



Improving your Online Ticketing

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Patron Recognition

Normal login

If you have used this system before please use this login area.

Customer No

Password

Login

First time login

Once you have registered with the Box Office you will need to enter your customer number and password below. You will be given an opportunity to change your password.

Customer No

Password

Login (first time)

Patron Recognition allows you to gather valuable information about your patrons, to extend your membership schemes to the web, to reward your most loyal patrons with discounts and the opportunity to buy tickets ahead of the general public.

The solution allows your online patrons to register, log on using secure credentials, maintain their account details, buy tickets for restricted onsales and avoids them entering their personal data each time they buy a ticket online.



Patron Recognition

Convenience for you and your patrons

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Patron Recognition allows your online patrons to register, log on using secure credentials, maintain their account details, buy tickets for restricted onsales and avoids them entering their personal data each time they buy a ticket online.

Features and Benefits

The online patron management solution Patron Recognition allows your online customers, who do not yet exist in your system, to create an account. This registration generates an equivalent patron record.

Existing patrons

Existing patrons will be able to log on using a combination of their account number and their password. Your customers have the ability to reset their own passwords. For security, before changing the password in the database, your customer will be asked some questions to verify their identity against held data for that patron (for example: postcode).

Required fields

Required fields can be enforced to ensure capture of valuable CRM data and complete masterfiles. Your customers will be required to create their own password and upon successful registration, an e-mail will be sent to your customer advising them of their logon credentials.

Normal login	
If you have used this system before, please use this login area.	
Customer No	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

[Forgotten your password?](#)

First time login	
Once you have registered with the Box Office you will need to enter your customer number and password below. You will be given an opportunity to change your password.	
Customer No	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login (first time only)"/>	

Only enter personal information once

After a successful logon, the patron can view their patron record which accurately reflects that stored in your ticketing system. Your patrons can manage their own personal information in the event of name, address or telephone number changes. These changes made to a patron's record are reflected in your ticketing system and in ProVenueOnline in real time and upon any subsequent logon by the patron.

Avoid redundancy

In the event of a ticket purchase via the patron management system, the ProVenueOnline payment page will be pre-populated with the patron's details, not including credit card data. Patron Recognition also ensures that there is no new masterfile created for each sale.

Restricted onsales

Patron Recognition allows you to sell events on-line, strictly to members only. You can even restrict the onsale to a specific type of membership (for example premium members). Where an event is not restricted to members, all patrons regardless of status are allowed to purchase tickets.

Any discounts associated with membership types and events will be reflected automatically when a member logs on and attempts to buy a ticket.

Language support

Patrons that will be given the opportunity to select their language from a drop-down of supported languages and will have the subsequent transaction pages presented to them in the appropriate language. Presently we support:

- German
- English
- Spanish
- French
- Dutch

Any other languages can be implemented as and when required.

