

WPRAFFLE

Raffle Ticket Generator Platinum

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

Part 1 · How customers order	3
1. Choose a raffle	3
2. Pick a ticket package	4
3. Answer the quiz and choose options	4
4. Pick numbers	5
5. Check out.....	7
6. Gift tickets	8
7. Receive ticket numbers.....	9
8. Watch the draw.....	10
Part 2 · Admin guide	11
Getting started	11
Upgrading from version 6	11
The WPRaffle menu	13
Dashboard	14
Create a raffle (New Raffle wizard)	15
My Raffles	16
Raffle settings.....	16
Ticket packages (products).....	25
Quiz (skill question).....	26
Countdown & Progress	27
Raffle Extras (store-wide options).....	28
Per-raffle extras (Extras tab)	31
Postal Entries.....	36
Instant wins	37
Minimum ticket sales	39
View Tickets and export	40
Reports	42
Select Winners (draw in the admin).....	45
Raffle Winners.....	47
Shortcodes	50
Draw Audit	52
Manual Orders	53
Random Tickets (reserve numbers)	54
Subscription Tickets	54
Activity Log.....	56
Logs	57
Duplicate Checker	58
Raffle Tools.....	59
Repair Tables.....	59
Import Tickets	60
Clear Data.....	61
License.....	62
Help	63
Questions	64

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



\$25,000 Community 50/50 Jackpot
(3)



Aspen Ski Chalet Weekend (2)



Dream Kitchen Makeover (3)



Harley-Davidson Street Glide
Special (2)



Omega Seamaster Diver 300M –
Pick Your Number (2)



Win a Lamborghini Huracán
Tecnica (3)

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

\$40.00

A 50/50 raffle: the winner takes half the pot, the rest funds the community centre. Draw on November 20, 2026.

DRAW CLOSING IN

24
DAYS

04
HRS

10
MIN

33
SEC

Number of tickets per item: 5

Current jackpot: 50-50 split currently at \$229.50

1

Enter Now

Category: \$25,000 Community 50/50 Jackpot

[Edit](#)

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.

4. Pick numbers

With pick-your-own numbers on, the customer clicks their numbers in the grid, or uses the quick-pick button. Taken numbers are greyed out. With random distribution, numbers are chosen for them.



Omega Seamaster – Pick 3 Numbers

\$80.00

Pick your lucky numbers from the grid. Omega Seamaster Diver 300M, 42mm, stainless steel. Draw on November 30, 2026.



Number of tickets per item: 3

146 tickets remaining

Tickets Sold: 4

Tickets Sold



Tickets in this raffle have been limited to: 150

Lucky Dip

Your numbers: -

1-20 21-40 41-60 61-80 81-100
101-120 121-140 141-150

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20				

1 Enter Now

Category: [Omega Seamaster Diver 300M – Pick Your Number](#)

[Edit](#)

Pick-your-own number grid



Omega Seamaster – Pick 3 Numbers

\$80.00

Pick your lucky numbers from the grid. Omega Seamaster Diver 300M, 42mm, stainless steel. Draw on November 30, 2026.

DRAW CLOSES IN

34
DAYS

04
HRS

10
MIN

48
SEC

Number of tickets per item: 3

146 tickets remaining

Tickets Sold: 4

Tickets Sold



Tickets in this raffle have been limited to: 150

Lucky Dip

Your numbers: 59, 74, 98

1-2021-4041-6061-8081-100

101-120121-140141-150

123456

789101112

131415161718

1920

1

Enter Now

Category: [Omega Seamaster Diver 300M – Pick Your Number](#)

[Edit](#)

Random distribution with quick pick

5. Check out

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

	Product	Price	Quantity	Subtotal
	 50/50 Jackpot - 5 Tickets	\$40.00	2	\$80.00

Coupon code

Apply coupon

Update cart

Cart totals

Subtotal	\$80.00
Total	\$80.00

Proceed to checkout →

Cart

6. Gift tickets

With gift tickets on, the customer can enter a gift recipient at checkout. The name is saved on the order and printed on the ticket.

Billing details

Email address *

daisyduke@wpraffle.com

First name * Last name *

Daisy 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

Your order

Product	Subtotal
50/50 Jackpot - 5 Tickets × 2	\$80.00
Subtotal	\$80.00
Total	\$80.00

☒ 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

\$25,000 Community 50/50 Jackpot Gift Recipient

Gift Recipient First Name (optional)

Bo

Gift Recipient Last Name (optional)

Duke

Additional information

Order notes (optional)

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

Checkout with a gift recipient

7. 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.

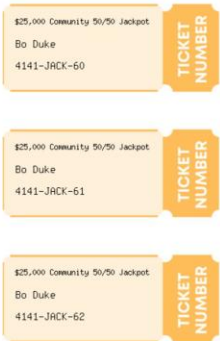
ORDER NUMBER:	4141
DATE:	October 27, 2026
EMAIL:	daisyduke@wpraffle.com
TOTAL:	\$40.00
PAYMENT METHOD:	Cash on delivery

Pay with cash upon delivery.

Order details

Product	Total
50/50 Jackpot - 5 Tickets × 1	\$40.00
Subtotal:	\$40.00
Payment method:	Cash on delivery
Total:	\$40.00

Good luck! Your ticket numbers are - \$25,000 Community 50/50 Jackpot

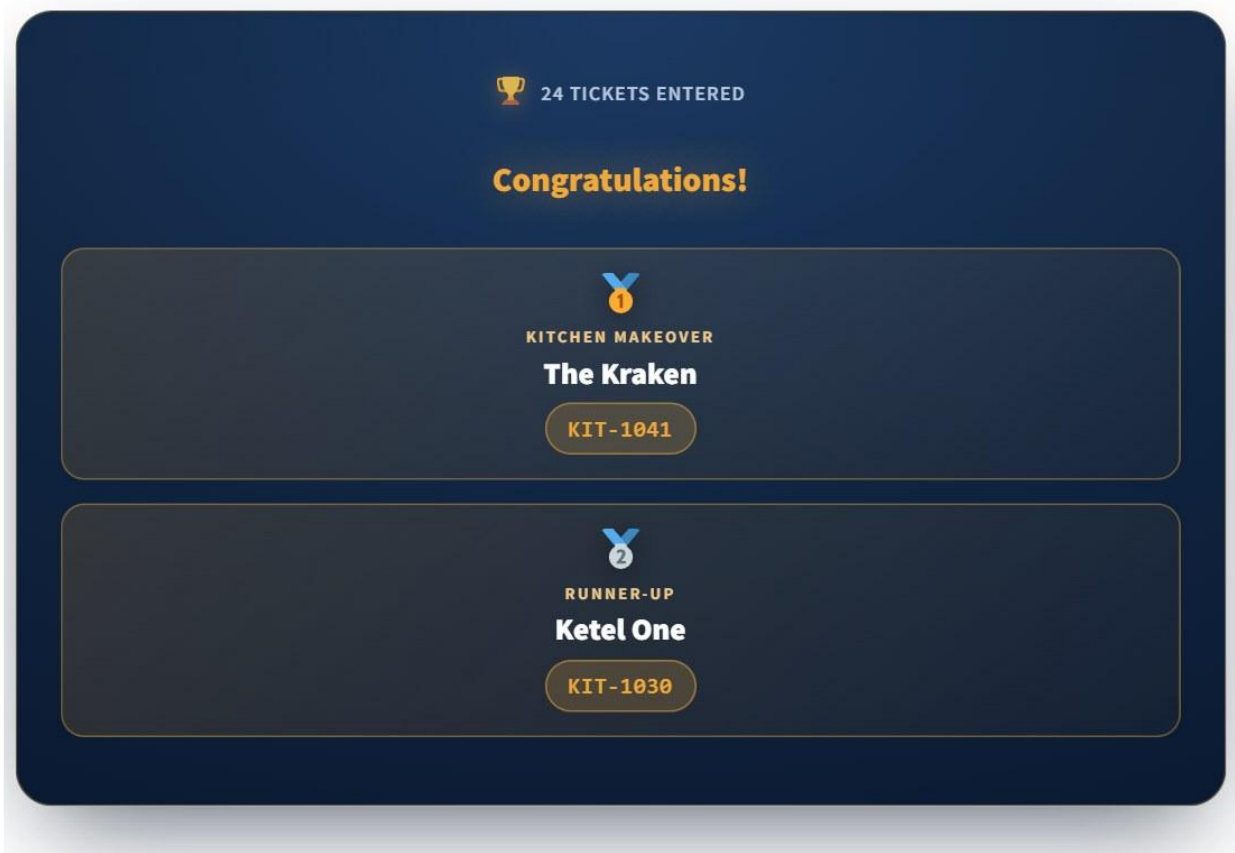


Order confirmation with ticket numbers

8. Watch the draw

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

Two winners are drawn from every ticket bought in October and November.



