



TicketSpice Decision Guide

**Answering The Important Questions
Your Team Will Have About TicketSpice**

A collage of images. On the left, a wide-angle shot of a crowded outdoor event with many people, white tents, and colorful triangular bunting hanging between trees. On the right, a close-up view from inside a vehicle looking out at the same event. Below these, a computer monitor displays a ticketing website for "JJ's Farm County Fair" in Pawnee, Indiana, scheduled for October 12-18. The website shows ticket options: One-Day Pass (\$75 + \$5 fee), Weekend Pass (\$125 + \$10 fee), and Full Week Pass (\$450 + \$15 fee).

JJ's Farm

Pawnee, Indiana

COUNTY FAIR

Oct 12 - 18

Tickets	Price	Fee
One-Day Pass	\$75	\$5
Weekend Pass	\$125	\$10
Full Week Pass	\$450	\$15

A NOTE FROM OUR FOUNDERS

Choosing a new ticketing platform is a big decision. Whether you're a well established event or brand new, the switch can be overwhelming, confusing, and time consuming.

Our goal is to be your guide as you navigate this decision process.

Regardless if you end up choosing TicketSpice or not, we are committed to helping you find the right platform.

Since 2008, we've helped thousands of events scale their businesses with robust ticketing pages, full service support, and winning ticket sales strategies. **As a modern online ticketing software, TicketSpice will help you increase revenue, save time, and elevate your visitor experience.**

If you'd like to coordinate a meeting with us or anyone on our team to dive deeper, don't hesitate to reach out. We'll share with full transparency the features, options, and pricing for TicketSpice. No pushy sales tactics, no gimmicks, no shenanigans.

We are on your team to help you host your most successful event ever.

Eric Knopf & John Russell
Co-Founders of TicketSpice



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8 Things Key Decision Makers Will Want to Know About TicketSpice

Everything your decision makers need to know about pricing, setup, requirements, benefits, privacy, and more.

We know your senior team is important in the decision making process. Here are the most common questions your senior team will ask.

1 — What are the software pricing and card processing rates?

[TicketSpice pricing is simple and straightforward.](#) You can expect \$0.99 per ticket plus standard credit card fees. If you have comps, or free attendees through discounts or coupon codes, there is no fee for those orders.

If you are processing payments, our standard payment processor is called Webconnex Payments. The pricing to accept all major credit/debit cards (Visa, Mastercard, Amex, Discover) is 2.9% + \$0.30 with no other fees.

We are also [compatible with traditional payment gateways](#) such as Authorize.net, NMI, WorldPay, and Stripe. But there is a 1% fee for payment gateways outside of the network of preferred partners. In most cases, we can transfer your existing payment gateway into our preferred processing network for no additional fee. [Please contact us](#) for more specifics if you are bringing your own payment processor.



2 — What is required to get started?

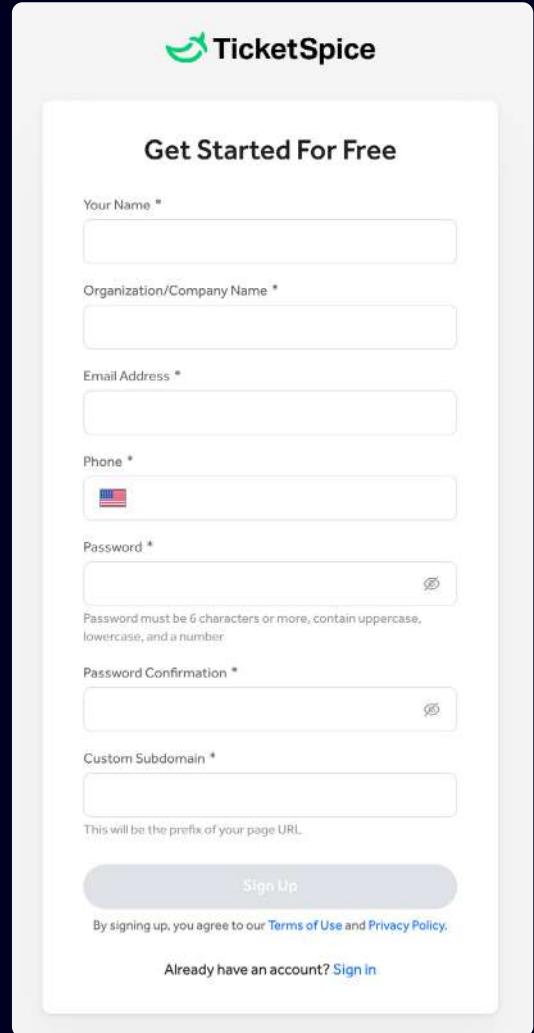
[Getting started](#) only requires basic information about your organization. Once you start processing payments, the card processing companies will require additional information about your organization, and you have two weeks to complete that information.

3 — Are there contracts, set up fees, and onboarding fees?

TicketSpice does not require contracts and has zero setup fees or onboarding fees. Nothing is required to get started and you can leave any time if TicketSpice is no longer a solution you wish to continue with. You can export all your data with just a few clicks and close your account.

If your organization requires a contract to work with vendors, we can provide you a standard contract stating our pricing, terms, and basic operating expectations. This is optional for organizations that must have a contract in place.

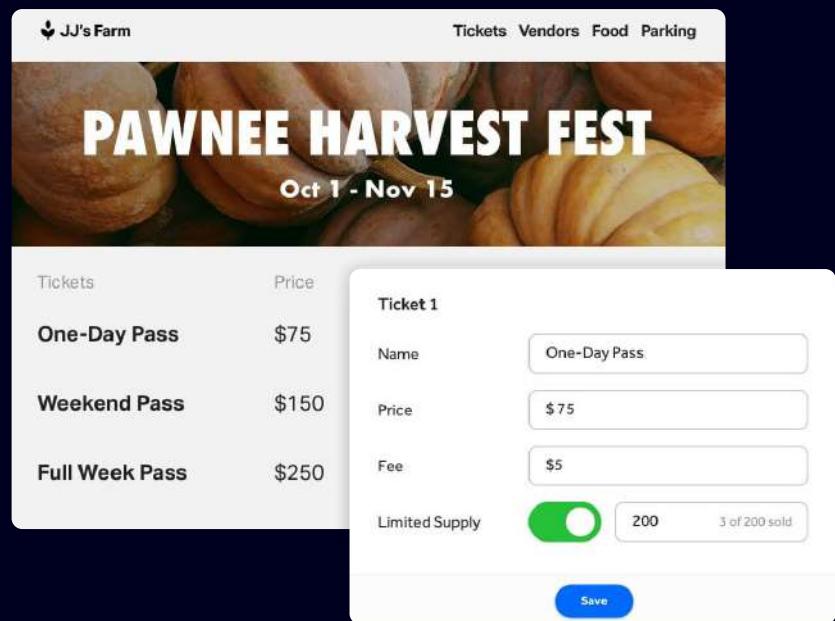
Should your organization wish to establish a contractual relationship that is more specific for business purposes, [please contact us](#) to discuss it further.



The image shows a screenshot of the TicketSpice 'Get Started For Free' sign-up form. The form is contained within a light gray box with rounded corners. At the top right is the TicketSpice logo. Below it, the heading 'Get Started For Free' is centered. The form consists of several input fields with placeholder text and validation messages. The fields are: 'Your Name *' (empty), 'Organization/Company Name *' (empty), 'Email Address *' (empty), 'Phone *' (empty with a small USA flag icon), 'Password *' (empty with a password strength meter icon showing 0), 'Password Confirmation *' (empty with a password strength meter icon showing 0), and 'Custom Subdomain *' (empty with placeholder text 'This will be the prefix of your page URL'). At the bottom right of the form is a large, rounded 'Sign Up' button. Below the button, a small note states 'By signing up, you agree to our [Terms of Use](#) and [Privacy Policy](#)'. At the very bottom, there is a link 'Already have an account? [Sign in](#)'.

4 — What are the main benefits of the software to our organization?

Every month, tens of thousands of organizations use TicketSpice to power their events. The main benefits of TicketSpice to your organization include...



The screenshot shows a software interface for managing event tickets. At the top, it says "JJ's Farm" and has links for "Tickets", "Vendors", "Food", and "Parking". The main header for the event is "PAWNEE HARVEST FEST" with the dates "Oct 1 - Nov 15". Below this is a list of ticket types with their prices:

Tickets	Price
One-Day Pass	\$75
Weekend Pass	\$150
Full Week Pass	\$250

On the right, a specific ticket is selected named "Ticket 1". It shows the details: Name (One-Day Pass), Price (\$75), and Fee (\$5). A "Limited Supply" toggle is turned on, showing 200 total and 3 sold. A "Save" button is at the bottom.

