



# Web-based Event Ticketing System

2K18-09B

*Prepared for*

**Alabama A&M University**

*Prepared by*

Christopher Blois Account Executive

---

**UNIVERSITY TICKETS**

115 West 30th Street, Suite 500A

New York, New York 10001

**P** 888.771.1420 **F** 212.937.2299

[cblois@universitytickets.com](mailto:cblois@universitytickets.com)

**March 15, 2018**



115 West 30th Street, Suite 500A  
New York, NY 10001  
universitytickets.com

Alabama A&M University  
ATTN: Purchasing Department  
4900 Meridian Street  
Patton Hall, Room 305  
Normal, AL 35762

Dear Members of the Review Committee-

Thank you for the opportunity to respond to your RFP for Web-based Event Ticketing System.

Born on a college campus in 1999, UniversityTickets was built from the ground up around the unique needs of higher education environments. We continue to collaborate with clients to evolve, grow and enhance the system to meet their ever-changing needs. From athletics to performing arts, student life to commencement, UniversityTickets powers it all.

Our solution is fully hosted - we take care of all support, security and maintenance of the application. UniversityTickets' with administrative control, event management and reporting functionality available from any computer Mac or PC with an internet connection and web browser.

With UniversityTickets, Alabama A&M University's ticketing system will allow the sale of both general admission and assigned seating events through walk-up, internet, telephone and outlet channels. In addition, our ticketing solution offers the ability to blend an unlimited number of events into uniquely branded packages including subscriptions, memberships and performance series with a variety of pricing mechanisms, along with subscription renewals the allow your patrons to maintain their seats from semester to semester.

Fundraising is automated and managed alongside ticketing, with a donor management platform that's fully integrated into our ticking platform. Alabama A&M University may also elect to offer up-sells or add-ons like parking passes or merchandise to further maximize revenue.

Our unique ability to integrate with campus authentication systems allow students, faculty and staff to access the system using the same usernames and passwords used to check grades or email, identifying their campus affiliation, making them eligible for special discounts or presales. This keeps your student data secure while offering unmatched convenience, speed and functionality to members of your campus community.

We're a nimble company, with US-based in-house technical support available 24 hours a day, 7 days a week, and a development team ready to tackle software customizations or enhancements. Our software is not "off-the-shelf," there's no need to fit your operations into a rigid framework set by your ticketing vendor. UniversityTickets tweaks and customizes applications on a regular basis to conform to the operational requirements of our clients, and we'll continue that same relationship to the Alabama A&M University.

**Corporate Details:**

UniversityTickets, Inc.  
115 West 30 Street, Suite 500A  
New York, NY 10001

Federal Tax ID: #13-4079376

Primary Contact: Christopher J Blois, Account Executive  
Toll Free: 888-771-1420  
Direct: 845-764-9603  
Fax: 212-937-2299  
Email: [cblois@universitytickets.com](mailto:cblois@universitytickets.com)

Should you have any questions or wish to discuss the proposal further, do not hesitate to contact me. Thank you, once again, for the opportunity to respond to your request for proposal.

Best Regards,



# Executive Summary

For more than five years, UniversityTickets has teamed up with Alabama A&M University to build and evolve a ticketing application that has grown to support athletic and special events. Together we've integrated with your campus ID cards system to validate student status in real time and built customized reports on campus tender type including payroll deduction. While we've been able to accommodate many of your requests and ideas over the years, there were some that we were not. Those unmet needs, along with requests from other clients that we have accumulated over the years, became the foundation of our plans for the third generation of our ticketing application, one that we've now rolled out, called UTIX.

If selected as a result of this solicitation, Alabama A&M's ticketing portal will be upgraded to this next-generation ticketing application, currently in use by a portion of our clients across the U.S. and Canada.

With UniversityTickets, Alabama A&M University's ticketing system will evolve from its current generation to become entirely responsive and mobile friendly, and includes support for functionality including flex and 'pick your own' packages, online giving and donation options with real-time benefit allocation to reward your donors with ticket benefits, a more intuitive venue price configuration interface, easy embed options for JavaScript tracking snippets from Google Analytics, Facebook and other e-marketing solutions, and transaction deposits. Additionally, Alabama A&M will have the ultimate in security access configuration, allowing ticketing administrators to restrict user access precisely to the functionality to which they should be eligible, with additional limits on the event(s) or category(ies) to which they are involved with no limits on the number of security groups configured. Alabama A&M University may also easily configure the offering of up-sells or add-ons like parking passes or merchandise to further maximize revenue as part of the patron's checkout process - all independently of UniversityTickets support personnel. Built upon a brand new database structure, the new version of our software solution is tailored to better support the evolving needs of collegiate event ticketing.

Please note that as a private corporation, UniversityTickets does not disclose financial data. However, UniversityTickets has had constant financial growth since 1999, exponentially over the past six years.

Over the years UniversityTickets has enjoyed the partnership with Alabama A&M University and appreciate your consideration of our proposal.



# Corporate Background and Experience

*UniversityTickets was founded in 1999 after a successful pilot of the first on-line ticketing system at Cornell University.*

Our single focus is to provide an easy to use and affordable way for colleges and universities sell tickets online. Over the previous 16 years, UniversityTickets has guided over 350 higher education organizations through the selection, implementation and use of our box office software solutions. UniversityTickets is a proud member or affiliate of the following professional organizations:

- International Ticketing Association (INTIX)
- National Association of Campus Activities (NACA)
- Association of College Unions International (ACUI)
- National Association of College Auxiliary Services (NACAS)
- National Collegiate Athletic Association (NCAA)
- National Association of Collegiate Directors of Athletics (NACDA)
- Southern Arts and Performing Arts Exchange
- North American Association of Commencement Officers (NAACO)
- InCommon Federation
- Association for Performing Arts Presenters (APAP)
- Arts Midwest



In addition, UniversityTickets has strategically partnered with SIDEARM Sports. Sharing clients such as McNeese State University and Eastern Illinois University, University of Western Ontario, Midwestern State University and others, the alliance provides SIDEARM clients with a complete, customized and cost-effective ticket sales system designed exclusively for colleges and universities and offers UniversityTickets clients access to the revolutionary content management solutions powered by SIDEARM.

# References

## **Northwestern State University Athletics**

Adam Johnson  
Associate Athletic Director for External Operations  
175 Sam Sibley Dr.  
Natchitoches, LA 71457  
318.357.4295  
Jonsona@nsula

## **Lafayette College Athletics**

Renee Ricciuti  
Director of Ticketing Operations  
700 W. Pierce Street, Room 126  
Easton, PA 18042  
610.330.5471  
ricciutr@lafayette.edu

## **Jacksonville State University Athletics**

Kay Griffin  
Athletic Ticket Sales  
700 Pelham Rd N  
Jacksonville, AL 36265  
256.782.8499  
Khgriffin@jsu.edu

# Current Client Roster

*A list of our current clients, as of March 15, 2018.*

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Academy of Art University	San Francisco, CA	18,000
Adelphi University	Garden City, NY	7,859
Alabama A&M University	Normal, AL	5,523
Albright College	Reading, PA	1,650
Alvernia College	Reading, PA	2,900
American International College	Springfield, MA	1,723
Amherst College	Amherst, MA	1,795
Angelo State University	San Angelo, TX	6,888
Arcadia University	Glenside, PA	4,000
Auburn University	Auburn, AL	27,287
Augsburg College	Minneapolis, MN	3,822
Augusta State University	Augusta, GA	6,919
Austin Peay State University	Clarksville, TN	9,835
Azusa Pacific University	Azusa, CA	10,755
Barry University	Miami Shores, FL	9,300
Bates College	Lewiston, ME	1,738
Bellarmino University	Louisville, KY	3,613
Berea College	Berea, KY	1,613

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Bethel University	Arden Hills, MN	6,532
Binghamton University	Vestal, NY	14,713
Bishop's University	Sherbrooke, Quebec	2,756
Bluffton University	Bluffton, OH	1,149
Bob Jones University	Greenville, SC	3,950
Bridgewater State University	Bridgewater, MA	11,089
Bryant University	Smithfield, RI	3,674
Bucks County Community College	Newtown, PA	9,649
California Lutheran University	Thousand Oaks, CA	4,205
California State University - Chico	Chico, CA	16,356
California State University - East Bay	Hayward, CA	13,124
California State University - Los Angeles	University Hills, CA	27,680
California State University - Stanislaus	Turlock, CA	9,246
California State University - San Marcos	San Marcos, CA	12,793
Carleton University	Ottawa, Ontario	25,890
Carnegie Mellon University	Pittsburg, PA	13,285
Carroll University	Waukesha, WI	3,292
Case Western Reserve University	Cleveland, OH	9,814
Casper College	Casper, WY	4,023
Cedar Crest College	Allentown, PA	1,885
Central State University	Wilberforce, OH	2,798
Chapman University	Orange, CA	6,398
Charleston Southern University	North Charleston, SC	3,000
Coe College	Cedar Rapids, IA	1,300

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Colby Sawyer College	New London, NH	1,119
College of Central Florida	Ocala, FL	17,751
College of Southern Idaho	Twin Falls, ID	9,100
Collin College	Plano, TX	53,000
Colorado Mesa University	Grand Junction, CO	9,046
Colorado State University	Fort Collins, CO	24,875
Columbia University	New York, NY	29,250
Concordia College	Moorhead, MN	2,784
Concordia University, Portland	Portland, OR	1,800
Cornell University	Ithaca, NY	20,633
Cuyahoga County Community College	Cuyahoga County, OH	31,024
Dalhousie University	Halifax, Nova Scotia	13,457
Dallas Baptist University	Dallas, TX	5,545
Dartmouth College	Hanover, NH	5,987
Delaware Valley College	Doylestown, PA	1,700
DeSales University	Center Valley, PA	2,499
Dickinson College	Carlisle, PA	2,300
Dillard University	New Orleans, LA	1,200
Dordt College	Sioux Center, IA	1,300
Drew University	Madison, NJ	2,113
Drexel University	Philadelphia, PA	22,493
Drury University	Springfield, MO	5,474
Eastern Connecticut State University	Willimantic, CT	5,447
Eastern Illinois University	Charleston, IL	11,651



<i><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></i>
Edinboro University	Edinboro, PA	8,000
El Camino College	Alondra Park, CA	22,654
Embry Riddle Aeronautical University	Daytona Beach, FL	6,794
Fairfield University	Fairfield, CT	4,991
Fairleigh Dickinson University	Maidson, NJ	12,000
Fairmont State University	Fairmont, WV	4,600
Ferris State University	Big Rapids, MI	14,707
Flagler College	St. Augustine, FL	2,600
Florida Atlantic University	Boca Raton, FL	31,758
Florida Gulf Coast University	Lee County, FL	12,683
Freed-Hardeman University	Henderson, TN	1,942
Frostburg State University	Frostburg, MD	5,756
Gannon University	Erie, PA	4,238
George Brown College	Toronto, Ontario	15,000
Georgia College and State University	Milledgeville, GA	6,249
Georgia Regents University	Augusta, GA	6,919
Goucher College	Towson, MD	2,375
Governors State University	University Park, IL	7,775
Gustavus Adolphus College	St. Peter, MN	2,600
Harding University	Searcy, AR	6,108
Harford Community College	Bel Air, MD	10,000
Hartwick College	Oneonta, NY	1,537
Hazard Community and Technical College	Hazard, KY	4,717

<i><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></i>
Illinois Central College	East Peoria, IL	13,049
Ithaca College	Ithaca, NY	6,600
Jacksonville State University	Jacksonville, AL	8,659
Jacksonville University	Jacksonville, FL	3,741
John Brown University	Siloam Springs, AR	2,183
John Carroll University	University Heights, OH	4,050
Johns Hopkins University	Baltimore, MD	19,019
Johnson & Wales University	Providence, RI	16,095
Kansas State University	Manhattan, KS	24,146
Keene State College	Keene, NH	5,443
Kent State University	Kent, OH	28,602
Keuka College	Keuka Park, NY	800
Lafayette College	Easton, PA	2,382
Lake Superior State University	Sault Sainte Marie, MI	2,637
Lasell College	Newton, MA	1,760
Laurentian University	Sudbury, Ontario	9,515
Lincoln University	Chester County, PA	2,649
Linfield College	McMinnville, OR	1,660
Longwood University	Farmville, PA	5,096
Loyola University Chicago	Chicago, IL	15,068
Madisonville Community College	Madisonville, KY	2,700
Manhattanville College	Purchase, NY	3,023
Marian College	Fond du Lac, WI	2,891
Maryville University	Town and Country, MO	2,400

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Massachusetts College of Liberal Arts	North Adams, MA	2,427
Massachusetts Institute of Technology	Boston, MA	10,384
McKendree University	Lebanon, IL	3,054
McNeese State University	Lake Charles, LA	8,941
Midwestern State University	Wichita Falls, TX	6,480
Minnesota State Community and Technical	Moorhead, MN	6,500
Minnesota State University at Mankato	Mankato, MN	15,649
Missouri Baptist University	St. Louis, MO	4,836
Missouri University of Science and Tech.	Rolla, MO	7,647
Mohawk Valley Community College	Utica, NY	7,200
Monroe Community College	Brighton, NY	18,977
Mount St. Mary's University	Emmitsburg, MD	2,100
Murray State University	Murray, KY	10,832
Muskingum College	New Concord, OH	3,000
New Jersey Institute of Technology	Newark, NJ	8,405
New York University	New York, NY	43,404
Nicholls State University	Thibodaux, LA	7,093
Norfolk State University	Norfolk, VA	7,035
North Medford High School	Medford, OR	1,887
Northeastern State University	Tahlequah, OK	9,769
Northern Illinois University	DeKalb, IL	25,313
Northwest Missouri State University	Maryville, MO	6,485
Northwestern State University	Natchitoches, LA	9,244

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Northwestern State University	Natchitoches, LA	9,244
Northwestern University	Evanston, IL	16,640
Norwich University	Northfield, VT	3,000
Ohio Dominican University	Columbus, OH	3,052
Ohio Wesleyan University	Delaware, OH	1,850
Old Dominion University	Norfolk, VA	24,125
Oswego High School	Oswego, IL	2,364
Pace University	New York, NY	12,772
Pennsylvania Interscholastic Athletic Assn.	Mechanicsburg, PA	N/A
Pleasant Valley High School	Bettendorf, IA	N/A
Plymouth State University	Plymouth, NH	6,200
Portland State University	Portland, OR	29,703
Post Playhouse	Fort Robinson, NE	N/A
Prince George's Community College	Largo, MD	40,000
Queens University	Kingston, Ontario	23,883
Quinnipiac University	Hamden, CT	9,000
Radford University	Radford, VA	8,878
Richard Stockton College of New Jersey	Galloway Township, NJ	7,243
Riverland Community College	Austin, MN	4,105
Robert Morris University	Moon, PA	5,339
Rollins College	Winter Park, FL	2,715
Rowan University	Glassboro, NJ	10,438
Rutgers University Camden	Camden, NJ	6,158

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
Sacred Heart University	Fairfield, CT	6,023
Saint Leo University	Saint Leo, FL	14,500
Saint Lucia Jazz Festival	Castries, St. Lucia	N/A
Salem State University	Salem, MA	9,254
Santa Clara University	Santa Clara, CA	8,770i
Seton Hill University	Greensburg, PA	2,014
Shenandoah University	Winchester, VA	1,767
Shepherd University	Shepherdstown, WV	4,400
Simpson College	Indianola, IA	1,485
South Medford High School	Medford, OR	1,936
Southern Illinois University - Edwardsville	Edwardsville, IL	14,000
Southern Intercollegiate Athletic Conf.	Tucker, GA	N/A
Southern Methodist University	University Park, TX	10,693
Southern New Hampshire University	Manchester, NH	3,700
Southern Oregon University	Ashland, OR	6,744
Southwest Minnesota State University	Marshall, MN	3,822
Southwestern University	Georgetown, TX	1,536
St. Charles Community College	Cottleville, MO	11,629
St. Mary's University	San Antonio, TX	3,954
St. Michael's College	Colchester, VT	2,316
St. Olaf College	Northfield, MN	3,007
State University of New York at Albany	Albany, NY	17,280
State University of New York at Brockport	Brockport, NY	8,742



<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
State University of New York at Cortland	Cortland, NY	7,200
State University of New York at Oneonta	Oneonta, NY	5,852
Stevens Institute of Technology	Hoboken, NJ	5,260
Stevenson University	Stevenson, MD	3,929
SUNY Old Westbury	Old Westbury, NY	3,811
SUNY Plattsburgh	Plattsburgh, NY	6,214
Texas A&M University - Commerce	Commerce, TX	10,390
Texas A&M University - Kingsville	Kingsville, TX	6,610
Thompson Rivers University	Kamloops, BC	13,072
Tidewater Community College	Norfolk, VA	23,130
Trinity Christian College	Palos Heights, IL	1,450
Tufts University	Medford, MA	9,517
Tulane University	New Orleans, LA	11,157
Union College	Schenectady, NY	2,157
University of Alaska - Anchorage	Anchorage, AK	16,500
University of Arkansas	Fayetteville, AR	21,406
University of Arkansas, Fort Smith	Fort Smith, AR	7,587
University of Bridgeport	Bridgeport, CT	5,543
University of British Columbia	Vancouver, BC	46,475
University of Calgary	Calgary, Alberta	31,327
University of California, Santa Cruz	Santa Cruz, CA	17,866
University of Central Oklahoma	Edmond, OK	16,840
University of Dayton	Dayton, OH	7,997
University of Denver	Denver, CO	11,476

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
University of Detroit Mercy	Detroit, MI	5,231
University of Hartford	West Hartford, CT	7,025
University of Indianapolis	Indianapolis, IN	4,978
University of Lethbridge	Lethbridge, Alberta	9,150
University of Maryland	College Park, MD	37,631
University of Maryland, Eastern Shore	Princess Anne, MD	3,922
University of Maryland, Univ. College	Adelphi, MD	68,996
University of Maryland, Baltimore Cty.	Baltimore, MD	13,908
University of Massachusetts, Lowell	Lowell, MA	16,969
University of Mississippi	Oxford, MS	22,286
University of Montevallo	Montevallo, AL	3,006
University of Nebraska, Lincoln	Lincoln, NE	24,100
University of Nebraska, Kearney	Kearney, NE	7,100
University of New England	Biddeford, ME	7,330
University of New Hampshire	Durham, NH	14,942
University of New Orleans	New Orleans, LA	9,825
University of North Carolina, Asheville	Asheville, NC	3,644
University of North Carolina, Charlotte	Charlotte, NC	24,700
University of North Texas	Denton, TX	36,067
University of Northern British Columbia	Prince George, BC	4,152
University of Ottawa	Ottawa, Ontario	40,712
University of Prince Edward Island	Charlottetown, PEI	4,555
University of Puget Sound	Tacoma, WA	2,785
University of Rochester	Rochester, NY	8,963

<i>Client Institution</i>	<i>Location</i>	<i>Enrollment</i>
University of South Dakota	Vermillion, SD	2,519
University of Southern California	Los Angeles, CA	26,000
University of Southern Maine	Gorham, ME	8,506
University of St. Thomas	St. Paul, MN	10,839
University of Tampa	Tampa, FL	6,900
University of Texas, Dallas	Dallas, TX	18,864
University of Texas, Rio Grand Valley	Edinburg, TX	17,534
University of Texas, Tyler	Tyler, TX	6,699
University of the Incarnate Word	San Antonio, TX	7,708
University of Toronto	Toronto, Ontario	47,259
University of Vermont	Burlington, VT	11,898
University of Washington	Seattle, WA	42,907
University of Washington, Tacoma	Tacoma, WA	4,309
University of Western Ontario	London, Ontario	25,042
University of Wisconsin, Oshkosh	Oshkosh, WI	13,002
University of Wisconsin, Stevens Point	Stevens Point, WI	9,643
University of Wisconsin, Parkside	Kenosha, WI	4,700
University of Wisconsin, Stout	Menomonie, WI	9,015
Upper Iowa University	Fayette, IA	6,158
Utica College	Utica, NY	2,505
Vanguard University	Costa Mesa, CA	2,160
Villanova University	Villanova, PA	9,535
Virginia Military Institute	Lexington, VA	1,500
Virginia State University	Petersburg, VA	5,000

<i><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></i>
Wagner College	Staten Island, NY	2,400
Warner University	Lake Wales, FL	1,200
Washburn University	Topeka, KS	7,303
Waubonsee Community College	Sugar Grove, IL	10,000
West Kentucky Community College	Paducah, KY	7,000
West Texas A&M University	Canyon, TX	9,489
West Virginia University	Morgantown, WV	7,566
Western Illinois University	Macomb, IL	11,458
Western New England University	Springfield, MA	3,657
Westfield State University	Westfield, MA	5,500
Westminster University	Salt Lake City, UT	2,295
Wilfrid Laurier University	Waterloo, Ontario	15,846
Winona State University	Winona, MN	8,896
York College of Pennsylvania	Spring Garden, PA	5,564
York University	Toronto, Ontario	53,900

# Team Biographies

## Stephen Weissman

### *President*

sweissman@universitytickets.com | 888-771-1420

Steve has over 15 years of experience in box office technology. His experience includes box office operations, software development, and project management. Stephen's focus is ticketing on college and university campuses. He has presented at several national conferences on the topic of box office software selection and implementation and he currently supports many of UniversityTickets' clients in their use and rollout of box office software. Stephen holds a B.S. in Statistics from Cornell University and an M.B.A from New York University's Stern School.