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

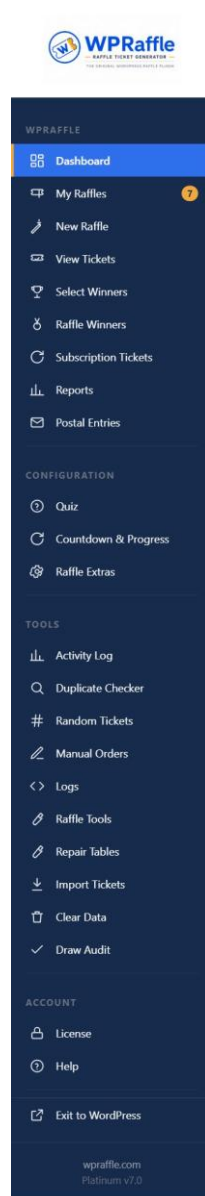
- Every ticket number, on the order it was sold with.
- Each raffle's settings: dates, ticket numbering, prefixes, display options, limits and caps.
- Recorded winners.
- New tickets continue after the highest number already used in each raffle, so no number is ever issued twice.

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

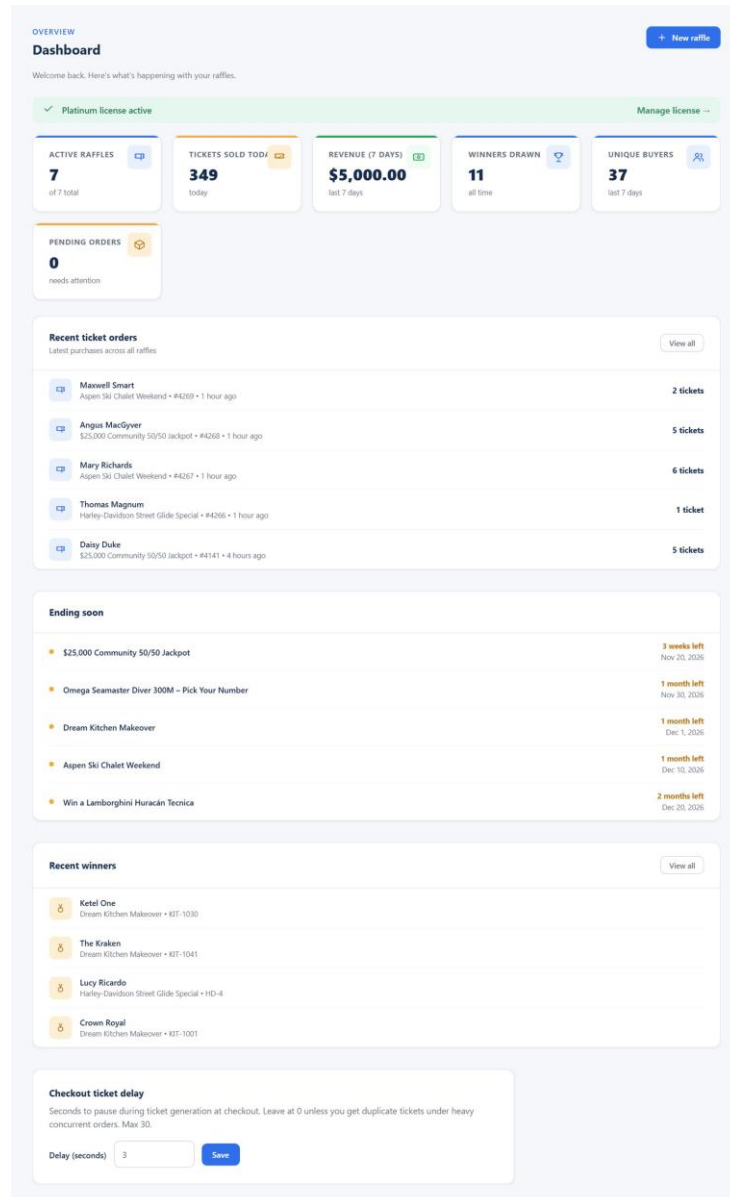
Everything lives under the **WPRaffle** menu in your WordPress admin. The sidebar is grouped into the main raffle pages, configuration pages and tools.



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.



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 **WP Raffle → 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 **4 STEP 4** Test your raffle

Raffle Name	Status	Tickets Sold
\$25,000 Community 50/50 Jackpot	STARTED	69
Aspen Ski Chalet Weekend	STARTED	63
Dream Kitchen Makeover	STARTED	60
Harley-Davidson Street Glide Special	STARTED	38
Omega Seamaster Diver 300M – Pick Your Number	STARTED	4
Win a Lamborghini Huracán Tecnica	STARTED	81

[+ 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

Win a Lamborghini Huracán Tecnica

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

Ticket text

Winners

Pick & Random

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

2026-12-20 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

Win a Lamborghini Huracán Tecnica

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

Ticket text

Winners

Pick & Random

Stock & advanced

+ Extras

TICKET NUMBERS

Starting ticket number

No leading zeros

1

Include order ID

Prefix each ticket with the order number.

☒ No ☐ Yes

Custom prefix

Max 6 characters

☐ No ☒ Yes

LAMBO

Promo word

Max 6 characters

☒ No ☐ Yes

LIVE PREVIEW

LAMBO-00001

✓ 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

All raffles

Win a Lamborghini Huracán Tecnica

Heads up

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

Schedule

Ticket numbers

Email

50/50

Ticket text

Winners

Pick & Random

Stock & advanced

+ Extras

Email

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

Image style

Standard is compact; Large is a full-size ticket with sharper (TrueType) text

Standard

Large

On the ticket, show

☒ Raffle name

☒ Customer name

☐ Phone number

☐ Email address

Standard ticket image

Choose a template or upload your own

Upload image

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

TICKET 000001

TICKET NUMBER

ENTRY #

TICKET 002053

Position text on the ticket

Drag each label to where it should print

Raffle name

Customer name

Ticket number

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.

SETTING	WHAT IT DOES
Image style	Standard is compact (300 × 147). Large is a full-size ticket with sharper text; large images must be exactly 1200 × 400 px .
Send in emails as	Embed the large ticket image in the email, or send a link the customer clicks to view it.

50/50

RAFFLE SETTINGS
All raffles

\$25,000 Community 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
Ticket text
Winners
Pick & Random
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.

SETTING	WHAT IT DOES
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 → $(\$870 - \$87) \times 50\% = \$391.50$.

Ticket text

RAFFLE SETTINGS
All raffles

Win a Lamborghini Huracán Tecnica

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

Schedule
Ticket numbers
Email
50/50
Ticket text
Winners
Pick & Random
Stock & advanced
Extras

TEXT ON THE TICKETS PAGE

Text above tickets
Shown above the ticket numbers on the order and email

☐ No ☒ Yes

Good luck in the Lamborghini draw!

Text below tickets
Shown below the ticket numbers on the order and email

☒ No ☐ Yes

Save raffle settings

Settings → Ticket text

SETTING	WHAT IT DOES
Text above tickets	A message shown above the ticket numbers on the order page and email, e.g. a thank-you.
Text below tickets	A message shown below the ticket numbers.

Winners

RAFFLE SETTINGS

Win a Lamborghini Huracán Tecnica

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

Ticket text

Winners

Pick & Random

Stock & advanced

+ Extras

WINNERS

Number of winners

How many winners this raffle draws

1

Allow multiple winners

Draw more than one winner at a time

☒ No ☐ Yes

Auto-winner banner text

Shown on the product page (e.g. "This competition will have N winners")

✓ Save raffle settings

Settings → Winners

SETTING	WHAT IT DOES
Number of winners	How many winners this raffle will have.
Allow multiple winners	Draw more than one winner at a time.
Auto-winner banner text	Shown on the product page, e.g. "3 winners will be drawn live on December 20!".

