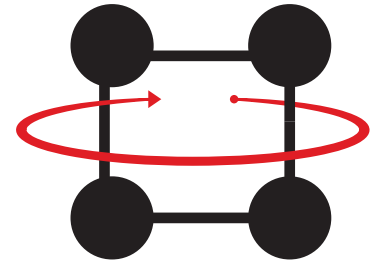


SELL TICKETS
ONLINE
24/7

- FULLY CUSTOMIZABLE PRIVATE LABEL WEBPAGES
- BUILD CUSTOMER LOYALTY

CREATE MORE
OPPORTUNITIES
TO SELL MORE
TICKETS

- BOX OFFICE
- YOUR WEBSITE
- THIRD PARTY AGENCY PARTNERS



OPEN ARCHITECTURE
PROVIDES A

**360°
VIEW**

SEAMLESSLY INTEGRATE
TICKETS.COM PRODUCTS
AND SERVICES, AS
WELL AS THIRD PARTY
APPLICATIONS



TRACK AND UPDATE ALL
INTERACTIONS WITH
YOUR CUSTOMERS



INTERACTIVE
SEAT MAPS

CREATE TARGETED
MARKETING
CAMPAIGNS

BY ANALYZING TRENDS
AND DEVELOPING
METRICS



OFFER CUSTOMER
UPSELLS,
CROSS-SELLS AND
PATRON-SPECIFIC
OFFERS



DELIVER A
BETTER
CUSTOMER
EXPERIENCE

MANAGE BOX OFFICE
EFFICIENTLY
AND COST EFFECTIVELY



USER-FRIENDLY
INTERFACE

TRAINING YOUR STAFF
WILL BE QUICK
AND EASY

LEARN MORE AND SIGN UP TODAY!

COMPANY OVERVIEW

Tickets.com is a privately held subsidiary of MLB Advanced Media, LP, the interactive media and internet division of Major League Baseball.

We specialize in customizable ticketing solutions through our ProVenue® product line. ProVenue and ProVenueOnline® not only provides industry-leading technology, but also enables venues to capture, retrieve and own their customer data. This unrestricted access to sales information, coupled with the ability to sell tickets to consumers under their own brands, gives Tickets.com clients a 360 degree view of buying habits and preferences, which helps improve marketing strategies and build long-term relationships with their customers.

Learn more about our new technology and innovative products to become part of the **ticketing technology revolution that's disrupting this industry.**



INVENTORY MANAGEMENT/ DATABASE DESIGN

Complete control in one place. All inventory is controlled through one application: ProVenue. No need to worry about administering two systems or about managing single, group, or package sales in other systems or even manually allocating tickets to integrators. Allocate more seats in ProVenue to 'Open' or the hold code of your choice and the change is immediately reflected across all channels: box office, Internet, IVR, and call center for all sale types. This unified view of inventory produces up-to-date reports in real time that are accurate and actionable, giving you the information you need to maximize sales. Designed to manage high demand environments, our single inventory management engine can sustain volumes measuring in thousands of transactions per minute.



THE BOX OFFICE 'OUT OF THE BOX'

On the go? So are we. Our browser-based, hosted web applications can go with you anywhere. Need a box office remotely, we can provide it. Access ProVenue anywhere there is an Internet connection.



ONLINE INTERACTIVE SEAT MAPS

The critics and 3rd party independent researchers agree; our maps are preferred!

Your sales will prove it too when your conversion rate climbs because our intuitive design decreases abandonment and increases checkouts. Embed high-resolution foreground and background images to style your maps - limited only by your imagination.



SECONDARY MARKET RESALES/ STUBHUB INTEGRATION

Tickets.com was the first company to build a secondary market platform with complete integration with primary market inventory. We call it Replay. Today, we offer Replay as our native/homegrown secondary market as well as a direct, deep integration with StubHub. ProVenue was built from its inception with the secondary market in mind.



WHITE LABEL SOLUTION

Our business model enables clients to sell tickets highlighting their brand, not ours. Your patrons interact directly with your brand throughout the entire purchase experience.

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OPEN ARCHITECTURE

Have a partner that you love? Need to get them data? Need them integrated into the ticketing system in real time? We have you covered. Our Registered Developer Program allows any 3rd party solution to seamlessly integrate with our system. The program mentors and supports various technology partners and their solutions today through our open and extensible technology platform: our REST-based DirectConnect APIs, real time Java Messaging Service (JMS), and Database Replication.