Increased Bottom Line:

With TicketSpice, you'll see a substantial reduction in ticket fees typically charged by other providers. You can run savings calculators on our website at TicketSpice.com/compare. The average cost savings to organizations switching to TicketSpice is \$10,000 annually.

Increased Functionality:

You'll find features in TicketSpice that you may not find anywhere else that help you improve your process, save time, and make you additional money. TicketSpice offers near limitless customization without any technical skills required.

Improved Efficiency:

TicketSpice has features to help automate many mundane and laborious processes and tasks including reporting, management, follow up, and check-in. Through TicketSpice's features and services your team's time will be freed up from managing tickets, so they can invest into growing your event.

Greater Control:

We believe events should be able to offer unique ticketing experiences that are custom branded and support your initiative. You deserve better than a cookie cutter template that has some other company's logo at the top. With TicketSpice, it's as if you built your own in-house ticketing system, without the cost or maintenance.

Better Attendee Experience:

We have spent years perfecting the ticket experience to provide the fastest transaction times at the highest conversion rates. Everything in the software is designed to create the smoothest, most seamless, and highest converting ticket experience possible.



5 — What is customer support like?

Customer support is included in our low, flat rate pricing. Our most popular form of support is with our in-app team of guides. You can message them from directly inside the software to ask for help on any given task. You can also access our extensive help center, email support, and even schedule a time to speak over the phone or Zoom, if that is preferred.

The average response time from our messenger team is 15 minutes during business hours (Monday - Friday 7 am - 5 pm PST). We offer limited customer support on nights and weekends.

6 — Is our data safe and secure?

Unlike the majority of similar ticketing solutions, your attendee data is never shared, solicited, or marketed to. We never opt them into any external services or communications either. Your data belongs to you and will never be used for any purpose. Your customers will never hear from us or even know we are behind the scenes.

On a technology and infrastructure level, our software is PCI compliant and all the vendors we use in the process of hosting, all attest to the highest standards of security and encryption. Upon request, we can provide you with PCI Documentation, SOC reports, AOC's, Scan Reports, and a host of other documents.

[Learn more about our Security.](#)

7 — Can we limit access by department or role?

We know you may not want every user who has access to the system to have the same permissions. Our user permissions allow you to limit access to any user, whether it be specific tasks or pages. You can limit not only what they can see, but key operations within the system (editing, deleting, reporting, etc). Additionally you can revoke access to any team member at any time as roles change and people transition.

8 — Why have we never heard of TicketSpice?

We know TicketSpice might be a new name to you. Our company (Webconnex) was founded in 2008 and we have processed billions of dollars for customers just like you. The reason you may not be familiar with our brand is because of the high level of customization within our software. Brands like CrossFit, RedBull, Google, Southwest Airlines, Disney, and thousands more customize our software with their branding and style. Millions of people use our software each month but have no idea we are behind the scenes.



7 Things Your Finance Team Will Want to Know About TicketSpice

Everything your finance team will need to know about payment processing, funding, fees, reporting, reconciling, exporting, and more.

Here are the most frequent questions we answer from those who handle money.

1 — What is TicketSpice's pricing?

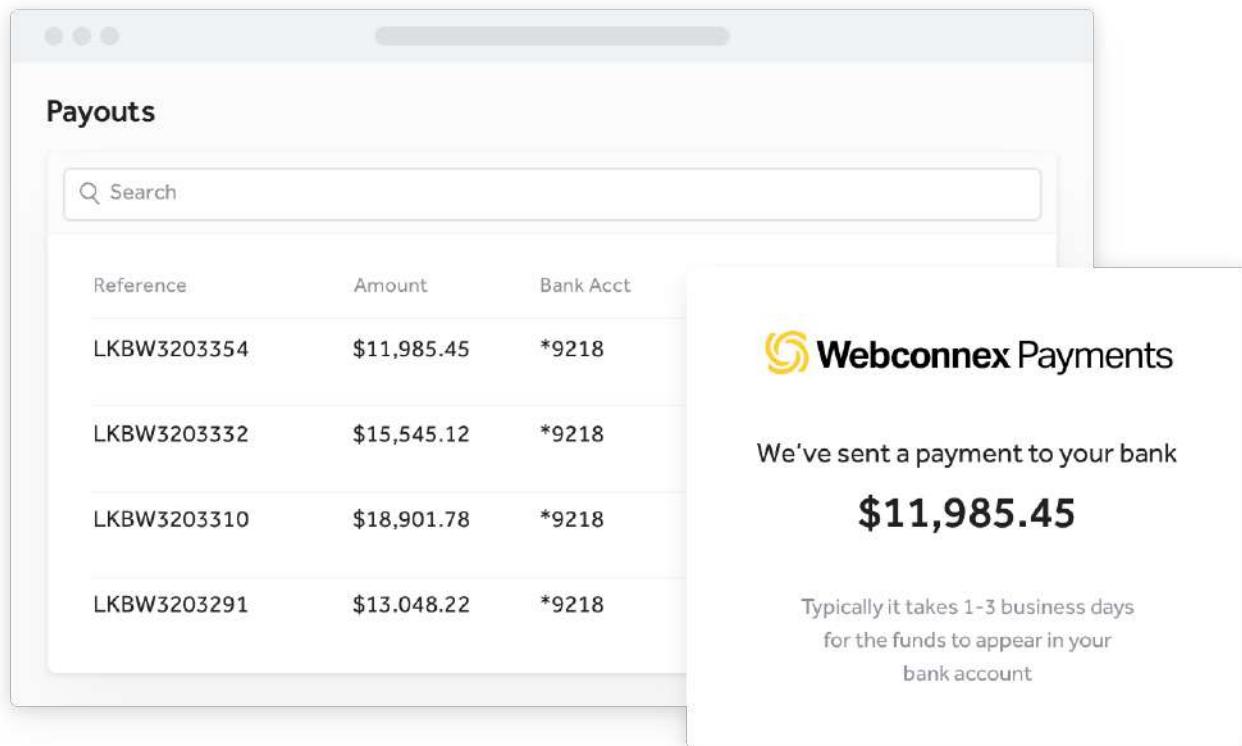
Our pricing is 99 cents per ticket. \$5 tickets and below drop to 49 cents per ticket. In addition to the per ticket fees, you can expect to be charged standard credit card processing fees from your payment processor. These rates may vary if you are using your own merchant service provider, however you can expect them to be around 3%.

Here is an example to help clarify the pricing.

If an order has 2 tickets for \$40 each, the total transaction amount is \$80. The TicketSpice fee would be \$1.98 and the credit card fee is approximately \$2.40. Your net amount would be \$75.62.

One caveat to the pricing is if a customer has a coupon code that makes their tickets free, then there is no fee for that order.

TicketSpice has some additional upgrades you can purchase - such as domain masking, communication center email blasts and more. For complete pricing details, visit www.TicketSpice.com/pricing.



Payouts

Reference	Amount	Bank Acct
LKBW3203354	\$11,985.45	*9218
LKBW3203332	\$15,545.12	*9218
LKBW3203310	\$18,901.78	*9218
LKBW3203291	\$13.048.22	*9218

Webconnex Payments

We've sent a payment to your bank

\$11,985.45

Typically it takes 1-3 business days for the funds to appear in your bank account

2 — How does payment processing work?

You have several [payment processing options](#). Our built in payment processor is called Webconnex Payments and the card processing fee is 2.9% + \$0.30 for all cards.

We also are compatible with traditional payment gateways such as Authorize.net, NMI, WorldPay, and Stripe. But there is a 1% fee for payment gateways outside our network of preferred partners. In most cases, we can transfer your existing payment gateway into our preferred processing network for no fee.

Please contact us for more specifics if you are bringing your own payment processor.

3 — How does funding work?