Pick & Random

RAFFLE SETTINGS

Omega Seamaster Diver 300M – Pick Your Number

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

Ticket text

Winners

Pick & Random

Stock & advanced

+ Extras

PICK-A-NUMBER & RANDOM DISTRIBUTION

Both features need Ticket stock set (see Stock & advanced). The available pool is your stock plus tickets already issued.

Let customers pick their own number

Buyers choose from a grid of available numbers on the product page

☐ No ☒ Yes

Numbers per tab

How many numbers to show per tab in the grid (2–20)

20

Quick-select button text

Label for the "pick a random number for me" button

Lucky Dip

Random ticket distribution

Assign each buyer a random number from the pool instead of sequential

☒ No ☐ Yes

Current pool: 150 numbers (stock + already issued).

Save raffle settings

Settings → Pick & Random

SETTING	WHAT IT DOES
Let customers pick their own number	Buyers choose their numbers from a grid on the product page. The grid size comes from Ticket stock (Stock & advanced). A chosen number is held while it is in a cart, and stays held on an unpaid order (for example bank transfer) until the order is paid or cancelled.
Numbers per tab	How many numbers each tab of the grid shows (2–20).
Quick-select button text	Label for the "pick for me" button, e.g. "Lucky Dip".
Random ticket distribution	Give each buyer random numbers from a pool instead of sequential numbers. Set Ticket stock to size the pool.

Stock & advanced

RAFFLE SETTINGS

Win a Lamborghini Huracán Tecnica

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

✍ Ticket text

🏆 Winners

Pick & Random

🔒 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

Leading zeros

Pad ticket numbers to a fixed width (e.g. 0042)

☐ No ☒ Yes

5

digits

Limit total sales

Cap the total number of tickets sold across everyone

☒ No ☐ Yes

Gift tickets

Let buyers gift tickets to someone else at checkout

☒ 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.
Leading zeros	Pad numbers to a fixed width, e.g. 5 digits gives LAMBO-00042.
Limit total sales	A cap on tickets sold across everyone. At the cap the raffle shows "Sold out".
Gift tickets	Lets buyers enter a gift recipient's name at checkout. The name is saved on the order and printed on the ticket.

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.

Product data — Simple product

☐ Virtual
 ☐ Downloadable
 ☒ Raffle

[General](#)
[Inventory](#)
[Shipping](#)
[Linked Products](#)
[Attributes](#)
[Advanced](#)
[Subscriptions](#)
[Get more options](#)
[Raffle](#)

Regular price (\$)

250

Sale price (\$)

[Schedule](#)

Number Of Raffle Tickets

12

This is not the total tickets for your raffle.

Name of Raffle Prizes

Enter the Prizes separated by comma (,) - Prize1, Prize2, Prize3.

Show the Comments Box

☐ Show the Comments Box on Product Page, such as Special Requests, Etc for prizes

Label for Special

Comments Box:

Text for special comments for prize to show on product page

Display Number of Tickets

☐ Display Number of Tickets On Ticket Detail Page!

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.

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.

The screenshot shows the 'Quiz' configuration page. At the top, it says 'CONFIGURATION Quiz'. Below this, a note states: 'Require buyers to answer a question before their tickets are issued.' A light blue box contains the text: 'Each raffle can have up to 5 questions. One is shown at random before a buyer can get tickets; the correct answer must match one of the options.' Below this is a horizontal list of raffle prizes, each with a count in parentheses: '\$25,000 Community 50/50 Jackpot (0)', 'Aspen Ski Chalet Weekend (0)', 'Dream Kitchen Makeover (0)', 'Harley-Davidson Street Glide Special (0)', 'Omega Seamaster Diver 300M – Pick Your Number (0)', and 'Win a Lamborghini Huracán Tecnica (0)'. The 'Aspen Ski Chalet Weekend (0)' prize is currently selected. Below the prizes, there is a section for 'QUESTIONS' with a '+ Add question' button. A message below this says: 'No questions yet. Click "Add question" (up to 5).' Below the questions section is a section for 'WRONG ANSWERS' with a checkbox labeled 'Allow customers to proceed with a wrong answer (no tickets are issued)'. At the bottom right, there is a blue button with a checkmark and the text 'Save quiz'.

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.

Configure Display Settings

Settings are saved per tab, after you are done making your setting selections click save.

Timer Settings

Custom Text

Questions

Progress Bar/ Tickets Sold

Help Guide

Display Countdown On Woocommerce Product Pages And Widgets

☐ No

☒ Yes

Show Raffle Ending Date On Product Page?

☐ No

☒ Yes

Countdown Format

wdhms

The format for countdown display. The default is wdhms

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

Countdown Background Color

#0B2545

#0B2545

Clear

Countdown Font Color

#FFFFFF

#FFFFFF

Clear

Remaining Ticket Font Color

#C40013

#C40013

Clear

Save

Countdown & Progress

Page 27 of 65

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 ☒
text the buyer ticks

Raffle terms ☒
text the buyer ticks

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

Save settings

Extras per raffle

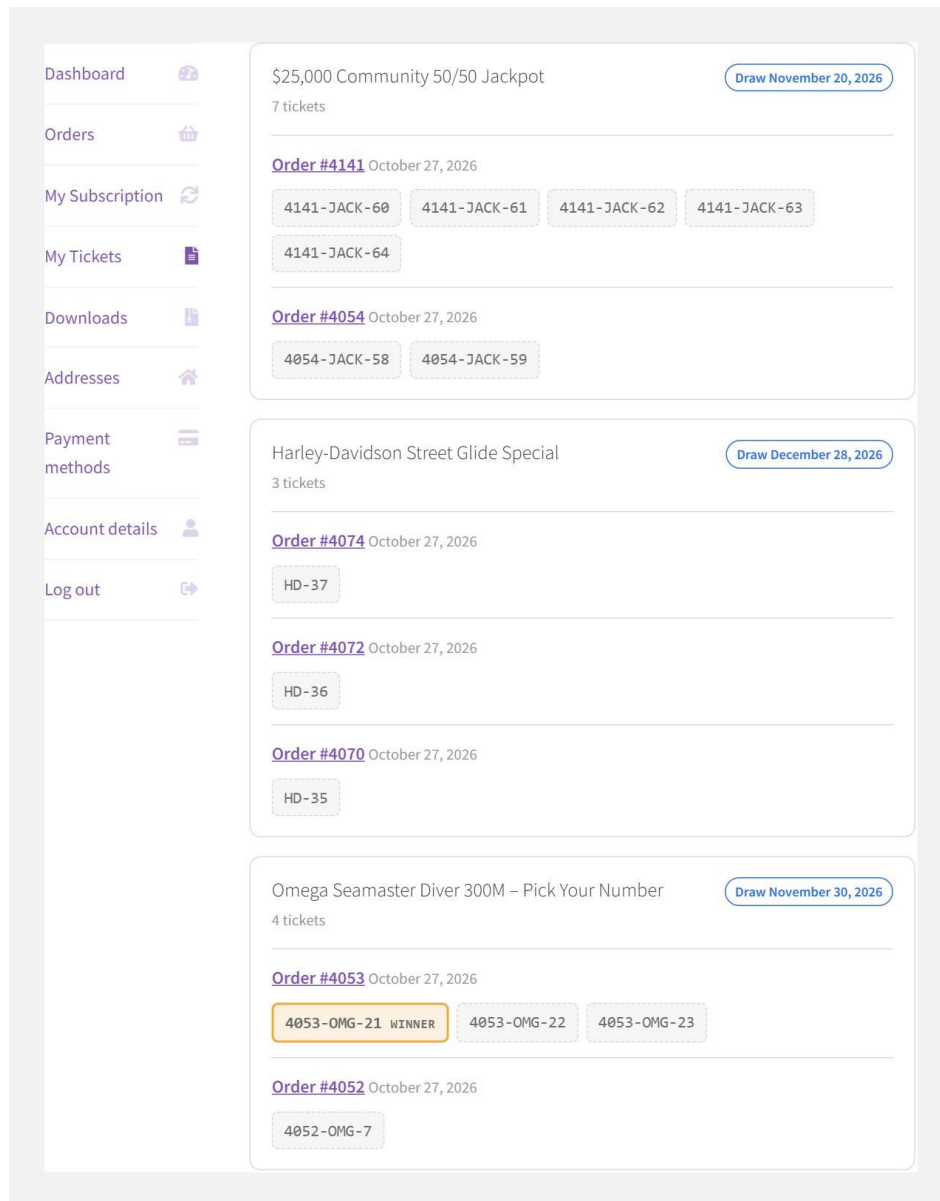
Limits, entry list, postal entry, bundles and more are set on each raffle's settings screen, in the Extras tab.

