example on a results page, copy the shortcode shown next to the setting, such as `[rtg_entry_list raffle="12"]`.

Description

Reviews (0)

Entry list

Free entry

63 entries

VEGAS-1

Ronald B.

VEGAS-3

Ronald B.

VEGAS-5

Ronald B.

VEGAS-7

Ketel O.

VEGAS-9

Ketel O.

VEGAS-11

Ketel O.

VEGAS-13

Ketel O.

VEGAS-15

Ketel O.

VEGAS-17

James K.

VEGAS-19

James K.

VEGAS-21

James K.

VEGAS-23

James K.

VEGAS-2

Ronald B.

VEGAS-4

Ronald B.

VEGAS-6

Ronald B.

VEGAS-8

Ketel O.

VEGAS-10

Ketel O.

VEGAS-12

Ketel O.

VEGAS-14

Ketel O.

VEGAS-16

Ketel O.

VEGAS-18

James K.

VEGAS-20

James K.

VEGAS-22

James K.

VEGAS-24

James K.

The Entry list tab on the product page

Free postal entry

Switch on **Offer free entry** to add a **Free entry** tab to the product page with your instructions for entering by post. Paid prize draws in the UK, and in some other places, must offer a free way to enter like this. Leave the instructions box empty to use the store-wide wording from Raffle Extras, or write wording for this raffle only.

Description	To enter for free, send your name, address, email, phone number and the name of the raffle on a postcard to:
Reviews (0)	WPRaffle Demo Draws, 120 Main Street, Springfield, IL 62701
Entry list	One entry per postcard. Postal entries must arrive before the draw closes.
Free entry	

The Free entry tab on the product page

When a postcard arrives, record it in Postal Entries.

Bundle offer

"Buy X, get Y free". Enter how many tickets the buyer pays for and how many they get free, for example 10 and 2 for 12 tickets at the price of 10. Leave both empty for no offer.

- The product page shows the offer with a button that picks the right quantity, for example **Choose 12 tickets**.
- The cart takes the free tickets off automatically, as a "Bundle" discount line.
- If the buyer is close to the offer, the cart tells them, for example "Add 2 more to get 2 free".
- Every ticket, paid or free, is a normal ticket in the draw.



Vegas Weekend – 5 Tickets

\$20.00

Two nights on the Strip for two, flights and show tickets included. Draw on December 12, 2026.

RAFFLE IS ENDING

46
DAYS

05
HRS

33
MIN

53
SEC

Limit: 20 tickets per person

BUNDLE OFFER

Buy 5, get 1 free

Choose 6 tickets

1
Buy Now!

Category: [Las Vegas Weekend Getaway](#)

[Edit](#)

A bundle offer and the per-customer limit on the product page

Postal Entries

Record free entries that arrive by post. Each postal entry gets real ticket numbers, the same as a paid order, and is included in the draw.

ENTRIES

Postal Entries

Record free postcard entries. Each one gets real ticket numbers and is included in the draw.

Add a postal entry

Raffle product
Choose...

Entries
1

First name

Usually one per postcard.

Last name

Email

Phone

Address

Town / city

Postcode

Country code
US

Note (optional)
e.g. postmarked 3 March

☒ Email the entrant their ticket numbers

+ Add entry

Recent postal entries

ENTRANT	RAFFLE	TICKETS	ADDED
Jack Sparrow	Las Vegas Weekend Getaway	VEGAS-54	October 27, 2026

Postal Entries

1. Open **WPRaffle** → **Postal Entries**.
2. Choose the **raffle product** and the number of **entries** (usually one per postcard).
3. Type the entrant's name, email, phone and address from the postcard. Add an optional note, for example the postmark date.
4. Leave **Email the entrant their ticket numbers** ticked to send them the normal ticket email.
5. Click **Add entry**. The entrant appears under **Recent postal entries** with their tickets.

TIP A postal entry is saved as a free (\$0), completed order, so it appears in View Tickets, exports, reports and draws like any other entry. Exports and the Sales report mark it as a postal entry, so you can always tell paid and free entries apart.

View Tickets and export

View Tickets shows every raffle with tickets sold and, per raffle, each ticket with its buyer and order. Use the date filters to narrow it down.

REPORTING

View tickets

Browse and export all ticket assignments by raffle.

Print

Note

Only raffles with sold tickets are shown here.