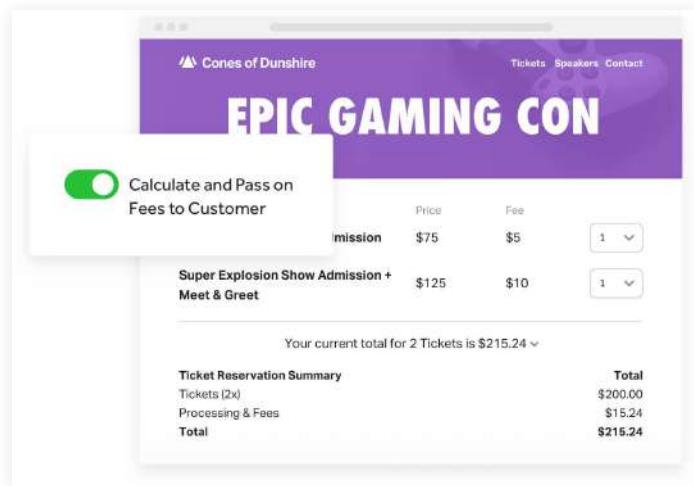
With Webconnex Payments, you can choose between daily, weekly, or monthly deposits. (You can even request a check if you prefer.) Most customers choose weekly or monthly deposits. Money is then directly deposited into a bank account of your choice.

When using a traditional gateway, you can expect funding times within 1-2 business days.

4 — How do fees get taken out?

When using Webconnex Payments, the credit card fee and TicketSpice fee is taken out as the transaction occurs in real time. So your deposits will be net revenue and no other fees will be debited.

When using a traditional gateway (such as Authorize.net), the TicketSpice fee will be billed to a card on file once a month. Your merchant provider will also debit your account for credit card processing fee on a set monthly interval.



5 — How does reporting work?

The control panel updates in real time with new registrants and you can track these records easily. There are also analytics screens to show aggregated revenue per campaign, showing revenue, refunds, and ticket sales counts. Here are some of the standard reports in the system.

Campaign Summary with Analytics

Showing aggregate counts per campaign.

Order Report Detail

View the exact details of any customer's order and ability to upgrade and downgrade the order and charge the original card on file.

Ticket Detail Report

View any ticket holder, with ticket level and associated other tickets attached to the order

Transaction Report Detail

View payment information for a customer.

Deposit / Withdrawal Report

View gross revenue, net revenue, fees, and deposit history.

Customer Reports

View customer records and history.

Scan Reports

View scan reports by ticket type, level, scan count and device that scanned the tickets.

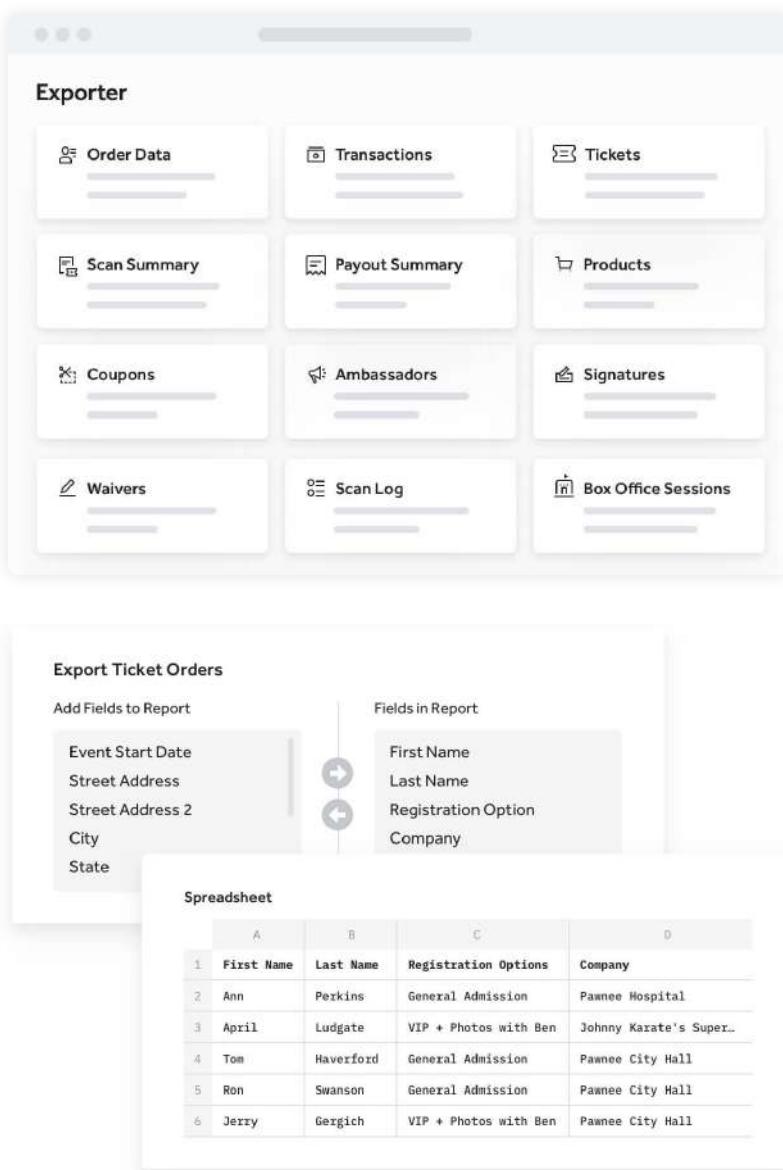
Daily Summary Email

At the end of the day, you get an email totalling revenue, transactions, and tickets sold.

Finally, exports are available on demand to download your reports into Excel. You can also memorize an export and have the data emailed to you on any interval you like.

6 — How do exports work?

You can export your data any time under reports and then choose Exporter. You can build a file by choosing the fields to export into a .CSV file to run in programs like Excel or Numbers. With just a few clicks, you can export all available fields for a given report or only select a few (ex: first name, last name, email). Here are some of the exports available.



The Exporter interface is a grid of report categories:

- Order Data, Transactions, Tickets
- Scan Summary, Payout Summary, Products
- Coupons, Ambassadors, Signatures
- Waivers, Scan Log, Box Office Sessions

Below this is a detailed view of the "Export Ticket Orders" report:

Add Fields to Report: Event Start Date, Street Address, Street Address 2, City, State.

Fields in Report: First Name, Last Name, Registration Option, Company.

Spreadsheet:

	A	B	C	D
1	First Name	Last Name	Registration Options	Company
2	Ann	Perkins	General Admission	Pawnee Hospital
3	April	Ludgate	VIP + Photos with Ben	Johnny Karate's Super...
4	Tom	Haverford	General Admission	Pawnee City Hall
5	Ron	Swanson	General Admission	Pawnee City Hall
6	Jerry	Gergich	VIP + Photos with Ben	Pawnee City Hall

Ticket Export

Export all ticket holder data for each ticket, ticket level, and ticket scan status.

Transactions

Export transaction history with billing records.

Deposits

Export a report showing deposits into your bank account.

Product

Summaries products ordered, their sizes, and who bought them.

