

Tickets.com Commercial Schedule

All at Tickets.com are genuinely excited about our potential long term business relationship and sincerely hope this affords us both the opportunity to become partners.

Term

3-5 years

Scope

- ProVenue Product Suite (SaaS)
- All applicable software enhancement and upgrade version releases
- 24x7 support
- Implementation
- Patron & Seat of Record Data Migration
- Unlimited users (virtually unlimited)
- ProVenue System and Sales Training
- Dedicated Account Management
- Access to Tickets.com Registered Developer Program – optional premium service
- ProVenue Replicated Database – optional premium service
- Alfred Access Control
- MyProVenue Private Label Webpage(s)
- Membership and Loyalty
- Ticket Forwarding
- Native and Scheduled Reporting
- CrowdConnectPlus – Integrated Email Marketing

Implementation Fee - TBD

ProVenue Implementation Fee includes the following:

- Data Migration
- Project Management
- Product Configuration
- Installation
- Training

Online per ticket/item fee

- TBD per ticket or item sold online - Fee Applies to each of the following: Single Sales/Reservations, Package, Sales/Reservations, Exchanges, Voucher Sale and Voucher Redemption)

Annual License Fee - TBD

ProVenue Annual License Fee includes the following:

- Production (Live) and User Acceptance Testing (UAT) ProVenue Environments
- Product Support
- Hosting
- Unlimited User Licences
- Software enhancements and upgrade version releases.
- Enterprise Access to Registered Developer Program and APIs – optional premium service
- Replicated Database - optional premium service - Tickets.com Integration Services to Google Cloud Platform

Tickets.com payment services

Tickets.com partners with Adyen for payment processing across all sales channels, for those clients wishing to utilise our merchant account fee applies (Fees determined by volume and card type).

- Transaction fees
- Acquiring fees
- 3DS2 Authentication fees

Optional Tickets.com integrations

Integrated chip and pin – Tickets.com partners with Adyen across all sales channels.

Address lookups – Tickets.com partners with Loquate for address lookup functionality

CrowdConnect Plus – Integrated Email Marketing

Mailchimp/Mandrill – Integrated back office transactional emails

Alfred Access Control Software and Hardware – Tickets.com provides a native access control solution which offers numerous device options (handheld, pedestal, turnstile, suite scanner and more) that support traditional barcode, QR code scanning, Apple and Google NFC with connectivity options that include ethernet, CBRS, Wi-Fi and cellular connectivity.