Charity Golf Ball Drop

\$10,000 Charity 50/50 Jackpot

Las Vegas Weekend Getaway

Napa Valley Hot Air Balloon Ride

Win a Rolex Submariner Date

Las Vegas Weekend Getaway

Category ID: 70

63 tickets sold 11 orders placed

Start date

mm/dd/yyyy

End date

mm/dd/yyyy

Export CSV

Paper

US Letter

Print style

Tickets

Download PDF

ORDER ID	CUSTOMER	TICKETS	TICKET NUMBERS	ACTION
#1253	Daisy Duke	5	VEGAS-59, VEGAS-60, VEGAS-61, VEGAS-62, VEGAS-63	View order
#1206	Robin Hood	1	VEGAS-58	View order
#1205	Daisy Duke	3	VEGAS-55, VEGAS-56, VEGAS-57	View order
#1185	Jack Sparrow	1	VEGAS-54	View order
#1175	Dexter Morgan	1	VEGAS-53	View order
#1173	Sherlock Holmes	5	VEGAS-48, VEGAS-49, VEGAS-50, VEGAS-51, VEGAS-52	View order
#1171	Lucy Ricardo	6	VEGAS-42, VEGAS-43, VEGAS-44, VEGAS-45, VEGAS-46 +1 more	View order
#1167	Sheriff Andy	5	VEGAS-37, VEGAS-38, VEGAS-39, VEGAS-40, VEGAS-41	View order
#1163	James Kirk	20	VEGAS-17, VEGAS-18, VEGAS-19, VEGAS-20, VEGAS-21 +15 more	View order
#1157	Ketel One	10	VEGAS-7, VEGAS-8, VEGAS-9, VEGAS-10, VEGAS-11 +5 more	View order
#1152	Ronald Bacardi	6	VEGAS-1, VEGAS-2, VEGAS-3, VEGAS-4, VEGAS-5 +1 more	View order

View Tickets

Export CSV downloads a spreadsheet with one row per ticket: order number, order date, order status, payment method, entry method (online or postal), customer name, address, email, phone, product and ticket number.

Gold and Platinum exports also include the prize choice, special comments and the quiz question, answer and result where used.

The export is built in batches, so it stays quick and does not run out of memory even for a raffle with tens of thousands of orders. The date filters apply to the export.

Print tickets as a PDF

Next to Export CSV, choose the **Paper** and **Print style** and click **Download PDF**. The date filters apply here too, so you can print just one day's sales.

Las Vegas Weekend Getaway

Category ID: 70

63 tickets sold 11 orders placed

Start date

mm/dd/yyyy

📅

End date

mm/dd/yyyy

📅

↓

Export CSV

Paper

US Letter

▼

Print style

Tickets

▼

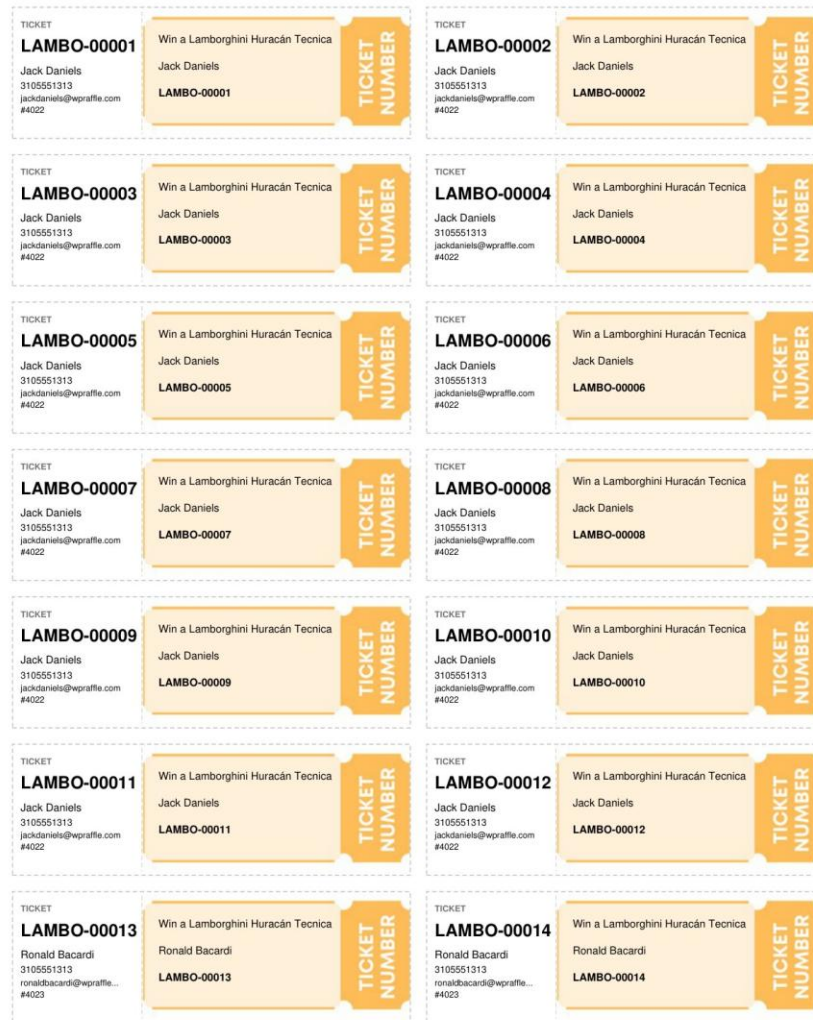
🖨️

Download PDF

ORDER ID	CUSTOMER	TICKETS	TICKET NUMBERS	ACTION
#1253	Daisy Duke	5	VEGAS-59, VEGAS-60, VEGAS-61, VEGAS-62, VEGAS-63	View order
#1206	Robin Hood	1	VEGAS-58	View order
#1205	Daisy Duke	3	VEGAS-55, VEGAS-56, VEGAS-57	View order
#1185	Jack Sparrow	1	VEGAS-54	View order
#1175	Dexter Morgan	1	VEGAS-53	View order
#1173	Sherlock Holmes	5	VEGAS-48, VEGAS-49, VEGAS-50, VEGAS-51, VEGAS-52	View order
#1171	Lucy Ricardo	6	VEGAS-42, VEGAS-43, VEGAS-44, VEGAS-45, VEGAS-46 +1 more	View order
#1167	Sheriff Andy	5	VEGAS-37, VEGAS-38, VEGAS-39, VEGAS-40, VEGAS-41	View order
#1163	James Kirk	20	VEGAS-17, VEGAS-18, VEGAS-19, VEGAS-20, VEGAS-21 +15 more	View order
#1157	Ketel One	10	VEGAS-7, VEGAS-8, VEGAS-9, VEGAS-10, VEGAS-11 +5 more	View order
#1152	Ronald Bacardi	6	VEGAS-1, VEGAS-2, VEGAS-3, VEGAS-4, VEGAS-5 +1 more	View order