RAFFLE	EXTRAS SWITCHED ON	
Harley-Davidson Street Glide Special	None	Edit extras
Dream Kitchen Makeover	None	Edit extras
\$25,000 Community 50/50 Jackpot	None	Edit extras
Aspen Ski Chalet Weekend	MINIMUM 100 TICKETS	Edit extras
Omega Seamaster Diver 300M – Pick Your Number	None	Edit extras
Win a Lamborghini Huracán Tecnica	LIMIT 30 PER CUSTOMER ENTRY LIST 2 INSTANT WINS	Edit extras

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.

SETTING	WHAT IT DOES
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**.

Raffle Settings

Win a Lamborghini Huracán Tecnica

Winners

Winners

Win this on, each buyer can win only one prize in this raffle. Once someone wins, all their other tickets are left out of later draws, even when you draw several winners at once. Buyers are matched by email address, so a second order or a guest checkout is still the same person. Switch it off if every ticket should have a chance at every prize.

One prize per person

Tickets per customer

Public Entry List

Free Postal Entry

Free Entry

Bundle Offer

Instant Wins

Minimum Ticket Sales

Winning Ticket Number

Prize

Status

Minimum tickets

If it closes short

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

Search ticket or name

VEGAS-1	Ronald B.	VEGAS-2	Ronald B.
VEGAS-3	Ronald B.	VEGAS-4	Ronald B.
VEGAS-5	Ronald B.	VEGAS-6	Ronald B.
VEGAS-7	Ketel O.	VEGAS-8	Ketel O.
VEGAS-9	Ketel O.	VEGAS-10	Ketel O.
VEGAS-11	Ketel O.	VEGAS-12	Ketel O.
VEGAS-13	Ketel O.	VEGAS-14	Ketel O.
VEGAS-15	Ketel O.	VEGAS-16	Ketel O.
VEGAS-17	James K.	VEGAS-18	James K.
VEGAS-19	James K.	VEGAS-20	James K.
VEGAS-21	James K.	VEGAS-22	James K.
VEGAS-23	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

Platinum raffles also have Instant wins and Minimum ticket sales in the same tab.

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.

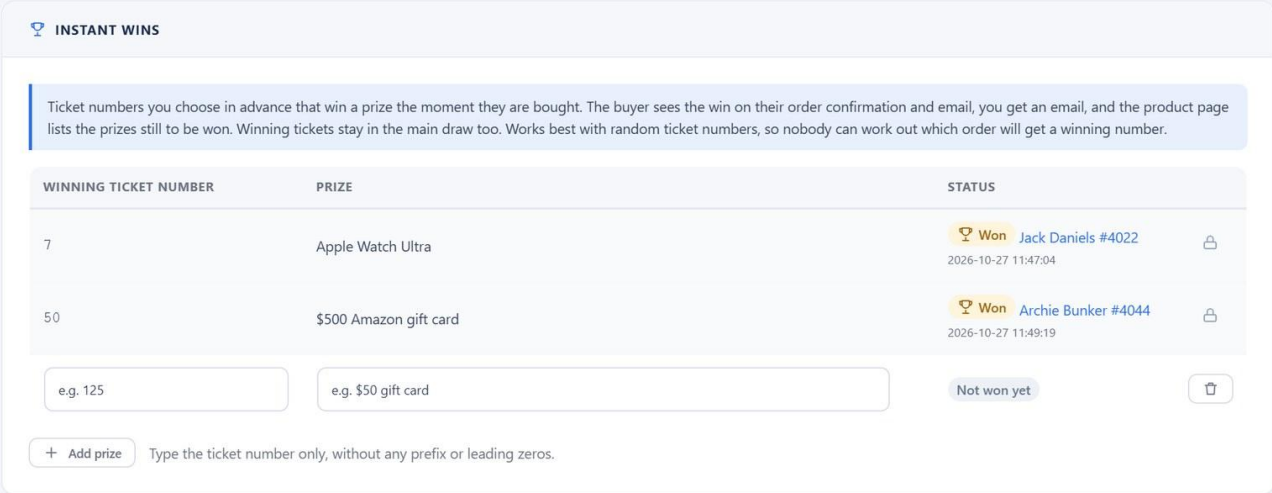
Postal Entries

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.

Instant wins

Choose ticket numbers in advance that win a prize the moment they are bought. Instant wins are set per raffle, in the raffle's **Extras** tab.



INSTANT WINS

Ticket numbers you choose in advance that win a prize the moment they are bought. The buyer sees the win on their order confirmation and email, you get an email, and the product page lists the prizes still to be won. Winning tickets stay in the main draw too. Works best with random ticket numbers, so nobody can work out which order will get a winning number.

WINNING TICKET NUMBER	PRIZE	STATUS
7	Apple Watch Ultra	Won Jack Daniels #4022 2026-10-27 11:47:04
50	\$500 Amazon gift card	Won Archie Bunker #4044 2026-10-27 11:49:19

[+ Add prize](#) Type the ticket number only, without any prefix or leading zeros.

Settings → Extras → Instant wins

1. Open the raffle's settings and choose **Extras**.
2. In **Instant wins**, type a **winning ticket number** and the **prize** on the first row.
3. Click **Add prize** for each further prize. The bin button removes a row.
4. Click **Save raffle settings**.

Type the ticket number only, without any prefix or leading zeros: 125 matches LAMBO-00125. When the raffle has a Ticket stock, the box below the table shows the range of numbers the raffle can issue.

Mistakes are caught before you save. A number listed twice, a number that has already won, or a row with only one box filled in turns red and the raffle settings cannot be saved until it is fixed. A number outside the raffle's ticket range shows an amber warning, because it can never be won.

When a winning number is issued:

- The buyer sees the win on their order confirmation page and in their order email.
- You get an email with the ticket, the prize and the buyer's contact details.
- The win is saved on the order, with an order note.
- The prize shows as **Won** in the table, with a link to the order. Won prizes are locked: they cannot be changed or removed, so a buyer who was told they won never loses it.

The product page lists the prizes and how many are still to be won, with the winners' first names and last initials.

Instant win prizes	0 of 2 still to be won
Apple Watch Ultra	Won by Jack D.
\$500 Amazon gift card	Won by Archie B.

Instant win prizes on the product page

TIP Instant wins work best with **random ticket distribution** (Settings → Pick & Random). With sequential numbers, buyers could work out which order will get a winning number. Winning tickets stay in the main draw as well.

Minimum ticket sales

Set the fewest tickets a raffle must sell to go ahead, and what happens if it closes short. Found in the raffle's **Extras** tab.

MINIMUM TICKET SALES

If the raffle reaches its end date with fewer tickets sold than this, it is either extended automatically or you get an email so you can decide. Buttons to extend the raffle or refund every order appear below the settings.

Minimum tickets Leave empty for no minimum.

If it closes short

☒ Email me so I can decide

☐ Extend it automatically by days

Sales against minimum

55 of 100 tickets sold (55%).

Extend by days Refund all orders

Extend adds the days to the end date (or to today, if the end date has passed). Refund sends the money back through the payment gateway where it supports refunds, 20 orders per click. Anything the gateway can't refund is recorded and flagged on the order for you to pay back by hand.

Settings → Extras → Minimum ticket sales

SETTING	WHAT IT DOES
Minimum tickets	The number of tickets that must be sold by the end date. Leave empty for no minimum.
If it closes short	Email me so I can decide sends you an email when the raffle ends below its minimum. Extend it automatically by moves the end date on by the number of days you choose.

