

WPRAFFLE

Raffle Ticket Generator Silver

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

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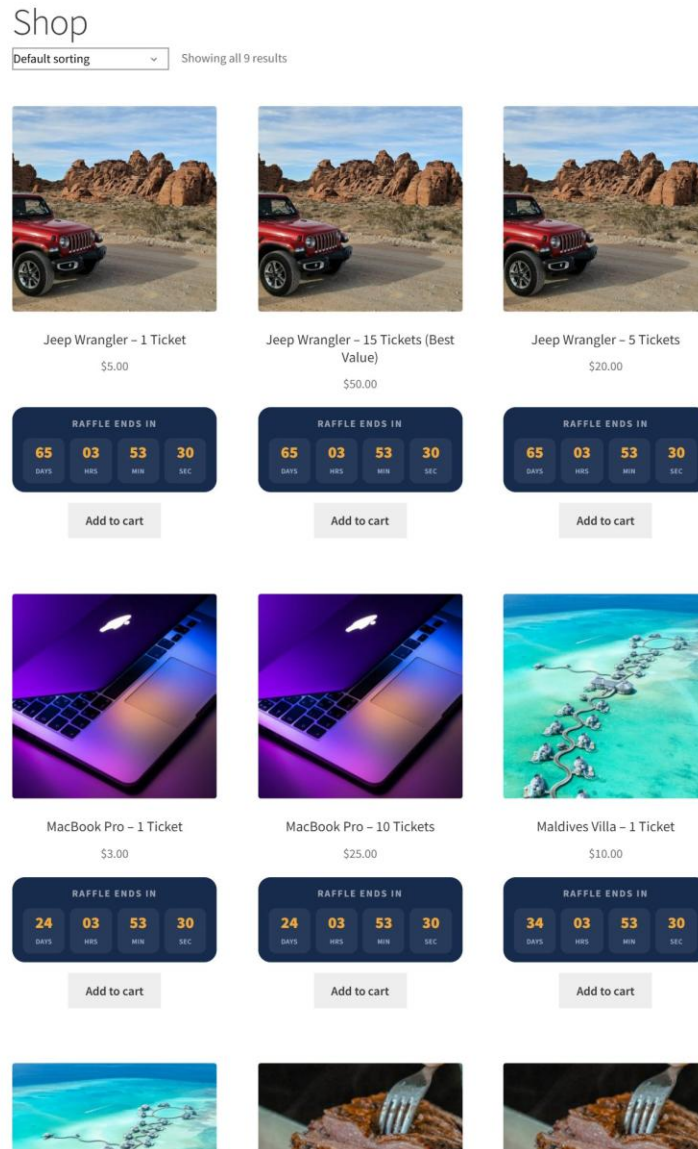
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Part 1 · How customers order

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**).



Jeep Wrangler – 5 Tickets

\$20.00

A 2026 Jeep Wrangler Rubicon 4xe in Firecracker Red, plug-in hybrid, 4x4. Draw on December 31, 2026.

RAFFLE ENDS IN

65
DAYS

05
HRS

37
MIN

13
SEC

1

Add to cart

Category: [Win a 2026 Jeep Wrangler Rubicon 4xe](#)

[Edit](#)

A raffle product page

3. Check out

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

	Product	Price	Quantity	Subtotal
	 Jeep Wrangler - 5 Tickets	\$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

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	
Email address *	
daisyduke@wpraffle.com	

Your order

Product	Subtotal
Jeep Wrangler - 5 Tickets × 1	\$20.00
Subtotal	\$20.00
Total	\$20.00

☒ Cash on delivery

Pay with cash upon delivery.

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](#).

Place order

Additional information

Order notes (optional)
Notes about your order, e.g. special notes for delivery.