Paper and print style next to Export CSV

SETTING	WHAT IT DOES
Paper	A4 or US Letter. Shops in the US, Canada, Mexico and the Philippines start on US Letter, everyone else on A4.
Tickets	The raffle's own ticket design with the ticket number, raffle name and buyer, as many as fit on each page. Raffles without ticket images get a clean printed design instead.
Tickets with tear-off stub	Each ticket has a stub on the left with the buyer's name, phone, email and order number. Tear it off and keep it, or put the stubs in a drum for a live draw.
Draw slips (40 per page)	Small slips with just the ticket number and the buyer's name, for cutting up and drawing by hand.



A page of tickets with tear-off stubs

Reports

WPRaffle → Reports shows what each raffle has taken. Use **From** and **To** to look at a date range, and **Export CSV** to download any table.

Sales by raffle

REPORTING

Reports

Takings, tickets and buyers for every raffle.

[Sales by raffle](#) [Customers](#) [Ticket lookup](#)

REVENUE
\$1,440.00
after refunds, excluding tax

TICKETS SOLD
275

ORDERS
56

AVERAGE ORDER
\$25.71

Sales by raffle [Export CSV](#)

From To [Apply](#)

RAFFLE	ENDS	ORDERS	TICKETS	BUYERS	REVENUE
Win a Tesla Model 3 Long Range	January 31, 2027		0	0	\$0.00
Las Vegas Weekend Getaway 1 postal entry	December 12, 2026		11	63	\$250.00
Charity Golf Ball Drop	November 28, 2026		10	35	\$150.00
Napa Valley Hot Air Balloon Ride	December 5, 2026		3	8	\$70.00
\$10,000 Charity 50/50 Jackpot	November 25, 2026		14	102	\$390.00
Win a Rolex Submariner Date	December 15, 2026		11	40	\$350.00

Reports → Sales by raffle

The boxes at the top show revenue (after refunds, excluding tax), tickets sold, orders and the average order. The table shows each raffle with its end date, orders, tickets, number of different buyers and revenue. Raffles with free postal entries show how many there were.

Customers

REPORTING

Reports

Takings, tickets and buyers for every raffle.

Sales by raffle **Customers** Ticket lookup

Customers [Export CSV](#)

Raffle: Las Vegas Weekend Getaway From: mm/dd/yyyy To: mm/dd/yyyy [Apply](#)

CUSTOMER	ORDERS	TICKETS	SPENT	LAST ORDER
James Kirk jameskirk@wpraffle.com		1	20	\$85.00 2026-10-27 11:46
Ketel One ketelone@wpraffle.com		1	10	\$40.00 2026-10-27 11:46
Daisy Duke daisyduke@wpraffle.com		2	8	\$25.00 2026-10-27 14:40
Ronald Bacardi ronaldbacardi@wpraffle.com		1	6	\$25.00 2026-10-27 11:46
Lucy Ricardo lucyricardo@wpraffle.com		1	6	\$25.00 2026-10-27 11:52
Sheriff Andy sheriffandy@wpraffle.com		1	5	\$20.00 2026-10-27 11:47
Sherlock Holmes sherlockholmes@wpraffle.com		1	5	\$20.00 2026-10-27 11:52
Dexter Morgan dextermorgan@wpraffle.com		1	1	\$5.00 2026-10-27 11:52
Jack Sparrow jacksparrow@wpraffle.com		1	1	\$0.00 2026-10-27 11:58
Robin Hood robinhood@wpraffle.com		1	1	\$5.00 2026-10-27 14:13

Reports → Customers

Pick a raffle to see every buyer with their orders, tickets, amount spent and last order date. Buyers who hold more tickets than the raffle's per-customer limit are marked **Over limit**; this happens when the limit was set after they bought.

Ticket lookup

REPORTING

Reports

Takings, tickets and buyers for every raffle.

[Sales by raffle](#) [Customers](#) [Ticket lookup](#)

Who holds this ticket?

Ticket number

VEGAS-31

Raffle

All raffles

[Find](#)

RAFFLE	TICKET	HOLDER	ORDER
Las Vegas Weekend Getaway	VEGAS-31	James Kirk jameskirk@wpraffle.com 3105551313	#1163 PROCESSING

Reports → Ticket lookup

Type a ticket number to find who holds it, in one raffle or all of them. You see the holder's name, email and phone and a link to the order. Handy when a winner is drawn offline or a customer phones in.

Select Winners (draw in the admin)

Draw winners privately from the admin.

WINNER DRAWING

Select winners

Click a raffle below to begin the winner selection process.

[Generate shortcode](#)

Once a winner is drawn and announced
that action cannot be undone. Make sure all ticket sales are finalised before drawing.