ADVANCED REPORTING TECHNOLOGIES

Reporting in ProVenue is powerful and highly flexible. Currently there are over 180 canned reports in ProVenue for all your reporting needs. Formatted native reports output to PDF files. The counterpart exports use CSV format.

The ProVenue Reporting Portal is our standalone, browser-based reporting interface available out on the open web. It offers a number of extended options including dashboards, report scheduling and emailing, Ad Hoc domains to create custom reports, and output options such as PDF, XLS, XLSX, CSV, and embedded HTML (for reports delivered by email).

CLASSES AND GROUPINGS FOR REPORTING

Tickets.com understands that reporting is vital to any business. That's why in ProVenue, reporting is not an afterthought. Users want to access accurate data and only the data that they want. ProVenue supports numerous optional classifications and report groupings, making it easy for different types of users in the organization to run or write reports for exactly the data they want. Maintaining reporting groups obviates the need to update report parameters every time new data points are built.

BUILT WITHOUT LIMITS

You already know with ProVenue your inventory is in one place. What about all your venues? Organizations? ProVenue supports multiple organizations via a multi-tenant design. Share data across organizations or lock it down. Our granular set of permissions gives you the flexibility that you need.

Additionally, our platform has no virtual limit on the number of venues, hold codes, events, packages, buyer types, price scales, prices, and service charges that can be set in service of a single organization or multiple organizations.

ACCESSIBILITY/ ADA

Give your patrons the option to purchase accessible seats online in real time.

EMAIL CONFIRMATION FOR BOX OFFICE/INTERNAL SALES

An open rate through the roof! While Tickets.com has long provided email confirmations for all online activities and purchases, ProVenue now supports an email confirmation directly from the box office. With advanced styling options, take the opportunity to market an upcoming event or highlight your brand.

ONLINE/TARGETED PROMOTIONS

Reward your most loyal patrons! Set up promotions to incentivize or reward your most prized customer-base by giving them online access to special pre-sales, VIP seating areas, and/or targeted discounts. All within your control. Hassle free. Fully Integrated.

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ITEMIZATION OF PAYMENTS

We track how every penny from every payment is allocated, even through multiple returns, refunds, or exchanges. This makes financial reporting extremely flexible and precise.



BUYER TYPE QUANTITY RELATIONSHIPS AKA BOGO

Buy One, Get One Free...or Half Off. You decide! ProVenue's flexibility gives the box office the freedom to create simple or complex relationships between buyer types. Buy 1 Adult, Get One Child Free. Buy 2 Adults, Get ½ Off Senior Ticket. Available online and in the box office.



EXTENDED SEAT DEFINITIONS

Obstructed View Seat. Aisle Seat. Accessible Seat. Display descriptions, filter availability, print special messages on tickets, and more, all by associating user-definable Extended Seat Definitions (ESD) to any number of seats.



TRANSACTION/ORDER/ DELIVERY FLEXIBILITY

ProVenue records every transaction and provides a view of each order regardless of whether the order contained a single event, a package(s), or group tickets, thus providing the ability to service any part of the order. Seats can be added to an existing order in subsequent transactions. Select a different delivery option for each ticket during the initial transaction or after, by modifying the deliveries on the order.



TRAINING

We understand that your time is valuable. This is why we've developed an intuitive web based interface to make training as convenient as possible at a low cost. In fact, a box office seller can be ready to sell in 30 minutes or less.



DIGITAL TICKETING/ DIGITAL ACCESS CARD

We've got you covered. The ProVenue platform offers powerful and flexible digital ticket options. Whether through Tickets@Home®, self-service printing, Apple Passbook (Not to brag but we were first yet again; this time with the launch of Apple Passbook) or a digital representation of a ticket on a mobile device, patrons can choose to enter your venue with their preferred option.

Even more speed! Our digital access card allows for a single barcode scan to enable a patron and all members of their party to enter the venue.

Ticket-forwarding offers ticket management tools for patrons to seamlessly and effortlessly distribute tickets to their friends and family. Organizations are learning more about their attendees and in turn, marketing to individuals previously unknown. What does that mean? More revenue. Digital Ticketing = increased sales.

PROVENUEFORCE™

Tickets.com and Salesforce® jointly debuted ProVenueForce, a near-real time integration between the ProVenue ticketing software and the Salesforce CRM platform sales lead automation. ProVenueForce users can access a ProVenue account and order data as well as sell tickets all without leaving the Salesforce portal.

JOIN THE TICKETING TECHNOLOGY REVOLUTION

AND GIVE YOUR PATRONS THE OPPORTUNITY TO EXPERIENCE MORE!

Contact: sales@tickets.com

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