MyTickets™

Patrons manage their tickets online

Put the power in your patrons' hands. **Managing inventory has never been easier!** Patrons are able to print tickets, give them as a donation, forward tickets to a friend, or resell their seats all from their computer or mobile device.

Here's how it works:

1. SELECT AN ACTION

Patron logs into MyTickets and selects the appropriate action for making a change to their ticket inventory

2. SELECT EVENTS AND SEATS

User selects and confirms the seats they want to resell, exchange, forward, donate or resell

3. PROCEED

MyTickets processes the change. If a seat is resold, additional revenue is provided by associated service charges

MYTICKETS MOBILE

Our mobile interface never lets a ticket go unused! Patrons can forward and retract unused tickets to friends, family, and colleagues up to the very last minute before the event, all on their mobile device. The layout is so simple, patrons can easily manage their inventory on the go with functionality similar to the desktop version.

BENEFITS

FOR THE VENUE

- Go green! Tickets can be forwarded digitally
- Secondary market sales automatically capture the buyer's data allowing you to build your marketing database
- Ticket sellers spend less time managing patron orders, allowing them to focus on new ticket sales
- Capture financial and attending patron data to allow pre-marketing efforts

FOR THE PATRON

- Simple interface shows patrons all tickets in their account, tickets valid for admission, forwarded tickets, and tickets sold or pending re-sale
- Secure, password protected, online environment
- Customers are notified 24 hours in advance of their event if their tickets are unsold, enabling them to forward, exchange, or donate tickets

---

TICKET FORWARDING

Patrons can digitally send tickets and parking passes to friends, family, and colleagues. If a friend can't attend an event at the last minute, the original ticket holder is able to recall the ticket to keep it for themselves, or send it to an another friend. The entire movement of a ticket is tracked, audited, and visible within the ProVenue system.

EXCHANGE

If a patron wants to exchange their ticket for another date or event, we make it simple for them without any additional work for you or your employees.

RESALE/REPLAY™

Venues can allow ticket seller permissions for buyer type, ticket print status, unprinted tickets, and unpaid tickets so ticket holders never undercut the box office. Your patrons no longer have to worry about uploading barcodes or mailing tickets; our system sends them digitally with the click of a button. When a resale occurs, the original ticket holder receives an account credit to be used toward additional tickets or payments, encouraging future business!

DONATIONS

Allow patrons to donate tickets to their charity of choice. An easy process of selecting the tickets, the destination, and a confirmation page digitally sends tickets as a donation.

TARGETED PROMOTIONS

Under the "Special Offers" tab in MyTickets, venues have the flexibility to promote their inventory. Special Offers can be sent to specific patrons whose ProVenue accounts match a certain buyer type or criteria chosen by you, the venue. Your staff will now save time as they no longer have to individually service patrons for exclusive offers. Corporate clickable logos can be featured on this page to promote sponsors, or display business logos that coincide with the ticket holder's account.

RENEWALS

We know that your patrons want to renew their ticket packages. Save time by allowing season and partial ticket holders to renew packages directly from their MyTickets account. Renewal deadlines are clearly displayed, and you control the payment plans offered. You decide whether or not to display the option of automatic versus manual future payments, and a digital wallet can store previously used cards for a faster checkout process.