Coupons

List of coupon codes used and their values

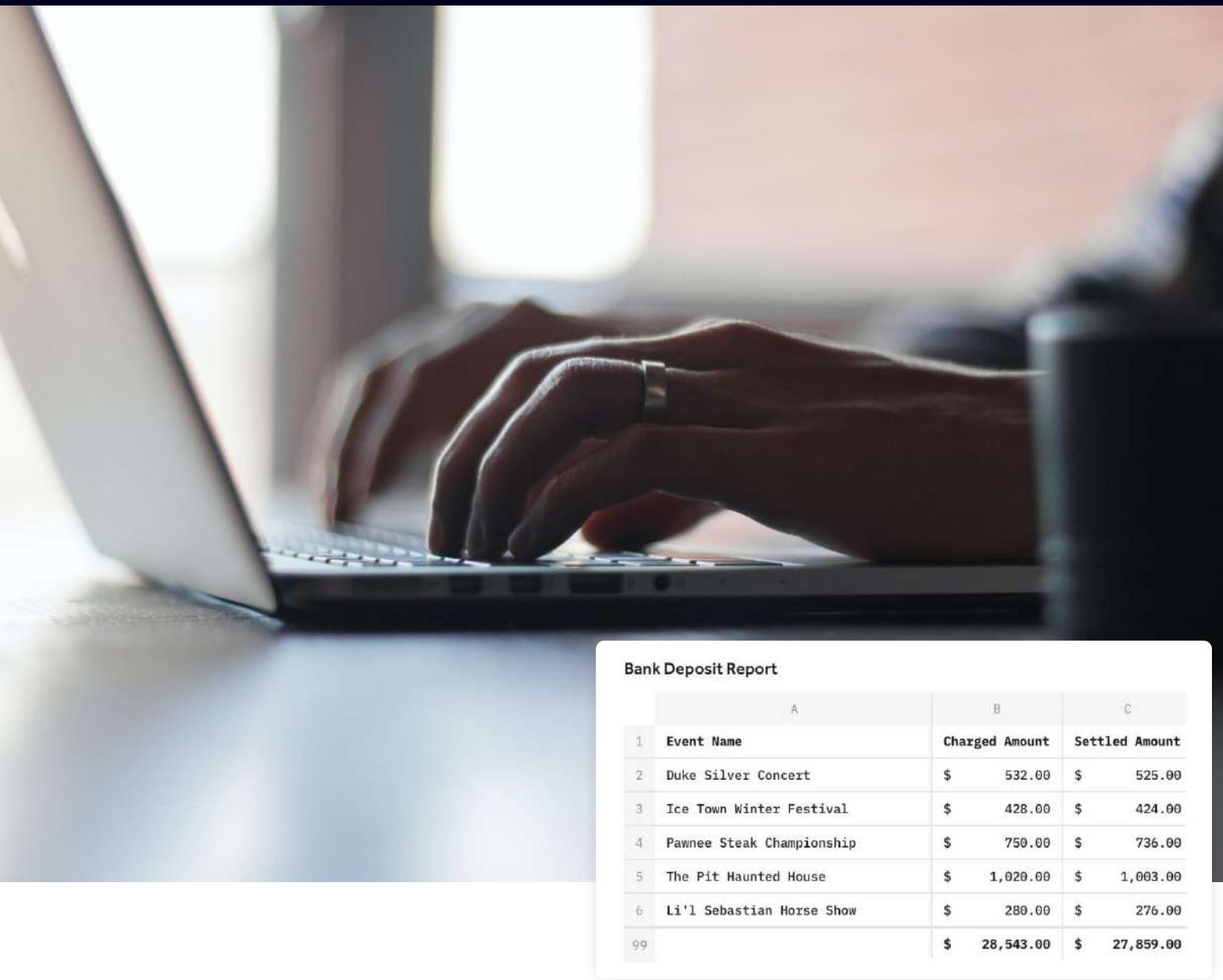
Signatures

Download digital signatures from your Terms of Service.

Memberships

Show active members, status, and levels.

One of the most popular features is to build an export file and then save the report as a memorized export. You can also choose to have the export emailed to you daily, weekly, monthly, and choose to send you all records or just new records since the last report.



A close-up photograph of a person's hands typing on a laptop keyboard. The hands are positioned over the center of the keyboard, with fingers pressing keys. The laptop is silver and is resting on a light-colored surface. In the background, a window is visible, and a person wearing a red shirt is partially visible, out of focus.

	A	B	C
1	Event Name	Charged Amount	Settled Amount
2	Duke Silver Concert	\$ 532.00	\$ 525.00
3	Ice Town Winter Festival	\$ 428.00	\$ 424.00
4	Pawnee Steak Championship	\$ 750.00	\$ 736.00
5	The Pit Haunted House	\$ 1,020.00	\$ 1,003.00
6	Li'l Sebastian Horse Show	\$ 280.00	\$ 276.00
99		\$ 28,543.00	\$ 27,859.00

7 — How does reconciling work?

Each organization has a different approach, but we give you several ways to reconcile your transactions to your accounting practices. The most common way is to use either the Withdrawal Reports or the Deposit Export. This will show specific customers, their order total, which campaign it was for, and when the money was deposited into your bank account. These exports will group the customers according to the bank deposit.

Additionally, you can choose to export the transactions list which will also have a batch reference which indicates the grouping of transactions prior to bank deposit.

6 Things Your Marketing Team Will Want to Know About TicketSpice

Everything your marketing team will need to know about customization, social media, website integrations, conversion tracking, analytics, and more.

Those who help with marketing and promotion will have these common questions about TicketSpice regarding customization, tracking, and integration.

1 — How does customization work to make it look like our brand?

The central editor that you use to create ticketing pages is called the RealView Builder. It allows you to upload your logo, add data fields, set colors, add graphics, and customize the look and feel. The RealView Builder requires zero technical knowledge and can make a page look like your website in just a few minutes.

While the controls are easy to use for any user, there are numerous options for the expert users, such as CSS and HTML control. Here are some of the customizations awaiting you in TicketSpice:



- **Custom logo, fonts, and colors.**
- **Header image, hero graphic, or custom HTML**
- **Background images and patterns**
- **Custom domain masking (call for pricing)**
- **Field style and label placement**
- **CSS control**

Most organizations are able to customize the look and feel of the page to match their website so customers never know they ever changed websites.

2 — What kind of social media tools and integration do you offer?

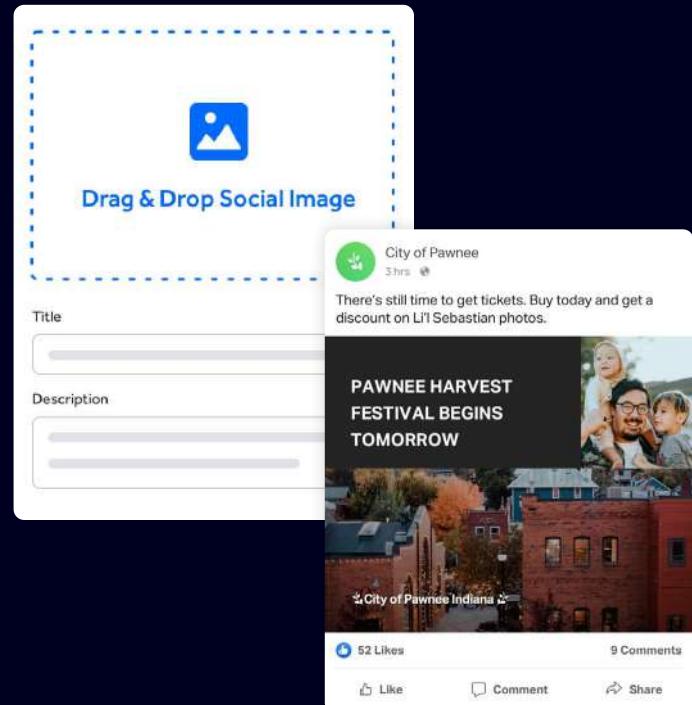
TicketSpice is made with social media promotion in mind. From plugins, prompts, and promotions, you can tap the power of social media for your ticket page. Here are a few highlights from our social media features.

Sharing

Add Facebook "Like" buttons, Twitter "Tweet" buttons, and services like "Add This" which expand your integrations to dozens of services.

Control and customize sharing appearance

When your ticketing page gets shared or liked, social media platforms display previews of the page with images, headlines, and descriptions. You can customize these options and show a custom headline, image, and text with a unique call to action.

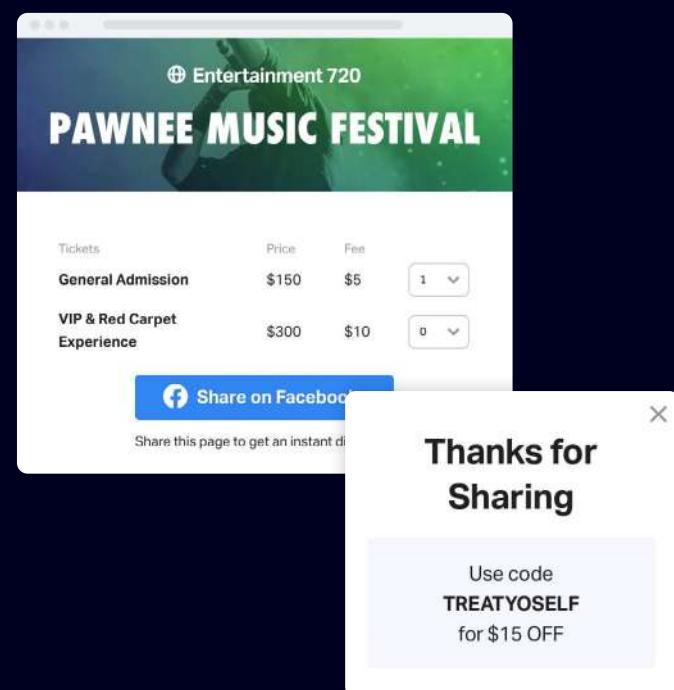


Tag a friend

A powerful social media integration includes the popular Tag a Friend feature. After an attendee completes a ticket purchase, they can share on social media and tag their friends in a photo. This is useful for getting friends to see the post and bring their attention to your event.

Prompt to share

After an attendee completes a ticket purchase, the system can prompt them to share the news of their ticket on social media with a call to action to come along too.