Checkout

4. 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:	1446
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
Jeep Wrangler - 5 Tickets × 1	\$20.00
Subtotal:	\$20.00
Total:	\$20.00
Payment method:	Cash on delivery

Ticket Numbers - Win a 2026 Jeep Wrangler Rubicon 4xe

Win a 2026 Jeep Wrangler Rubic...
Daisy Duke
JEEP-104

TICKET
NUMBER

Win a 2026 Jeep Wrangler Rubic...
Daisy Duke
JEEP-105

TICKET
NUMBER

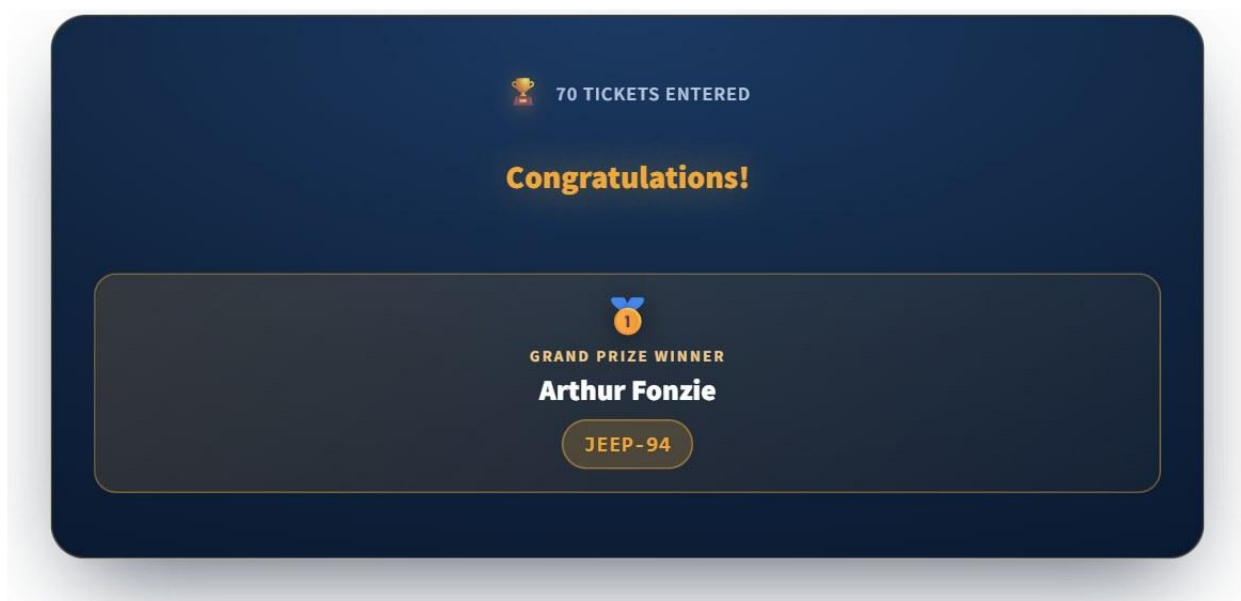
Win a 2026 Jeep Wrangler Rubic...
Daisy Duke
JEEP-106

TICKET
NUMBER

Order confirmation with ticket numbers

5. Watch the draw

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



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

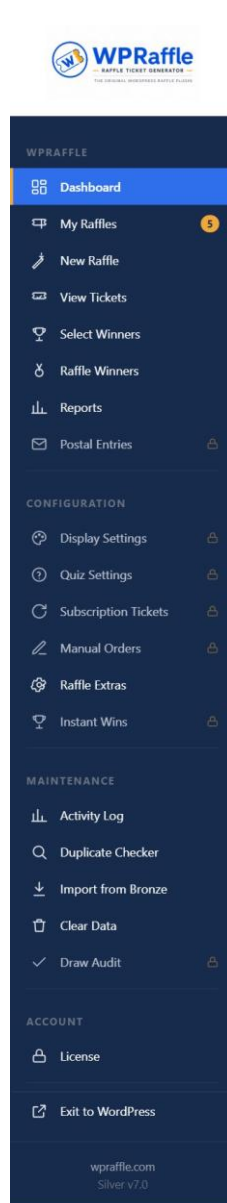
- Every ticket number, on the order it was sold with.
- Each raffle's settings: dates, ticket numbering, prefixes, display options, limits and caps.
- Recorded winners.
- New tickets continue after the highest number already used in each raffle, so no number is ever issued twice.

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 WPaffle menu

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



The WPaffle admin menu

TIP Items with a padlock (Postal Entries, Display Settings, Quiz Settings, Subscription Tickets, Manual Orders, Instant Wins and Draw Audit) are Gold or Platinum features. Clicking one shows what it does and how to upgrade.