## Derek Mitchell

### *Director, Sales and Marketing*

dmitchell@universitytickets.com | 845-764-9800

Derek's expertise is in large scale event production and box office operations at the University level. His career includes experience with arts centers, international conference and trade show production, and large-scale arena concerts. Derek earned his B.A. from the University of Maine in Journalism.

## Daniel Maltes

### *Senior Systems Analyst*

dmaltes@universitytickets.com | 845-764-9602

Dan has over 25 years of programmer analyst and support experience in line-of-business software applications and services. He has worked on inventory management for the United States Military, HRM and account software for staffing industry. He studied computer science at Mount Saint Mary College and Information Systems at Marist College.



# Daniel Terwilliger

## *Business Analyst Lead*

dterwilliger@universitytickets.com | 888-771-1420

Daniel is involved in the business development and the ongoing support for software and application implementation. His career includes working with small businesses as well as management of private client and institutional assets. His background of portfolio management brings experience in data management, product testing, and team leadership. Daniel earned his B.S. in Finance from Marist College.

# Matthew Donahue

## *Director, Client Services*

mdonahue@universitytickets.com | 845-764-9604

Matt has experience working with Colleges and Universities for over a decade. His expertise is in communication, advocacy, training, project management and implementation. He currently leads a team that is responsible for all new client onboarding, customer support, ongoing training, and external communication. Matt earned his B.A. in Public Management and an M.P.A., both from the University of Maine.

# General Event Properties for Event Ticketing System

## Web-based software for retail, point-of-sale (POS), and self-service transactions

UniversityTickets Dedicated Ticketing System allows the sale of both general admission and assigned seating events through walk-up, internet, telephone, and outlet channels. For assigned seating events, the system can be configured so that users may pick the specific seats they want from a venue map or have the best available seats assigned to them. The ticketing inventory is shared and real-time between online users and box office staff, making double-selling seats impossible.

## Private label design

UniversityTickets is an entirely custom-branded ticketing platform, blending your colors, logos, look and feel into a secure e-commerce application powering single game and season ticket sales, fundraising and donor management, reporting, payment processing and more. A web-based solution, your ticketing site is accessible anytime via a vanity URL (AAMUTickets.com or AAMUSports.com/tickets, etc.) All support and maintenance of the application and database servers is the responsibility of UniversityTickets.

The screenshot displays the Portland State University ticketing website. At the top, the university logo and name are prominent. Below the header, there is a search bar for events and a navigation menu. The main content area is divided into several sections: 'Featured' events, 'All Upcoming Events', and a 'Box Office Hours' sidebar. The 'Featured' section lists events such as 'Romeo & Juliet' (SOLD OUT), 'Football: Vikings Vs. Montana State', and 'Fool For Love'. The 'All Upcoming Events' section lists 'Football: Vikings Vs. Montana State' and 'The Music Man'. The 'Box Office Hours' sidebar provides operating hours for various days of the week.

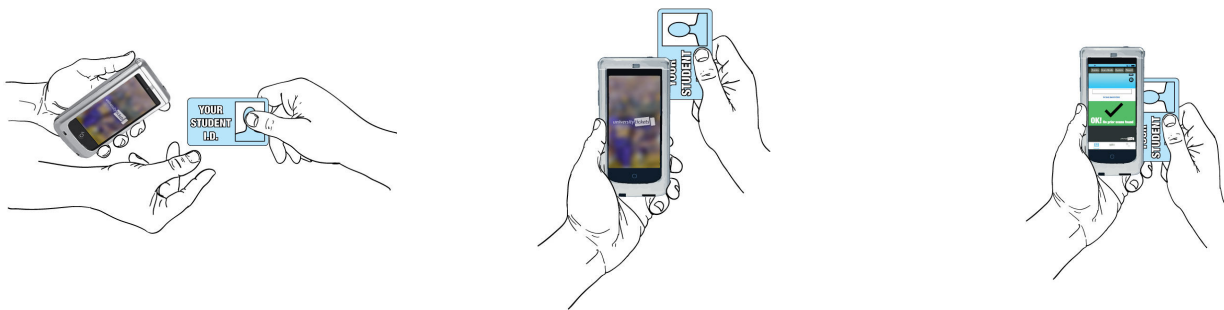
Event	Date	Time	Status
Romeo & Juliet	Thursday, August 3, 2017	7:00 PM (AT)	SOLD OUT
Football: Vikings Vs. Montana State	Friday, July 14, 2017	8:00 AM (AT)	GET TICKETS
Football: Vikings Vs. Montana State	Friday, July 14, 2017	8:00 AM (AT)	GET TICKETS
Romeo & Juliet	Thursday, August 3, 2017	7:00 PM (AT)	SOLD OUT
Fool For Love	Saturday, October 7, 2017	12:00 AM (ET)	GET TICKETS
The Music Man	Saturday, March 10, 2018	2:00 PM (AT)	GET TICKETS

### **Alabama A&M University retains rights as an exclusive seller.**

UniversityTickets complies. All data, fees and advertising revenue is 100% owned by the client.

### **Single sign-on integration**

You may allow students and/or staff to use their campus network ID to access the site and pass attributes to UniversityTickets to identify their role on campus and securely offer those users discounted tickets or access to special events. This keeps your student data secure, while offering unmatched convenience, speed, and functionality to members of your campus community. This integration may utilize LDAP, CAS, Shibboleth with the InCommon Federation, or a proprietary, simple API for campuses without a more standardized authentication system.



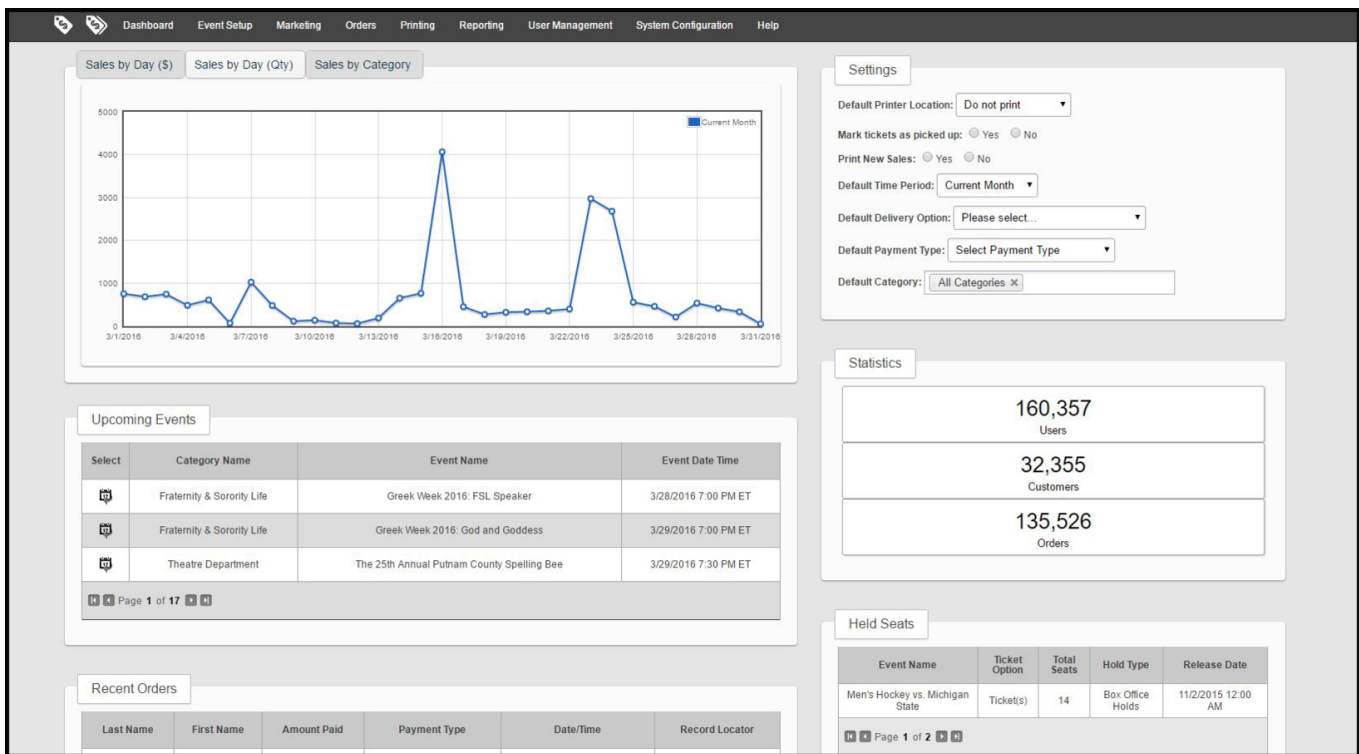
Student user data, paired with our wireless access control devices, may be used to validate campus IDs at events ensuring validity, enrollment status and student eligibility. Once validated, a student is immediately granted complimentary admission. This student entry data is logged for reporting purposes along with all other ticket sales and venue admission data.

### **Comprehensive reporting-financial, event, venue, marketing data, real-time, exportable to Microsoft Excel and Access**

UniversityTickets includes a complete set of finance, event, and marketing reports, all available in real time. In other words, as soon as reservations are made the data is available for review. Reports are web-based and accessible from any computer with internet access and the appropriate administrative access.

Each report has the ability to restrict output to a specific timeframe, a specific category of events, a specific event, or multiple events or categories. Additionally, some reports may have additional filters such as "Payment Type" or "User."

Reports can be viewed online or exported to Excel or PDF format for sharing and further analysis. UniversityTickets creates custom reports, for a client should information be requested that currently is unavailable within existing reports.



## A Sample Of Available Reports:

**Net Sales:** Financial reports with detail on each event, ticket type, payment type, and subtotals for each breakout.

**Daily Sales:** Aggregate of sales on daily basis with breakout by payment type.

**Sales by Employee:** Often used to "zero out" a cash drawer at the end of shift. Allows administrators to see the total amount of sales by payment type for a specific user.

**Payment Detail:** Report of all financial transactions in the system. Normally used to reconcile with Payment Gateway reports.

**Customer Marketing Report:** Names, Addresses, and e-mail of customers that have purchased tickets. May be filtered based on purchase history, subscriber status or other activity factors. This report may be tailored to your specific direct marketing programs and could be used for mail label generation, bulk emailing, or other marketing purposes.

**Reservation List:** Provides a complete list of all reservations for a specific event.

**Seat Assignments:** For assigned seating venues, allows administrators to see venue usage and current seating assignments

**Custom Fields:** This report includes any custom data that is collected from customers at checkout. For example, meal choice, shirt size, or "how did you hear about this event"

### **Schedule start and end times for events**

Setup of a new event in UniversityTickets takes just minutes. An easy to use form guides users through the process, from setting dates, prices and availability, to event on-sale dates and marketing content. Through the process, UniversityTickets support is just a phone call or email away. Event and ticket options can be scheduled for start and end times automatically with no manual intervention necessary by client. Further event data and pricing can be dynamically updated at anytime, even after the event goes onsale.

### **Detailed reporting (e.g. attendees, conversion rate)**

All reports can be viewed by basic data or detailed data which shows attendees, conversion rate and other statistics, dependent on the specific report. A full list of reports and sample data are included with this proposal.

### **Issue refunds, including partial refunds**

Alabama A&M University may conduct real-time customer searches on customer name (or partial name), phone number, email address, last four digits of credit card number, or unique order record locator, and instantly reprint, refund or exchange tickets. Partial refunds are supported.

### **Confirmation email (receipt and ticket details)**

Confirmation emails are automatically sent following a ticket purchase which can be customized by administrators on an event or delivery method basis. Further, administrators may always resend confirmation emails to patrons at anytime.

### **Email an optional event organizer**

Reporting and confirmation emails can be sent to event organizers. Further, administrators may allow event organizers access to specific reports on only their event. Allowing promoters and event organizers the flexibility and convenience to review event data at anytime, while keeping the rest of your data secure.

### **Custom banners and styles for each form**

Forms can be customized by branding and text.

### **Repurpose events**

An easy to use form guides users through the process, from setting dates, prices and availability, to event on-sale dates and marketing content. Through the process, UniversityTickets support is just a phone call or email away. Events pricing, information and data can be edited by administrators at anytime, even after an event has gone onsale.



Each event can be individually customized with information, pictures, sponsorships and videos. Administrators can "copy" events allowing efficient and easy season creation.

After an event, administrators may archive data keeping the interface clean and organized.

### **Subdomain hosting**

UniversityTickets complies.

### **Toll-free customer service center**

Support is available 24 hours a day, 7 days a week via toll-free phone number and email.

### **Patron data import/migration - ability to import unlimited patron and order data**

UniversityTickets can import/export unlimited patron data in .CSV format.



### **Social networking integration - ability to promote directly to social media, i.e. Facebook, Twitter**

The UniversityTickets platform interfaces directly with Facebook, Twitter and other popular social media tools allowing guests and customers to post upcoming events and purchase histories to their individual newsfeeds instantly and securely, with one click.

### **Unlimited user licenses**

The UniversityTickets system supports an unlimited number of secure, unique user accounts. Logins may be added or removed by the customer directly or by Alabama A&M University ticketing administrators. Access and transaction logs are retained even if user privileges are terminated.

Further, the UniversityTickets Dedicated Ticketing System offers unlimited levels of administrative access enabling Alabama A&M University to control safe access to event management, refund/exchange, and reporting functionality.

Category and event level permissions further enhance the security options available, allowing administrators to restrict a user's access to the system to selected categories of events. Third party rental users, for example, may be limited to managing, selling and reporting on sales of their events while Athletic administrators are similarly limited to their events. This allows use of a campuswide ticketing application while maintaining privacy and control over individual department and organizational data.

# Ticket Properties

## Multiple events on one form (e.g. commencement with optional dinner)

The UniversityTickets platform allows multiple events on one form.

## Ability for Alabama A&M University personnel to add and edit events

Alabama A&M personnel have the ability to perform all box office operations directly in the system, including add/edit events with no intervention necessary by UniversityTickets.

## Discount codes and ability to limit the availability of discount codes

The screenshot shows the 'Add Discount Code' form in the UniversityTickets system. The form is organized into several sections:

- Basic Details:** Includes fields for 'Category/Event Package' (set to 'All categories'), 'Event' (set to 'All Events'), 'Ticket Type' (set to 'All Users'), and 'Discount Code\*'. There are also buttons for 'Apply Discount' (with 'Before Fees' and 'After Fees' options) and 'Discount Amount\*' (with '%' and '\$' options).
- Global Limits (Optional):** Includes 'Total Redemptions Quantity' (with a text input and a note: 'This discount code can be used for [ ] ticket(s) across all categories, events, and customers.') and 'Max Per Event (Same Limit for Each Event)' (with a text input and a note: 'This discount code can be used for [ ] ticket(s) for each event.').
- User Limits (Optional):** Includes 'Max per Customer' (with a text input and a note: 'An individual customer can redeem this discount code [ ] times.').
- Order Limits (Optional):** Includes 'Min per Order' (with a text input and a note: 'To use this discount code, [ ] tickets must be added to the cart.') and 'Max per Order' (with a text input and a note: 'This discount code can only be used for [ ] tickets per order.').

At the bottom of the form, there are checkboxes for 'POS Only' and 'Limit with Time Frame', and 'Save' and 'Back' buttons.

Unlimited coupon codes can be created in the system directly by administrators with a variety of different options and limits. Codes can be set up category, event, usertype, POS/online, time frame, percentage or flat discount, use limits, customer limits and a minimum/maximum tickets per order.

Pre-Sale codes can be created to allow for early purchase online for specific ticket options and/or user types prior to other patrons having access to tickets.

UniversityTickets provides group sale functionality that includes discount codes that are restricted to specific events and can have minimum purchase requirements set to receive discounts. In addition, through the admin functions of the system, you can hold seats for group sales that can later be released only through admin sales, or allocate specific seats for a customer though a suspended transaction that the customer can later resume on-line.

Manual discounts can be added POS at anytime by administrators.

## **Ticket purchasing limits**

Ticket limit and price levels can be set by event, ticket type, user type or donor level.

## **Additional donation achievable by dropdown or radio button selection or user-keyed value**

An effective and customized fundraising program is critical to your success and longevity. With UniversityTickets, fundraising efforts are automated and managed alongside ticketing, with a donor management platform that's fully integrated.

Collect, track and reward donations online with complete giving history reported with related ticket transactions. Gifts may be required at the time of ticket purchase based on seat location, package type or priority point standing.

Incentivize giving and purchases with loyalty points, upgrade offers and special availability by donor level, while managing membership and subscription status with tools that include online renewals, invoicing, and member-only events, packages and add-ons. All donor data is available for reporting in real-time with web-based donor analysis, reporting and receipt generation.