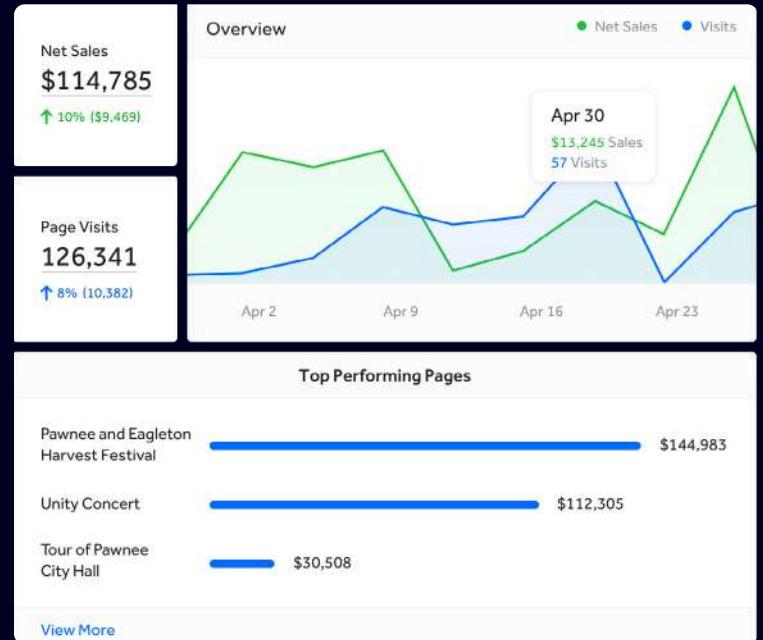
Share and Thank

Include the Share and Thank button on your ticket sales page to prompt ticket purchasers to "share" your event with friends and "thank" them with a discount code. This will incentivize their friends to purchase tickets.

3 — How do you track visitors and traffic?

We know it's important to have visibility into how visitors are arriving at your page. We offer native real time analytics that will show you how people are finding your page, and how many conversions per source. Additionally, it will break out smartphone vs. computer usage stats, conversion rates, and time to complete ticket times.

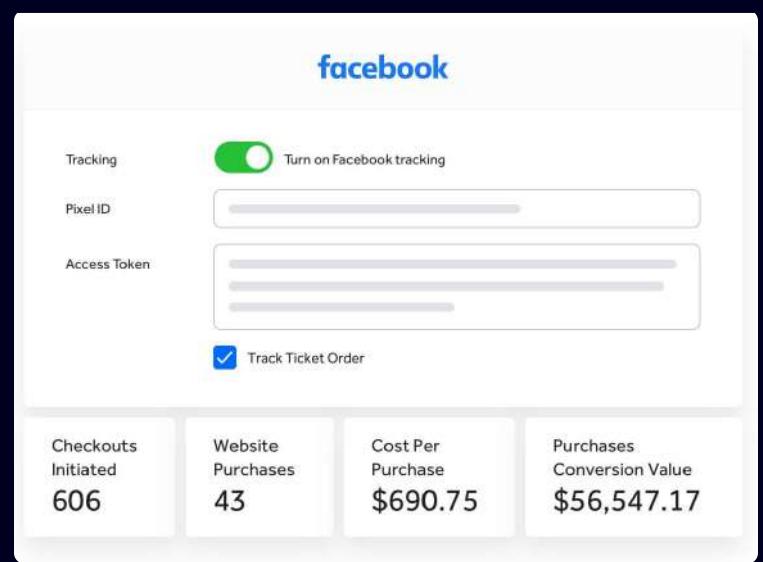
If that wasn't enough, you can link your ticketing page to your own Google Analytics account and build your own custom dashboard and reports. TicketSpice also supports Google Tag Manager so you can have even more control over tracking, funnels and conversions.

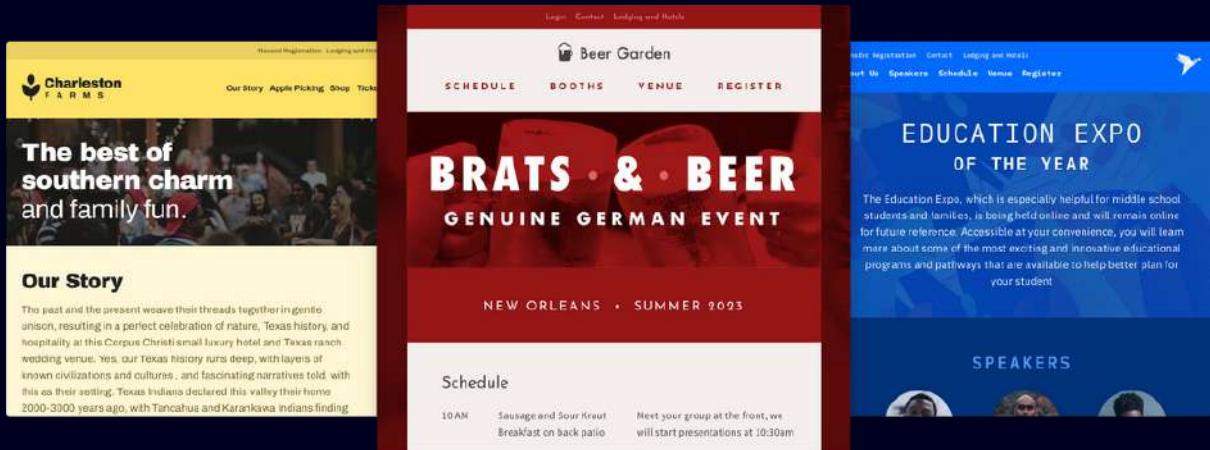


4 — Do you offer conversion tracking?

We offer several ways to track conversions. First is our native conversion tracking in our campaign analytics, which show you conversion rates by source and also percentage of unique visitors to completed tickets.

Furthermore, you can track conversion back to Facebook using the FB Pixel, Twitter using their Pixel ID, and finally, you can track conversions using Google Analytics with their Ecommerce tracking. All of these options are easy to set up and can be enabled within just a few seconds.





5 — How do we integrate our ticketing page on our website?

Most customers will simply choose to create a button and direct traffic to the ticketing page on TicketSpice. However, there are additional options for those who want to keep the ticketing experience on their website, such as using an iframe. An iframe is a snippet of code you place on your website that brings the ticket page into an interior window of your website. Please note that some website providers may not support iframes.

If you use Wordpress for your website, you can utilize our Wordpress plugin that can generate a call to action button on your site to present your ticketing page in the form of an overlay on top of your website or simply redirect to the ticket page.

iFrame Embed: Using some simple iframe HTML code, you can embed the website directly on a page of your website. This may cause some visibility issues on mobile, so you may want to create some mobile fall backs.

6 — Do you offer embeddable widgets?

Yes, in TicketSpice you can utilize a number of widgets that will bring greater control and flexibility to your own website. Some of the widgets include:

- **A calendar to find an upcoming event**
- **Event search widget to find a specific event**
- **Counter widget showing number of attendees or revenue**
- **Thermometer widget to display progress towards a goal – perhaps attendee count or revenue count.**

These widgets offer a number of additional controls to make them easy to add to your website and customize.

7 Things Your Technical Team Will Want to Know About TicketSpice

Everything your technical team will need to know about PCI Compliance, APIs, Payment Gateways, Integrations, Customization, and more.

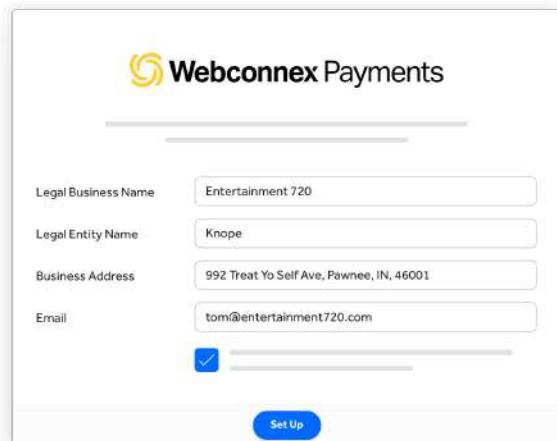
Your technical team may want to dive into some super technical details. We understand they need to know some nerdy details at the outset. Below are the most common questions they will ask. If your technical team needs to speak to our technical team, just ask, and we'll set up a meeting.

1 — What payment processors do you support?

You have several payment options. Our built in payment processor service is called Webconnex Payments. The card processing fees are 2.9% + \$0.30.