Sales against minimum shows how close the raffle is, with two buttons:

- **Extend by days** adds the days to the end date, or to today if the end date has passed.
- **Refund all orders** refunds every order in the raffle. Type **REFUND** in the box first, so it cannot be clicked by accident. Refunds go back through the payment gateway where it supports refunds, 20 orders per click; click again to continue. Anything the gateway cannot refund is recorded and flagged on the order for you to pay back by hand.

IMPORTANT Refunds cannot be undone. Extend the raffle first if you think it can still reach its minimum.

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.

Note

Only raffles with sold tickets are shown here.

Aspen Ski Chalet Weekend

\$25,000 Community 50/50 Jackpot

Harley-Davidson Street Glide Special

Omega Seamaster Diver 300M – Pick Your Number

Win a Lamborghini Huracán Tecnica

Dream Kitchen Makeover

Win a Lamborghini Huracán Tecnica

Category ID: 132

81 tickets sold 9 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
#4050	Jethro Gibbs	29	LAMBO-00053, LAMBO-00054, LAMBO-00055, LAMBO-00056, LAMBO-00057 +24 more	View order
#4048	Sheriff Andy	1	LAMBO-00052	View order
#4044	Archie Bunker	2	LAMBO-00050, LAMBO-00051	View order
#4030	Crown Royal	12	LAMBO-00038, LAMBO-00039, LAMBO-00040, LAMBO-00041, LAMBO-00042 +7 more	View order
#4029	Canadian Mist	3	LAMBO-00035, LAMBO-00036, LAMBO-00037	View order
#4025	Jim Beam	12	LAMBO-00023, LAMBO-00024, LAMBO-00025, LAMBO-00026, LAMBO-00027 +7 more	View order
#4024	Jose Cuervo	5	LAMBO-00018, LAMBO-00019, LAMBO-00020, LAMBO-00021, LAMBO-00022	View order
#4023	Ronald Bacardi	5	LAMBO-00013, LAMBO-00014, LAMBO-00015, LAMBO-00016, LAMBO-00017	View order
#4022	Jack Daniels	12	LAMBO-00001, LAMBO-00002, LAMBO-00003, LAMBO-00004, LAMBO-00005 +7 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.

Win a Lamborghini Huracán Tecnica

Category ID: 132

81 tickets sold 9 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
#4050	Jethro Gibbs	29	LAMBO-00053, LAMBO-00054, LAMBO-00055, LAMBO-00056, LAMBO-00057 +24 more	View order
#4048	Sheriff Andy	1	LAMBO-00052	View order
#4044	Archie Bunker	2	LAMBO-00050, LAMBO-00051	View order
#4030	Crown Royal	12	LAMBO-00038, LAMBO-00039, LAMBO-00040, LAMBO-00041, LAMBO-00042 +7 more	View order
#4029	Canadian Mist	3	LAMBO-00035, LAMBO-00036, LAMBO-00037	View order
#4025	Jim Beam	12	LAMBO-00023, LAMBO-00024, LAMBO-00025, LAMBO-00026, LAMBO-00027 +7 more	View order
#4024	Jose Cuervo	5	LAMBO-00018, LAMBO-00019, LAMBO-00020, LAMBO-00021, LAMBO-00022	View order
#4023	Ronald Bacardi	5	LAMBO-00013, LAMBO-00014, LAMBO-00015, LAMBO-00016, LAMBO-00017	View order
#4022	Jack Daniels	12	LAMBO-00001, LAMBO-00002, LAMBO-00003, LAMBO-00004, LAMBO-00005 +7 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.

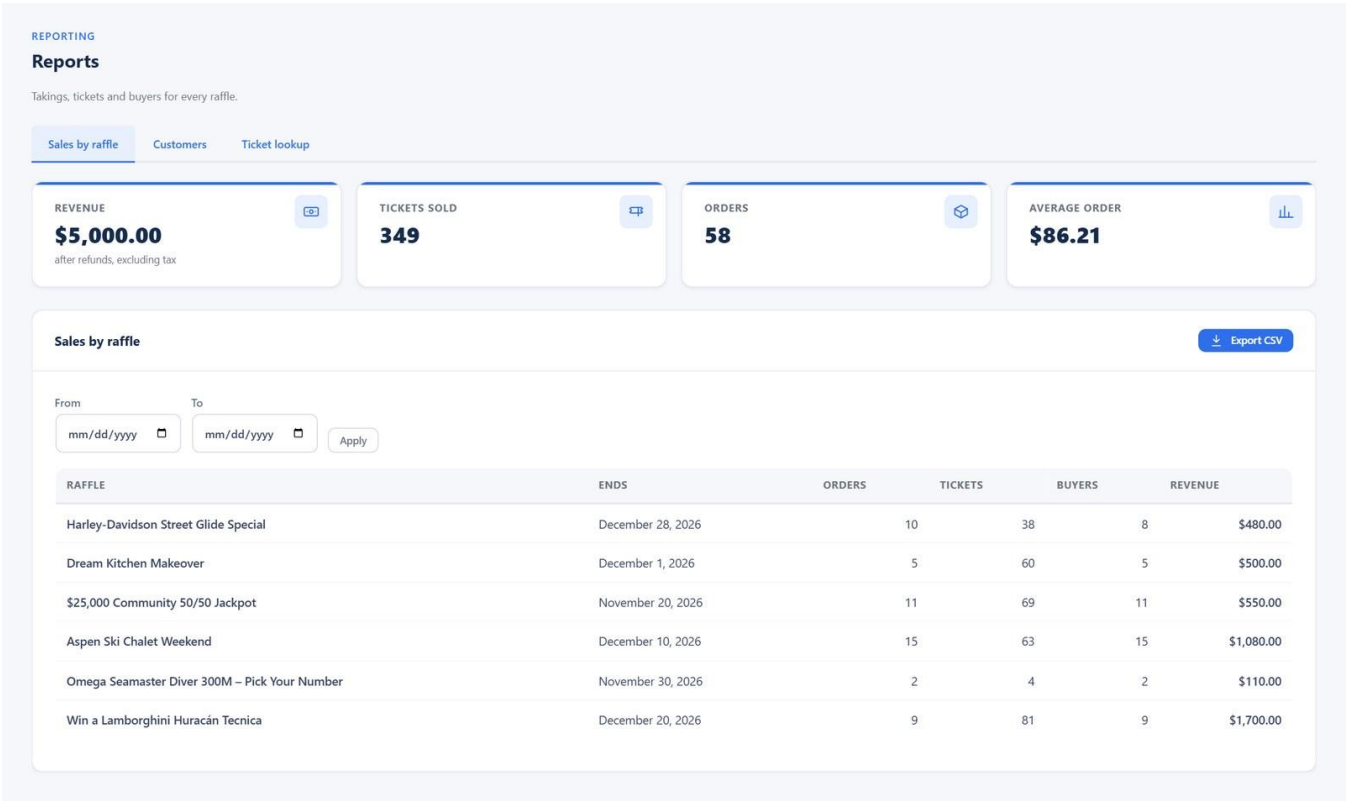


A page of tickets with tear-off stubs

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



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 raffleCustomersTicket lookup

Customers

Export CSV

Raffle

Win a Lamborghini Huracán Tecnica

From

mm/dd/yyyy

To

mm/dd/yyyy

Apply

CUSTOMER	ORDERS	TICKETS	SPENT	LAST ORDER
Jethro Gibbs jethrogibbs@wpraffle.com		1	29	\$600.00 2026-10-27 11:54
Jack Daniels jackdaniels@wpraffle.com		1	12	\$250.00 2026-10-27 11:47
Jim Beam jimbeam@wpraffle.com		1	12	\$250.00 2026-10-27 11:47
Crown Royal crownroyal@wpraffle.com		1	12	\$250.00 2026-10-27 11:47
Ronald Bacardi ronaldbacardi@wpraffle.com		1	5	\$100.00 2026-10-27 11:47
Jose Cuervo josecuervo@wpraffle.com		1	5	\$100.00 2026-10-27 11:47
Canadian Mist canadianmist@wpraffle.com		1	3	\$75.00 2026-10-27 11:47
Archie Bunker archiebunker@wpraffle.com		1	2	\$50.00 2026-10-27 11:49
Sheriff Andy sheriffandy@wpraffle.com		1	1	\$25.00 2026-10-27 11:49

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: Raffle: [Find](#)

RAFFLE	TICKET	HOLDER	ORDER
Aspen Ski Chalet Weekend	LAMBO-00022	Jose Cuervo josecuervo@wpraffle.com 3105551313	#4024 PROCESSING
Win a Lamborghini Huracán Tecnica	LAMBO-00022	Jose Cuervo josecuervo@wpraffle.com 3105551313	#4024 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.