Charity Golf Ball Drop
25 eligible · 35 sold

[Draw →](#)

\$10,000 Charity 50/50 Jackpot
82 eligible · 102 sold

[Draw →](#)

Las Vegas Weekend Getaway
28 eligible · 63 sold

[Draw →](#)

Napa Valley Hot Air Balloon Ride
6 eligible · 8 sold

[Draw →](#)

Win a Rolex Submariner Date
18 eligible · 40 sold

[Draw →](#)

Select Winners

1. Open **Select Winners**. Each card shows the raffle, eligible tickets and tickets sold.
2. Click **Draw →** on the raffle.
3. Click **Draw random winner**. The numbers roll and the winner's name, ticket and order appear.
4. Or click **Enter winner manually** if you drew offline.

WINNER DRAWING

Generate shortcode

Select winners

Click a raffle below to begin the winner selection process.

Once a winner is drawn and announced that action cannot be undone. Make sure all ticket sales are finalised before drawing.

Charity Golf Ball Drop

25 eligible - 35 sold

Draw --

\$10,000 Charity 50/50 Jackpot

82 eligible - 102 sold

Draw --

Las Vegas Weekend Getaway

28 eligible - 63 sold

Draw --

Napa Valley Hot Air Balloon Ride

6 eligible - 8 sold

Draw --

Win a Rolex Submariner Date

18 eligible - 40 sold

Draw --

🏆 Draw winner: Las Vegas Weekend Getaway

Winner selection

28 eligible tickets

Click draw to randomly select from 28 entries.

🎲 Draw random winner

or

✍ Enter winner manually

View all winners

Draw panel

TIP "Eligible" is tickets sold minus tickets that have already won, so the same ticket cannot win twice.

One prize per person. When a raffle has more than one winner, each person can win only once, however many tickets or orders they have. Buyers are matched by the email address on their order, so a second order with the same email counts as the same person. This applies to admin draws, the live draw page and date-range draws. To let one person win more than once, switch off **One prize per person** in the Winners section of the raffle's Extras tab.

Every draw is recorded in the Draw Audit, with the full list of entries it was drawn from.

Raffle Winners

Raffle Winners lists every winner. From each winner card you can email the winner, copy a shortcode that displays that winner on a page, or delete the record.

RECORDS

Export CSV

Raffle winners

All past winners across all raffles. Use shortcodes to display them on your site.

Angus MacGyver
Napa Valley Hot Air Balloon Ride
NAPA-2
WINNER
Email
Shortcode

Tyrion Lannister
Charity Golf Ball Drop
13
WINNER
Email
Shortcode

Fox Mulder
\$10,000 Charity 50/50 Jackpot
JACKPT-72
WINNER
Email
Shortcode

James Kirk
Las Vegas Weekend Getaway
VEGAS-31
WINNER
Email
Shortcode

Ketel One
Las Vegas Weekend Getaway
VEGAS-16
WINNER
Email
Shortcode

Sherlock Holmes
Las Vegas Weekend Getaway
VEGAS-49
WINNER
Email
Shortcode

Captain Morgan
Win a Rolex Submariner Date
ROLEX-22
WINNER
Email
Shortcode

Jack Daniels
Win a Rolex Submariner Date
ROLEX-35
WINNER
Email
Shortcode

Crown Royal
Win a Rolex Submariner Date
ROLEX-16
WINNER
Email
Shortcode

Ronald Bacardi
Win a Rolex Submariner Date
ROLEX-1
WINNER
Email
Shortcode

Ketel One
Win a Rolex Submariner Date
ROLEX-26
WINNER
Email
Shortcode

Winner display shortcodes

Live drawing display for a raffle

```
[winnerpage catid="67" numberofwinners="1" time="20" textstart="And the winner is..." textend="Congratulations!"]
```

Copy

Live drawing within a date range

```
[winnerpagedaterange catid="67" numberofwinners="1" winnerdatefrom="2026-01-01" winnerdateto="2026-12-31"]
```

Copy

To display one specific past winner, use the "Shortcode" button on any winner card above.

Raffle Winners

Email a winner: click **Email**, write the subject and message (optionally a BCC address) and click **Send email**. The message goes to the email address on the winning order.

Email the winner

Subject

Congratulations, you won!

BCC (optional)

Message

Hi Angus,

Congratulations! Your ticket NAPA-2 was drawn as the winner of the Napa Valley Hot Air Balloon Ride. We will be in touch within 48 hours to arrange your sunrise flight for two.

Thank you for supporting the raffle!