We also are compatible with traditional payment processors such as Authorize.net, NMI, WorldPay, and Stripe. But there is a 1% fee for payment gateways outside of our network of preferred partners.

Plugging in your own gateway is as simple as a click to authorize or the pasting of a few keys to link; then all payment processing will be routed through that provider.



The screenshot shows a form titled 'Webconnex Payments' for setting up a payment processor. The form fields are as follows:

Legal Business Name	Entertainment 720
Legal Entity Name	Knope
Business Address	992 Treat Yo Self Ave, Pawnee, IN, 46001
Email	tom@entertainment720.com

At the bottom of the form is a blue 'Set Up' button.



2 — What is your security and PCI compliance?

Every page created on TicketSpice is secured with 256 bit encryption on a PCI compliant network. We take security very seriously and utilize a host of security procedures, protocols, and vendors to ensure your data is secure. Our attestation of compliance is SAQ A-EP and we can provide documentation surrounding our practices, policies, and technologies.

Our system utilizes a number of PCI certified vendors in the processing of payments and can offer detailed documentation on AOCs, SOCs, Certs, Scans, and more. Just email us at security@webconnex.com for access to our documentation. [Learn more about our security here.](#)

3 — What is the privacy of our data?

Your data belongs to you and we will never touch it, harvest it, cross promote it, or utilize it for internal marketing purposes. Your customers will never hear from nor may ever notice we were part of the process. You can also export all of your data with the click of a button and request your account closed at any time.

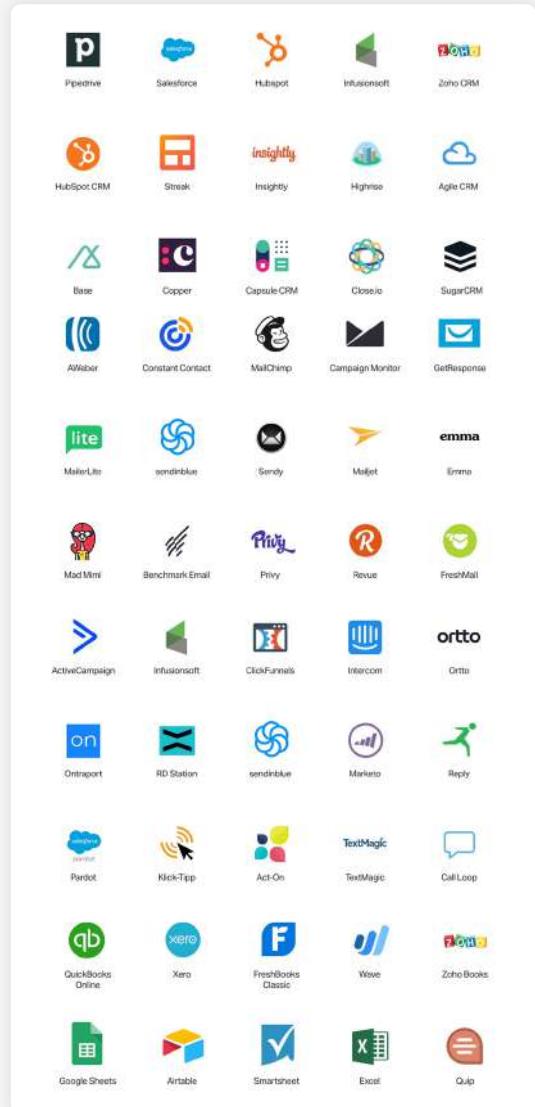
4 — Do you offer API access?

Yes, we offer a private API for customers who want to build special integrations into our system. Larger organizations utilize the API to harvest data, pull reports and manage internal business processes. The API is built upon using simple REST patterns. We use standard HTTP methods, resource-oriented URLs and HTTP error codes in our responses. You can request access to the documentation and schedule a call with our team to discuss your particular uses of the API.

5 — How do we integrate data collected?

TicketSpice offers a number of ways you can integrate the data to any number of 3rd party systems. TicketSpice offers thousands of integrations through the platform Zapier. With Zapier, you can integrate the data directly into Salesforce, Mailchimp, Marketo, Infusionsoft, Hubspot, and countless others. Setting up this integration is easy and powerful.

Lastly, you can build your own custom integration using our REST API to any internal system or 3rd party source you need. Our data payload is easy and is in JSON format.

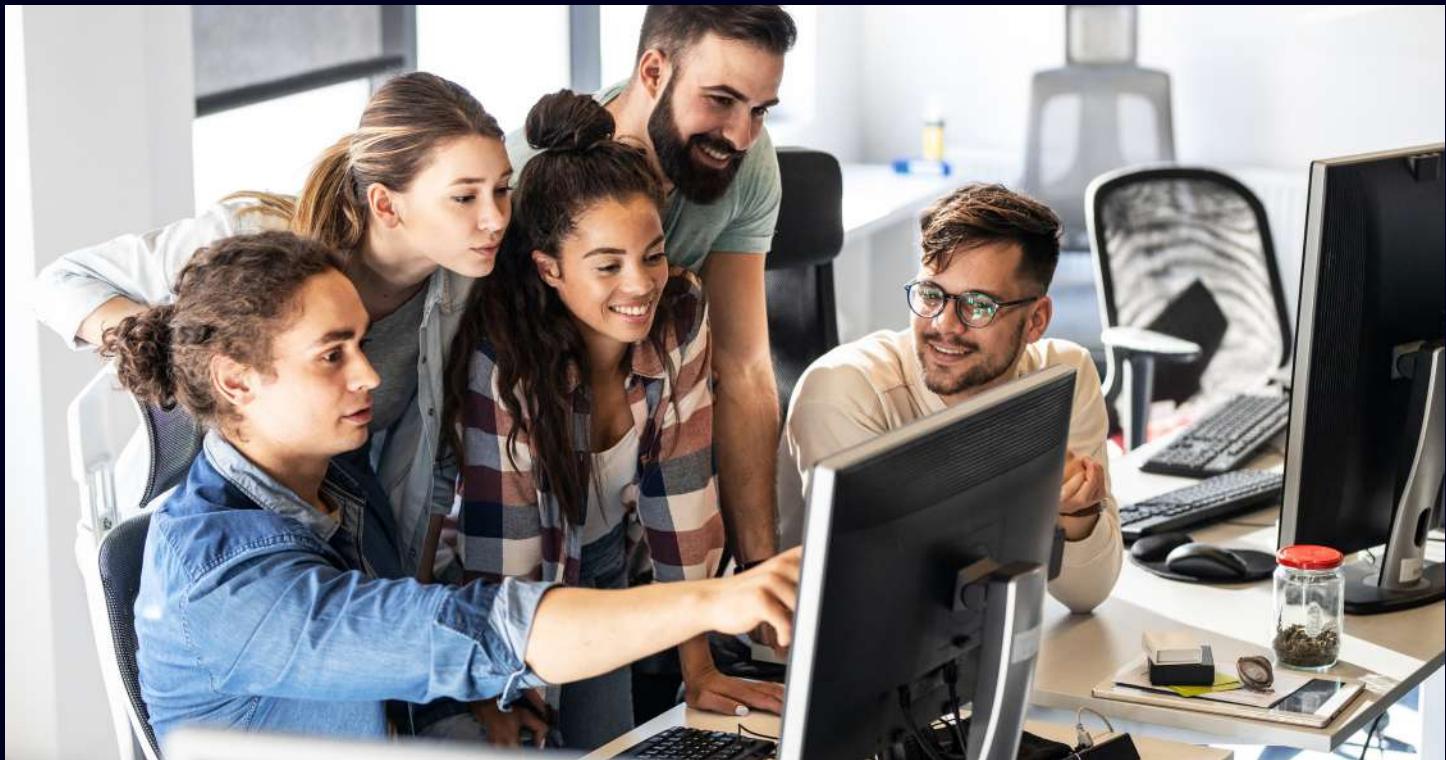


6 — Do we have CSS control?

We understand you may want advanced customization in the look and feel of your ticketing page. You can manipulate the entire page using CSS and can even inject some custom javascript into the page. Additionally, you can insert custom HTML blocks and control almost any part of the page with enough technical know-how.

7 — Can we limit access to the system based on role or permission level?

TicketSpice offers powerful permissions for you to manage team access. You can give access control privileges to your team and restrict them to key functions for what they can and cannot do. You can also further restrict them to which pages they can and cannot see. The level of control in restricting / governing access is unparalleled. You can easily set it as broad or finite as you wish.



8 Things Your Admin Team Will Want to Know About TicketSpice

Everything your administrative team will need to know about training, support, reporting, scanning, customization, user permissions, and more.