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

Aspen Ski Chalet Weekend
57 eligible - 63 sold
[Draw →](#)

\$25,000 Community 50/50 Jackpot
49 eligible - 69 sold
[Draw →](#)

Harley-Davidson Street Glide Special
28 eligible - 38 sold
[Draw →](#)

Omega Seamaster Diver 300M – Pick Your Number
1 eligible - 4 sold
[Draw →](#)

Win a Lamborghini Huracán Tecnica
35 eligible - 81 sold
[Draw →](#)

Dream Kitchen Makeover
36 eligible - 60 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

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.

Aspen Ski Chalet Weekend
57 eligible · 63 sold
Draw →

\$25,000 Community 50/50 Jackpot
49 eligible · 69 sold
Draw →

Harley-Davidson Street Glide Special
28 eligible · 38 sold
Draw →

Omega Seamaster Diver 300M – Pick Your Number
1 eligible · 4 sold
Draw →

Win a Lamborghini Huracán Tecnica
35 eligible · 81 sold
Draw →

Dream Kitchen Makeover
36 eligible · 60 sold
Draw →

Draw winner: Win a Lamborghini Huracán Tecnica

Winner selection
35 eligible tickets

Click draw to randomly select from 35 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.

Ketel One

Dream Kitchen Makeover

KIT-1030

WINNER

Email Shortcode

The Kraken

Dream Kitchen Makeover

KIT-1041

WINNER

Email Shortcode

Lucy Ricardo

Harley-Davidson Street Glide Special

HD-4

WINNER

Email Shortcode

Crown Royal

Dream Kitchen Makeover

KIT-1001

WINNER

Email Shortcode

Tyron Lannister

\$25,000 Community 50/50 Jackpot

4037-JACK-20

WINNER

Email Shortcode

Ketel One

Aspen Ski Chalet Weekend

ASPEN-226

WINNER

Email Shortcode

Carlton Banks

Omega Seamaster Diver 300M – Pick Your Number

4053-OMG-21

WINNER

Email Shortcode

Jose Cuervo

Win a Lamborghini Huracán Tecnica

LAMBO-00021

WINNER

Email Shortcode

Jethro Gibbs

Win a Lamborghini Huracán Tecnica

LAMBO-00077

WINNER

Email Shortcode

Jack Daniels

Win a Lamborghini Huracán Tecnica

LAMBO-00007

WINNER

Email Shortcode

Winner display shortcodes

Raffle Winners

Page 47 of 65

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 Ketel,

Congratulations! Your ticket was drawn as a winner. We will be in touch within 48 hours to arrange your prize.

Thank you for supporting the raffle!

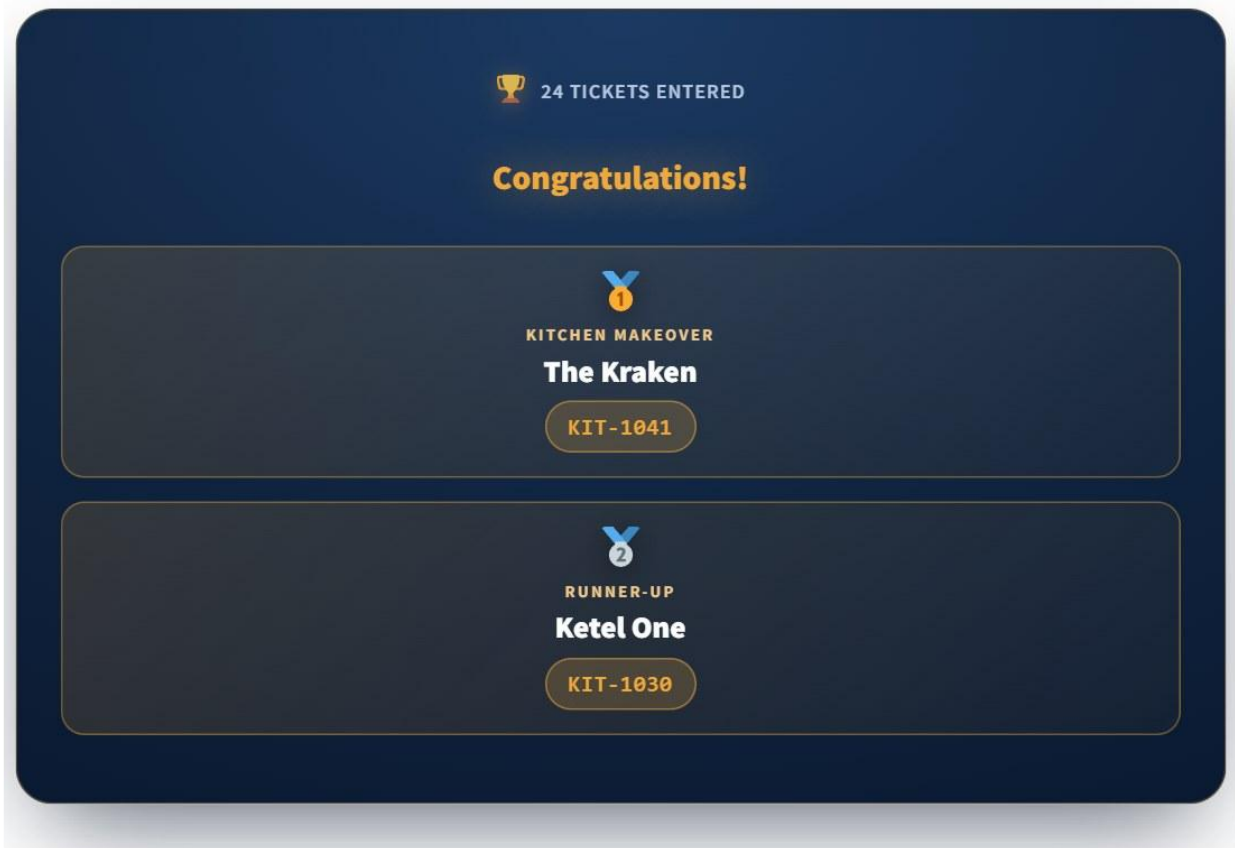
Cancel

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).

Two winners are drawn from every ticket bought in October and November.



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>[raffle_tickets id="345"]</code>	The full raffle box for a product (tickets per item, progress, quiz, prize fields, number picker). For page builders that hide the standard product layout.

SHORTCODE	WHAT IT SHOWS
<code>[raffles per_page="12" columns="4"]</code>	A grid of all raffle products. Also available: <code>[featured_raffles]</code> (raffle products you have starred as Featured in Products), <code>[recent_raffles]</code> (newest first), <code>[future_raffles]</code> (not started yet), <code>[ending_soon_raffles]</code> (ending within the next 5 days) and <code>[finished_raffles]</code> (ended). A list with nothing to show displays "No products were found". Options: <code>per_page</code> , <code>columns</code> , <code>orderby</code> , <code>order</code> , <code>ids</code> , <code>paginate</code> .
<code>[raffle_winners]</code>	A table of past winners.
<code>[my_raffles]</code>	For a logged-in customer: the raffles they have entered and the raffles they have won. Also <code>[my_active_raffles]</code> and <code>[wonned_raffles]</code> separately.

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.