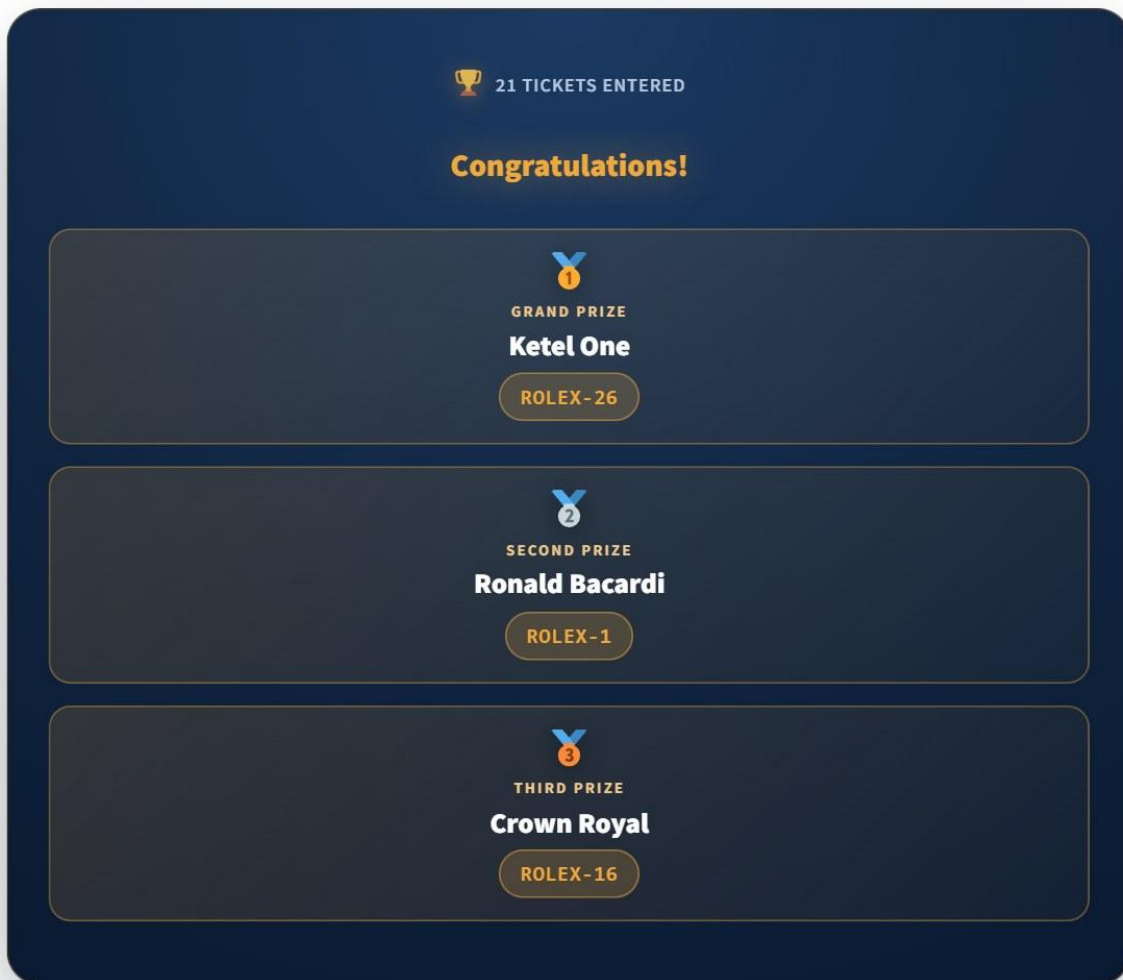
Cancel

Send email

Email the winner

Show a live draw on your website. Copy the [winnerpage] shortcode from the bottom of this page into any page. Visitors see a countdown, then rolling numbers, then the winners. Once drawn, the page keeps showing the same winners. Set the draw time in the **Automatic Winner Setting** box of the page editor (**Start Time**); without one, the draw runs once the end date of the raffle has passed (or straight away if the raffle has no end date or is sold out).

Watch the Rolex Submariner draw live. Three winners will be drawn from every ticket sold.



Live draw page on the website

Shortcodes

Paste these into any page or post. Replace the numbers with your own: the raffle (category) ID is shown in the address bar when you open a raffle's settings (`cat_id=...`); the product ID is shown when you edit a product.

SHORTCODE	WHAT IT SHOWS
<code>[winnerpage catid="12" numberofwinners="1"]</code>	Live winner draw for a raffle: countdown, rolling ticket numbers, then the winners. Options: <code>catid</code> (required), <code>numberofwinners</code> , <code>winnertype1</code> ... <code>winnertype10</code> (labels such as "Grand Prize"), <code>time</code> (seconds the numbers roll), <code>textstart</code> , <code>textend</code> . Once drawn, the page keeps showing the same winners.
<code>[winnerpagedaterange catid="12" numberofwinners="1" winnerdatefrom="2026-01-01" winnerdateto="2026-12-31"]</code>	The same live draw, using only tickets from orders placed between the two dates.
<code>[winner winner_name="Jane Smith" order_id="1234" ticket_number="JEEP-1042" winner_type="Winner 1"]</code>	Displays one past winner as a sentence. Copy it ready-made from the winner's Shortcode button on Raffle Winners.
<code>[raffle_countdown catid="12"]</code>	A countdown box for a raffle ("Raffle starts in...", "Raffle ends in...", "This raffle has ended."). Without <code>catid</code> it uses the raffle of the product being viewed.
<code>[fifty_raffles cat_id="12"]</code>	The 50/50 raffle's name and its current pot, e.g. "Jackpot: 50-50 split is currently at \$391.50".
<code>[raffles_tickets_and_sales cat_id="12" show_tickets="1" show_sales="1"]</code>	Tickets sold and/or total sales for a raffle. Change the labels with <code>textshow_tickets</code> and <code>textshow_totals</code> .
<code>[show_ticket_shortcode orderid="1234"]</code>	The ticket numbers of one order.
<code>[rtg_entry_list raffle="12"]</code>	The public entry list for a raffle: every ticket number with the holder's first name and last initial, and a search box. The same list as the Entry list tab on the product page.
<code>[remainingtickets cat_id="12"]</code>	Tickets still available in a raffle with a Ticket stock, e.g. "14 tickets remaining", or "Sold out". Change the wording with <code>text</code> and <code>soldout</code> .