We know your admin team is crucial to making your online ticketing successful. Your admin team usually is on the front lines of getting things set-up and maintaining it over time. Here are 6 questions your admin team will likely have about TicketSpice.

1 — How technical is the software?

The software was designed to be completely managed by non-technical people. You won't need to get help from programmers, nor from designers, or web gurus. Everything you want to do from getting it setup to customizing the look and feel, to running reports and beyond can be done by anyone who has basic web experience.



2 — What kind of training, onboarding, and support is there?

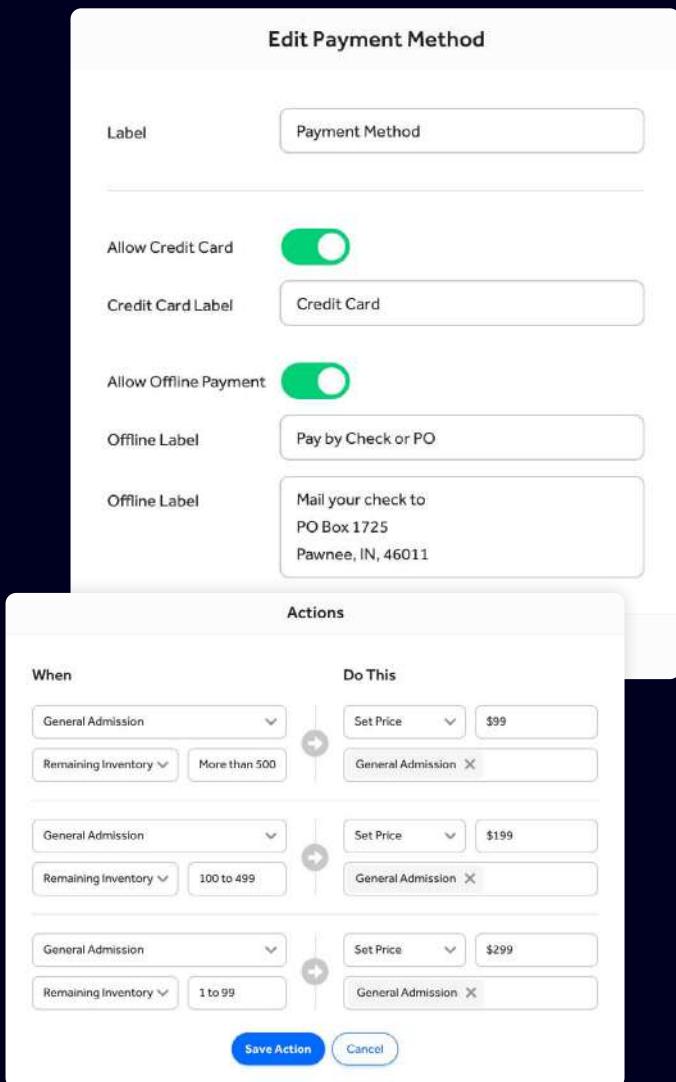
TicketSpice has a Launch Guide that helps you get up and running with tutorial videos, articles, and guides for all the things you might need. Getting started is easy and the learning curve is gentle.

The help center has topics that can help you get direct answers to almost anything you need. If at any time you need help inside the software there is a messenger bubble that opens up a new conversation with our team who are online ticketing experts and can give you quick answers.

If you need additional assistance from our team, you can schedule a call, video conference or even do a screenshare. All our support is located in the US, mostly in Sacramento, CA, and are fun, enjoyable people to interact with. The average response time from our team is 15 minutes during business hours (Monday - Friday, 7 am - 5 pm PST). We offer limited customer support on nights and weekends.

3 — What level of customization is there?

TicketSpice is like your very own ticketing system. You can break free from cookie cutter or template based systems that don't allow flexibility. With TicketSpice, you can build your ticketing page with over 20 different data field types and make the entire ticketing experience look and feel like your organization. Here are some of the favorite customizations by other customers.



The screenshot shows two sections of the TicketSpice interface. The top section, titled 'Edit Payment Method', contains settings for payment methods. It includes a 'Label' field ('Payment Method'), a toggle switch for 'Allow Credit Card' (which is on), a 'Credit Card Label' field ('Credit Card'), a toggle switch for 'Allow Offline Payment' (which is on), an 'Offline Label' field ('Pay by Check or PO'), and an 'Offline Label' field with a specific address ('Mail your check to PO Box 1725 Pawnee, IN, 46011'). The bottom section, titled 'Actions', shows three rows of conditional logic. Each row has a 'When' section (with dropdowns for 'General Admission', 'Remaining Inventory', and quantity ranges) and a 'Do This' section (with dropdowns for 'Set Price' and 'General Admission'). The rows correspond to inventory levels: 'More than 500', '100 to 499', and '1 to 99'. At the bottom are 'Save Action' and 'Cancel' buttons.

Branding Control

Add your logo, colors, graphics, videos to the page in seconds. You'll have the best looking ticket page in your industry.

Advanced Event Ticketing Setup

Sell tickets for a standard event, recurring event, multi-day event, or even event series. The possibilities are endless.

Conditional Logic

Make certain questions open or require certain options when another separate question is answered.

Donations and Fundraising

Add a donation ticket type or take your fundraising to the next level with a custom fundraising widget inside the ticketing page.

Easy Upgrades / Downgrades

Make changes to an order in seconds. Add / Remove tickets to an order, update ticket holder information and charge the card on file for the difference.

Reserved Seating

Create a seating chart of a venue and sell tickets for specific seats within a venue.

Offline Payments

Register online, but send in a check for payment.

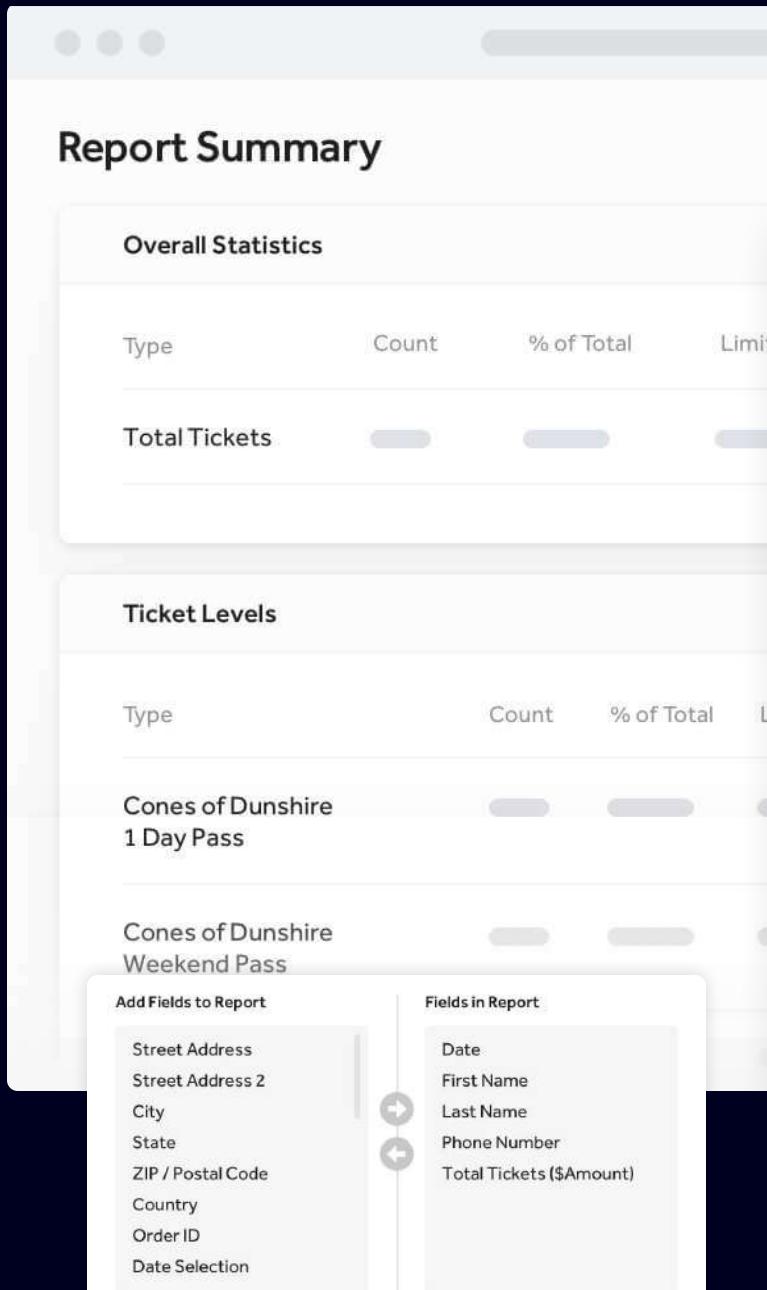
Widgets

Bring the ticketing experience onto your own webpage with calendar widgets, countdown clocks, roster lists, and so much more.