UniversityTickets allows clients to collect donations as part of the checkout process. All donation revenue is identified separately for reporting purposes and on customer receipts and email confirmations.

Donations may be tracked or logged by fund donated to with each having their own unique fund name and ID number for record keeping. Donations are tracked in a time-stamped register for each user, with aggregate values being displayed annually and over lifetime.

Donations made as part of a membership may be subsequently renewed by patrons online at the time of expiry. Such membership may be configured to grant special access to events or tickets, specialty seating areas, member only events and more.

UniversityTickets facilitates the sale of priority or specialty seating to donors with appropriate user types. Customers may be categorized within the platform and given access to special seating types, early access or special pricing based on their purchase history, giving history or user type.

Further, clients may require mandatory donations based on seat selection. In this case, UniversityTickets will automatically add the corresponding donation to the user's shopping cart at checkout and prevent them from removing it unless the associated seats are also removed. Donations required in this way may vary based on seat section or package type.

ALL MEMBERSHIP BENEFITS INCLUDE:

- Recognition in all performance programs, advertisements, and website
- Annual Donor Appreciation event
- Opportunities to visit classes within the College of Fine Arts & Communication
- Preferred seating at special events
- Ticket pre-sale notification
- Guided tours of new Performing Arts Center
- Art gallery openings, Piersol Lecture Series, and educational seminars

THE ADDITIONAL BENEFITS LISTED BELOW ARE AVAILABLE TO SILVER AND ABOVE MEMBERSHIP LEVELS:

- "Front & Center" events include attending open rehearsals and post production "meet and greet" receptions with performers, directors, and conductors
- Wine and Hors d'oeuvre receptions (for select events)
- Join the Friends on annual international trips

MEMBERSHIP LEVELS...

Diamond	Starting at \$10,000	Includes 100 tickets per membership year
Emerald	Starting at \$5,000	Includes 40 tickets per membership year
Platinum	Starting at \$1,000	Includes 16 tickets per membership year
Gold	Starting at \$500	Includes 12 tickets per membership year
Silver	Starting at \$250	Includes 8 tickets per membership year
Bronze	Starting at \$100	Includes 4 tickets per membership year

**Sponsorship (set donation prices which include a certain number of guests)**

UniversityTickets complies.

**No-cost tickets**

UniversityTickets allows complimentary tickets to be sold and reconciled similar to any other ticket option.

**Automatic price increases after a certain date or early bird special pricing**

Administrators have full control over the pricing and availability for each event. An event can be configured with pre-sales for students only, discounts for staff/faculty, or reduced prices for specific seats, along with timed price changes for early bird or day-of price adjustment.

**Multiple event tickets and donations should be automatically tallied**

Yes, UniversityTickets runs a shopping cart approach to check out, allowing multiple events, donations and merchandise to be tallied and processed in one transaction.

# Field Properties

**The awarded vendor should provide an event and ticketing software platform that is able to include all of the following types of web display fields.**

**Require certain fields**

Requiring certain fields is accommodated.

**Validate information including email, phone number, etc.**

Validating certain information is accommodated.

**Unlimited number of fields**

Unlimited number of fields is accommodated.

**Conditional fields, i.e. fields that only appear if certain criteria are met**

Conditional fields are accommodated.

**Single line textboxes**

Single Line Textboxes are accommodated.

**Multi-line (Paragraph) textboxes**

Textboxes are accommodated.

**Dropdowns**

Dropsdowns are accommodated

**Checkboxes**

Checkboxes are accommodated.

**Radio button groups**

Radio buttons are accommodated.

**Date select**

Date selection is accommodated.

**Time select**

Time Selection is accommodated.

**File upload**

File uploads are accommodated.



# Sales Functionality

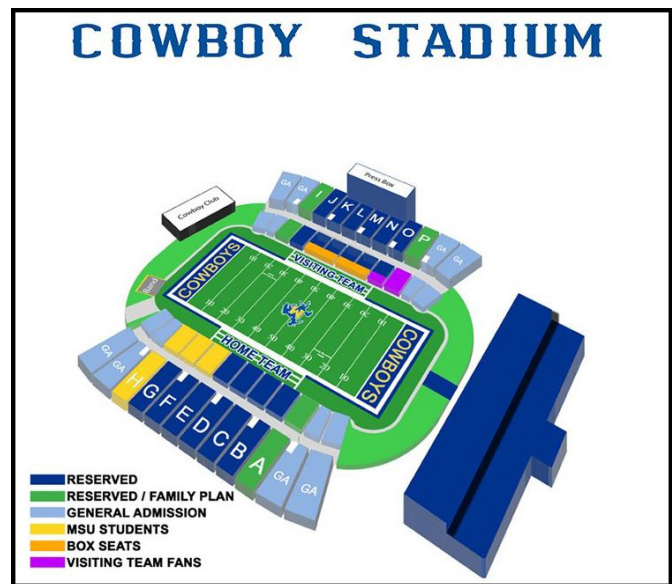
## **Ticketing System allowing for the sale of General Admission and Assigned Seating Events**

UniversityTickets Dedicated Ticketing System allows the sale of both general admission and assigned seating events through walk-up, internet, telephone, and outlet channels. For assigned seating events, the system can be configured so that users may pick the specific seats they want from a venue map or have the best available seats assigned to them. The ticketing inventory is shared and real-time between online users and box office staff, making double-selling seats impossible.

## **Assigned Seating able to be chosen from a venue map or have best available seating recommended and assigned**

UniversityTickets will create 3D representations for all of Alabama A&M University's assigned seating venues. Once a venue is available in the system, the client will have complete control over pricing and availability of seats on an event by event basis. UniversityTickets supports unlimited number of venues.

UniversityTickets also offers assigned seat template creation. These templates store both pricing and availability information, and may be applied instantly to any event to reconfigure pricing at anytime. At any point, system administrators may view and manage assigned seating configurations including hold statuses, sales, and blocked seats.



**Real-time Ticketing Inventory System to eliminate risk of double-selling seats**

The ticketing inventory is shared and real-time between online users and box office staff, making double-selling seats impossible.

**Ticketing System administrators have control over the timing of pricing and availability for each event, such as limiting sales for a certain populace or providing special discounts or pricing for a certain populace**

Administrators have full control over the pricing and availability for each event. An event can be configured with pre-sales for students only, discounts for staff/faculty, special availability for donors or reduced prices for specific seats, along with timed price changes for early bird or day-of price adjustment.

**Ability to provide a variety of pricing models including percentage discounts, flat package pricing, and dollar-value discounts**

UniversityTickets supports a variety of pricing models (including flex pass, percentage discounts, flat package pricing, or dollar-value discounts). Customers may print customized e-Tickets from the website for each event included in the package, at any time during the season. Further, UniversityTickets assists with season ticket credentials and passes, granting access control to multiple events without any paper tickets.



# Season and Membership Ticketing

## Online season ticket renewals to allow patrons to maintain seats from season to season or renew before the season starts

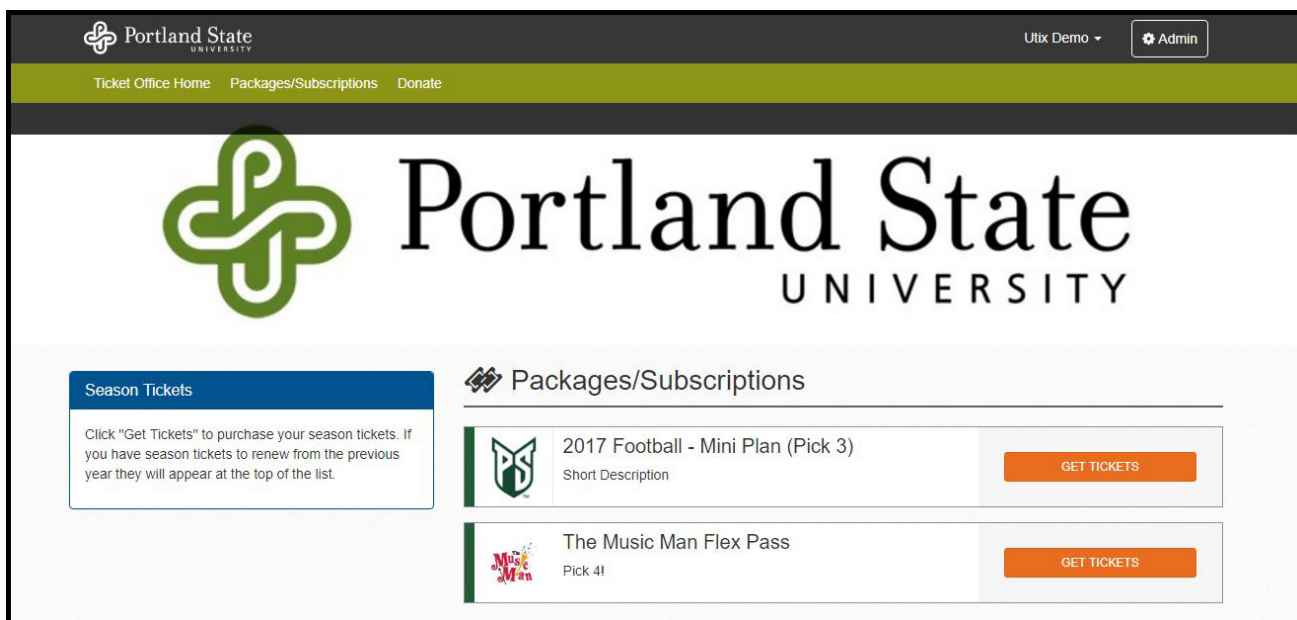
The UniversityTickets Dedicated Ticketing System supports online season and series renewals, including automatic seat reservations from season to season. Renewals may be configured for availability before new season or individual tickets go on-sale.

## System should allow upselling to include parking passes, merchandise, etc.

Alabama A&M University may elect to offer up-sells or add-ons like parking passes and merchandise to maximize revenue.

## Systems should allow user registration and login to identify members uniquely and allow specific terms and conditions per customer or customer group, such as allowing discounted tickets for a certain customer or customer group, such as faculty and staff.

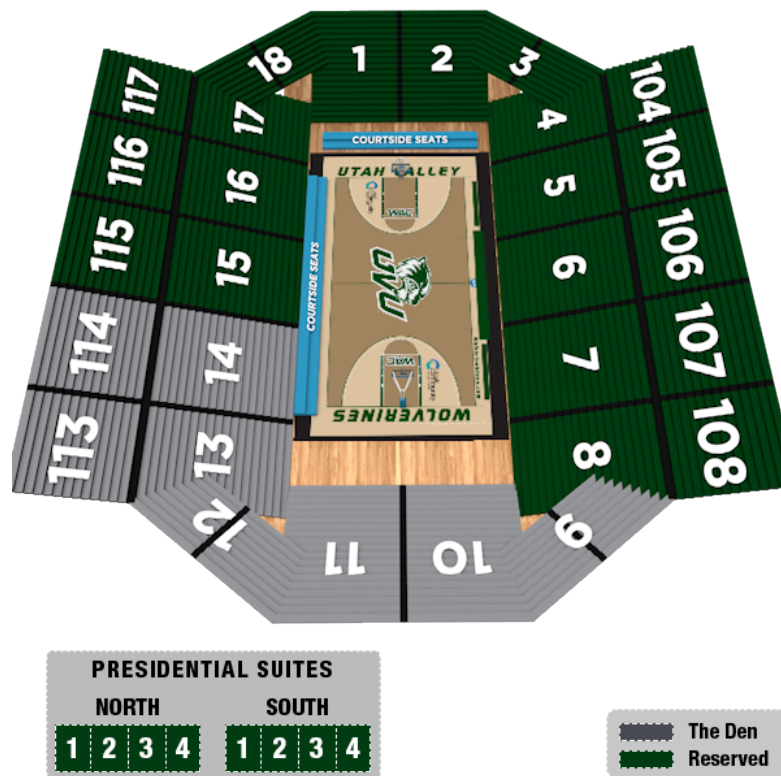
All packages and events can be configured with pre-sales for students only, discounts for staff/faculty, or reduced prices for specific seats, along with timed price changes for early bird or day-of price adjustment.



# Seating Management

## Graphical display of assigned seating venue for ease of patron seat selection

UniversityTickets will create graphical displays for all AAMU assigned seating venues.



Alabama A&M University retains control over pricing and availability of each venue's seating on an event-by-event basis. Alabama A&M University also retains the ability to view assigned seating configurations, hold statuses, sales, and blocked seats.

UniversityTickets will create 3D representations for all of Alabama A&M University's assigned seating venues. Once a venue is available in the system, the client will have complete control over pricing and availability of seats on an event by event basis. UniversityTickets supports unlimited number of venues.

UniversityTickets also offers assigned seat template creation. These templates store both pricing and availability information, and may be applied instantly to any event to reconfigure pricing at anytime. At any point, system administrators may view and manage assigned seating configurations including hold statuses, sales, and blocked seats.

# Account Management

***System must support an unlimited number of secure, unique user accounts.***

The UniversityTickets system supports an unlimited number of secure, unique user accounts. Logins may be added or removed by the customer directly or by Alabama A&M University ticketing administrators. Access and transaction logs are retained even if user privileges are terminated.

***Account management permissions should be customized to the users' needs and may differ among users.***

UTIX offers a robust and custom security permission suite, allowing for unlimited different security groups to be created which can each be restricted by category, and all aspects for events, fundraising, marketing, orders, printing, specific reports, user management, system configuration, content management, point of sale and data archives.

Restricting sales access to particular administrators for particular events is supported.



# Ticket Printing

**System should allow for batch printing and allow for the printing of unprinted ticket orders, will-call ticket orders, reprint ticket orders, or print a specific ticket order**

Batch printing tools allow Administrators to print all unprinted orders, all will-call orders, print a specific order, or reprint orders on demand.

**System should allow for print-at-home e-ticketing and ticketing with thermal ticket printers**

The system will allow for print-at-home E-Tickets as well as ticketing with thermal ticket printers (using custom or generic ticket stock). Administrators control which fulfillment options are available to customers on each event and may customize tickets to include advertisements or other information. Print-at-home tickets may be printed on any laser or inkjet printer. However, many box operations find that thermal ticket printers are the best solution for high volume will-call and walk-up sales. In addition, Alabama A&M University may offer customers any custom delivery options unique to your operations.

**System should be compatible with a wide range of thermal ticket printers**

UniversityTickets provides software compatibility for most major brands of thermal ticket printers including Boca Systems, Datamax, Practical Automation, Ithaca and others. For maximum flexibility, the UniversityTickets platform supports the use of portable thermal receipt printers. These use inexpensive thermal paper and are often much smaller than their ticket-printing counterparts.

# Ticket Validation and Access Control

**System should offer secure barcode-based ticket validation to allow for the entry, exit, and re-entry of patrons when all tickets are scanned**

Optional access control solutions rely on barcode scanning for ticket validation and recording attendance data. UniversityTickets access control software was developed for the Apple iPod touch with barcode scanning hardware from Infinite Peripherals or Honeywell.

There is no server hardware to be installed on campus for this or any other component of the UniversityTickets application. Access control scanning requires only traditional wireless internet. As such, UniversityTickets recommends a wireless SSID be established with access limited only to scanning hardware to ensure the bandwidth is available for high volume scanning. Proper and stable internet connectivity is the responsibility of the client.



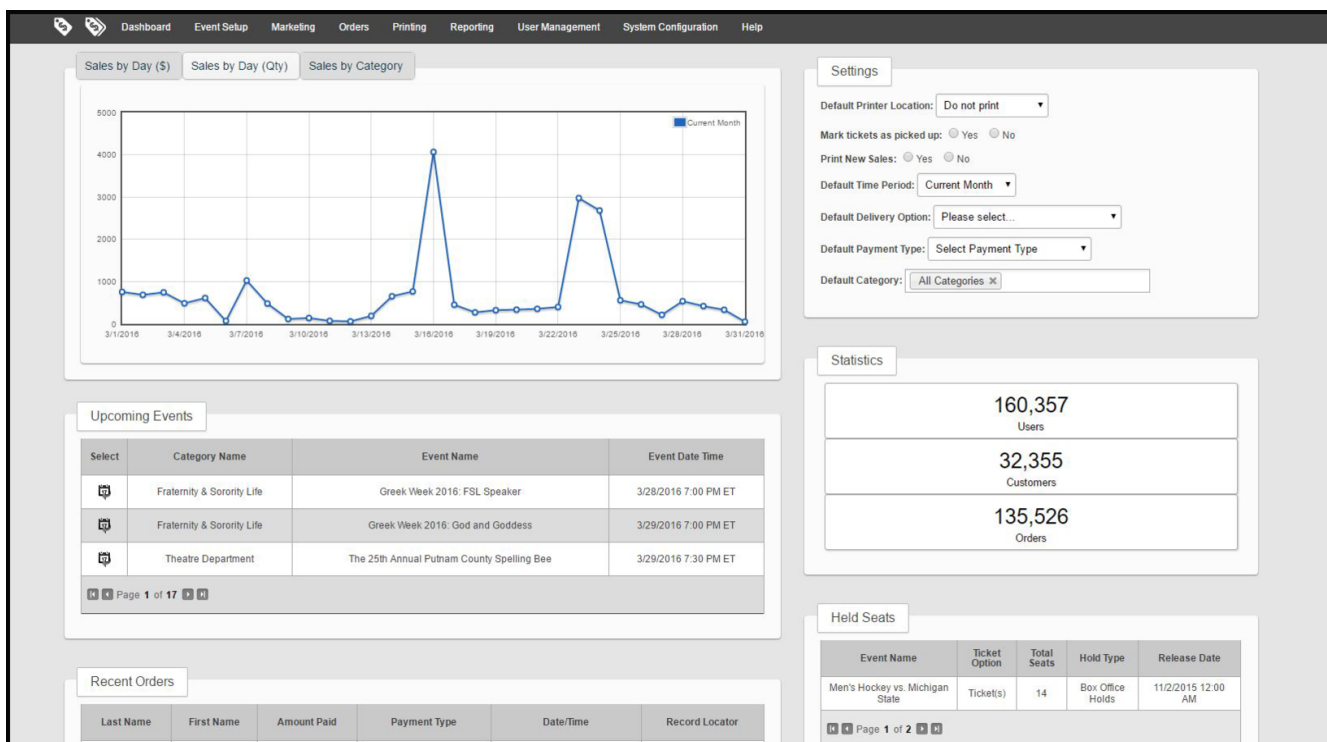
# Access to Web-based Reports

**Awarded vendor should provide Alabama A&M University access to an online, real-time reporting database for the transparency of net sales, daily sales, sales by employee, payment details, customer profile reports, event reservation lists, seat assignments, and any other pertinent data and reports.**

UniversityTickets includes a complete set of finance, event, and marketing reports, all available in real time. In other words, as soon as reservations are made the data is available for review. Reports are web-based and accessible from any computer with internet access and the appropriate administrative access.

Each report has the ability to restrict output to a specific timeframe, a specific category of events, a specific event, or multiple events or categories. Additionally, some reports may have additional filters such as "Payment Type" or "User."