Draw Audit

A permanent record of every winner drawn in the admin, so you can show that a draw was fair. Open **WPRaffle** → **Draw Audit**.

TOOLS

Draw Audit

A permanent record of every draw: when it ran, how many entries it had and exactly which entries they were.

Export log

Winners are picked with a cryptographically secure random number generator. The fingerprint (SHA-256) changes if even one entry in the list changes, so the downloaded entry list can be checked against it at any time.

Raffle

All raffles

DRAWN	RAFFLE	WINNING TICKET	ENTRIES	FINGERPRINT	STATUS		
2026-10-27 12:00:52 Admin draw, ninjawebadmin	Napa Valley Hot Air Balloon Ride	NAPA-2 Angus MacGyver #1182	8	420d19893215...	VALID	Entries	Void
2026-10-27 12:00:51 Admin draw, ninjawebadmin	Charity Golf Ball Drop	13 Tyrion Lannister #1161	28	c91247d6de9c...	VALID	Entries	Void
2026-10-27 12:00:49 Admin draw, ninjawebadmin	\$10,000 Charity 50/50 Jackpot	JACKPT-72 Fox Mulder #1177	97	f3950f65df8d...	VALID	Entries	Void
2026-10-27 12:00:47 Admin draw, ninjawebadmin	Las Vegas Weekend Getaway	VEGAS-31 James Kirk #1163	39	2925cf6f1420...	VALID	Entries	Void
2026-10-27 12:00:47 Admin draw, ninjawebadmin	Las Vegas Weekend Getaway	VEGAS-16 Ketel One #1157	49	688f38cbacfe...	VALID	Entries	Void
2026-10-27 12:00:46 Admin draw, ninjawebadmin	Las Vegas Weekend Getaway	VEGAS-49 Sherlock Holmes #1173	54	30cfe3afc1f1...	VALID	Entries	Void
2026-10-27 12:00:45 Admin draw, ninjawebadmin	Win a Rolex Submariner Date	ROLEX-22 Captain Morgan #1156	22	16c419cd8cd4...	VALID	Entries	Void
2026-10-27 12:00:44 Admin draw, ninjawebadmin	Win a Rolex Submariner Date	ROLEX-35 Jack Daniels #1168	27	17bcbf9fae28...	VALID	Entries	Void
2026-10-27 11:59:16 Timed draw, ninjawebadmin	Win a Rolex Submariner Date Third Prize	ROLEX-16 Crown Royal #1155	32	e7a951a5c7ef...	VALID	Entries	Void
2026-10-27 11:59:16 Timed draw, ninjawebadmin	Win a Rolex Submariner Date Second Prize	ROLEX-1 Ronald Bacardi #1152	37	32b455418dab...	VALID	Entries	Void
2026-10-27 11:59:16 Timed draw, ninjawebadmin	Win a Rolex Submariner Date Grand Prize	ROLEX-26 Ketel One #1157	40	4023625e79ca...	VALID	Entries	Void

Draw Audit

Each row shows when the draw ran and who ran it, the raffle, the winning ticket and order, how many entries were in the draw, a fingerprint and the status.

- **Entries** downloads the exact list of entries the winner was drawn from.
- The **fingerprint** (SHA-256) is worked out from that list. If even one entry changed, the fingerprint would be different, so anyone can check the downloaded list against it.
- **Void** marks a draw as not counting, with a reason you type (for example "Winner could not be contacted"). The row stays in the log. Deleting a winner from Raffle Winners voids its draw automatically.
- **Export log** downloads the whole audit as a spreadsheet.

TIP Winners are picked with a cryptographically secure random number generator, the same kind used for passwords and encryption.

Activity Log

A timeline of what the plugin did: tickets issued per order, emails sent, winners drawn, settings changes and data clears. Useful when a customer asks "did my tickets get issued?".

TOOLS

Activity log

Recent raffle events: tickets issued, winners drawn, emails sent and refunds.