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.

✓ Silver license active [Manage license →](#)

ACTIVE RAFFLES 4 of 5 total

TICKETS SOLD TODAY 243 today

REVENUE (7 DAYS) \$1,047.00 last 7 days

WINNERS DRAWN 7 all time

UNIQUE BUYERS 31 last 7 days

PENDING ORDERS 0 needs attention

Recent ticket orders Latest purchases across all raffles [View all](#)

User	Order Details	Tickets
Sam Malone	Maldives Overwater Villa for Two • #1485 • 2 hours ago	2 tickets
Kermit TheFrog	Win a 2026 Jeep Wrangler Rubicon 4xe • #1484 • 2 hours ago	5 tickets
Sheriff Andy	Apple MacBook Pro 16-inch M5 Max • #1483 • 2 hours ago	10 tickets
Arthur Fonzie	Maldives Overwater Villa for Two • #1482 • 2 hours ago	5 tickets
Daisy Duke	Win a 2026 Jeep Wrangler Rubicon 4xe • #1446 • 2 hours ago	5 tickets

Ending soon

- Apple MacBook Pro 16-inch M5 Max **3 weeks left** Nov 20, 2026
- Maldives Overwater Villa for Two **1 month left** Nov 30, 2026
- Win a 2026 Jeep Wrangler Rubicon 4xe **2 months left** Dec 31, 2026

Recent winners [View all](#)

- Arthur Fonzie
Win a 2026 Jeep Wrangler Rubicon 4xe • JEEP-94
- Canadian Mist
Apple MacBook Pro 16-inch M5 Max • MBP-11
- Sheldon Cooper
Maldives Overwater Villa for Two • VILLA-22
- Jack Daniels
Win a 2026 Jeep Wrangler Rubicon 4xe • JEEP-3

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.

The screenshot shows the 'My Raffles' dashboard under 'RAFFLE MANAGEMENT'. It features a progress bar with four steps: STEP 1 (Make a category), STEP 2 (Configure settings), STEP 3 (Add products), and STEP 4 (Test your raffle). Below the progress bar, there are four raffle cards and a button to 'Create new raffle category'. Each card displays a product image, the raffle name, its status (STARTED or ENDED), and the number of tickets sold.

Raffle Name	Status	Tickets Sold
Apple MacBook Pro 16-inch M5 Max	STARTED	59
Maldives Overwater Villa for Two	STARTED	35
Weber Summit Grill Bundle	ENDED	0
Win a 2026 Jeep Wrangler Rubicon 4xe	STARTED	113

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

The screenshot shows the 'Schedule' tab in the raffle settings for 'Win a 2026 Jeep Wrangler Rubicon 4xe'. It includes a 'Heads up' warning that changing settings after a raffle has started can affect existing tickets. The 'SCHEDULE' section contains two date pickers: 'Raffle start date' (set to YYYY-MM-DD HH:MM) and 'Raffle end date' (set to 2026-12-31 20:00). A 'Save raffle settings' button is at the bottom right.

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 2026 Jeep Wrangler Rubicon 4xe
All raffles

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

Schedule
Ticket numbers
Email
+ 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

JEEP-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

All raffles

Win a 2026 Jeep Wrangler Rubicon 4xe

Heads up

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

Schedule

Ticket numbers

Email

+ 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

On the ticket, show

☒ Raffle name

☒ Customer name

☐ Phone number

Ticket image

Choose a template

Upload image

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

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).

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 ^ v ▲

- General
- Inventory
- Shipping
- Linked Products
- Attributes
- Advanced
- Get more options
- Raffle

Number Of Raffle Tickets
This is not the total tickets for your raffle.

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)".

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

☒ I confirm I am 18 or over.

Raffle terms
text 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.

Save settings

GOLD EDITION

Limits, entry list, postal entry and bundles

Cap tickets per customer, publish a fair entry list, accept free postal entries and sell "buy 10, get 2 free" bundles.