Reports can be viewed online or exported to Excel or PDF format for sharing and further analysis. UniversityTickets creates custom reports, for a client should information be requested that currently is unavailable within existing reports.



## ***A Sample Of Available Reports:***

**Net Sales:** Financial reports with detail on each event, ticket type, payment type, and subtotals for each breakout.

**Daily Sales:** Aggregate of sales on daily basis with breakout by payment type.

**Sales by Employee:** Often used to "zero out" a cash drawer at the end of shift. Allows administrators to see the total amount of sales by payment type for a specific user.

**Payment Detail:** Report of all financial transactions in the system. Normally used to reconcile with Payment Gateway reports.

**Customer Marketing Report:** Names, Addresses, and e-mail of customers that have purchased tickets. May be filtered based on purchase history, subscriber status or other activity factors. This report may be tailored to your specific direct marketing programs and could be used for mail label generation, bulk emailing, or other marketing purposes.

**Reservation List:** Provides a complete list of all reservations for a specific event.

**Seat Assignments:** For assigned seating venues, allows administrators to see venue usage and current seating assignments

**Custom Fields:** This report includes any custom data that is collected from customers at checkout. For example, meal choice, shirt size, or "how did you hear about this event"

# Refunds and Exchanges

System should allow for Alabama A&M University personnel to search for specific customer(s) using unique information such as name, phone number, email address, credit card number, order number, etc. and reprint tickets, issue refunds, exchanges, etc.

Alabama A&M University may conduct real-time customer searches on customer name (or partial name), phone number, email address, last four digits of credit card number, or unique order record locator, and instantly reprint, refund or exchange tickets.



# Patron Profile Management

**System should allow patrons and Alabama A&M University personnel to create user accounts to include billing and shipping addresses, email address, telephone number. Alabama A&M University personnel should have the ability to add user profile notes and custom data fields that may also be accessible in the web-based reports.**

The UniversityTickets platform allows patrons or administrators to create user accounts that include billing and shipping addresses, email address, telephone number, user profile notes (administrators only) and other data points deemed necessary by Alabama A&M University administrators. Many clients opt to customize their patron profile to collect workplace details, birthday, family member names or other details to later use in marketing efforts.

Customers buying via the self-service environment may freely browse ticket and seat availability without having to register for a user profile. This, combined with the client's ability to customize user profile data collection to include minimal required fields, allows for a less intimidating checkout experience while maximizing fan engagement and marketing opportunities.

# Ticketing System Accessibility

**Awarded vendor should offer a custom-branded mobile-friendly ticketing portal allowing ticket purchases for both assigned seating and general admission events through a mobile interface.**

The UniversityTickets upgraded platform is responsive in design, allowing patrons using any device, whether a computer, tablet or smartphone, to browse and make purchases with ease.



# Email Marketing

**System should allow for automated emailing of reminders, upcoming events, and marketing content based on a customer's opt-in status. Patrons may be solicited to participate in marketing campaigns based on purchase history, user-type, activity history, subscription, membership status, and other applicable data.**

The UniversityTickets latest version allows for administrators to send transaction emails for event reminders or relevant information directly from the Admin Menu.

Further, UniversityTickets integrates with MailChimp, a provider of comprehensive email marketing technology for automated emailing of reminders, upcoming event announcements and other marketing content based on a customer's opt-in status. Our integration allows synchronization of customer email addresses, tracking of campaigns, automatic opt-in and opt-out updates and more. Patrons may be targeted by purchase history, user-type, activity history, subscription and membership status and other data points.



# Website Design

**Awarded vendor will collaborate with Alabama A&M University in designing a ticketing portal suitable to the needs of the University and its patrons. The University has the right to require the awarded vendor to make any updates and changes to the web portal's design and functionality at any time during the contract duration.**

UniversityTickets is an entirely custom-branded ticketing platform, blending your colors, logos, look and feel into a secure e-commerce application powering single game and season ticket sales, fundraising and donor management, reporting, payment processing and more. A web-based solution, your ticketing site is accessible anytime via a vanity URL (AAMUTickets.com or AAMUSports.com/tickets, etc.) All support and maintenance of the application and database servers is the responsibility of UniversityTickets.

Alabama A&M University will have full control of all logos, official colors and design of the ticketing platform. Further, UniversityTickets has partnered with SideArm sports to obtain exact graphics of your existing athletics web atmosphere.



# Convenience Fees

**Any such convenience fees charged to the patron shall be revenue fully owned and operated by Alabama A&M University to be used at its discretion.**

UniversityTickets does not assess fees on the customer directly as part of this contract. Though the software allows Alabama A&M University to levy convenience fees on customers at the order and ticket level, such revenue is 100% owned by the client. Our relationship is with you, not your customers.

# Delivery Options

**System should allow a variety of ticket delivery options to include U.S. Mail, Will Call, Campus Mail, and other custom options.**

UniversityTickets supports eTickets, Mobile Tickets, Will Call, U.S. Mail, Campus Mail and any custom delivery options unique to your operations.

# Credit Card Processing and Payment Gateways

University should have the option of processing credit cards through the awarded vendor's system or through a payment gateway established by the University. Awarded vendor's system should interface with a variety of established payment gateways, such as Authorize.net, Touchnet, Paypal, Chase Paymentech, Skipjack, and CashNET.

UniversityTickets will allow for cash, check, and credit card processing, as well as custom integrated features like campus payment cards or accounts. You may also include offline processing for gift certificates and/or departmental transfers or any other revenue you deem necessary.

UniversityTickets provides PCI compliant means for processing credit cards. Alabama A&M University will have the option of processing credit cards through UniversityTickets' merchant account or through a payment gateway established by the university. We offer interfaces to most major payment gateways including:

Authorize.net  
Touchnet  
Paypal/Verisign  
Moneris  
VirtualMerchant  
Chase Paymentech  
Skipjack  
CashNET  
Official Payments

**Using Our Account:** If UniversityTickets' merchant services are used, UniversityTickets will collect all credit card payments for the University and issue a settlement check monthly for the amount of credit card sales minus fees. ACH transfers are also available.

**Using Your Own Account:** Should the client use their own payment gateway, UniversityTickets will provide a seamless customer interface and payments will be directly deposited in Alabama A&M University's merchant account. Credit card processing fees will be assessed by your bank rather than by UniversityTickets.

UniversityTickets is compliant with PCI 3.0 Standards as a Level 2 Service Provider. Quarterly testing is provided by Trustwave, a leading provider of e-commerce security and PCI compliance solutions with our most recent certificate available upon request.



# Business and Technical Support

**Bidders should provide their hours of availability to provide business and technical/emergency support. Business support questions would include but not be limited to "How-to", system configuration, and a variety of customer support questions relating to the use of the system and any administrative support-related questions. Technical and emergency support would include questions concerning system outages, error messages, or other situations that result in system downtime. Awarded vendor should be able to provide technical support 24 hours a day, 7 days per week. Awarded vendor's technical support staff should be available 24/7 via phone and email. Vendor supplied hardware leased by Alabama A&M University must be covered by manufacturer warranties and supported by the vendor.**

## Technical Support Resources

### **Business Support**

Standard business support is available 7a-8p ET during business days. Accommodations can be made for extended support in situations where it is needed at no cost (first night of sales, major events, etc.) Business support covers "how do I" questions, system configuration, and other customer support issues relating to use of the system. Business support questions should be routed through your dedicated Client Account Manager via e-mail or phone.

### **Technical and Emergency Support**

Technical support is available 24 hours a day, 7 days a week. Technical support covers system outages, error messages, or other situations that result in a "system down" issue. Technical support can be reached via toll-free phone or e-mail. All support is handled from our New York headquarters, with regional offices throughout the United States.

### **Hardware Support**

Technical support for hardware issues is on call 24 hours a day, 7 days a week. Technical support can be reached via phone or e-mail. If hardware is deemed faulty or must be replaced or repaired, UniversityTickets owned hardware will be supported and handled through UniversityTickets. Hardware owned or purchased by the client will be covered by manufacturer warranties.

## *Online Support and Documentation*

A complete web-based tutorial package is available for Alabama A&M University personnel to review at any time, documenting system functionality from basic event management to the setup of complex season tickets or membership programs.

During each academic semester, UniversityTickets offers a variety of e-learning webinars to review and refresh clients on existing functionality and introduce users to new tools and enhancements added to the platform. These webinars are open to all clients at no cost for the life of our relationship.

# System Availability and Reliability Guarantee

**Awarded vendor must be able to provide Alabama A&M University with a 99.9% system uptime guarantee. Alabama A&M University must document the cases of system downtime and allow the awarded vendor to remedy the cases of system failure. Though Alabama A&M University will allow the vendor to remedy the cases of system failure, Alabama A&M University reserves the right to terminate the contract with the vendor for cause as the 99.9% system uptime guarantee was not upheld.**

As a solution hosted via Amazon Web Services, UniversityTickets takes advantage of their robust monitoring solution, CloudWatch, to monitor server response times, resource utilization and load-balancing status. This service offers real-time performance logging, outage or subpar response time alerts and similar notifications for prompt diagnosis by UniversityTickets personnel.

UniversityTickets has maintained a 99.9% uptime guarantee for the previous seven years, and commits to maintaining this uptime availability as measured on a calendar year basis.

# Optional and Essential Equipment to Provide Services

Bidders should supply a cost sheet as an attachment to their bid response outline the cost to purchase and lease hardware necessary to provide event ticketing services in patronage of an event. The purchase and lease options per hardware item should be annotated in a column for each acquisition method. The attachment(s) should clearly indicate which items were optional and which were essential to provide event ticketing services. Such items on the pricing attachment(s) may include thermal ticket printers, credit card readers, access control / e-ticket scanners and validation hardware, and hardware and integration to authenticate Campus ID Cards. The information requested for this section should be included in the "Additional Information and Attachments" section of the bid response.



## Thermal Ticket Printers

Our software is compatible with printers from both Boca Systems and Practical Automation, along with Datamax, Ithaca and others. If purchasing new printers, we recommend the Lemur models from Boca Systems. Printers should be ordered with USB interface at 300 DPI for best printing results, and PCL language firmware.



## Credit Card Readers

If you plan on selling tickets in person, a USB Magstripe reader will allow you to swipe credit cards rather than typing in card numbers and expiration numbers manually. UniversityTickets recommends USB readers from MagTek.



## Access Control / E-Ticket Scanners

Optional access control solutions such as print at home E-Ticketing rely on barcode scanning for ticket validation [e.g. Fraud Prevention] as well as recording attendance data. Our access control software was developed for the Apple iPod touch with custom barcode scanning hardware.

# Cost Proposal

*The following outlines what UniversityTickets will invoice the University.*

Included in these costs, UniversityTickets will provide unlimited business and technical support, software maintenance, as well as web-based training, secure hosting and credit card payment processing. Pricing in this proposal is in US dollars and is valid for 90 days from the date of proposal submission. UniversityTickets passes no cost to end users.

## Required Services

### One Time Set Up Fee

Waived

### Annual License

Includes:

Use of UniversityTickets platform for Ticket Sales.

Hardware on à la carte basis at prices described below.

Annual license is up to 25,000 paid tickets processed in the system annually.

A \$0.50 per ticket charge applies to paid tickets after the 25,000 limit is met.

Complimentary tickets free and do not count towards the allocation.

\$8,000.00

\$0 Donations

\$0 Complimentary Tickets

## Optional Hardware & Services

### Credit Card Processing

Visa and MasterCard (Per Transaction)

3.58% + \$0.45

Discover and American Express (Per Transaction)

4.09% + \$0.45

Incurring **ONLY** if the client elects to process transactions through UniversityTickets Merchant Service. Any additional charges, including chargebacks, will be invoiced to client.

### Boca Thermal Ticket Printers

Lemur (No Auto-Cutter, No Display.)

\$910.00

Lemur Cut (Auto-Cut and Display Installed.)

\$1,210.00

Lemur S (No Auto-Cutter. Display and Internal Ticket Storage Installed.)

\$1,282.00

Lemur S Cut (Auto-Cutter and Display with Internal Ticket Storage.)

\$1,558.00

All include USB cable. Shipping additional.



### **Additional E-Ticket Validation Hardware and Service**

Includes 2D imager-based scanning hardware, charger, validator software, technical support and unlimited e-ticket use.

Per scanner, per year	<b>\$750.00</b>
Per Scanner, per season	<b>\$350.00</b>
Per Scanner, per event	<b>\$125.00</b>

### **Campus ID Card Integration**

Includes coordination and implementation of scheduled (nightly) data feed from client campus ID system to UniversityTickets.  
Required for campus ID scanning at events if desired.

**\$1,750.00 Annually**



ALABAMA AGRICULTURAL AND MECHANICAL UNIVERSITY  
 PURCHASING DEPARTMENT  
 POST OFFICE BOX 1627  
 305 PATTON HALL  
 NORMAL, ALABAMA 35762  
 TELEPHONE: (256) 372-5227

DATE 01 / 29 / 2018 BID NUMBER 2K18-09B

ALL BIDS WILL BE PUBLICLY OPENED ON THE OPENING DATE DESIGNATED AT ALABAMA AGRICULTURAL AND MECHANICAL UNIVERSITY, PURCHASING DEPARTMENT, PATTON HALL, NORMAL, ALABAMA 35762. BIDS RECEIVED AFTER THE SPECIFIED TIME ON THE OPENING DATE WILL NOT BE CONSIDERED.

RESPONSE DUE BY

**03 // 15 // 2018**  
 2:00 P.M.

**REQUEST FOR FORMAL BID**

**WHEN USING FEDEX, UPS, OR ANY EXPRESS PACKAGING/SHIPPING, THE BID NUMBER MUST BE CLEARLY PRINTED ON THE AIR BILL.**

CONTACT Tim Thornton PHONE 256 372-5227

VENDOR NO.

V  
E  
N  
D  
O  
R

ALL BIDS MUST BE SIGNED, SEALED, AND RETURNED IN AN ENVELOPE WITH THE BID NUMBER AND OPENING DATE NOTED ON FRONT. FORWARD ALL BIDS TO THE ADDRESS INDICATED ABOVE. FAILURE TO COMPLY WILL RESULT IN A "NO BID" RESPONSE IN ACCORDANCE WITH ALABAMA COMPETITIVE BID LAW 41-16-24 sub-part b.

**THE ABOVE BID NUMBER MUST APPEAR ON ALL BIDS AND RELATED CORRESPONDENCE**

NO.	QUANTITY	UNIT	DESCRIPTION	UNIT PRICE	EXTENSION
1	EA	1	Cost to provide Web-based event ticketing software platform per bid requirement per calendar year (AAMU may elect to pay this value in two semi-annual installments.)	\$18,000.00	\$18,000.00
1	EA	1	Required hardware/software to operate online event ticketing solution - Define hardware/software and pricing: Use attachments as needed	* See Attachment	* See Attachment
1	EA	1	Optional hardware/software to operate online event ticketing solution - Define hardware/software and pricing: Use attachments as needed	* See Attachment	* See Attachment
			Add any other pricing information in the spaces below necessary to deliver the web-based event ticketing software platform per bid requirements		

SHOULD A PURCHASE ORDER BE ISSUED, THE FOREGOING AND THE TERMS AND CONDITIONS ON THE ATTACHED SHEET SHALL BE APPLICABLE AND BINDING UPON THE VENDOR.  
 I ACKNOWLEDGE THAT I HAVE SIGNATURE AUTHORITY TO SIGN ON BEHALF OF THE COMPANY AND HEREBY AGREE TO ALL GENERAL CONDITIONS OF THIS BID REQUEST.

**TOTAL** \$18,000.00

SIGNATURE   
 COMPANY REPRESENTATIVE

DATE 03/10/18  
 An affirmative action/equal opportunity institution



the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

24. **Contract Cancellation:** The Purchasing Department has the right to cancel any contract, in accordance with Purchasing Rules and Regulations, for cause, including, but not limited to, the following: (1) failure to deliver within the agreed upon contract duration; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the contractor; (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the State; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract.
  
25. **Warranties:** Should merchandise described on this proposal contain a manufacturer's warranty, Bidders must state the warranty terms in the space provided on the proposal. Proposals offered for merchandise when no warranty applies must clearly state: "NO WARRANTY COVERAGE." Warranty information may be criteria in making this award. Failure of Bidders to furnish this data may cause rejection of the complete proposal as being non-responsive.
  
26. **Disclosure Statement:** The successful bidder will be required to file with the Purchasing Department a disclosure statement of relationship between contractors/grantees and employees/officials of the University. This form must be completed prior to issuance of the Purchase Order by Alabama Agricultural and Mechanical University.
  
27. **Protest of Award:** Any protest by a Proposer must be timely and in conformance with applicable procurement regulations. The fifteen (15) day protest period for responsive Proposers shall begin on the day following the University's written notification to all responding Proposers of the awarded vendor. Protests must be written and include the name and address of the protestor and the number assigned to this RFP by the University and a statement of the grounds for the protest.

The protest must be delivered to:

Alabama A&M University  
4900 Meridian Street  
Purchasing Department  
ATTN: Timothy Thornton, Director of Purchasing  
Patton Hall, Room 305  
Normal, AL 35762

Note: In order for an alternate bid to be considered, bidders must supply current catalogs or brochures, including pictorials and specifications.

Please indicate your company classification by circling the appropriate initial: Small Business (SB), a Small Disadvantaged Business (SD), a Black Small Disadvantaged Business (BD), a Woman-Owned Small Business (WB), a Woman-Owned Small Disadvantaged Business (WD), a Black Woman-Owned Small Disadvantaged Business (BW), a Large Business (LB), an Individual (IN), Educational (ED), Non-Profit (NP), a Labor Surplus Area Concern (LS), Disabled Veteran-Owned Small Business (DV), Veteran-Owned Small Business (VS), Historically Underutilized Business Zone (UZ), or a Governmental Agency (GV).

F.O.B. Point	TERMS	WARRANTY
AAMU DESTINATION ESTIMATED DELIVERY 30 days for upgrade	YOUR REFERENCE NO. *	QUOTATION EFFECTIVE UNTIL 6/15/18

\*Your company reference number, if applicable with this bid quotation.

**Certification Pursuant To Act No. 2006-557**

Alabama Law (Section 41-4-116, Code of Alabama 1975) provides that every bid submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama. By submitting this bid, the bidder is hereby certifying that they are in full compliance with Act No. 2006-557, they are not barred from bidding or entering into a contract pursuant to 41-4-116, and acknowledges that the awarding authority may declare the contract void if the certification is false.

University Tickets  
 \_\_\_\_\_  
 COMPANY NAME (TYPE OR PRINT)

845-764-9603  
 \_\_\_\_\_  
 TELEPHONE NUMBER

Christopher J. Blais  
 \_\_\_\_\_  
 SIGNER'S NAME (TYPE OR PRINT)

212-937-2299  
 \_\_\_\_\_  
 FAX NUMBER

  
 \_\_\_\_\_  
 SIGNATURE

07/10/18  
 \_\_\_\_\_  
 DATE

Alabama Agricultural and Mechanical University prohibits the installation of asbestos on its campus. Suppliers and contractors will not supply any equipment, material, or supplies, which contain asbestos without prior written approval.