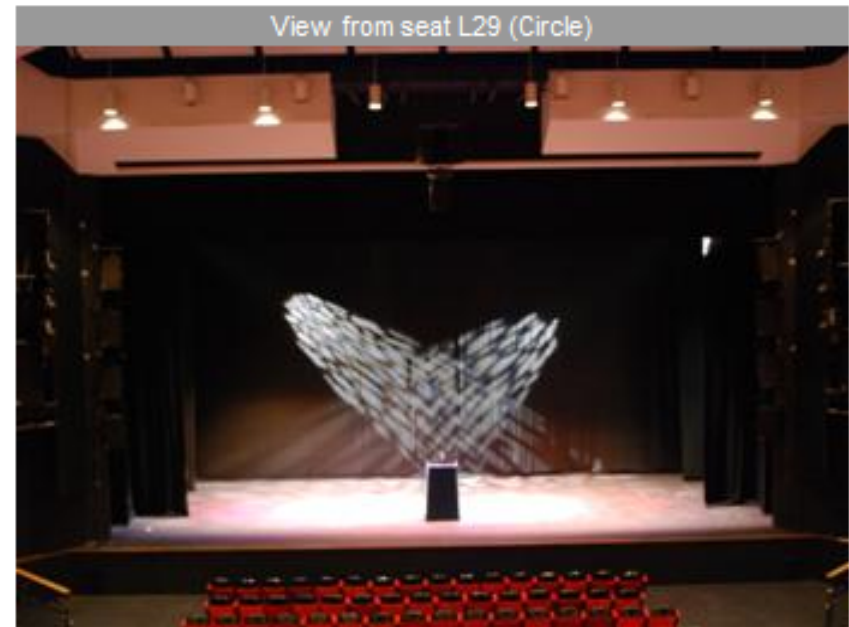
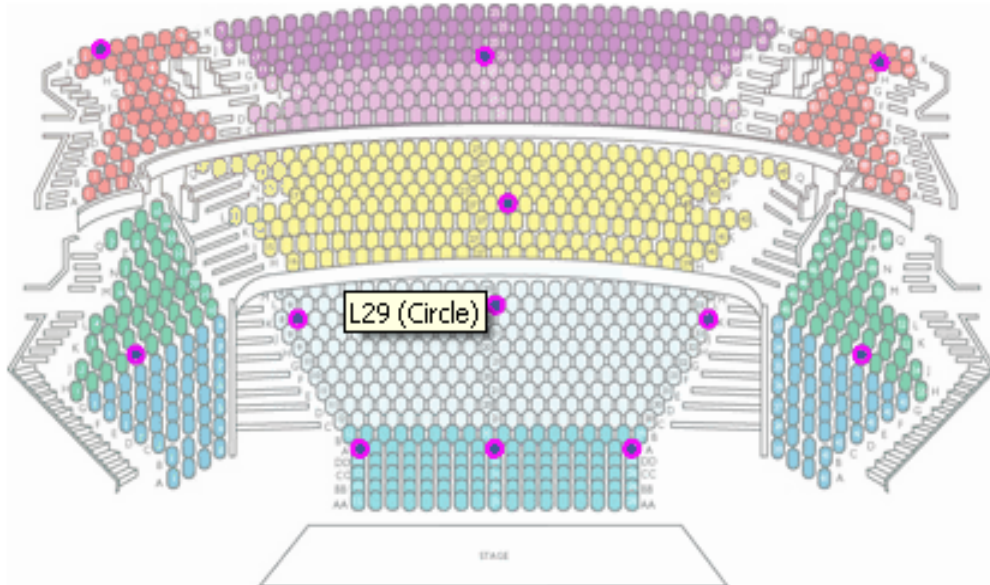
Patron Recognition

- Reward Loyal Patrons – discounts/priority booking
- Friends/Membership Schemes
- Manage Details
- Password Resets – email confirmations
- Daily Feed from Database
- No Duplications



View From Seat/Stage

Use the plan below to give you an idea of the view from your seat



[Example 1](#)

[Example 2](#)



Up-selling

Allows you to offer tickets for a second event once the customer has been assigned tickets for an event.

Uncle Vanya

Wednesday, 7/11/07, 8:00PM

Auditorium

Parnell Square, Dublin, Ireland

We have reserved these tickets for 15 minutes

Type	Our Ref	Row	Seat	Price
FULL		G	1	€30.00
FULL		G	2	€30.00

Transaction Fee: €3.00

SubTotal: €63.00

CONTINUE >>

Gate Theatre Car Park: €4.00 1

[Choose a Different Price Level](#)

Mack And Mabel

Tuesday, 19/5/09, 7:30PM
Conference MKB

We have reserved these tickets for 30 minutes

Type	Section	Row	Seat	Price	Fee	Total
CHILD	TIERED STALLS	N	16	€9.00	€0.50	€9.50
CHILD	TIERED STALLS	N	17	€9.00	€0.50	€9.50
Total				€18.00	€1.00	€19.00

SubTotal: £19.00

Continue >>

giftaid it

Please support the work of our theatre by selecting an amount to give below. By selecting this option you are agreeing that you are a UK tax payer and wish to make this donation with gift aid.

Donations - Gift Aid

Select a Price Level:

D - £22.00



Up-selling

- Donations – Gift Aided and Non Gift Aided
- Ticket Insurance
- Friends/Membership
- Interval Drinks
- Ice Creams
- Programmes
- Tapas/Champagne
- Restaurant Booking – Confirmation Page

Panto Eat! Drink! And Be Merry! Voucher



For customers wishing to pay for their panto goodies by credit card we are now running a voucher service enabling you to do so.

Vouchers can be bought in multiples of £5 from our Box Office and can be exchanged at our coffee shop, bar, kiosk, merchandise stand and sweetie stations throughout the foyer.

Order Voucher

Select a Price Level:

GA 600 - £5.00 ▼



Interactive Seat Map

Example 1

Example 2

Easy for customers to choose area

Improves the customer experience

Anvil Arts Box Office - 01256 844244

[What's On](#) | [Shopping Basket](#) | [Exit](#)

Buffy Sainte-Marie
Sunday, 24/1/10, 7:30PM
The Anvil
Basingstoke, RG21 7QR, Hampshire, United Kingdom

Please have your credit card and personal information ready to facilitate the checkout process and minimize the risk of order time out. Orders that time out are automatically cancelled. Should your order time out, you will lose any seats on offer.