Upgrade to unlock

PLATINUM EDITION

Instant wins and minimum sales

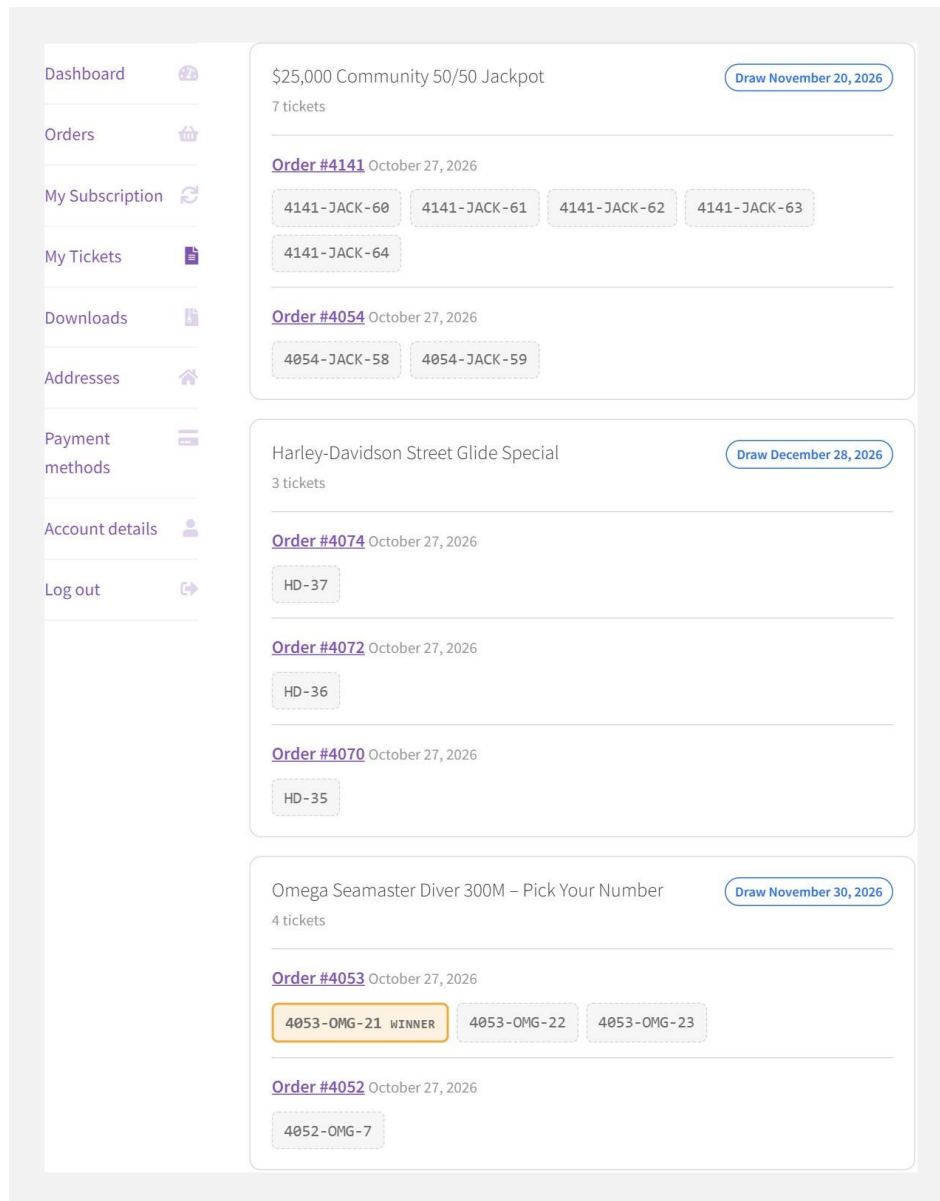
Hide prizes behind ticket numbers that win the moment they are bought, and extend or refund a raffle that misses its minimum sales.

Upgrade to unlock

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.

☒ Cash on delivery

Pay with cash upon delivery.

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](#).

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.

TIP Ticket limits per customer, a public entry list, free postal entry and bundle offers are part of Gold and Platinum. Instant wins and minimum sales are part of Platinum.

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.

