



Join the digital ticketing e-revolution!

ProTicket represents an industry-leading leap in Box Office ticketing technology and service. Utilizing off-the-shelf PCs and printers, TicketReturn™ eliminates the need for proprietary hardware, customized workstation software and closed-system networks. From Box Office upgrades to startup installations, there is no simpler, more cost-effective solution to today's increasing demand for advanced ticketing services.

Box Office Management with Integrated Online Sales

TicketReturn™ delivers turnkey management solutions with bundled annual software licensing for POS ticketing and customer account management services, detail and custom reporting, email customer interfaces, patron management and advanced database marketing services. All systems include real-time integration with TicketReturn™ Web hosting for online ticket sales, online customer account management and integration with existing customer Web sites. Three-year and five-year contract terms are available.

- ✓ Unlimited user site licensing includes free annual software upgrades.
- ✓ No up-charges for increased ticketing volumes or customer data storage.
- ✓ No proprietary hardware required for Box Office operations.
- ✓ Simple plug & play intranet and Internet networking.
- ✓ Standard PC configurations supported for Windows 2000 and higher.
- ✓ Thin-client public and private browser-based user interfaces.
- ✓ No proprietary workstation software to install or support.
- ✓ POS cash drawers, receipt printers and credit card readers supported.
- ✓ Integrated TCP/IP credit card approval and processing.
- ✓ Supports leading thermal ticket stock and network printers.
- ✓ No inventory set-asides required for online ticketing.
- ✓ On-site Box Office intranet keeps customer records secure.
- ✓ Graphical user interface with online help makes sales training swift and easy.

Online Customer Services that Promote Your Web Investment

TicketReturn™ offers the lowest online transaction fees in the industry today, with revenue-sharing options for all clients, regardless of sales volume. Fans appreciate the economy and convenience of one-click access to online ticketing from team Web sites with account services that they control.

- ✓ Ticketing services linked to client Web page(s) increase fan traffic and site loyalty.
- ✓ Online customer accounts created for all Box Office and Internet ticket purchasers. Ticket manager controls account activation.
- ✓ Customer account information (i.e., addresses, phone numbers, email addresses, etc.) may be updated online or at the Box Office.
- ✓ Ticket purchases available for Will Call pickup.
- ✓ Box Office fulfillment services for ticket deliveries to fans.



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Box Office Networking that Makes Sense

- T**icketReturn™ software may be installed on existing network server(s), or a new server may be added to administrative networks for dedicated support of ticketing operations.
- ✓ TicketReturn™ will survey pre-existing network servers to determine if upgrades are recommended. Box Office ticketing servers require site licenses for Microsoft Windows 2000 or 2003 Server OS and Microsoft SQL 2000 or 2003 Server. Firewall protection must be included. Uninterruptible Power Source (UPS) and tape backup are recommended.
 - ✓ TicketReturn™ rents, supports and administers complete server packages with all required software site licenses, supporting hardware, tape backup and firewall protection in high-performance RAID configurations.
 - ✓ TicketReturn™ is compatible with leading thermal ticket stock printers and standard network printers. TicketReturn™ offers PC, POS and printer equipment rentals with extended warranty support. Custom quotes offered in 3-year rental terms.

Budget-Friendly Installation Service Options

- T**icketReturn™ offers cost-saving remote installation and configuration options coordinated with client-side IT personnel, as well as complete on-site installation services.
- ✓ TicketReturn™ can eliminate travel expenses associated with traditional installation service through its exclusive automated remote software download and configuration process, which includes off-site customer database conversions, seating manifest setup, event schedule setup, ticket pricing setup and testing of all TicketReturn™ software. Clients provide in-house or outsourced Microsoft certified network specialists to assist in the installation process.
 - ✓ TicketReturn™ network specialists will travel to the client location and install, configure and test all systems on site.

Budget-Saver Interactive Training Options

- T**icketReturn™ offers personalized remote training via online interactive instructional sessions, as well as on-site training at customer Box Offices and venues.
- ✓ No charge for remote interactive training via Webex for first 90 days following initial installation.
 - ✓ On-site training for Box Office and outlet ticketing staff in classroom or one-on-one working sessions.