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 12:02:17 Timed draw, Mickey Mouse	Dream Kitchen Makeover Runner-up	KIT-1007 Crown Royal #4030	48	30421d600def...	VALID	Entries	Void
2026-10-27 12:02:17 Timed draw, Mickey Mouse	Dream Kitchen Makeover Kitchen Makeover	KIT-1041 The Kraken #4033	60	2b6f38acc7db...	VALID	Entries	Void
2026-10-27 12:01:29 Admin draw, Mickey Mouse	Harley-Davidson Street Glide Special	HD-4 Lucy Ricardo #4040	24	02372f33f995...	VALID	Entries	Void
2026-10-27 12:01:27 Admin draw, Mickey Mouse	Dream Kitchen Makeover	KIT-1001 Crown Royal #4030	60	2b6f38acc7db...	VALID	Entries	Void
2026-10-27 12:01:24 Admin draw, Mickey Mouse	\$25,000 Community 50/50 Jackpot	4037-JACK-20 Tyrion Lannister #4037	59	4957e6a992cf...	VALID	Entries	Void
2026-10-27 12:01:22 Admin draw, Mickey Mouse	Aspen Ski Chalet Weekend	ASPEN-226 Ketel One #4032	31	c044ded976dc...	VALID	Entries	Void
2026-10-27 12:01:20 Admin draw, Mickey Mouse	Omega Seamaster Diver 300M – Pick Your Number	4053-OMG-21 Carlton Banks #4053	4	19359ddb0846...	VALID	Entries	Void
2026-10-27 12:01:18 Admin draw, Mickey Mouse	Win a Lamborghini Huracán Tecnica	LAMBO-00021 Jose Cuervo #4024	40	158d09c98b3d...	VALID	Entries	Void
2026-10-27 12:01:18 Admin draw, Mickey Mouse	Win a Lamborghini Huracán Tecnica	LAMBO-00077 Jethro Gibbs #4050	69	a7437a0711dc...	VALID	Entries	Void
2026-10-27 12:01:17 Admin draw, Mickey Mouse	Win a Lamborghini Huracán Tecnica	LAMBO-00007 Jack Daniels #4022	81	a0b3c24fc43c...	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.

Manual Orders

Sell tickets offline (at an event, by phone, by cheque) and issue numbers straight away.

TOOLS

Manual Orders

Create raffle orders by hand.

CUSTOMER INFORMATION

First Name
Bo

Last Name
Duke

Phone Number
3105551313

Email Address
boduke@wpraffle.com

Order Notes
Optional note for this order

PAYMENT METHOD

☒ Cash ☐ Check ☐ Other

IN CART

TICKET PACKAGES

Pick a raffle, then click a package to add it to the order.

\$25,000 Community 50/50 Jackpot	Aspen Ski Chalet Weekend	Dream Kitchen Makeover	Ford F-150 Raptor Giveaway
Harley-Davidson Street Glide Special	Omega Seamaster Diver 300M – Pick Your Number	Win a Lamborghini Huracán Tecnica	

50/50 Jackpot – 20 Tickets (Best Value)

50/50 Jackpot – 1 Ticket

50/50 Jackpot – 5 Tickets

Manual Orders

1. Enter the customer's name, phone and email, and an optional note.
2. Pick a raffle, then click a package to add it. Add more packages if needed.
3. Choose the payment method: Cash, Check (enter the check number) or Other.
4. If the raffle has gift tickets on, fill in the recipient.
5. Click **Place Order**. You will see "Order created" with a link to the order. Tickets continue the raffle's numbering.

IMPORTANT Manual orders follow the raffle's rules: a raffle that has ended, has not started, or is sold out is refused with a red "Order not created" message.

Random Tickets (reserve numbers)

For raffles using random ticket distribution, you can hold back numbers for an offline or manual draw. Reserved numbers are never sold online.

TOOLS
Random Ticket Reserve
 Pre-generate and reserve pools of random ticket numbers.

Reserve Tickets for a Manual Raffle when using Random Ticket Distribution.

CATEGORY NAME	EXPORT CSV	RELEASE ALL
Aspen Ski Chalet Weekend	Export Csv	Release all

ASPEN SKI CHALET WEEKEND: 5 RESERVED TICKETS

These numbers are held for your manual raffle and are never sold online. Click × to release a number back into the online pool.

5 × 23 × 88 × 158 × 176 ×

Enter the number of tickets you want to reserve and export:

Select Category: Aspen Ski Chalet Weekend

[Copy Random Tickets](#)

Random Tickets

1. Choose the raffle and enter how many numbers to reserve.
2. Click **Copy Random Tickets**. The reserved numbers appear as chips.
3. Click **Export CSV** to download them, × on a chip to release one number back to the online pool, or **Release all** to release every reserved number for that raffle.

Subscription Tickets

Sell raffle entries on a subscription (for example "1 entry every month") with WooCommerce Subscriptions. You can use a subscription product in the raffle category, or switch on a monthly plan for an ordinary ticket package with All Products for WooCommerce Subscriptions.

- The first payment issues tickets just like a normal order.
- Every renewal is a new paid entry, so it gets new ticket numbers, the next ones in the raffle. Earlier numbers stay valid, so a subscriber collects one more entry each month.
- Each renewal email (Processing or Completed renewal order) includes that renewal's ticket numbers.
- The subscription screen, in the admin and in the customer's account, lists the tickets from every paid order of that subscription.
- If a renewal comes in after the raffle has ended or sold out, no tickets are issued and the order gets a note. Before the next payment is taken, a subscription whose raffles have all ended or sold out is set to Expired, so the customer is not charged for entries that cannot exist.

This page lists active subscriptions for a chosen date. **Export Csv** downloads every ticket from those subscriptions, renewals included.

RAFFLES

Subscription Tickets

Tickets issued through active WooCommerce subscriptions.

Choose Active Subscription Date:

Active Subscriptions:

SUBSCRIPTION ID	ORDER ID	DATE	USER ID	USER NAME
4071	4070	2026-10-27	1	Mickey Mouse

Subscription Tickets

TIP To take subscriptions with Cash on Delivery or another manual payment method, switch on **Accept manual renewals** in WooCommerce → Settings → Subscriptions. Renewal orders then wait as Pending payment until you mark them paid, and tickets are issued at that moment.

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

Clear log

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

All

Tickets

Winners

Emails

Refunds

Settings

WHEN	TYPE	DETAILS	ORDER
Oct 27, 2026 17:01	EMAIL	Ticket email sent to customer for order #4269	#4269
Oct 27, 2026 17:01	TICKET	2 ticket(s) issued for order #4269	#4269
Oct 27, 2026 17:01	EMAIL	Ticket email sent to customer for order #4268	#4268
Oct 27, 2026 17:01	TICKET	5 ticket(s) issued for order #4268	#4268
Oct 27, 2026 17:01	EMAIL	Ticket email sent to customer for order #4267	#4267
Oct 27, 2026 17:01	TICKET	6 ticket(s) issued for order #4267	#4267
Oct 27, 2026 17:01	EMAIL	Ticket email sent to customer for order #4266	#4266
Oct 27, 2026 17:01	TICKET	1 ticket(s) issued for order #4266	#4266
Oct 27, 2026 14:41	EMAIL	Ticket email sent to customer for order #4141	#4141
Oct 27, 2026 14:41	TICKET	5 ticket(s) issued for order #4141	#4141
Oct 27, 2026 14:04	EMAIL	Ticket email sent to customer for order #4085	#4085
Oct 27, 2026 14:04	TICKET	6 ticket(s) issued for order #4085	#4085
Oct 27, 2026 14:03	EMAIL	Ticket email sent to customer for order #4084	#4084
Oct 27, 2026 14:03	TICKET	1 ticket(s) issued for order #4084	#4084
Oct 27, 2026 13:15	EMAIL	Ticket email sent to customer for order #4074	#4074
Oct 27, 2026 13:15	TICKET	1 ticket(s) issued for order #4074	#4074
Oct 27, 2026 13:05	TICKET	1 ticket(s) issued for order #4072	#4072
Oct 27, 2026 13:02	EMAIL	Ticket email sent to customer for order #4070	#4070
Oct 27, 2026 13:02	TICKET	1 ticket(s) issued for order #4070	#4070
Oct 27, 2026 12:14	EMAIL	Ticket email sent to customer for order #4065	#4065

Activity Log

Logs

A searchable technical log of ticket generation events.

TOOLS

Logs

Ticket number change history.