Maldives Overwater Villa for Two

Win a 2026 Jeep Wrangler Rubicon 4xe

Apple MacBook Pro 16-inch M5 Max

Win a 2026 Jeep Wrangler Rubicon 4xe

Category ID: 74

113 tickets sold 17 orders placed

Start date

End date

Export CSV

Paper

Print style

Download PDF

ORDER ID	CUSTOMER	TICKETS	TICKET NUMBERS	ACTION
#1484	Kermit TheFrog	5	JEEP-109, JEEP-110, JEEP-111, JEEP-112, JEEP-113	View order
#1446	Daisy Duke	5	JEEP-104, JEEP-105, JEEP-106, JEEP-107, JEEP-108	View order
#1404	JR Ewing	5	JEEP-79, JEEP-80, JEEP-81, JEEP-82, JEEP-83	View order
#1402	Arthur Fonzie	5	JEEP-94, JEEP-95, JEEP-96, JEEP-97, JEEP-98	View order
#1399	Archie Bunker	15	JEEP-84, JEEP-85, JEEP-86, JEEP-87, JEEP-88 +10 more	View order
#1398	Mr Bean	1	JEEP-78	View order
#1396	Lucy Ricardo	5	JEEP-73, JEEP-74, JEEP-75, JEEP-76, JEEP-77	View order
#1395	James Kirk	2	JEEP-71, JEEP-72	View order
#1392	Dr Spock	15	JEEP-56, JEEP-57, JEEP-58, JEEP-59, JEEP-60 +10 more	View order
#1391	Walter White	5	JEEP-51, JEEP-52, JEEP-53, JEEP-54, JEEP-55	View order
#1390	Homer Simpson	1	JEEP-50	View order
#1387	Ketel One	10	JEEP-40, JEEP-41, JEEP-42, JEEP-43, JEEP-44 +5 more	View order
#1386	Captain Morgan	1	JEEP-39	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.

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

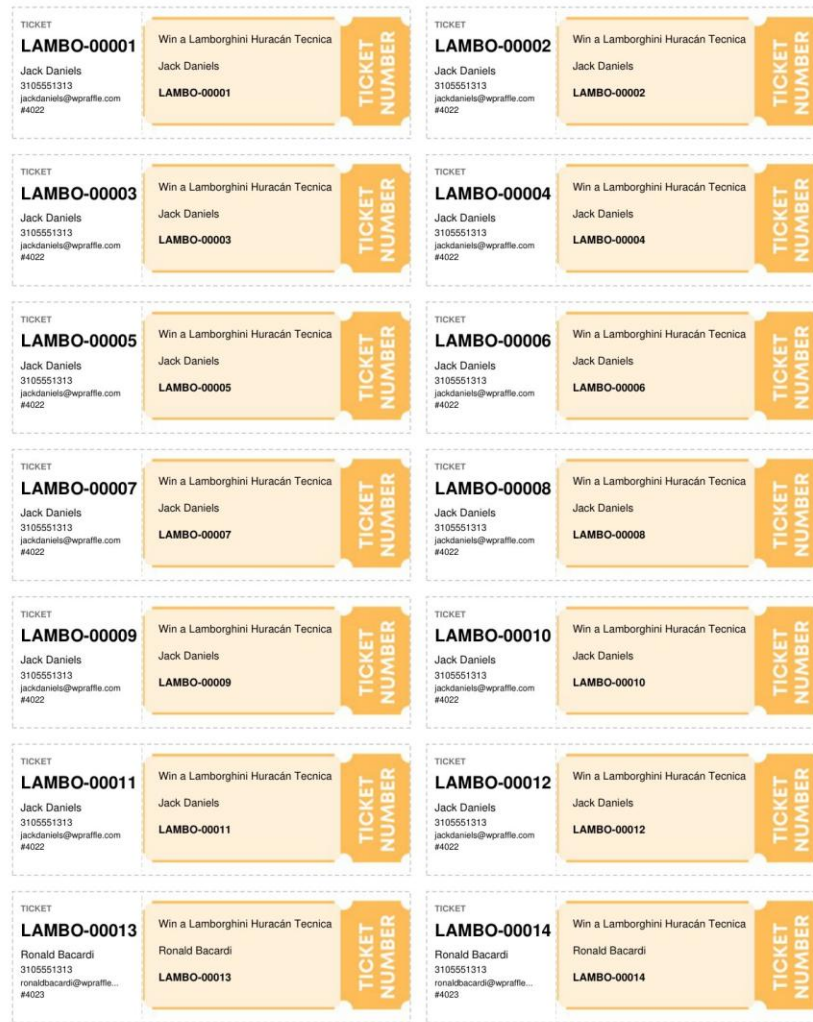
Tickets

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

REPORTING

Reports

Takings, tickets and buyers for every raffle.