This is just a handful of features that admin teams love. Every event is different and you will love the customization that puts you in charge of your ticketing.

4 — How does reporting work?

The control panel updates in real time with new orders and you can track tickets and records easily. There are also analytic screens to show aggregated revenue per campaign, refunds, and ticket counts. Here are some of the standard reports in the system.



Campaign Summary with Analytics

Showing aggregate counts per campaign.

Order Report Detail

View the exact details of any customer's order and ability to upgrade and downgrade the order and charge the original card on file.

Ticket Detail Report

View any ticket holder, with ticket level and associated other tickets attached to the order.

Transaction Report Detail

View gross revenue, net revenue, fees, and deposit history.

Customer Reports

View customer records and history.

Scan Reports

View scan reports by ticket type, level, scan count, and scanning device.

Daily Summary Email

At the end of the day, you get an email totalling revenue, transactions, and tickets sold.

Finally, there are exports available to download your reports into .CSV file for Excel and Numbers. You can also memorize an export and have the data email to you on any interval you would like.

5 — How does exporting work?

You can export your data any time you want under Reports and then choose Exporter. You can build a custom file with the data fields you want and export it into a .CSV file or Excel or Numbers. You can export all available fields for a full report or only a few (ex: first name, last name, email). All your data is instantly available with just a few clicks. Here are some of the exports available.

Order Data

Export any data associated with your ticketing orders.

Transactions

Export transaction history, billing records.

Deposits

Export a report showing deposits into your bank account.

Products

Summaries of products order, their sizes, and who bought them.

Coupons

List of coupon codes used and their values.

Scanning

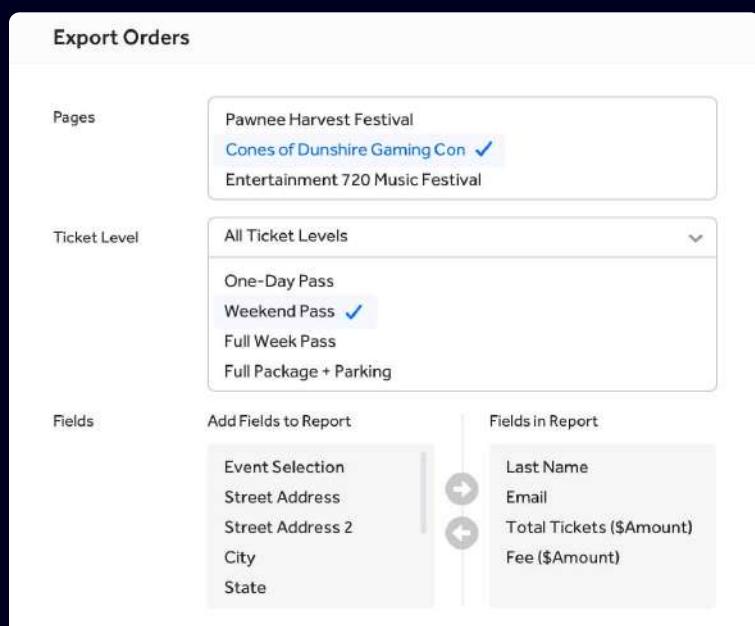
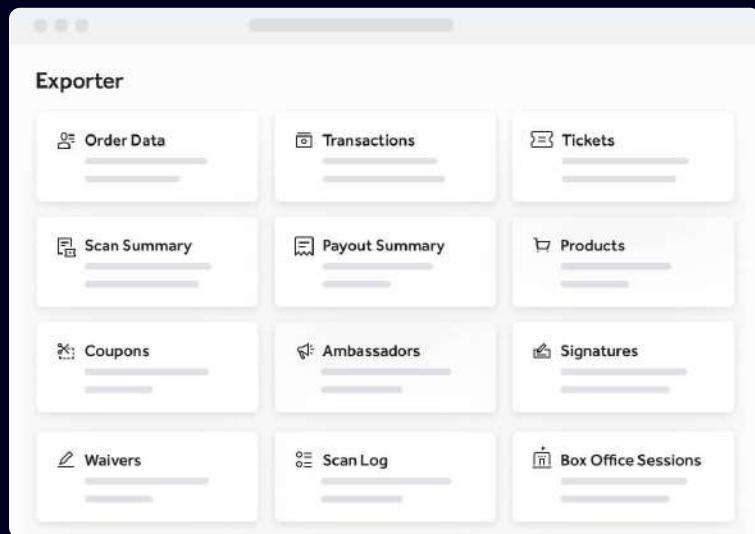
Shows a report of tickets scanned, ticket levels, and scanned device name.

Signatures

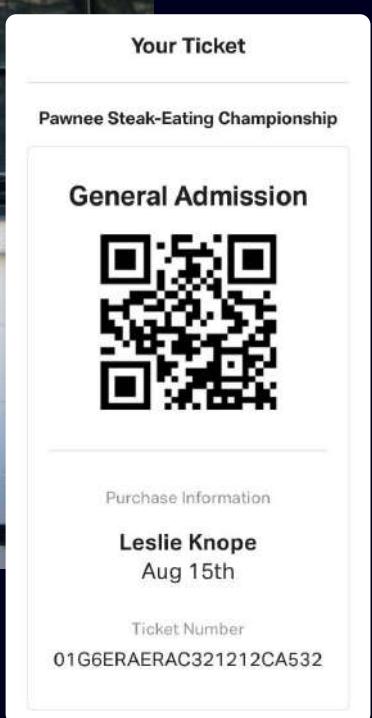
Download digital signatures from your Terms of Service field.

Memberships

Shows active members, status, and levels.



One of the most popular features is to build an export file and then save the report as a memorized export. You can also choose to have the export emailed to you weekly, daily, monthly, and choose to send all your records or just new records since the last report.



6 — How does ticket scanning work?

When it's time to prepare for check-in and scanning, all you have to do is create a token for your event. Inside the event edit properties, you can set up a scanning token that will be entered on scanning devices. Download the TicketSpice app and it will ask you for a token to get started.

After entering the token, all the ticket data for the entire event will be instantly downloaded and saved locally to the device. The devices will sync in near real time with each when connected to the internet, or can sync with each other offline when using a local broadcasting.

Scanning devices can scan QR codes from tickets and also have manual lookup to find any ticket holder, any purchaser, and any email. The scanners come with sophisticated fraud detection and will alert you to previously scanned tickets and show you which device already scanned a ticket and a precise time.

The scanners will additionally display overall progress for total tickets checked-in so you know how many people total are through the gate and how many tickets are remaining. Additionally, you can generate scan reports by device or ticket type inside of the app. The apps will even continue to work offline or if the internet becomes slow.

There are numerous advanced options associated with the scanning application including taking photos of attendees for later re-entry, limiting ticket types to specific scanners, checking-in merchandise or products ordered, and scanning reports over time.

If you have concerns over your entry setup, reach out to learn more about various enterprise level functionality available in the ticket scanning and check-in process.



7 — Can we limit access by department or role?

We know not every user who has access to the system may have the same permissions. Our user permissions allow you to limit access to any user to specific tasks and even specific pages. You can limit not only what they can see, but key operations within the system (editing, deleting, reporting, etc). You can revoke access to any team member at any time as roles change and people transition.

8 — What if we have a request for a feature?

Our team loves to hear your ideas and feature requests. We actually have a wall of fame for customers who have helped contribute ideas to our software that were executed. If something isn't clear or working the way you think it ought to, we welcome the feedback. Every month we meet and talk about where the market is going and what our customers are saying. While not every request may make our roadmap, we build a lot of features that customers request.



Thank you!

Thank you for downloading our **Decision Guide for Teams**.

We hope this guide helped address the most frequent questions that arise from your team.

If you need to coordinate a meeting with our team to dive deeper into any particular topic, please email us at sales@ticketspice.com or you can call us at 888-798-9569.

With TicketSpice, our goal is to help you succeed in running the most efficient and profitable events ever.

If we can help you in any way, let us know.

We hope to partner with you for your most successful events ever!

– The TicketSpice Team