

Designing ticket and voucher PDFs

The PDF editor for tickets, vouchers and invoices: default template per language, separate templates per offer, logo, banner on page 1 and 2, texts and preview.

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Where to find the editor

Menu **Booking system** → **PDF editor**. Administrators and managers may save, "Use default settings" is reserved for administrators.

The editor shows the document with sample data exactly as it will be printed later. You apply changes with **Save**; "Reset changes" only discards what has not been saved yet.

Document types

Type	Used for
Ticket	Every booking with a date. One separate ticket per participant, numbered "1/3", "2/3" ...
Voucher	Vouchers for a specific offer and percentage vouchers.
Value voucher	Vouchers with a fixed amount.
Invoice	Invoices to guests without a VAT ID.
Invoice with VAT ID	Invoices to companies with a VAT ID.

Default template and templates per offer

Every template applies to one document type **in one language**. For the ticket, you additionally choose at the top between **Default settings** and a specific offer, for the voucher a voucher template. Invoices only have the default template; the offer there only provides sample data.

This is how Unitlify decides which template applies when printing:

1. If the offer (or the voucher template) has its **own, saved** template in the guest's language, that one applies.
2. Otherwise the **default template of the same language** applies.
3. If that does not exist either, Unitlify prints a plain standard layout without banner and without your own texts.

Two rules follow from this:

- **Set up the default settings in every language** you sell in. A German default template does not help an English ticket. The language selection of the default settings offers German plus all languages in which one of your offers is translated.
- An offer only gets its own template once you **save** in its view. Merely opening and viewing changes nothing. At the top, the editor shows whether an offer uses the default settings or has its own template.

If an offer has its own template, changes to the default settings no longer affect it. With **Use default settings** you delete the offer's own template, after which the offer follows the default again.

Structure of the ticket

Page 1 contains as fixed elements: logo, banner, organiser, buyer, offer, date and time with arrival time, place, contact, purchase date, "Valid until", order number, barcode or QR code and a notice text.

Page 2 (can be switched off) contains: banner, venue, parking, public transport, map, important information, legal notice and ticket notice. The map only appears if the location has coordinates.

The contents such as address, directions and description come from the offer and the location, in the language of the ticket, otherwise in German. In the editor you design the frame: logo, banner, texts and whether page 2 is printed.

Logo

Upload your own logo or leave it empty, in which case the company logo from the company profile is used.

Banner on page 1 and page 2

The banner runs across the full width and is **80 pixels high**. Upload an image with **643 × 80 pixels** (JPEG, PNG or WebP), larger images are cropped to this height.

Page 1 and page 2 have **separate banners**. You can use the same image on both pages, different images, or a banner on only one page. Without an upload, the respective page remains without a banner.

Texts

- **Valid until:** label of the validity line.
- **Notice on page 1:** for example "Please be at the entrance 15 minutes before the start".
- **Legal notice** and **Ticket notice** on page 2.

Each text field allows up to 5000 characters; simple formatting such as bold and lists is printed. Font sizes are fixed so that all tickets look the same.

Vouchers

For voucher and value voucher you design the logo (otherwise the company logo), the **Title**, the text **How to redeem** and two legal texts on the left and right in the footer. Which template applies is decided by the type of voucher: fixed amount → value voucher, everything else → voucher.

Invoices

For invoices you design the **Payment text** and the **Footnote**. In the payment text, the placeholder `{date}` stands for the due date, for example "Payable by {date} without deduction". If you leave out the placeholder, no due date appears. Invoice templates are available in German, English, French, Spanish, Italian and Dutch.

Languages

The fixed labels on ticket and voucher (such as "Date", "Place", "Order number") are available in German, English and French. In other languages these labels are in German, but your own texts and the offer texts appear in the respective language.

Preview with real data

The editor works with sample data. You generate a PDF with the real data of an offer in the **product list**: open the PDF preview for the offer and choose the language. The languages offered are those for which a template is set up. This PDF is exactly what guests receive.

Troubleshooting checklist

- **English ticket without banner and texts**: there is no English default template. Set up and save the default settings in English.
- **A change to the default settings has no effect on an offer**: the offer has its own template. Click "Use default settings" or adjust the offer's template itself.
- **Banner cropped or distorted**: the image is not 643 × 80 pixels.
- **Banner only on page 1**: page 2 has its own banner field, upload it there as well.
- **No due date on the invoice**: the placeholder `{date}` is missing in the payment text.
- **"Use default settings" not possible**: administrators only.
- **Percentage voucher looks different than expected**: it uses the "Voucher" template, not "Value voucher".