Clear log

All

Tickets

Winners

Emails

Refunds

Settings

WHEN	TYPE	DETAILS	ORDER
Oct 27, 2026 15:33	EMAIL	Ticket email sent to customer for order #1310	#1310
Oct 27, 2026 15:33	TICKET	2 ticket(s) issued for order #1310	#1310
Oct 27, 2026 15:33	EMAIL	Ticket email sent to customer for order #1309	#1309
Oct 27, 2026 15:33	TICKET	5 ticket(s) issued for order #1309	#1309
Oct 27, 2026 15:33	EMAIL	Ticket email sent to customer for order #1308	#1308
Oct 27, 2026 15:33	TICKET	5 ticket(s) issued for order #1308	#1308
Oct 27, 2026 14:40	EMAIL	Ticket email sent to customer for order #1253	#1253
Oct 27, 2026 14:40	TICKET	5 ticket(s) issued for order #1253	#1253
Oct 27, 2026 14:11	REFUND	1 ticket(s) recycled from refunded order #1203	#1203
Oct 27, 2026 14:11	REFUND	3 ticket(s) recycled from refunded order #1202	#1202
Oct 27, 2026 14:02	EMAIL	Ticket email sent to customer for order #1200	#1200
Oct 27, 2026 14:02	TICKET	1 ticket(s) issued for order #1200	#1200
Oct 27, 2026 14:02	EMAIL	Ticket email sent to customer for order #1199	#1199
Oct 27, 2026 14:02	TICKET	5 ticket(s) issued for order #1199	#1199
Oct 27, 2026 12:00	WINNER	Winner drawn: Angus MacGyver, ticket NAPA-2 (Napa Valley Hot Air Balloon Ride)	#1182
Oct 27, 2026 12:00	WINNER	Winner drawn: Tyrion Lannister, ticket 13 (Charity Golf Ball Drop)	#1161
Oct 27, 2026 12:00	WINNER	Winner drawn: Fox Mulder, ticket JACKPT-72 (\$10,000 Charity 50/50 Jackpot)	#1177
Oct 27, 2026 12:00	WINNER	Winner drawn: James Kirk, ticket VEGAS-31 (Las Vegas Weekend Getaway)	#1163
Oct 27, 2026 12:00	WINNER	Winner drawn: Ketel One, ticket VEGAS-16 (Las Vegas Weekend Getaway)	#1157
Oct 27, 2026 12:00	WINNER	Winner drawn: Sherlock Holmes, ticket VEGAS-49 (Las Vegas Weekend Getaway)	#1173

Activity Log

Duplicate Checker

Checks a raffle for any ticket number held by more than one order, and fixes it.

MAINTENANCE
Duplicate checker
Find and fix duplicate ticket numbers within a raffle.

Raffle
Select a raffle... ▼ 🔍 Check for duplicates

Generation log

No ticket numbers have been regenerated yet.

Duplicate Checker

1. Choose the raffle and click **Check for duplicates**.
2. If duplicates are listed, click **Generate new ticket** next to the order that should get a new number. It receives the next unused number, the button shows it (for example **Fixed: 1042**), and the change is recorded in the **Generation log** below.

TIP Under normal use there are no duplicates. This tool is a safety net after imports or manual edits.

Raffle Tools

Back up a raffle before you change or reset it. Pick the raffle from the tabs, then:

- **Backup Now** saves a snapshot of every ticket (and any winners) in that raffle. Each snapshot is listed with its date, with buttons to **Download Ticket Csv**, **Download Winner Csv**, **Restore** (puts the ticket numbers back on the same orders) or **Delete** the snapshot.
- **Delete Settings** resets the settings of that raffle to the defaults.
- **Delete Tickets and Winners** removes the ticket numbers and winners of that one raffle (orders are kept). Make a backup first.

TOOLS

Raffle Tools

Back up and restore your raffle data.

\$10,000 Charity 50/50 Jackpot

Charity Golf Ball Drop

Las Vegas Weekend Getaway

Napa Valley Hot Air Balloon Ride

Win a Rolex Submariner Date

Win a Tesla Model 3 Long Range

\$10,000 CHARITY 50/50 JACKPOT Time now: Tue Oct 27 14:33:57

Backup Now

Delete Settings

Delete Tickets and Winners

Raffle Tools

Repair Tables

Only needed after upgrading from an older version of the plugin. **Migrate Legacy Data** copies raffle settings and tickets from the old database tables into the current storage (raffle settings and WooCommerce order items). It is safe to run more than once and never deletes data.

TOOLS

Repair Tables

Migrate or repair legacy raffle database tables.

REPAIR DB TABLES

This tool migrates legacy Raffle data to the new storage model (category term meta and WooCommerce order line-item meta). It is safe to run multiple times; it only adds missing data.

Migrate Legacy Data

Repair Tables

Import Tickets

Bring in tickets sold elsewhere (another system, a spreadsheet, paper sales). Each CSV row becomes a completed order with those ticket numbers, and the numbers are marked as used so they are never sold online.

TOOLS

Import Tickets

Import existing ticket numbers from a file.

IMPORT TICKETS

CSV file

Upload your tickets CSV file.

Choose File

No file chosen

Import

Sample CSV

Download a template that matches the expected format.

Download

If you need help - please see our [documentation](#)

Import Tickets

1. Click **Download** next to Sample CSV to get the template.
2. Fill one row per buyer (see the columns below).
3. Choose the file and click **Import**.

CSV columns, in this order: **prefix, customer name, address, email, phone, product ID, tickets, raffle category ID**. The tickets column takes one number (42) or a range (40_to_45).

```
prefix,name,address,email,phone,product_id,tickets,category_id
WIN,Jane Smith,1 Main Street,jane@example.com,5551234,123,40_to_45,12
```

- The prefix can be written with or without the dash: VEGAS and VEGAS- both give VEGAS-55.
- After the import the page shows what happened, for example "Imported 4 ticket(s) on 2 order(s). Skipped 1 ticket(s) that were already sold: VEGAS-10".

TIP Numbers that are already sold in that raffle are skipped and listed in that message, so an import can never create duplicate tickets.

Clear Data

Removes all issued ticket numbers and recorded winners for every raffle, and resets each raffle's counter so numbering starts again from its starting number. Your raffle settings, products and orders are kept.

MAINTENANCE

Clear raffle data

Remove all issued tickets and recorded winners. Your raffle settings are kept.

② How raffle tickets work

Ticket numbers are issued automatically when an order reaches "Processing" or "Completed", and are stored on that WooCommerce order.

