

## FREQUENTLY ASKED QUESTIONS

Here's a quick guide to some of the most commonly asked about issues...

### **HOW DOES IT WORK?**

We link a page to your web site so the customer still sees your graphics and form, but is purchasing through etix.com, our partner. We handle the transactions so you don't have to worry about merchant accounts and security. We do that for you.

### **HOW MUCH DOES IT COST?**

There is no cost to you. We earn money by charging each customer a convenience fee for shopping online.

### **HOW MUCH DO YOU CHARGE OUR CUSTOMER?**

Your customers pay \$1.00 per ticket plus 12.2% of the ticket's face value. This price also covers all credit card processing fees.

### **WHEN CAN I GET UP AND RUNNING?**

Once we have all of your shows, dates, times, prices, etc., we can normally have the link to your site ready within 2 weeks.

### **HOW DO I GET PAID?**

We will pay you on a weekly basis, after the event has taken place, by check or via wire transfer to your bank.

### **HOW DO WE KNOW HOW MANY TICKETS ARE PURCHASED?**

We will provide you with 24/7 online access to your account to see exactly how many tickets have been purchased, for what performances and to whom. Our system provides a full suite of real time reports to monitor your account and performances.

### **HOW ARE TICKETS PROVIDED TO MY CUSTOMERS?**

We offer 4 options of delivery: will call, mail, print at home or print at box office.

### **ARE AT HOME TICKETS SECURE?**

The PDF of each ticket will have a bar code and ID number. You can print a guest list for free or rent/buy a bar code scanner.

### **WHAT IF MY TICKETS ARE FREE?**

You can assign a membership number and designate how many tickets are available per show.

### **WHAT ABOUT UPSELLING?**

You can upsell flowers or videos, etc. as packages.

### **WHAT IS THE FEE ON THE MERCHANDISE?**

12.2% of the cost (package price).



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**CALL OR E-MAIL FOR A LIVE DEMO!**  
877-426-5754 or [demo@tickeroo.com](mailto:demo@tickeroo.com)