Failure to designate Bid Number and Opening Date on the outside of your sealed envelope containing your bid and more than one bid submitted in this envelope will result in a "No Bid" response in accordance with Alabama Competitive Bid Law 41-16-24 subpart b.

Alabama Agricultural and Mechanical University will not accept faxed bids.

Any product that fails to meet the specifications, performance requirements or compatibility requirements will be rejected and returned to the vendor at no cost to the University.

The University reserves the right to award this contract, in whole, in part, or to reject any and all quotations.

Alabama A & M University is an instrumentality of the State and is federal, state and local tax exempt.

**SPECIAL NOTE:**

Manufacturer's published product data must be included with your bid response for any alternate offerings. Any exception taken to any portion of this Request for Price Quotation must be stated on the bid response sheets or Alabama A&M University will assume compliance with all requirements as stated. The successful bidder will be responsible and accountable for providing those items as specified in its bid response.



Purchasing Department  
P. O. Box 1627  
Normal, Alabama 35762  
(256) 372-5227 Office  
(256) 372-5223 Fax

## Contractor's E-Verify Clause and Affidavit

Effective immediately, this notice shall be included in all Requests for Proposals (RFPs) or Invitations to Bid to provide labor, supplies, or services for Alabama A&M University pursuant to contracts to be signed on or after January 1, 2012.

### E-VERIFY – NOTICE (RFP)

The Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535, *Code of Alabama (1975) § 31-13-1 through 31-13-30* (also known as and hereinafter referred to as “the Alabama Immigration Act”) is applicable to contracts with Alabama A&M University (the “University”). As a condition for the award of a contract and as a term and condition of the contract with the University, in accordance with § 31-13-9 (a) of the Alabama Immigration Act, any business entity or employer that employs one or more employees shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien and shall attest to such by sworn affidavit signed before a notary. Such business entity or employer shall provide a copy of such affidavit to the University as part of its bid or proposal for the contract along with documentation establishing that the business entity or employer is enrolled in the E-Verify program. The required affidavit form is included at the end of this notice. ***A response to this RFP/Invitation which does not include the required affidavit and proof of E-Verify enrollment will be considered non-conforming and non-responsive. The University at its sole discretion may allow a reasonable period, not to exceed ten (10) business days, for non-conforming bids to be amended to comply with the Alabama Immigration Act. However, the University has no duty to alert any bidder that their response is non-conforming in any aspect.***

At the time of execution of the awarded contract, the contractor will be required to execute another affidavit in substantially the same form. In addition, during the performance of the contract, such contracting business entity or employer shall continue to participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. The contracting business entity or employer shall assure and require that every subcontractor performing under the contract shall also comply with §31-13-9(c), and the contracting business entity or employer shall maintain records that are available upon request by the University, state authorities, or law enforcement to verify its compliance and the compliance of all subcontractors with the requirements of the Alabama Immigration Act. Failure to comply with these requirements may result in breach of contract, termination of the contract or subcontract, and possibly suspension or revocation of business licenses and permits in accordance with §31-13-9 (e) (1) & (2) or in the case of a subcontractor, in accordance with §31-13- 9 (f) (1) & (2).

**E-Verify Affidavit**

Compliance with the requirements of the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535, *Code of Alabama (1975) § 31-13-1 through 31-13-30* (also known as and hereinafter referred to as "the Alabama Immigration Act") is required for Alabama A&M University contracts as a condition of the contract performance. Please provide a duly executed and notarized affidavit in the appropriate form as describe below.

**AFFIDAVIT 1**

I, Christopher J. Blois, a duly authorized officer or agent of University Tickets (contractor), do execute this affidavit on behalf of University Tickets (contractor) and by executing this affidavit, the undersigned contractor verifies that it is a sole proprietorship, partnership, corporation or other business entity (circle one) that has no employees.

The undersigned agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Alabama A&M University, that the Contractor will secure from such subcontractor(s) verification of compliance with *Code of Alabama (1975) § 31-13-9* in a form substantially similar to this affidavit. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to Alabama A&M University, at the time the subcontractor is retained to perform such services.

University Tickets  
Name of Contractor

[Signature]  
Signature of Authorized Officer or Agent of Contractor

Account Executive  
Title of Authorized Officer or Agent of Contractor

Christopher J. Blois  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 10<sup>TH</sup> DAY OF MARCH, 2018.

Notary Public  
My commission Expires: 12/29/2018

**OR**



AFFIDAVIT 2

I, \_\_\_\_\_, a duly authorized officer or agent of \_\_\_\_\_(contractor), do execute this affidavit on behalf of \_\_\_\_\_(contractor) and by executing this affidavit, the undersigned contractor verifies its compliance with the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535 (*Code of Alabama (1975) § 31-13-9*), stating affirmatively that it does not knowingly employ, hire for employment, or continue to employ an unauthorized alien and that the sole proprietorship, partnership, or corporation or other business entity (circle one) which is contracting with Alabama A&M University has registered with and is participating in the federal work authorization program known as "E-verify", web address <https://e-verify.uscis.gov/enroll> operated by the United States Citizenship and Immigration Service Bureau of the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603, in accordance with the applicability provisions of the Alabama Immigration Act.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Alabama A&M University, that the Contractor will secure from such subcontractor(s) verification of compliance with *Code of Alabama (1975) § 31-13-9* in a form substantially similar to this affidavit. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to Alabama A&M University, at the time the subcontractor is retained to perform such services.

\_\_\_\_\_  
E-Verify Employment Eligibility Verification User Identification Number

\_\_\_\_\_  
Name of Contractor

\_\_\_\_\_  
Signature of Authorized Officer or Agent of Contractor

\_\_\_\_\_  
Title of Authorized Officer or Agent of Contractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE \_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Notary Public

My commission Expires: \_\_\_\_\_

references (including contact persons and telephone numbers) for whom similar work has been performed shall be included.

- D. Project Staffing and Organization.** This section must include the proposed staffing, deployment, and organization of personnel to be assigned to this project.

The vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be directly assigned to this project, citing experience with similar projects, credentials, and the responsibilities to be assigned to each person.

- E. Technical Approach:** This section shall include, in narrative, outline, and/or graphic form the vendor's approach to accomplishing the tasks outlined in the Project Specifications. The vendor must demonstrate their ability to meet all specifications as outlined in the Project Specifications.

- F. Cost Proposal and Execution of Proposal:** The Cost Proposal must be submitted on the "COST PROPOSAL SHEET" with all required information provided. Complete the "EXECUTION OF PROPOSAL," which must be signed by the Vendor's Representative.

- G. Financial Reports:** Furnish a current audited financial report for the company's most recent fiscal year.

- H. Vendor's Standard Form of Agreement:** The vendor must submit their Standard Form of Agreement with their bid response. Since this Request for Proposal is a request for offers and not a request to contract, the vendor must provide their Standard Form of Agreement to be reviewed by the University's Office of the General Counsel. If the University cannot accept the vendor's terms and conditions, the University may reject such proposals as non-responsive.

- I. Additional Information and attachments, if any.**

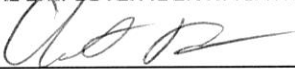
- J. COST PROPOSAL [Attached.]**

- K. EXECUTION OF PROPOSAL**

By submitting this proposal, the potential vendor certifies the following:

- A. This proposal is signed by an authorized representative of the firm.
- B. The cost and availability of all equipment, materials, and supplies associated with performing the services described herein have been determined and included in the proposed costs.
- C. The potential vendor has read and understands the conditions set forth in this RFP, and agrees to them with no exceptions.
- D. Therefore in compliance with this Request for Proposals, and subject to all conditions herein, the undersigned offers and agrees, if this proposal is accepted within 30 days from the date of the bid opening, to furnish the subject services.



VENDOR: University Tickets  
ADDRESS: 115 West 30<sup>th</sup> Street, 500A  
CITY, STATE, ZIP: New York, NY 10001  
TELEPHONE NUMBER: 845-764-9603  
FEDERAL EMPLOYER IDENTIFICATION NUMBER: 13-4079376  
BY:  TITLE: Account Executive

(Signature)

Christopher J. Blair

Typed or Printed Name

03/16/18

Date

---

**2. GENERAL INFORMATION ON SUBMITTING PROPOSALS**

- A. Exemptions: Any exception taken to ANY portion of this Request for Proposals must be so stated on the proposal response sheets or Alabama A&M University will assume full compliance with all requirements as stated. The successful vendor will be responsible and accountable for providing those terms as specified in its proposal response.
- B. Competitive Offer: The signer of any proposal submitted in response to this RFP certifies that his proposal has not been arrived at collusively or otherwise in violation of either Federal or Alabama antitrust laws.
- C. Reference to Other Data: Only information which is received in response to this RFP will be evaluated.
- D. Elaborate Proposals: Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired.
- E. Costs for Proposal Preparation: Any costs incurred by vendor in preparing or submitting proposals are the vendors' sole responsibility. Alabama A&M University will not reimburse any costs incurred in the submission of this proposal.
- F. Time for Acceptance: Each proposal shall state that it is a firm offer which may be accepted within a period of 30 days. Although the contract is expected to be awarded prior to that time, the 30 day period is requested to allow for unforeseen delays.
- G. Right to Submitted Materials: All responses, inquiries, or correspondence relating to or in reference to the RFP and other reports, charts, displays, schedules, exhibits, and other



# State of Alabama

## Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM

UniversityTickets.com Inc.

ADDRESS

115 West 30th Street, 500A

CITY, STATE, ZIP

New York, NY 10001

TELEPHONE NUMBER

8457649603

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Alabama A&M University

ADDRESS

4900 Meridian St N

CITY, STATE, ZIP

Huntsville, AL 35811

TELEPHONE NUMBER

This form is provided with:

Contract   
  Proposal   
  Request for Proposal   
  Invitation to Bid   
  Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

Yes   
  No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED
Alabama A&M University	Ticketing Software	\$8,000.00
Jacksonville State University	Ticketing Software	\$11,250.00
University of Montevallo	Ticketing Software	\$6,000.00

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

Yes   
  No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED
-----------------------	---------	---	--




If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
----------------------------------	---------

**By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.**

 Signature	03/10/18 Date		
 Notary's Signature	03/10/2018 Date		12/29/2018 Date Notary Expires

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.

# Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

Print or type  
See Specific Instructions on page 2.

<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>UniversityTickets.com Inc.</b>	
<b>2</b> Business name/disregarded entity name, if different from above <b>UniversityTickets</b>	
<b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>	
<b>5</b> Address (number, street, and apt. or suite no.) <b>115 West 30th Street, 500A</b>	Requester's name and address (optional)
<b>6</b> City, state, and ZIP code <b>New York, NY 10001</b>	
<b>7</b> List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

<b>Social security number</b>									
<b>or</b>									
<b>Employer identification number</b>									
1	3	-	4	0	7	9	3	7	6

## Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here**     Signature of U.S. person ▶

Date ▶ 08/08/17

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
  - Form 1099-C (canceled debt)
  - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

**TICKETING TERMS OF SERVICE**

This Agreement between UniversityTickets, Inc. ("UniversityTickets," "we," "our" or "us") and Alabama A&M University ("client," "you" or "your") defines the relationship by which UniversityTickets serves as a ticketing service provider (the "Service" or "Platform") for Client events and activities. To use UniversityTickets' service, you must agree to all the terms of this Agreement.

- 1. GENERAL.** These terms and conditions and all documents incorporated by reference therein, are binding upon you ("Client") and UniversityTickets.com, Inc. ("UniversityTickets," "we" or "us"), constitute the entire agreement between Client and UniversityTickets regarding the ticketing technology and other services to be provided to you, and unless specifically indicated to the contrary in an addendum signed by us, will override any contradictory terms and/or conditions shown on any requests for proposals, specifications, bid packages, purchase orders, contracts, etc.
- 2. DEFINITIONS.** "Events" are any events, activities or resources to which Client is authorized to sell or provide access. "Tickets" are all forms of reservations, tuitions, tickets, merchandise, advertising, memberships, certificates or confirmations that allow the holder access to, participation in, or use of Client events.
- 3. PORTAL USE.** You may not use our platforms for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). You must not transmit any worms or viruses or any code of a destructive nature. A breach or violation of this term will result in an immediate termination of your service.
- 4. GENERAL CONDITIONS.** We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

- 5. SCOPE OF SERVICES.** UniversityTickets' Dedicated Ticketing System ("DTS") allows for Internet-based ticket sales, and includes the ability to add, edit and delete events as well as maintain event listings and descriptions, administer users, roles, privileges, profiles and password management, accept on-line ticket orders to Client's general admission and assigned seating events, processing customer accounts and collecting payments via real-time credit card processing, accept in-person transactions for tickets via a streamlined web-based interface, and if applicable, sell e-Tickets and validate e-Tickets at venue.
  - 5.1. CUSTOM INTERNET INTERFACE AND SITE DEVELOPMENT.** UniversityTickets will create custom web interfaces to allow both administrators and customers to easily access event data. Where appropriate, UniversityTickets will attempt to match the "look and feel" of Client's existing web site(s) (for style and navigation) to make the transition into the DTS seamless.
  - 5.2. INITIAL LOADING OF EVENT INVENTORY.** UniversityTickets will provide guidance and training to Client personnel to facilitate their loading of the initial inventory of events and to configure the system to process ticket sales for those events. While UniversityTickets support remains a resource, subsequent event construction and system configuration is the responsibility of the Client.
  - 5.3. REAL-TIME REPORTING TOOLS.** UniversityTickets' real-time accounting and reporting tools will be made available to give Client insight into progress of ticket sales. Reports will include inventory reports, customer reports, and accounting reports. Custom reports may be developed if desired for an additional fee.



- 5.4. SERVER PROVISIONING.** UniversityTickets will allocate the needed web server space and database resources for all event sales. Our staff will closely monitor space usage and site traffic for potential bottlenecks and work to eliminate potential issues before they affect ticket sales.
- 5.5. STANDARD SERVER MAINTENANCE.** UniversityTickets' standard server administration practices provide comprehensive support for the care of the servers, ensuring the highest availability and accessibility. These services continue throughout the duration of the contract with UniversityTickets and include: operating system maintenance (patches, etc.), operating system version upgrades, operation system tuning, user administration, internal server disk management, server hardware repair and maintenance, and essential monitoring and reporting. Critical and recommended updates are applied as soon as they are released. The day-to-day administration of UniversityTickets' hosted servers in its data centers represents a critical element to high availability. Servers are configured to ensure optimized management and support, product installation, software updates (patches, upgrades, support, and maintenance), upgrade friendly enhancements, and high data integrity.
- 5.6. 5.6 CUSTOMIZATIONS.** Any other customization to the above listed services may result in additional charges and is subject to negotiation.
- 6. SERVICE TERMS.** The terms below specify the financial and service arrangements that will apply to any events and tickets that UniversityTickets services under this Agreement.
- 6.1. NON-RECURRING SETUP CHARGE.** No setup fee applies to the terms of this agreement.
- 6.2. TRANSACTION CHARGES.** Under the terms of this agreement, Client will be assessed a fixed annual fee of \$8,000.00 for up to the limit of 8,000 tickets sold/or processed through the UniversityTickets system at \$0.01 or greater. Complimentary tickets do not count towards the 25,000 limit. If the limit is exceeded, Client will be assessed a per ticket charge of \$0.50 for each additional ticket sold and/or processed through the system of \$0.01 or greater. No charge will apply for complimentary tickets.
- 6.3. E-TICKET SERVICES & HARDWARE.** e-Ticketing services and hardware will be made available for \$125.00 per scanner on an event rental basis, or \$750.00 per scanner, per year for an annual rental arrangement, including hardware rental, unlimited e-ticketing, shipping of hardware to and from Client location, scanning, and technical support. Three-month rentals are available for \$350.00 per device, per rental period. Hardware owned by the Client will incur a \$300.00 annual software license fee, per device. Cellular mobile hotspots, if desired, are available for rent at a fee of \$100.00 per device, per month.
- 6.4. CAMPUS ID VALIDATION.** Optional campus ID validation services will be made available for \$1,750.00 annually to provide for initial campus ID data import and management of regularly scheduled data feeds. Campus ID validation services requires use of e-ticket scanning hardware as described in Section 6.3. This is an optional feature not required for use of UniversityTickets.
- 6.5. CREDIT CARD CHARGES.** If the Client uses UniversityTickets' merchant account services, all credit card transactions will be subject to a variable fee of 3.58% for Visa and MasterCard, or 4.09% for Discover and American Express, in addition to a fixed charge of \$0.45 per transaction. Any additional charges, including chargebacks, voice authorizations, or non/mid-qualifying fees, will be invoiced to Client at cost. Additional terms and conditions apply for use of UniversityTickets' merchant account services. See "Payment Processing Terms of Use" incorporated as Exhibit A. You hereby agree to be bound by these additional terms and conditions if UniversityTickets is to process credit card transactions on Client's behalf.
- 6.6.** If UniversityTickets should integrate with Client's own merchant account, credit card charges will be defined by the relationship between Client and their merchant account provider and this subsection shall not apply.