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

REVENUE
\$1,047.00
after refunds, excluding tax

TICKETS SOLD
243

ORDERS
43

AVERAGE ORDER
\$24.35

Sales by raffle [Export CSV](#)

From To [Apply](#)

RAFFLE	ENDS	ORDERS	TICKETS	BUYERS	REVENUE
Weber Summit Grill Bundle	October 20, 2026	0	0	0	\$0.00
Apple MacBook Pro 16-inch M5 Max	November 20, 2026	9	59	9	\$152.00
Maldives Overwater Villa for Two	November 30, 2026	11	35	10	\$325.00
Win a 2026 Jeep Wrangler Rubicon 4xe	December 31, 2026	17	113	17	\$420.00

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.

TIP The Customers report and Ticket lookup are part of Gold and Platinum.

Select Winners (draw in the admin)

Draw winners privately from the admin.

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.

Maldives Overwater Villa for Two
30 eligible - 35 sold
[Draw →](#)

Win a 2026 Jeep Wrangler Rubicon 4xe
75 eligible - 113 sold
[Draw →](#)

Apple MacBook Pro 16-inch M5 Max
49 eligible - 59 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.

Maldives Overwater Villa
for Two

30 eligible - 35 sold

Draw →

Win a 2026 Jeep
Wrangler Rubicon 4xe

75 eligible - 113 sold

Draw →

Apple MacBook Pro 16-
inch M5 Max

49 eligible - 59 sold

Draw →

🏆 Draw winner: Win a 2026 Jeep Wrangler Rubicon 4xe

Winner selection

75 eligible tickets

Click draw to randomly select from 75 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.

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.

Arthur Fonzie
Win a 2026 Jeep Wrangler Rubicon 4xe
JEEP-94
WINNER

Email

Shortcode

Canadian Mist
Apple MacBook Pro 16-inch M5 Max
MBP-11
WINNER

Email

Shortcode

Sheldon Cooper
Maldives Overwater Villa for Two
VILLA-22
WINNER

Email

Shortcode

Jack Daniels
Win a 2026 Jeep Wrangler Rubicon 4xe
JEEP-3
WINNER

Email

Shortcode

Crown Royal
Win a 2026 Jeep Wrangler Rubicon 4xe
JEEP-32
WINNER

Email

Shortcode

Jose Cuervo
Win a 2026 Jeep Wrangler Rubicon 4xe
JEEP-23
WINNER

Email

Shortcode

Winner display shortcodes

Live drawing display for a raffle

```
[winnerpage catid="76" numberofwinners="1" time="20" textstart="And the winner is..." textend="Congratulations!"]
```