Raffle logs

Bulk actions

Apply

137 items

«

«

1

of 28

>

»

SEARCH

Search Log

☐ TYPE	LOG	CREATED
☐ TABLECHECK	rtg_tickets_winners OK. rtg_raffle_questions OK. rtg_random_tickets OK. rtg_random_tickets_csv OK. rtg_tickets_logs OK. rtg_checkout_questions OK.	2026-09-30 10:23:47
☐ TABLECHECK	rtg_tickets_winners OK. rtg_raffle_questions OK. rtg_random_tickets OK. rtg_random_tickets_csv OK. rtg_tickets_logs OK. rtg_checkout_questions OK.	2026-09-11 16:45:23
☐ TABLECHECK	rtg_tickets_winners OK. rtg_raffle_questions OK. rtg_random_tickets OK. rtg_random_tickets_csv OK. rtg_tickets_logs OK. rtg_checkout_questions OK.	2026-09-11 16:45:11

Bulk actions

Apply

137 items

«

«

1 of 28

>

»

Logs

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

ORDER ID	OLD TICKET	NEW TICKET	DATE
#3891	14880-00000	14880-00014	2024-10-02 10:42:09
#3829	14880-00000	14880-00021	2024-10-07 09:55:19
#2487	847	8500	2024-05-10 12:24:29
#2488	4138	5450	2024-05-10 12:24:29
#2489	5721	28847	2024-05-10 12:24:23
#2489	110	24899	2024-05-10 12:24:16
#2488	734	8120	2024-05-10 10:00:50
#2488	2049	4612	2024-05-10 10:00:47
#2487	8397	21414	2024-05-10 10:00:47
#2487	8397	2073	2024-05-10 10:00:11
#2489	311	14899	2024-05-10 10:00:09
#2488	29	21454	2024-05-10 10:00:06
#2488	1998	5331	2024-05-10 10:00:04
#2482	1441	22833	2024-05-10 10:00:01
#2495	4932	24245	2024-05-10 09:58:53
#2495	3804	12354	2024-05-10 09:58:50
#2488	4904	1910	2024-05-10 09:58:45
#2495	7722	14747	2024-05-10 09:58:43
#2491	5810	19979	2024-05-10 09:58:39
#2493	121	4842	2024-05-10 09:58:37
#2490	539	24224	2024-05-10 09:58:31
#2488	728	746	2024-05-10 09:58:18
#2488	414	13355	2024-05-10 09:58:06
#2482	171	593	2024-05-10 09:58:04
#2482	49	13609	2024-05-10 09:58:01
#2487	947	4749	2024-05-10 09:58:48
#2491	749	14754	2024-05-10 09:58:45
#2482	709	535	2024-05-10 09:58:42
#2482	7202	21390	2024-05-10 09:58:38
#2482	120	24659	2024-05-10 09:58:37
#2491	700	22735	2024-05-10 09:58:34
#2484	358	2440	2024-05-10 09:58:31
#2491	318	9273	2024-05-10 09:58:21
#2487	308	24356	2024-05-10 09:58:18
#2490	79	4349	2024-05-10 09:58:15
#2490	7410	3021	2024-05-10 09:58:10
#2490	290	14825	2024-05-10 09:58:53
#2490	1	1474	2024-05-10 09:58:51
#2484	809	4390	2024-05-10 09:58:46
#2489	188	19514	2024-05-10 09:58:44
#2488	108	13788	2024-05-10 09:58:42
#2488	379	2110	2024-05-10 09:48:48
#2484	833	11094	2024-05-10 09:42:51
#2484	7008	498	2024-05-10 09:42:48
#2487	947	1314	2024-05-10 09:42:46
#2475	2476-11	1305	2024-05-10 09:42:42
#2471	2471-19	6731	2024-05-10 09:42:38

Duplicate Checker

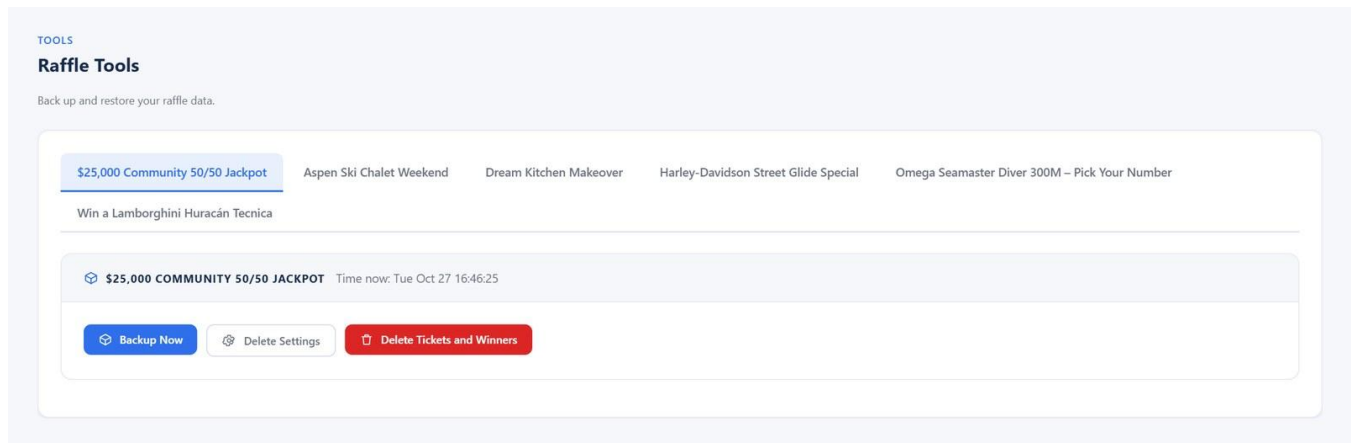
1. Choose the raffle and click **Check for duplicates**.
2. If duplicates are listed, click **Generate new ticket** next to the order that should get a new number. It receives the next unused number, the button shows it (for example **Fixed: 1042**), and the change is recorded in the **Generation log**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

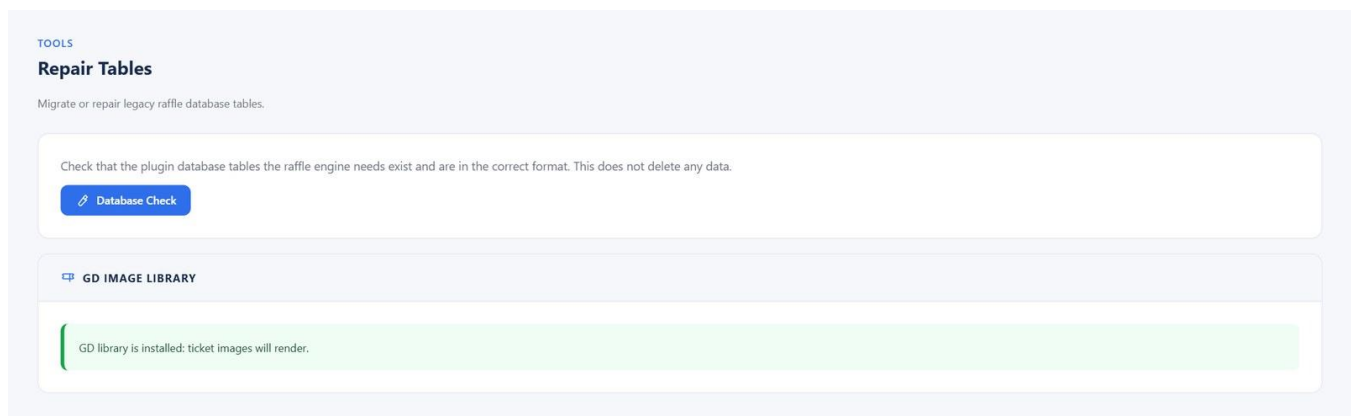
- **Backup Now** saves a snapshot of every ticket (and any winners) in that raffle. Each snapshot is listed with its date, with buttons to **Download Ticket Csv**, **Download Winner Csv**, **Restore** (puts the ticket numbers back on the same orders) or **Delete** the snapshot.
- **Delete Settings** 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.



Raffle Tools

Repair Tables

Database Check confirms that the database tables the plugin needs exist and are in the right format, and repairs them. It never deletes data. The page also shows whether the GD image library (needed for ticket images) is available on your server.



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.

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. 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

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 Platinum to receive automatic updates and support.

✓ Platinum license active

LICENSE KEY	pltextra-d6lad...
DETECTED TIER	Platinum
LAST VERIFIED	Oct 27, 2026 09:28

Deactivate license

Need your key?

Platinum keys contain PLT. 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 Platinum.

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

 Raffle settings

 View issued tickets

 Draw winners

 Activity log

 Repair tables

Help

Page 63 of 65

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.

Can an instant win be taken back?

No. Once a winning number has been issued the prize is locked and stays on the order, even if you edit the prize list later.