- 6.7. SITE BRANDING AND IMAGES.** Pursuant to Section 4.2, UniversityTickets will create a branded graphical web interface to closely match the “look and feel” of Client’s existing web site(s). Updates to the interface graphics may be requested at no cost once per contract year. Graphical updates outside of this schedule are subject to a fee of \$500.00.
- 6.8. CREDENTIALS.** Barcoded season ticket or subscription credentials produced by a vendor other than UniversityTickets shall be subject to a data management fee of \$500.00 for a quantity of 1,000 or fewer, and \$1,000.00 for more than 1,000. Credentials produced by UniversityTickets shall not incur this fee. Credentials are an optional feature not required for use of UniversityTickets.
- 6.9. ADDITIONAL FEES.** All information submitted by the Client to UniversityTickets, including but not limited to launch timelines, venue configuration, season ticket setup and rollovers, shall be accurate to the best of Client’s ability. Any changes that result from inaccurate or incomplete information shall be subject to change fees and/or custom development charges.
- 6.10. SHIPPING.** Unless otherwise specified, all shipping of materials and hardware from UniversityTickets to Client shall be at a ground service level. Expedited shipping may be offered at an additional fee.
- 7. CLIENT INTERESTS, AUTHORITY, AND RESPONSIBILITIES.** Client is a college or university producer, promoter, presenter, or manager of events. Under this Agreement, Client contracts with UniversityTickets for the services described above. Client affirms that it has full power and authority to offer, sell, and honor the tickets to the events it offers via UniversityTickets’ platform. Client affirms that the information, images, and event access that it provides via UniversityTickets’ websites do not infringe the rights of any other person or entity, including without limitation trademark, copyright, and trade secret rights. Client’s offer and sale of access to these events does not constitute a violation of any state or federal law, including without limitation consumer protection and obscenity laws that may be applicable.
- 8. HARDWARE AND OTHER REQUIREMENTS.** Client shall be solely responsible for network and internet connectivity of sufficient speed and reliability for use in a ticketing application. UniversityTickets is a web-based platform and suitable internet connectivity is critical to operational success. Thermal ticket printers and the associated UniversityTickets Print Server application require connection to Windows-based workstations. UniversityTickets shall not be responsible for the support, triage or troubleshooting of hardware procured by the Client independent of UniversityTickets.
- 9. FEES, CHARGES AND PAYMENT.** UniversityTickets charges a transaction charge for its services, as specified in the Service Terms section. In addition, UniversityTickets provides a full accounting of all fees and charges with every payment. All sales, fees, and funds are payable in U.S. dollars.
- 10. REFUNDS, CREDITS AND CANCELLATIONS.** Refunds, credits and cancellations are the sole responsibility of Client. Transaction charges are not refundable.
- 11. TICKETING CONFIRMATION.** Client agrees to accept, honor, and fulfill ticketing commitments that have been confirmed by UniversityTickets. When each individual ticket purchase receives credit card authorization, UniversityTickets’ websites generates a confirmation message with a unique confirmation number. Verification of customer name, addresses, membership status and/or confirmation number at or prior to the event is the responsibility of the Client.
- 12. CONFIDENTIALITY.** Information concerning the business affairs, finances, methods of operation and other confidential topics of either party (collectively, “Confidential Information”) shall be kept confidential by both parties and not disclosed unless such information becomes publicly available.
- 13. PROPRIETARY RIGHTS AND PERMISSIONS.** UniversityTickets owns the design and function of its own websites, defined as those resources and functions delivered via the dedicated ticketing website. Client acknowledges that UniversityTickets does not commit to supporting or specifying any particular browsing or

operating platform, and that UniversityTickets has the right at any time to revise and modify its web pages, release subsequent versions thereof, and/or alter features, specifications, capabilities, functions, and other characteristics of UniversityTickets' websites, all without notice to Client. We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

14. **MAINTENANCE AND SUPPORT.** UniversityTickets will provide an e-mail address and a telephone number to Client by which Client can obtain technical assistance in dealing with any operational or other difficulty that may arise in connection with their customers' use of UniversityTickets' websites. UniversityTickets reserves the right to establish reasonable limitations on the extent of such support, and the hours at which it is available. UniversityTickets does not provide technical assistance or support to Client's customers.
15. **SECURITY.** UniversityTickets will maintain Client's event data in a secure manner. Credit card data is transferred over SSL to a payment gateway/merchant processor for authentication. UniversityTickets stores partial credit card data for reference purposes, but will not house customers' complete credit card information on its servers. UniversityTickets will provide Client with account IDs and passwords that allow Client staff to add or update Client's event data on UniversityTickets' server. Client accepts all responsibility for the protection, confidentiality, and use of these credentials.
16. **NO IMPLIED WARRANTY.** The contents and functionality of UniversityTickets' websites is provided on an "as is" basis without warranties of any kind, either express or implied, including but not limited to warranties of merchantability and fitness for a particular purpose. Neither this agreement or any documentation furnished under it is intended to express or imply any warranty that use of the Service will be uninterrupted or error-free or that UniversityTickets' websites will provide uninterrupted or error free service.
17. **LIABILITY.** UniversityTickets shall not be liable for any loss of business, profits or goodwill, loss of use or data, interruption of business, or for any indirect, special, punitive, consequential, or incidental damages that result from Client's use or inability to use UniversityTickets' on-line ticketing service. UniversityTickets' liability to Client shall not, for any reason, exceed the aggregate payments actually made by UniversityTickets' to Client over the prior six months. Neither party shall be liable to the other for any delay or failure in performance under this Agreement resulting directly or indirectly from acts of God or any causes beyond its reasonable control.

Notwithstanding anything in this Agreement and any addenda to the contrary, we and our affiliates' cumulative liability, in the aggregate (inclusive of any and all claims made by Sub-Merchant against us and/or our affiliates, whether related or unrelated) for all losses, claims, suits, controversies, breaches, or damages for any cause whatsoever (including, but not limited to, those arising out of or related to this Agreement any addenda) and regardless of the form of action or legal theory shall not exceed the lesser of (i) \$100,000; or (ii) the amount of fees received by us pursuant to any addenda attached and incorporated herein for services performed in the immediately preceding 12 months.

18. **AGREEMENT TERM, RENEWAL AND TERMINATION.** This agreement is effective from January 1, 2017 through December 31, 2018. Unless UniversityTickets is notified by the Client of their intentions to terminate this agreement prior to 60 days before the end date of this agreement, this agreement will automatically renew. The renewal period will be on an annual basis from the date of expiration and will continue to automatically renew unless otherwise terminated.

The Card Organizations often maintain lists of merchants who have had their merchant agreements or Card acceptance rights terminated for cause. If this Agreement is terminated for cause, you acknowledge that we may be required to report your business name and the names and other information regarding its principals to the Card Organizations for inclusion on such list(s). You expressly agree and consent to such reporting if you are terminated as a result of the occurrence of an Event of Default or for any reason specified as cause by Visa, MasterCard or Discover Network. Furthermore, you agree to waive and hold us harmless from and against any and all claims which you may have as a result of such reporting.

In the event we provide notice to you of an increase in the fees for Services, you may terminate this Agreement without further cause or penalty by providing us 30 days advance written notice of termination. You must terminate within 30 days after we provide notice of the fee increase. However, maintaining your account with us or your continued use of our Services after the effective date of any increase shall be deemed acceptance of the increased fees for Services, throughout the term of this Agreement.

We may terminate this Agreement at any time and for any or no reason upon the provision of thirty (30) days prior notice. We may also temporarily suspend or delay payments to you during our investigation of any issue and/or designate an amount of funds that we must maintain in order to protect us against the risk of, among other things, existing, potential, or anticipated Chargebacks arising under this Agreement or other amounts that may be owing to us under this Agreement.

Either party to this Agreement may terminate this Agreement via written notice to the other party, which shall be effective thirty (30) working days after notice has been given. All charges and fees incurred to date are still applicable and are not refundable. A cancellation penalty of \$2,500.00 per remaining contract year, pro-rated, shall apply. In addition, either party can terminate this Agreement if the other party commits a breach of this Agreement and fails to cure such breach within 10 days of the receipt of written notice of such breach. The provisions of the Proprietary Rights and Permissions section of this agreement shall survive any termination or expiration of the Agreement.

**19. ENTIRE AGREEMENT AND APPLICABLE LAW.** This is the entire agreement between the parties with respect to its subject matter. It supersedes all previous proposals, both oral and written, negotiations, representations, writings and all other communications between the parties. This Agreement is governed by the laws of the State of New York without giving effect to principles governing conflicts of laws. This Agreement may not be assigned by Client without express written permission of UniversityTickets.

**20. DISPUTES.** Any disputes arising from this agreement shall be submitted to binding arbitration per the rules and regulations of the American Arbitration Association.

**21. ADDRESSES AND NOTICES.** Any communications under this Agreement shall be in writing and are deemed delivered upon receipt by the addressed party at the address specified herein. Communications may be sent by hand or messenger, by commercial overnight carrier, or by US mail (return receipt requested).

The mailing address for UniversityTickets is:

UniversityTickets  
115 W. 30th St., Suite 500A  
New York, NY 10001

The mailing address for Client is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**22. PAYMENT CYCLE.** Any non-recurring setup charges described in Section 6.1 are due within 30 days of execution of this agreement, and all future invoices are 'net 30' from the date of invoice. UniversityTickets preferred payment method is ACH transfer, check or revenue deduction. Credit cards are not accepted for the payment of service fees or any other UniversityTickets invoice.

**23. PRIVACY AND SECURITY STATEMENT.** UniversityTickets will abide by assurances required by the Gramm-Leach-Bliley Act ("GLBA") and the Standards for Safeguarding Customer Information issued by the Federal Trade Commission (the "Safeguard Rule"); and UniversityTickets will comply with the Payment Card Industry Data Security Standard, as developed by MasterCard International and Visa ("PCI-DSS"). In this agreement, "Customer Information" means customer information as defined in the Safeguard Rule, and cardholder data which UniversityTickets obtains from Client, or receives or creates on behalf of Client.

**23.1. PRIVACY OF CUSTOMER INFORMATION.** UniversityTickets shall not use or disclose Client Information except as contemplated by the Agreement; as required by law; for purposes of conducting its business functions necessary for the provision of services to the Client under the Agreement; to assist Client officials and law enforcement agencies investigating credit card fraud and similar activities, and as otherwise authorized by the Client in writing.

**23.2. SECURITY OF CUSTOMER INFORMATION.** Throughout the term of this Agreement, UniversityTickets shall implement and maintain appropriate safeguards, as that term is used in § 314.4(d) of the Safeguard Rule, for all Customer Information, and shall comply with the PCI-DSS.

**24. OPTIONAL TOOLS.** We may provide you with access to third-party tools over which we neither monitor nor have any control nor input. You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

**25. INDEMNIFICATION.** You agree to indemnify, defend and hold harmless UniversityTickets and our subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

**26. SEVERABILITY.** If any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions. Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

**AGREEMENT AND EXECUTION.** By signing below, UniversityTickets and Client accept, agree and execute this agreement. This agreement is valid when accepted by the authorized agent of Client, and effective on the date thereof. Both individuals signing this agreement represent that they have the full right, power and authority to sign on behalf of their respective organizations.

For UniversityTickets.com, Inc.

Accepted by \_\_\_\_\_ Date \_\_\_\_\_

For Alabama A&M University:

Accepted by \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_



## EXHIBIT A

### PAYMENT PROCESSING TERMS OF USE

1. **MERCHANT RELATIONSHIP.** UniversityTickets provides merchant processing service to college and university clients ("Clients") to facilitate receipt by Clients of payments by credit card. These transactions are between Clients and persons who pay them ("Customers"). Neither UniversityTickets, nor any bank, is a party to these transactions.

For payments by card, UniversityTickets initiates the payment process by providing transaction details to a processor that sends it to a bank that is a member of Visa U.S.A., Inc., Visa International ("Visa"), MasterCard International Incorporated ("MasterCard"), American Express Travel Related Services Company Inc. ("American Express"), or other payment card networks (collectively, the "Networks"). The processor and member bank are referred to collectively as the "Bank". The Bank is obligated to pay UniversityTickets under both (a) the provisions of its agreement with UniversityTickets, and (b) the by-laws, operating regulations and all other rules, policies and procedures of the Networks as in effect from time to time (the "Operating Regulations"), that make UniversityTickets responsible for settling with you as a Client.

UniversityTickets asks Clients for information, such as street address, telephone number, tax identification number (such as Social Security Number), primary contact driver's license number and date of birth. You agree to provide supplemental documentation upon request. You authorize UniversityTickets, directly or through third parties, to make inquiries or verify the accuracy of the information provided. The information provided must be accurate and complete. If we cannot verify the information, we may deny your use of our payment processing service, or terminate our relationship.

2. **ELIGIBILITY FOR SERVICE.** UniversityTickets allows United States based accredited colleges and universities to register for use of UniversityTickets merchant service for event ticket sales as described in the Ticketing Terms of Service.
3. **LIMITATIONS ON UNIVERSITYTICKETS RESPONSIBILITY.** Neither UniversityTickets nor any other third party makes any representations or guarantees regarding Clients or Customers utilizing the Service. Use of our Service in no way represents any endorsement by UniversityTickets or any Network, of a user's existence, legitimacy, ability, policies, practices, or beliefs. UniversityTickets does not have control of, or liability for, goods or services that are paid for with the Service. Client acknowledges and agrees that receipt of Customer information via UniversityTickets does not indicate that the Customer's payment instrument has sufficient available funds, that a transaction will be authorized or processed, or that the transaction will not later result in a chargeback or reversal.
4. **OUR FEES.** UniversityTickets charges transaction processing fees to Clients using the Service as described in Section 6.5 of the Ticketing Terms of Service. UniversityTickets also may charge Clients \$40.00 per chargeback (in addition to the amount of the chargeback). These and other UniversityTickets fees are netted against other funds due to Client. Clients may increase their prices to include the cost of these UniversityTickets fees and disclose these increases to their Customers as a "Service Fee" or "Convenience Fee." Customers may only do this in compliance with the Operating Regulations.
5. **PROHIBITED ACTIVITIES.** By registering for UniversityTickets as a Client, you also confirm that you will not accept payments or use the Service in connection with the activities, items or services set forth in Exhibit B. Please contact us if you have questions about whether these categories apply to you.
6. **OUR ROLE AND YOUR RESPONSIBILITIES.** UniversityTickets provides ticketing solutions and payment processing services for college and university Clients. UniversityTickets is a Payment Facilitator, not a bank, money transmitter, or Money Services Business ("MSB"), and we do not offer banking or MSB services as defined by the United States Department of Treasury.

To act as a payment facilitator, UniversityTickets must enter into agreements with the Networks, processors and the Bank. You are not a third-party beneficiary of these agreements. Each of the Networks is a third-party beneficiary of this Agreement and has beneficiary rights, but not obligations, and may enforce this Agreement against you. Some of these third parties may require a direct agreement with you. If you are required to enter such an agreement and decline to do so, we may suspend or terminate your Account.



Furthermore, you must abide by the applicable Operating Regulations. For example, where you accept payment cards on your website, you will display each card's logo with equal size and prominence, and you shall not display a preference for, or discriminate against, one card brand over another.

Notwithstanding UniversityTickets' assistance in understanding the Operating Regulations, you expressly acknowledge and agree that you are assuming the risk of compliance with all provisions of the Operating Regulations regardless of whether you have possession of those provisions.

7. **ACCEPTED FORMS OF PAYMENT.** UniversityTickets supports most domestic credit, debit, prepaid or gift cards with a Visa, MasterCard, American Express or Discover logo. In addition, the Service supports most international cards with these logos. We may add or remove support for certain payment cards at any time without prior notice. We may elect only to process cards that receive an authorization from the applicable issuer. You agree to accept all the cards issued by Networks that the Service supports in accordance with the terms of this Agreement.
8. **ACCEPTANCE OF CARDS.** You agree to comply with the Operating Procedures and all Card Organization Rules, as such may be changed from time to time. You understand that we may be required to modify the Operating Procedures and the Agreement from time to time in order to comply with requirements imposed by the Card Organizations.

In offering payment options to your customers, you may elect any one of the following options: (1) Accept all types of Visa and MasterCard cards, including consumer credit and debit/check cards, and commercial credit and debit/check cards; (2) Accept only Visa and MasterCard credit cards and commercial cards (If you select this option, you must accept all consumer credit cards (but not consumer debit/check cards) and all commercial card products, including business debit/check cards); or (3) Accept only Visa and MasterCard consumer debit/check cards (If you select this option, you must accept all consumer debit/check card products (but not business debit/check cards) and refuse to accept any kind of credit cards). The acceptance options above apply only to domestic transactions.

If you choose to limit the types of Visa and MasterCard cards you accept, you must display appropriate signage to indicate acceptance of the limited acceptance category you have selected (that is, accept only debit/check card products or only credit and commercial products).

For recurring transactions, you must obtain a written request or similar authentication from your customer for the goods and/or services to be charged to the customer's account, specifying the frequency of the recurring charge and the duration of time during which such charges may be made.

9. **UNDERWRITING.** We may share some or all of the information about you and your transactions with our processor, the Networks, and our other partners (and their respective affiliates, agents, subcontractors, and employees), who may use this information to perform their obligations under their agreements with UniversityTickets, to operate and promote their respective networks, to perform analytics and create reports, to prevent fraud, and for any other lawful purpose. At any time, UniversityTickets, its processor or its other partners may conclude that you will not be permitted to use UniversityTickets merchant processing services.

You agree that UniversityTickets is permitted to contact and share information about you and your account with banks and other financial institutions. This includes sharing information (a) about your transactions for regulatory or compliance purposes, (b) for use in connection with the management and maintenance of the Service, (c) to create and update their customer records about you and to assist them in better serving you, and (d) to conduct UniversityTickets' risk management process.

10. **SETTLEMENT.** UniversityTickets shall settle with clients monthly via paper check or bank ACH. University client shall make the determination as to which method of settlement is suitable for their operation. Settlements for each month shall be sent by the 15th day of the following month. For example, January revenue is settled with clients on or by February 15.

UniversityTickets shall make checks payable to the college or university's official name, or deposit ACH settlements only into a university-owned account. Settlements shall not be made to individuals, or to organizations unaffiliated with our university clients.

By default, settlements will be made 'less fees,' where UniversityTickets deducts ticketing and credit card processing fees from event revenue and settles the difference with the client. Upon request, settlements may be made in full and a subsequent invoice may be issued for fees owed.

If UniversityTickets or the Bank suspects future chargebacks or disputes as a result of transactions to your account, UniversityTickets may defer payout and/or restrict access to your funds until UniversityTickets or the Bank reasonably believes, in their sole discretion, that the risk of receiving a chargeback or dispute has passed.

All settlements to Clients are subject to review for risk and compliance purposes and can be delayed or postponed at UniversityTickets' sole discretion.

11. **RESERVE.** You acknowledge that in addition to any other rights afforded us hereunder, we may establish a reserve account to satisfy your obligations or potential obligations under this Agreement (the "Reserve Account"), which may be funded by: (i) demand and receive immediate payment for such amounts; (ii) debit the account identified in the Settlement Account; (iii) withhold your settlement payments until all amounts are paid, (iv) delay presentation of your refunds until you make a payment to us of a sufficient amount to cover the Reserve Account; and (v) pursue any remedies we may have at law or in equity.
12. The Reserve Account will contain sufficient funds to cover any unbilled processing costs plus our estimated exposure based on reasonable criteria for Chargebacks, fines, returns and unshipped merchandise and/or unfulfilled services. We may (but are not required to) apply funds in the Reserve Account toward, and may set off any funds that would otherwise be payable to you against, the satisfaction of any amounts which are or become due from you pursuant to this Agreement and/or the Services Agreement. The Reserve Account will not bear interest, and you will have no right or interest in the funds in the Reserve Account; provided that upon satisfaction of all of your obligations under this Agreement, we will pay to you any funds then remaining in the Reserve Account. Any funds in the Reserve Account may be commingled with other funds, and need not be maintained in a separate account. Effective upon our establishment of a Reserve Account, you irrevocably grant to us a security interest in any and all funds, together with the proceeds thereof, that may at any time be in our possession and would otherwise be payable to you pursuant to the terms of this Agreement and/or the Services Agreement. You agree to execute and deliver to us such instruments and documents that we may reasonably request to perfect and confirm the security interest and right of setoff set forth in this Agreement. The parties' rights and obligations under this Section shall survive termination of this Agreement and/or the Services Agreement
13. **ACCOUNTS.** When you collected revenue via UniversityTickets merchant processing, your funds will be commingled and held by the Bank with other Clients' funds in one or more pooled accounts at the Bank that are established in UniversityTickets' name for the benefit of you and other Clients.

UniversityTickets shall hold any funds associated with your account in an account separate from any account used for UniversityTickets' corporate funds. UniversityTickets will not and cannot use your funds for our corporate purposes (including the granting of any security or similar interest), will not voluntarily make funds available to our creditors in the event of bankruptcy or for any other purpose, and will not knowingly permit our creditors to attach the funds. You will not receive interest or any other earnings on any funds that UniversityTickets holds for you. As consideration for using the UniversityTickets service, you irrevocably assign to us all rights and legal interests to any interest and/or other earnings or benefits that may accrue or are attributable to UniversityTickets holding your funds in a pooled account.