Each raffle keeps a counter of the next number to issue. It starts from that raffle's "Starting ticket number" and only ever counts upward while tickets exist.

To delete tickets for one buyer: refund or delete that order in WooCommerce → Orders. Refunded ticket numbers are recycled back into the raffle; deleting the order removes its tickets entirely.

To restart a raffle's numbering: change its Starting ticket number in the raffle settings, then use the button below to reset the counters. Otherwise the old counter keeps climbing and the new starting number will not take effect.

What "Clear all raffle data" below does: it strips ticket numbers from every order, resets every raffle's counter (so the next purchase re-numbers from its Starting ticket number), and permanently deletes all recorded winners and the draw audit log. Your per-raffle settings (dates, prefixes, images, etc.) are kept. Existing orders are NOT deleted. Only their ticket numbers are removed. This cannot be undone.



Clear all raffle data

This permanently deletes all ticket numbers, recorded winners and the draw audit log for every raffle. Your raffle settings are kept, and the next purchase re-numbers from each raffle's starting number. This cannot be undone.

Type DELETE to confirm

 Delete all raffle data

Clear Data

1. Type **DELETE** in the box.
2. Click **Delete all raffle data**. A green "All raffle data has been cleared" message appears.

IMPORTANT This cannot be undone. Use it to reset a test site or before starting a fresh season, not on a live raffle. To remove one buyer's tickets, refund or delete that order instead.

License

Enter your license key to activate the plugin. Without a valid key the raffle features are switched off and raffle products cannot be bought, so no customer pays without receiving tickets. Manage your keys and site URLs in your wpraffle.com account.

ACCOUNT

License

Activate Raffle Ticket Generator Gold to receive automatic updates and support.

✓ Gold license active

LICENSE KEY	gld-a3022677-3...
DETECTED TIER	Gold
LAST VERIFIED	Oct 27, 2026 09:28

Deactivate license

Need your key?

Gold keys contain GLD. You can find and manage your keys and site URLs in your account.

Open my account

License

The plugin checks your key with the WPRaffle license server regularly. If your site cannot reach the server, for example because of a firewall, the License page shows **Not confirmed yet**. Everything keeps working for 3 days while the plugin tries again every hour. Once the connection is fixed, click **Check again now**.

Help

Links to the setup guides, your account and support.

HELP

Help & Documentation

Guides, troubleshooting and support for Raffle Ticket Generator Gold.

Feeling stuck? Our step-by-step documentation walks you through everything, from setting up your first raffle to troubleshooting tickets and drawing winners.

🔗 Documentation

Complete setup guides and troubleshooting for Silver, Gold and Platinum.

[🔗 Open documentation](#)

🔑 Your account & licenses

Find your license keys, registered site URLs and renewals.

[🔗 Open my account](#)

✉ Contact support

Still stuck? Get in touch and we'll help you get it sorted.

[🔗 Contact us](#)

Jump to

[🔗 Create a new raffle](#)

[🔗 Raffle settings](#)

[🔗 View issued tickets](#)

[🏆 Draw winners](#)

[📄 Activity log](#)

[🔗 Repair tables](#)

Help

Questions

A customer paid but has no tickets.

Tickets are issued when the order is Processing or Completed. Check the order status in WooCommerce → Orders, and look for the order in the Activity Log.

Ticket emails are not arriving.

Ticket numbers are added to WooCommerce's own Processing and Completed order emails. If those emails do not arrive, the problem is mail delivery on your site; check your SMTP plugin settings or your host's mail log.

Ticket images do not show.

Make sure "Send ticket images" is Yes and a ticket template is chosen. Ticket images also need the GD image library on your server; ask your host if you are not sure it is installed.

Can the same ticket win twice?

No. Tickets that have won are excluded from later draws in the admin.

Can the same person win two prizes?

Not by default. With One prize per person on (the default), a raffle with several winners skips anyone who has already won it, matched by the email address on their orders. Switch it off in the raffle's Extras tab if one person may win more than once.

I am upgrading from version 6. What do I need to do?

Update the plugin as usual, then click Run upgrade in the notice that appears (or open WPRaffle → Upgrade). It moves your tickets and settings into the new format and keeps your old tables as a backup. See Upgrading from version 6.

What happens if I cancel or refund an order?

Its ticket numbers are released and can be issued to the next buyer. If you set the order back to Processing or Completed, it receives new numbers, so no number is ever held by two people.

Can I change the numbering after selling?

Yes, but only new tickets use the new format. Set numbering before you start selling.

Where can customers see their ticket numbers?

On the order confirmation page, in their order email and, with Show "My Tickets" switched on in Raffle Extras, in the My Tickets tab of their account.

Can I print tickets?

Yes. In View Tickets, choose the paper (A4 or US Letter) and the print style (tickets, tickets with a tear-off stub, or draw slips) and click Download PDF.

Can a customer get round the ticket limit by checking out as a guest?

No. Buyers are matched by account and by email address, so a guest checkout with the same email counts towards the same limit.

How can I prove a draw was fair?

Open Draw Audit. Every draw is listed with the exact entries it was drawn from, which you can download, and a fingerprint that changes if a single entry is altered.

Do free postal entrants get real ticket numbers?

Yes. Add them in Postal Entries and they get ticket numbers in the raffle's normal numbering, and they are included in every draw.