Copy

Live drawing within a date range

```
[winnerpagedaterange catid="76" 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 Arthur,

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

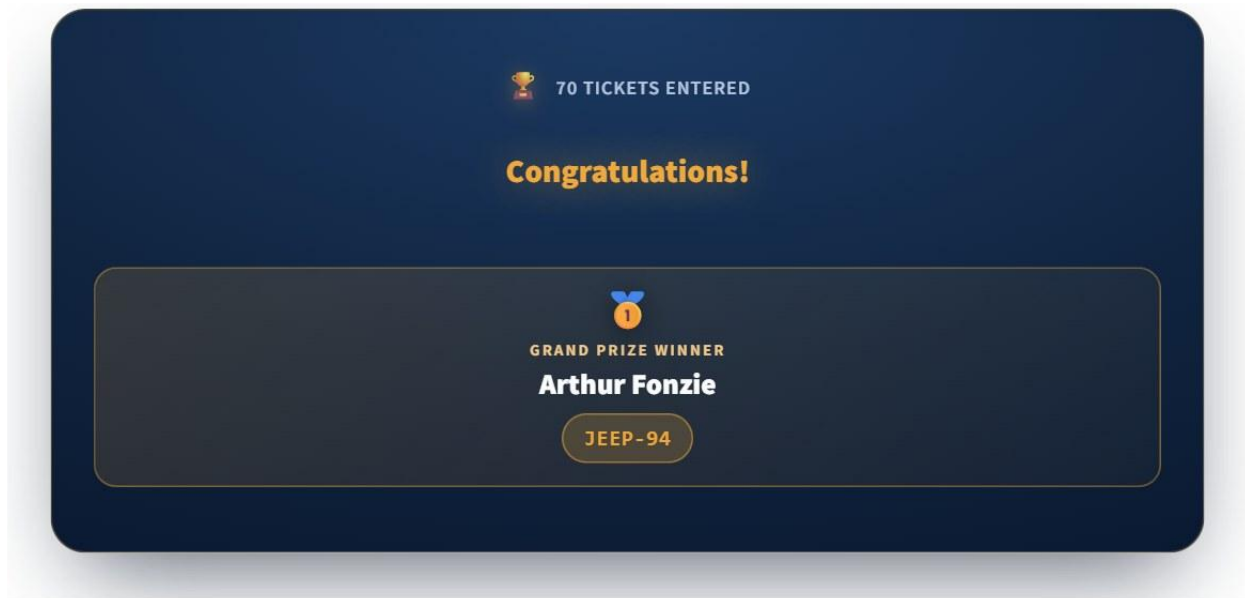
Thank you for supporting the raffle!

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).



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.

SHORTCODE	WHAT IT SHOWS
<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.

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.

[All](#)
[Tickets](#)
[Winners](#)
[Emails](#)
[Refunds](#)
[Settings](#)

Clear log

WHEN	TYPE	DETAILS	ORDER
Oct 27, 2026 15:29	EMAIL	Ticket email sent to customer for order #1485	#1485
Oct 27, 2026 15:29	TICKET	2 ticket(s) issued for order #1485	#1485
Oct 27, 2026 15:29	EMAIL	Ticket email sent to customer for order #1484	#1484
Oct 27, 2026 15:29	TICKET	5 ticket(s) issued for order #1484	#1484
Oct 27, 2026 15:29	EMAIL	Ticket email sent to customer for order #1483	#1483
Oct 27, 2026 15:29	TICKET	10 ticket(s) issued for order #1483	#1483
Oct 27, 2026 15:29	EMAIL	Ticket email sent to customer for order #1482	#1482
Oct 27, 2026 15:29	TICKET	5 ticket(s) issued for order #1482	#1482
Oct 27, 2026 14:39	EMAIL	Ticket email sent to customer for order #1446	#1446
Oct 27, 2026 14:39	TICKET	5 ticket(s) issued for order #1446	#1446
Oct 27, 2026 14:36	WINNER	Winner drawn: Arthur Fonzie, ticket JEEP-94 (Win a 2026 Jeep Wrangler Rubicon 4xe)	#1402
Oct 27, 2026 14:02	EMAIL	Ticket email sent to customer for order #1417	#1417
Oct 27, 2026 14:02	TICKET	10 ticket(s) issued for order #1417	#1417
Oct 27, 2026 14:02	EMAIL	Ticket email sent to customer for order #1416	#1416
Oct 27, 2026 14:02	TICKET	1 ticket(s) issued for order #1416	#1416
Oct 27, 2026 12:20	EMAIL	Ticket email sent to customer for order #1399	#1399
Oct 27, 2026 12:20	TICKET	15 ticket(s) issued for order #1399	#1399
Oct 27, 2026 12:20	EMAIL	Ticket email sent to customer for order #1404	#1404
Oct 27, 2026 12:20	TICKET	5 ticket(s) issued for order #1404	#1404
Oct 27, 2026 12:20	REFUND	15 ticket(s) recycled from refunded order #1399	#1399

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.

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 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 Silver to receive automatic updates and support.

✓ Silver license active

LICENSE KEY	slv-6f0acc52-d...
DETECTED TIER	Silver
LAST VERIFIED	Oct 27, 2026 09:29

Deactivate license

Need your key?

Silver keys contain SLV. 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**.

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.