If your account is negative for an extended period (as defined by UniversityTickets in its sole discretion), we may close your account and pursue legal action or other collection efforts.

14. **DATA SECURITY AND PRIVACY.** "Cardholder Data" is information associated with a payment card, such as account number, expiration date, and CVV2. UniversityTickets is a PCI Level 2 Service Provider and so is qualified to handle Cardholder Data in connection with our service. UniversityTickets will maintain all applicable PCI DSS requirements to the extent UniversityTickets possesses or otherwise processes, or transmits cardholder data on your behalf, or to the extent UniversityTickets could impact the security of your cardholder data environment. UniversityTickets does not store credit card information in any fashion, at any time.

You represent to us that you do not have access to Card information (such as the cardholder's account number, expiration date, and CVV2) and you will not request access to such Card information from us. In the event that you

receive such Card information in connection with the processing services provided under this Agreement, you agree that you will not use it for any fraudulent purpose or in violation of any Card Organization Rules, including but not limited to Payment Card Industry Data Security Standards ("PCI DSS") or applicable law. If at any time you believe that Card information has been compromised, you must notify us promptly and assist in providing notification to the proper parties. You must ensure your compliance and that of any third party service provider utilized by you, with all security standards and guidelines that are applicable to you and published from time to time by Visa, MasterCard or any other Card Organization, including, without limitation, the Visa U.S.A. Cardholder Information Security Program ("CISP"), the MasterCard Site Data Protection ("SDP"), and (where applicable), the PCI Security Standards Council, Visa, and MasterCard PA-DSS ("Payment Application Data Security Standards") (collectively, the "Security Guidelines"). If any Card Organization requires an audit of you due to a data security compromise event or suspected event, you agree to cooperate with such audit. You may not use any Card information other than for the sole purpose of completing the transaction authorized by the customer for which the information was provided to you, or as specifically allowed by Card Organization Rules, Operating Procedures or required by law.

15. **TAXES.** You are responsible for determining all taxes assessed, incurred, or required to be collected, paid, or withheld, in connection with your use of the service. You are solely responsible for collecting, withholding, reporting and remitting correct any taxes to the appropriate tax authority. UniversityTickets is not obligated to, and will not, determine whether taxes apply, or calculate, collect, report or remit any taxes to any tax authority arising from your use of our service.
16. **CUSTOMER SERVICE OBLIGATIONS OF CLIENT.** You are solely responsible for all customer service issues relating to your event, tickets or related transactions, including pricing, order fulfillment, order cancellation by you or the customer, returns, refunds and adjustments and feedback concerning experiences with your personnel, policies or processes. In performing customer service, you will always present yourself as a separate entity from UniversityTickets.

You shall not transfer or attempt to transfer any liability it may have under the Payment Processing Terms of Use to Cardholders, even where a Cardholder consents to such transfer of liability or waives any dispute rights it may have with regards to a Transaction.

17. **REFUNDS.** You agree to process returns of, and provide refunds and adjustments for event tickets and related transactions through your UniversityTickets account in accordance with this Agreement and the Operating Regulations. The Operating Regulations require that you will (a) maintain a fair return, cancellation or adjustment policy; (b) disclose your return or cancellation policy to Customers at the time of purchase, (c) not give cash refunds to a Customer in connection with a payment card sale, unless required by law, and (d) not accept cash or any other item of value for preparing a payment card sale refund. Your refund policies must be the same for all payment methods. If your Customer is dissatisfied with your refund policy, the Customer may chargeback the payment.
18. **LIABILITY FOR CHARGEBACKS.** The amount of a payment may be charged back to you if (a) it is disputed by a Customer, (b) it is reversed for any reason, (c) it was not authorized or we have any reason to believe that the transaction was not authorized, or (d) it is unlawful, suspicious, or in violation of the terms of this Agreement. You are responsible for all chargebacks, whether or not the chargeback complies with the Operating Regulations.

You owe us and will immediately pay us the amount of any chargeback and any associated fees, fines, or penalties assessed by the Bank, our processor or the Networks. If you have pending chargebacks, UniversityTickets may delay payouts to you.

If we determine that you are incurring an excessive number of Chargebacks, UniversityTickets or the Bank may establish controls or conditions governing your account, including without limitation, by (a) assessing additional fees, (b) delaying payouts, and (c) terminating or suspending the Service or closing your account.

You agree to assist us when requested, at your expense, to investigate any of your transactions processed through the Service. To that end, you permit us to share information about a chargeback with the Customer, the Customer's financial institution, and your financial institution to investigate and/or mediate a chargeback. We will request necessary information from you to contest the chargeback. If the chargeback is contested successfully, we will release the reserved funds to you. If a chargeback dispute is not resolved in your favor by the Networks or issuing bank or you choose not to contest the chargeback, we may recover the chargeback amount and any associated

fees as described in this Agreement. You acknowledge that your failure to assist us in a timely manner when investigating a transaction, including providing necessary documentation within seven (7) days of our request, may result in an irreversible chargeback. We reserve the right, upon notice to you, to charge a fee for mediating and/or investigating chargeback disputes.

- 19. OUR SETTLEMENT AND COLLECTION RIGHTS.** To the extent permitted by law, UniversityTickets may set off any obligation you owe us under this Agreement (including chargebacks) against any amounts due to you. All fees owed to UniversityTickets are deducted first from the collected funds, with the remaining revenue settled with you in accordance with this Agreement. If your fees owed to UniversityTickets exceed the revenue collected by UniversityTickets in a given month, Client shall be invoiced for fees owed. Payment shall be subject to the terms of Section 22 ("Payment Cycle") of the Ticketing Terms of Service.

Your failure to pay in full amounts that you owe us within the timelines set forth in the Ticketing Terms of Service will be a breach of this Agreement. You will be liable for our costs associated with collection in addition to the amount owed, including without limitation attorneys' fees and expenses, collection agency fees, and interest at the lesser of one-and-one-half percent (1-1/2%) per month or the highest rate permitted by law. You hereby expressly agree that all communication in relation to delinquent accounts will be made by electronic mail or by phone, as provided by you to UniversityTickets. Such communication may be made by UniversityTickets or by anyone on its behalf, including but not limited to a third-party collection agent.

- 20. INDEMNIFICATION.** You agree to indemnify and hold us and the Card Organizations harmless from and against all losses, liabilities, damages and expenses:

- a. resulting from the inaccuracy or untruthfulness of any representation or warranty, breach of any covenant or agreement or any misrepresentation by you under this Agreement;
- b. arising out of your or your employees' or your agents' negligence or willful misconduct, in connection with Card transactions or otherwise arising from your provision of goods and services to Cardholders;
- c. arising out of your use of the Services; or
- d. arising out of any third party indemnifications we are obligated to make as a result of your actions (including indemnification of any Card Organization or Issuer).

## EXHIBIT B

### PROHIBITED USES AND BUSINESS CATEGORIES

Asset Location Services	Consulting / Advice; Financial, investing, debt	Downloadable Software
Auctions: Online	Credit Repair	Embassy, Foreign Consulate, or Essay mills/paper mills
Adult Content	Currency Exchange or Dealer	Employment Screening Companies
Adult Novelties	Charter Airlines	Escort Services or Companion
Adult: Entertainment (misc.)	Call Centers: Domestic (B2B)	eWallets or Merchant Aggregation
Adult: Toys	Collectables	Education (classroom or online)
Adult: Videos	Coins	Electronics
Adult: Websites	Collection Agencies (Limited acceptance rules apply)	Electronic Cigarettes and Vaporizers
Auto Transport	Continuity Billing: Auto-Ship (Lotions, creams and Health and Beauty only)	File Sharing Services
Alarm Services	Club Memberships	Firearms Dealer/Store Guns: Retailers
Airlines Other	Compound Pharmacy	Firearms Dealer/Stores Guns: Online
Airlines: Charter	Cruise Lines	Furniture: Retail
Ammunition Online (Federally compliant)	Continuity Billing: Free Trial (Lotions, creams and Health and Beauty only)	Foreign Ownership
Attorneys	Dating Services: Sexually-oriented	Furniture: Online
Adult: Entertainment (misc.)	Debt Consolidation	Gambling / Wagering
Bankruptcy Attorneys	Debt or Loan: Relief, Modification or Consolidation	Get-Rich-Quick: Seminars
Business/Investment Opportunities: Make Money	Decryption and Descrambler	Gaming: Online (Play for entertainment. No cash prizes or contest)
Business/Investment Opportunities: Government Grants	Discount Coupon Books	Gift Card Sales
Bail Bonds: Agents, Companies or Bounty Hunters	Discount Membership	Gentleman's Clubs (Food/beverage and cover charge)
Beauty Products: Sold Online or by Mail (i.e. cream, lotions, etc.)	Document Preparation Services	Home Biz Opp
Background Checks	Drug Paraphernalia	Hemp Based Products
Booking Engines (Travelocity like)	Dating: Online (Not sexually oriented)	Identity Restoration
Call Centers: International	Debt Buyers	Identity Theft Services (No insurance element)
Cash Advances (By non-financial institutions)	Digital Subscriptions (News and information)	Illegal Drugs/Paraphernalia
Chain Letters	Direct Response/Inbound Telesales (No free gifts/prizes, postcard or mailing)	Insurance Brokers and Providers
Charities without 501 (c)(3) or equivalent status	Direct Sales / MLM	Infomercials
Check Cashers: Retail, Brick and Mortar		In Store Financing
Check Cashing: Online		



Judgement Recovery Companies  
 Jewelry Online  
 Loan Document Preparation: Education  
 Loan Fees  
 Lotteries  
 Liquid Incense (Non ingestible)  
 Marijuana: Paraphernalia  
 Marijuana  
 Massage Parlors (sexually-oriented)  
 Medical Travel/Non-US Medical Procedures  
 Merchant Aggregation  
 Money Orders (Issuer/seller/redeemer)  
 Money Remittance  
 Money Transmitters  
 Mortgage Reduction/consulting services  
 Male Enhancement Supplements  
 Mail Order and Catalog  
 Matched Merchants (Reasonable explanation and remediation required)  
 Moving and Storage  
 Magazines  
 Marijuana Industry Supplies and Services  
 Multi-Level Marketing / Direct Marketing  
 Nutraceuticals: Food Products or other Digestible (Straight sale)  
 Nutraceuticals: Increased energy  
 Nutraceuticals: Anti-aging  
 Nutraceuticals: Food products  
 Nutraceuticals: Sexual Stimulants

Nutraceuticals: Skin Treatments and Health and Beauty Trial/Continuity  
 Organic Substances Imitating Illegal Drugs  
 Payday Lending/Lending: Online  
 Payday Lending/Lending: Retail  
 Penny Action  
 Pharmacy: Online  
 Pre-Paid, Credit Card Fee  
 Prostitution  
 Pawn Shops  
 Pre-Paid Phone Cards  
 Public Database Searches / Find People (Non continuity)  
 Quasi-cash  
 Security Brokers  
 Skip Tracing  
 Social Media "click farms"  
 Sports Forecasting or Odds Making  
 Supplements: HGH, HGC  
 Supplements: Hormone  
 Supplements: Kava Kava, Kratom  
 Supplements: Steroids or Imitation Steroids  
 SEO (Well established)  
 Seminars (Self Improvement, Conduct a Business or Flipping Houses)  
 Shipping/Forwarding Brokers  
 Software as a Service  
 SEO / Web Advertising  
 Shippers / Forwarders  
 Supplements: Hemp  
 Start Up Businesses  
 Tax Remediation

Telemedicine (Consult with a Physician)  
 Telesales: Outbound  
 Timeshare: Liquidation  
 Timeshare: Sales  
 Title Loans  
 Tobacco Products:  
 Internet/MOTO  
 Travel: Memberships  
 Timeshare: Fees  
 Travel: Tour Operators  
 Travel: Agents  
 Travel: Vacation Packages  
 Tribal: Retail and Casino (Non-Gaming services)  
 Virtual Currency (Including Bitcoin)  
 Vaporizers: Retail Only  
 VOIP systems  
 Warrantee: Auto  
 Warrantee: Device  
 Warrantee: Home  
 Wire Transfer  
 Wine Clubs  
 Water Softener / Purification Systems (Straight sale)  
 Web Design (Well established, not home based)  
 Web Host



# UniversityTickets and SIDEARM Sports

Provide Complete Solutions for Sports Information,  
Ticketing and Fundraising

Custom-tailored donor management and fundraising tools

Collect, track and reward donations online with complete giving history reported alongside ticket transactions

Incentivize giving and purchases with loyalty points, upgrade offers and special availability by donor level

Membership and subscriber management tools with online renewals, invoicing, and member-only events, packages and add-ons

Real-time, web-based donor analysis, reporting and receipt generation

Roster and Schedule Management

e-Newsletters, Poll and Ad Management

Live Stats, Streaming Audio and Video



With hundreds of clients in the college market, **UniversityTickets** and **SIDEARM Sports** have teamed up to present a highly integrated platform for sports information management, athletics marketing, donor and fundraising management and ticket sales.

SIDEARM Sports technology, combined with UniversityTickets, is a winning play.

UNION ATHLETICS

It's game time.



p: 315-443-1872  
e: [davem@sidearmsports.com](mailto:davem@sidearmsports.com)  
[www.sidearmsports.com](http://www.sidearmsports.com)

universitytickets

p: 888-771-1420  
e: [sales@universitytickets.com](mailto:sales@universitytickets.com)  
[www.universitytickets.com](http://www.universitytickets.com)



# FUNDRAISING & DONOR MANAGEMENT

## A CUSTOM-TAILORED APPROACH

Ticket revenue only goes so far. An effective and customized fundraising program is critical to your success and longevity. With UniversityTickets, fundraising efforts are automated and managed alongside ticketing, with a donor management platform that's fully integrated into our custom-branded, cloud hosted ticketing platform.

- Collect, track and reward donations online with complete giving history reported alongside ticket transactions
- Require giving at time of purchase based on seat location or package level
- Incentivize giving and purchases with loyalty points, upgrade offers and special availability by donor level
- Membership and subscriber management tools with online renewals, invoicing, and member-only events, packages and add-ons
- Real-time, web-based donor analysis, reporting and receipt generation
- More than a decade of experience in college and university ticketing



## Let's Get Started

[www.universitytickets.com](http://www.universitytickets.com)  
[sales@universitytickets.com](mailto:sales@universitytickets.com)  
888-771-1420

*universitytickets*



# THE TASSEL'S WORTH THE HASSLE

Graduation tickets aren't.

Imagine a day when graduation tickets are **DISTRIBUTED ONLINE**. When students and family members can log-on and **RESERVE TICKETS ANYTIME**, day or night, and then **PRINT THEM - INSTANTLY** from their home computer.

**With UniversityTickets, that day is today.**  
**Available now, we offer:**

- Campus authentication integration to validate student status and graduate eligibility in real-time
- Text message alerts for venue changes, reminders or weather notifications
- Name pronunciation recording – no more embarrassing mispronunciation during the ceremony!
- Print-at-home and mobile phone ticketing with instant, barcode-based validation
- More than 10 years of experience with colleges and universities

---

## Learn More

[www.universitytickets.com](http://www.universitytickets.com)  
[commencement@universitytickets.com](mailto:commencement@universitytickets.com)  
888-771-1420

*university***tickets**





## Active Event List Report

Report Generated: 10/13/2017 1:53 PM by Gordon Capreol

Event	Tickets Sold	Event Begin Date/Time	Sales Begin Date/Time	Sales End Date/Time
GUEST: Sergio Pallottelli ~ flute (Fri 10/13)	33	10/13/2017 7:30 PM	9/1/2017 12:00 AM	10/13/2017 11:59 PM
A Doll's House (Fri 10/13)	101	10/13/2017 7:30 PM	9/1/2017 10:00 AM	10/13/2017 9:00 PM
A Doll's House (Sat 10/14)	92	10/14/2017 7:30 PM	9/1/2017 10:00 AM	10/14/2017 9:00 PM
A Doll's House (Sun 10/15)	95	10/15/2017 2:00 PM	9/1/2017 10:00 AM	10/15/2017 9:00 PM
Opera: Turn of the Screw (Thu 10/19)	52	10/19/2017 7:30 PM	9/1/2017 12:00 AM	10/19/2017 10:00 PM
Opera: Turn of the Screw (Fri 10/20)	20	10/20/2017 7:30 PM	9/1/2017 12:00 AM	10/20/2017 10:00 PM
Zap Mama (Fri 10/20)	0	10/20/2017 7:30 PM	1/1/2016 12:00 AM	9/18/2017 9:00 PM
TEDxTexasStateUniversity (Sat 10/21)	309	10/21/2017 9:30 AM	8/21/2017 8:00 AM	Dateless
Opera: Turn of the Screw (Sat 10/21)	15	10/21/2017 7:30 PM	9/1/2017 12:00 AM	10/21/2017 10:00 PM
Opera: Turn of the Screw (Sun 10/22)	30	10/22/2017 2:00 PM	9/1/2017 12:00 AM	10/22/2017 4:00 PM
GUEST: Robert L. Mott's THE OCTET PROJECT (Tue 10/24)	11	10/24/2017 8:00 PM	9/1/2017 12:00 AM	10/24/2017 11:59 PM
GUEST: M.Watanabe, M.Mantione, J.C. Helton (Fri 10/27)	0	10/27/2017 6:00 PM	9/1/2017 12:00 AM	10/27/2017 11:59 PM
STARS: Gordon Stout ~ Marimba (Fri 10/27)	0	10/27/2017 7:30 PM	7/1/2016 12:00 AM	10/27/2017 11:59 PM
TXST SYMPHONY ORCHESTRA (Sun 10/29)	8	10/29/2017 7:30 PM	9/1/2017 12:00 AM	10/29/2017 9:00 PM
PERFECT PIE (Tue 10/31)	18	10/31/2017 7:30 PM	9/1/2017 12:00 AM	10/31/2017 11:00 PM
GUEST: Yuri Blinov ~ piano (Wed 11/1)	6	11/1/2017 6:00 PM	9/1/2017 12:00 AM	10/24/2017 11:59 PM
PERFECT PIE (Wed 11/1)	13	11/1/2017 7:30 PM	7/14/2016 12:00 AM	11/1/2017 11:00 PM
FACULTY: Cheryl Parrish, soprano (Thu 11/2)	0	11/2/2017 6:00 PM	8/3/2015 12:00 AM	11/2/2017 8:00 PM
PERFECT PIE (Thu 11/2)	15	11/2/2017 7:30 PM	7/14/2016 12:00 AM	11/2/2017 11:00 PM
FACULTY: Trios for Horn, Violin, and Piano (Thu 11/2)	2	11/2/2017 8:00 PM	9/1/2017 9:00 AM	9/13/2017 10:00 PM
PERFECT PIE (Fri 11/3)	20	11/3/2017 7:30 PM	9/1/2017 12:00 AM	11/3/2017 11:00 PM
PERFECT PIE (Sat 11/4)	26	11/4/2017 7:30 PM	9/1/2017 12:00 AM	11/4/2017 11:00 PM
PERFECT PIE (Sun 11/5M)	25	11/5/2017 2:00 PM	9/1/2017 12:00 AM	11/5/2017 11:00 PM
MW PERCUSSION & PANORAMA STEEL BAND (Mon 11/6)	6	11/6/2017 7:30 PM	9/1/2017 12:00 AM	11/6/2017 9:00 PM
We Are Proud To Present... (Thu 11/9)	16	11/9/2017 7:30 PM	9/1/2017 10:00 AM	11/9/2017 9:00 PM
We Are Proud To Present... (Fri 11/10)	7	11/10/2017 7:30 PM	9/1/2017 10:00 AM	11/10/2017 9:00 PM
We Are Proud To Present... (Sat 11/11)	26	11/11/2017 7:30 PM	9/1/2017 10:00 AM	11/11/2017 9:00 PM
We Are Proud To Present... (Sun 11/12)	13	11/12/2017 2:00 PM	9/1/2017 10:00 AM	11/12/2017 4:00 PM
TX ST JAZZ ENSEMBLE (Mon 11/13)	1	11/13/2017 7:30 PM	9/1/2017 12:00 AM	11/13/2017 10:00 PM