Select a Price (all amounts in GBP)

Seats are allocated as next best available in the area you select
Please note that certain areas may not be on sale

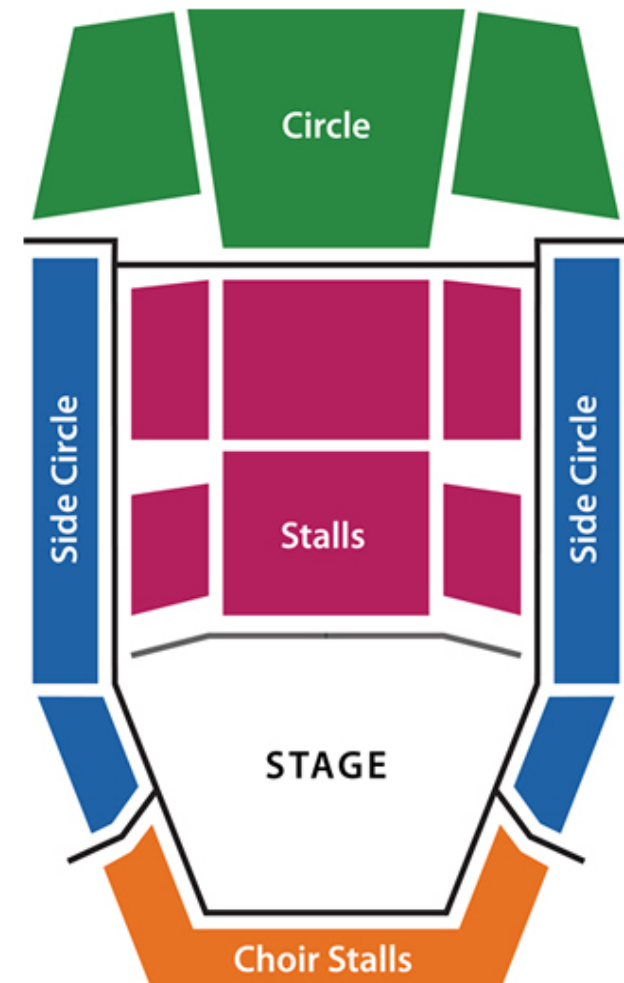
- | | |
|--|--------|
| <input type="radio"/> Very Front Stalls | £18.00 |
| <input type="radio"/> Front Stalls | £18.00 |
| <input type="radio"/> Main Stalls & Front Circle | £18.00 |
| <input type="radio"/> Main Side Stalls | £18.00 |
| <input type="radio"/> Mid Circle | £18.00 |
| <input type="radio"/> Very Rear Circle | £18.00 |
| <input type="radio"/> Main Side Circle | £18.00 |
| <input type="radio"/> Front Side Stalls | £18.00 |

Select Number of Tickets:

0

Please Note: After clicking 'Continue' a real-time connection is established to the box office ticketing system.

This may take a little while. Please be patient and



[Click here for View of Stage](#)

Membership sales

Databox – Sales and Renewals available

Query running in the background to turn ticket sales into proper memberships (lapsed & live)

PVM – Memberships available



Switching Online Fees

- From Global Collect to Comms XL
 - Money into your account/3 days
 - Your name on the customers statement
 - Save at least 20p per transaction
-
- What do you need do?
 - Ecommerce MID



Value Add

- Promotion/Offer Codes
- Min/Max Buyer Types – Family
- Price Area Description
- Venue ID's – GA Space
- Theatre Graphic Images
- Text Changes
- Additional Confirmation Emails
- Links to other offers
- Embedded Links – document available





Tickets@Home®

Stadsschouw
entreebewijs



PARELS
CONNY JANSSEN DANST
DONDERDAG, 31 08 20:15 UUR
STADSSCHOUWBURG AMSTERDAM
RIJ ZAAL 7
STOEL 0002

Internet Stadsschouwburg app

Offer your customers the convenience and security of printing real tickets from their home or office.



Tickets@Home®

Convenient, secure ticketing from home or office

Offer your customers the convenience and security of printing real tickets from their home or office. Tickets@Home® links to the ticket system to assign, generate and print a live ticket. Barcode technology makes each ticket uniquely identifiable and reduces fraud. Customers simply present their Tickets@Home® ticket for quick, easy entry into the venue.

Features and Benefits

Print at home or office

At your customers' convenience.

Customers can print from their home or office printer at their convenience. No waiting in line at the box office – customers with Tickets@Home® tickets can bypass will call.

Unique bar code identifier

Built-in security.

Barcodes on customer tickets are scanned for easy entry. Improve security and reduce fraud through a unique barcode printed on every Tickets@Home® ticket.

Expand your ticket delivery options

More flexibility.

Customers can choose the Tickets@Home® option when purchasing tickets online or from a Tickets.com call centre. (Requires ProVenue®)

Staffing resources

Better management of your box office staffing needs.

With shorter lines and less customer demand on your box office, you can staff more efficiently.





Tickets@Phone®

Offer your customers the convenience and security of printing real tickets from their home or office.



Tickets@Phone®

Your tickets are calling

Send paperless, barcoded tickets directly to your customers' mobile phones. Tickets@Phone are redeemed at your venue directly from their mobile phone display through the use of a bar code scanner.

Features and Benefits

Direct delivery

Customer convenience.

Sell tickets directly from your website for delivery to your customers' mobile phones.

Mobile phone scanning

Fast entry.

Scan the unique barcode on the mobile phone display at an access control scanner. The customer can go straight to the gate and present their Tickets@Phone® "ticket" for admission.

Increase revenue

Improve sales.

Sell tickets up to the last minute from your website. Extend the reach of your box office.

Digital tickets

Increase your efficiency; reduce operational costs.

Tickets@Phone® "tickets" are far less expensive than printing, handling, and mailing a paper ticket.

Built-in security

Reduce scalping.

Tickets@Phone® contains a unique, personally identifiable barcode that is unable to be transferred like a paper ticket.

Real time tracking

Improve marketing data.

Barcodes enable venues to track attendance automatically and in real time.

Ticket safeguard

Eliminate worry.

Since most carry their mobile phones all the time there is no way they can forget their tickets! If the customer accidentally deletes their ticket messages they can have them resent by texting a code back to the ticketing system.



Expand your reach by making tickets available for purchase through mobile devices. Now you can offer customers the ability to complete a ticket transaction from a mobile phone.

Mobilising your website – including event listings, venue information, and purchase process – offers your customers the ultimate convenience: the ability to buy your tickets anytime, anywhere!



Features and Benefits

Venue differentiation

First mover advantage.

ProVenueMobile is the first mobile technology in the ticketing industry to enable ticket buyers to search event listings and complete the purchase cycle from a mobile phone without needing to "click to call." Set your venue apart among competitors, making your venue more likely to book high demand events. Stay ahead of the mobile web market trend, and generate press coverage and public interest as a result.

Increase revenue

Improve sales.

Take advantage of the rapidly growing number of mobile devices worldwide and sell tickets up to the very last minute. Extend the reach of your box office and website into the mobile sales channel. Also mobilisation helps increase sponsorship opportunities.

Customer convenience

Freedom to buy tickets on the go.

Seamless compatibility with all manufacturers and models of Internet-enabled mobile phone and handheld devices means that customers can access your website to buy tickets anytime, anywhere. Customers will never miss an on-sale date or wait in long box office lines to purchase tickets again.

Quick deployment

Internal IT resources need not apply.

No web development or re-coding work needs to be done to your existing website. No application to download. No additional internal IT resources required to create, manage, or update the mobilised site. ProVenueMobile is easy to implement and will be completely transparent to site visitors.

ProVenueMobile™

Enable your customers to buy tickets anytime, anywhere Fundraising made

Expand your reach by making tickets available for purchase through mobile devices. Now you can offer customers the ability to complete a ticket transaction from a mobile phone. Customers are no longer limited by time or place. Mobilising your website – including event listings, venue information, and purchase process – offers your customers the ultimate convenience: the ability to buy your tickets anytime, anywhere!

Secure mobile transactions

Protected ticket buying with real-time tracking.

Built-in measures ensure the integrity and security of your mobile website so your customers can enter payment information with confidence. Mobile transactions are conducted real time via your Tickets.com ticketing system so reporting and ticket inventory display up-to-date numbers.

Ticket-buying from start to finish (Requires Tickets@Phone®)

Purchase and get tickets at the same time.

Enable customers to both purchase and digitally receive tickets entirely on their mobile phones for a seamless, full-circle ticket buying experience. This is the ultimate in convenience and instant ticket gratification for your customers.

Ticket safeguard (Requires Tickets@Phone®)

Eliminate worry.

Minimise or eliminate the risk of lost or misplaced tickets with ProVenueMobile and Tickets@Phone. Since most people carry their mobile phones all the time, there is no way they can forget their tickets! If customers accidentally delete their ticket messages, they can have them resent by texting a code back to the ticketing system.

Thanks for listening and any questions?

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