## Customer Marketing Report

**Date Range:** 10/1/2016 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Packages:** Single Ticket + Package Sales  
**User Type:** All User Types  
**Attributes:** All Attributes  
**Report Generated:** 10/13/2017 12:15 PM by Utix Demo

Result(s) Found **9**

UTIX Id	Last Name (Billing)	First Name (Billing)	User Type	Phone	E-mail/Login	Last Name (Shipping)	First Name (Shipping)	Address (Shipping)	Address #2 (Shipping)	City (Shipping)	State (Shipping)	Postal Code (Shipping)	Opt In	Date Created
31487	Blois	Christopher	Adult	8888888888	cblois@universitytickets.com	Blois	Christopher	1500 Rt 208		Walkill	NY	10001	No	3/2/2017
16722	Briggs	Ashleigh	Adult		abriggs@universitytickets.com	Briggs	Ashleigh	-		-	-	-	No	6/29/2011
1	Capreol	Gordon	Adult	845-304-5342	gcapreol@universitytickets.com	Capreol	Gordon	47 West 34th Street	Suite 506	New York	NY	10001	No	12/28/2001
31486	Demo	Utix	Adult	888-888-8888	demo@universitytickets.com	Utix	Demo	1500 Rt 208		Walkill	NY	10001	No	12/20/2016
8009	Long	Celeste	Adult		Long_Celeste@asdk12.org	Long	Celeste	3729 Resurrection Drive		Anchorage	AK	99504	No	10/24/2006
31493	Long	Cheryl	UMBC Faculty & Staff	444-444-4	clong@universitytickets.com	Long	Cheryl	1500 rt 208		Walkill	NY	12484	No	7/3/2017
31491	Mackay	Jenny	Adult	519-888-4567	jmmackay@uwaterloo.ca	Mackay	Jenny	200 University Avenue		Waterloo	ON	N2L3G1	No	6/6/2017
31492	Ramos	Fernando	Adult	845-803-7881	framos@universitytickets.com	Ramos	Fernando	6 the curve rd		Rock Hill	NY	12775	No	6/27/2017
0	Sale	In Person	UAA Student (6 Credits)		noEM_IPSale								No	1/0/1900

### Daily Sales Summary Report

**Date Range:** 09/01/2017 12:00 AM - 09/30/2017 11:59 PM  
**Sales Channel:** All Sales Channels  
**Categories:** All Categories  
**Events:** All Events  
**Package:** Single Ticket + Package Sales  
**Order Charges:** Included  
**Employees:** All Admin Users  
**Sale Locations:** All Locations  
**Report Generated:** 10/13/2017 12:43 PM by Chris Blois

Payment Date	BU Billing	Cash	Check	Consignment	Credit Card-POS	Credit Card-Web	Dept Acct	No Payment	Offline-AMEX	Offline-Discover	Offline-Mastercard	Offline-Visa	Total
9/1/2017	\$0.00	\$84.00	\$0.00	\$2,300.00	\$80.00	\$165.00	\$0.00	\$0.00	\$0.00	\$72.00	\$0.00	\$0.00	\$2,701.00
9/2/2017	\$0.00	\$1,390.00	\$0.00	(\$1,686.00)	\$0.00	\$364.00	\$0.00	\$0.00	\$0.00	\$16.00	\$26.00	\$50.00	\$315.00
9/3/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$133.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$133.00
9/4/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$397.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$397.00
9/5/2017	\$0.00	\$30.00	\$156.00	\$0.00	\$904.00	\$213.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,303.00
9/6/2017	\$0.00	\$0.00	\$0.00	(\$30.00)	\$36.00	\$212.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$62.00	\$280.00
9/7/2017	\$4,820.00	\$972.00	\$52,446.00	(\$584.00)	\$4,558.00	\$426.00	\$0.00	\$0.00	\$2,260.00	\$225.00	\$3,040.00	\$9,905.00	\$78,068.00
9/8/2017	\$1,890.00	(\$346.00)	\$16,324.00	\$0.00	\$4,722.00	\$314.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,610.00	\$1,996.00	\$26,510.00
9/9/2017	\$0.00	\$1,533.00	\$0.00	\$0.00	\$0.00	\$215.00	\$0.00	\$0.00	\$85.00	\$62.00	\$94.00	\$293.00	\$2,282.00
9/10/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00
9/11/2017	\$1,065.00	\$20.00	\$6,730.00	\$0.00	\$1,503.00	\$719.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$760.00	\$10,797.00
9/12/2017	\$970.00	\$152.00	\$770.00	\$0.00	\$2,471.00	\$573.00	\$0.00	\$0.00	\$0.00	\$0.00	\$430.00	\$374.00	\$5,740.00
9/13/2017	\$1,942.00	\$49.00	\$7,335.00	\$0.00	\$1,129.00	\$512.00	\$900.00	\$0.00	\$0.00	\$415.00	\$1,970.00	\$3,332.00	\$17,584.00
9/14/2017	\$286.00	\$398.00	\$6,350.00	\$0.00	\$1,576.00	\$1,073.00	\$0.00	\$0.00	\$0.00	\$20.00	\$1,890.00	\$1,313.00	\$12,906.00
9/15/2017	\$221.00	\$40.00	\$6,096.00	\$0.00	\$822.00	\$317.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$0.00	\$7,536.00
9/16/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$691.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$691.00
9/17/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$907.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$907.00
9/18/2017	\$8,935.00	\$2,076.00	\$2,350.00	\$0.00	\$2,251.00	\$30,704.00	\$720.00	\$0.00	\$30.00	\$1,200.00	\$180.00	\$2,750.00	\$51,196.00
9/19/2017	\$3,375.00	\$360.00	\$2,320.00	\$1,200.00	\$3,954.00	\$5,437.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,295.00	\$962.00	\$18,903.00
9/20/2017	\$1,490.00	\$90.00	\$1,140.00	\$0.00	\$1,908.00	\$2,650.00	\$1,800.00	\$960.00	\$60.00	\$10.00	\$30.00	\$120.00	\$10,258.00
9/21/2017	\$484.00	\$90.00	\$2,330.00	\$0.00	\$60.00	\$3,253.00	\$0.00	\$0.00	\$380.00	\$81.00	\$65.00	\$420.00	\$7,163.00
9/22/2017	\$1,289.00	\$237.00	\$450.00	\$0.00	\$1,806.00	\$7,022.00	\$0.00	\$70.00	\$950.00	\$0.00	\$1,190.00	\$2,504.00	\$15,518.00
9/23/2017	\$69.00	\$5,383.00	\$32.00	\$0.00	\$0.00	\$1,675.00	\$0.00	\$5,500.00	\$265.00	\$16.00	\$398.00	\$1,133.00	\$14,471.00
9/24/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,816.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,816.00
9/25/2017	\$491.00	\$54.00	\$380.00	\$0.00	\$1,067.00	\$1,232.00	\$240.00	\$0.00	\$156.00	\$0.00	\$415.00	\$626.00	\$4,661.00
9/26/2017	\$360.00	\$30.00	\$0.00	\$0.00	\$860.00	\$700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$760.00	\$380.00	\$3,090.00
9/27/2017	\$266.00	\$870.00	\$1,604.00	\$0.00	\$136.00	\$866.00	\$0.00	(\$5,500.00)	\$0.00	\$0.00	\$220.00	\$0.00	(\$1,538.00)
9/28/2017	\$30.00	\$5.00	\$0.00	\$0.00	\$56.00	\$424.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00	\$535.00
9/29/2017	\$30.00	\$95.00	\$380.00	\$0.00	\$149.00	\$490.00	\$0.00	\$0.00	\$0.00	\$166.00	\$0.00	\$30.00	\$1,340.00
9/30/2017	\$16.00	\$1,029.00	\$0.00	\$0.00	\$0.00	\$377.00	\$0.00	\$0.00	\$0.00	\$16.00	\$8.00	\$238.00	\$1,684.00
<b>TOTAL</b>	<b>\$28,029.00</b>	<b>\$14,641.00</b>	<b>\$107,193.00</b>	<b>\$1,200.00</b>	<b>\$30,048.00</b>	<b>\$64,125.00</b>	<b>\$3,660.00</b>	<b>\$1,030.00</b>	<b>\$4,242.00</b>	<b>\$2,237.00</b>	<b>\$13,717.00</b>	<b>\$27,373.00</b>	<b>\$297,495.00</b>



## Hot Leads Report

**Categories:** All Categories  
**Events:** All Events  
**Minimum Tickets:** 2  
**Report Generated:** 10/13/2017 12:28 PM by Utix Demo

Result(s) Found **5**

Tickets	Last Name (Billing)	First Name (Billing)	User Type	Phone	E-mail/Login	Last Name (Shipping)	First Name (Shipping)	Address (Shipping)	Address #2 (Shipping)	City (Shipping)	State (Shipping)	Postal Code (Shipping)	Opt In	Date Created
4	Briggs	Ashleigh	Adult		abriggs@universitytickets.com	Briggs	Ashleigh	.		.	.	.	FALSE	6/29/2011
5	chenoweth	Erica	Adult	2023297262	erica.lchenoweth@gmail.com	chenoweth	Erica	1036 M Street Apt 15		Anchorage	AK	99501	FALSE	8/26/2010
6	Blois	Christopher	Adult	8888888888	cblois@universitytickets.com	Blois	Christopher	1500 Rt 208		Walkill	NY	10001	FALSE	3/2/2017
29	Long	Celeste	Adult		Long_Celeste@asdk12.org	Long	Celeste	3729 Resurrection Drive		Anchorage	AK	99504	FALSE	10/24/2006
82	Demo	Utix	Adult	888-888-8888	demo@universitytickets.com	Utix	Demo	1500 Rt 208		Walkill	NY	10001	FALSE	12/20/2016

## Reconciliation (Totals Only) Report

<b>Date Range:</b>	10/1/2017 12:00 AM - 10/01/2017 11:59 PM
<b>Payment Methods:</b>	All Payment Methods
<b>Sales Channels:</b>	All Sales Channels
<b>Categories:</b>	All Categories
<b>Events:</b>	All Events
<b>Package:</b>	Single Ticket + Package Sales
<b>Order Charges:</b>	Included
<b>Report Generated:</b>	10/13/2017 11:09 AM by Gordon Capred

### Totals by Payment Method

Item	Gross Price	Conv. Fee	Discounts/Surcharges	Total
Cash	\$0.00	\$0.00	\$0.00	\$0.00
Visa/Mastercard	\$444.00	\$29.00	\$0.00	\$473.00
<b>TOTAL</b>	<b>\$444.00</b>	<b>\$29.00</b>	<b>\$0.00</b>	<b>\$473.00</b>

### Totals by Item

Item	Account Number	Payment Method	Qty	Gross Price	Conv. Fee	Discounts/Surcharges	Total
Barbara Thiem, Cello - 10/9/2017 7:30 PM	UC005	Cash	2	\$0.00	\$0.00	\$0.00	\$0.00
Barbara Thiem, Cello - 10/9/2017 7:30 PM	UC005	Visa/Mastercard	1	\$12.00	\$1.00	\$0.00	\$13.00
Chamber Choir and Concert Choir Concert - 10/6/2017 7:30 PM	UC001	Cash	6	\$0.00	\$0.00	\$0.00	\$0.00
Chamber Choir and Concert Choir Concert - 10/6/2017 7:30 PM	UC001	Visa/Mastercard	2	\$28.00	\$2.00	\$0.00	\$30.00
Concert Orchestra and University Chorus Concert - 10/10/2017 7:30 PM	UC002	Cash	2	\$0.00	\$0.00	\$0.00	\$0.00
Concert Orchestra and University Chorus Concert - 10/10/2017 7:30 PM	UC002	Visa/Mastercard	2	\$24.00	\$2.00	\$0.00	\$26.00
Fall Capstone Concert - 12/9/2017 2:00 PM	UC006	Visa/Mastercard	2	\$32.00	\$2.00	\$0.00	\$34.00
Halloween Organ Extravaganza - 10/31/2017 7:00 PM	UC003	Visa/Mastercard	8	\$104.00	\$8.00	\$0.00	\$112.00
Halloween Organ Extravaganza - 10/31/2017 9:00 PM	UC003	Visa/Mastercard	1	\$14.00	\$1.00	\$0.00	\$15.00
Symphonic Band Concert - 10/4/2017 7:30 PM	UC011	Cash	4	\$0.00	\$0.00	\$0.00	\$0.00
Symphonic Band Concert - 10/4/2017 7:30 PM	UC011	Visa/Mastercard	2	\$26.00	\$2.00	\$0.00	\$28.00
THREE SISTERS by Anton Chekhov - 10/1/2017 2:00 PM	UC007	Cash	6	\$0.00	\$0.00	\$0.00	\$0.00
THREE SISTERS by Anton Chekhov - 10/5/2017 7:30 PM	UC007	Cash	3	\$0.00	\$0.00	\$0.00	\$0.00
THREE SISTERS by Anton Chekhov - 10/6/2017 7:30 PM	UC007	Cash	2	\$0.00	\$0.00	\$0.00	\$0.00
THREE SISTERS by Anton Chekhov - 10/6/2017 7:30 PM	UC007	Visa/Mastercard	2	\$32.00	\$2.00	\$0.00	\$34.00
THREE SISTERS by Anton Chekhov - 10/8/2017 2:00 PM	UC007	Cash	2	\$0.00	\$0.00	\$0.00	\$0.00
THREE SISTERS by Anton Chekhov - 10/8/2017 2:00 PM	UC007	Visa/Mastercard	5	\$70.00	\$5.00	\$0.00	\$75.00
THREE SISTERS by Anton Chekhov - 9/30/2017 7:30 PM	UC007	Visa/Mastercard	-1	(\$18.00)	(\$1.00)	\$0.00	(\$19.00)
Package - Fall 2017 Music Flex Pass		Visa/Mastercard	2	\$120.00	\$0.00	\$0.00	\$120.00
Order Level - Box Office Fee		Visa/Mastercard		\$0.00	\$5.00	\$0.00	\$5.00
<b>TOTAL</b>				<b>\$444.00</b>	<b>\$29.00</b>	<b>\$0.00</b>	<b>\$473.00</b>

## UniversityTickets Event Performance Report

**Event:** Fool For Love  
**Event Date & Time:** 12/5/2017 12:00 AM  
**Venue:** West High Auditorium  
**Capacity:** 1931  
**Sold Seats:** 43  
**Remaining Seats:** 1888  
**Sell Rate %:** 2.23 %  
**Report Generated:** 10/13/2017 11:40 AM by Ulix Demo

Ticket Option	Ticket Type	Price Level	Qty Sold	Gross Price	Conv. Fee	Discounts	Total	Qty Scanned	Qty Unscanned	% Scanned	% Unscanned
Tickets	Adult	\$10.00	41	\$410.00	\$72.00	\$0.00	\$482.00	0	41	0.00 %	100.00 %
Tickets	Dance Benefits	\$0.00	2	\$0.00	\$0.00	\$0.00	\$0.00	0	2	0.00 %	100.00 %
<b>TOTAL</b>			<b>43</b>	<b>\$410.00</b>	<b>\$72.00</b>	<b>\$0.00</b>	<b>\$482.00</b>	<b>0</b>	<b>43</b>	<b>0.00 %</b>	<b>100.00 %</b>

Order Charges	Qty Sold	Amount
Box Office Fee	1	\$1.00
Delivery	1	\$5.00
Manual Discount	1	(\$4.00)
<b>TOTAL</b>	<b>3</b>	<b>\$2.00</b>

## UniversityTickets Held Tickets Report

**Categories:** All Categories  
**Events:** All Events  
**Report Generated:** 10/13/2017 1:58 PM by Gordon Capreol

Event Name	Section	Hold Type	Held Seats
A CHORUS LINE (Fri 9/29)	FLR	Killed Seats	5
A CHORUS LINE (Sat 9/30)	FLR	Box Office Holds	25
A CHORUS LINE (Sat 9/30)	FLR	Killed Seats	5
A CHORUS LINE (Sat 9/30M)	FLR	Killed Seats	3
A CHORUS LINE - Private Dress Rehearsal	FLR	Killed Seats	69
DINNER / THEATRE: A Chorus Line (Sat 9/30)	BACK	Killed Seats	94
DINNER / THEATRE: A Chorus Line (Sat 9/30)	FLR	Killed Seats	220
DINNER / THEATRE: A Chorus Line (Sat 9/30)	FLR	VIP Holds	6
DINNER / THEATRE: A Chorus Line (Sat 9/30)	L_BXA	Killed Seats	4
Evans Auditorium Test Event	RES	VIP Holds	4
LMS: Amigos (Reserved) 12/5	BACK	Killed Seats	94
LMS: Amigos (Reserved) 12/5	FLR	VIP Holds	20
RAGTIME (Fri 4/20)	FLR	Killed Seats	12
RAGTIME (Fri 4/20)	FLR	Robert Holds	6
RAGTIME (Fri 4/20)	FLR	VIP Holds	8
Shakespeare's HAMLET (Fri 11/17)	FLR	Killed Seats	12
Shakespeare's HAMLET (Fri 11/17)	FLR	Robert Holds	15
Shakespeare's HAMLET (Fri 11/17)	FLR	VIP Holds	8
Shakespeare's HAMLET (Fri 11/17)	LFBXA	Killed Seats	4
Shakespeare's HAMLET (Fri 11/17)	LFBXC	Robert Holds	4
Shakespeare's HAMLET (Fri 11/17)	RTBXA	Killed Seats	4
Shakespeare's HAMLET (Fri 11/17)	RTBXC	Robert Holds	2

## Reservation List Report

**Date Range:** 10/1/2016 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** Black Box Productions  
**Events:** Fool For Love  
**Package:** Single Ticket + Package Sales  
**Sales Channel:** All Sales Channels  
**Attributes:** All Attributes  
**User Type:** All User Types  
**Ticket Type:** All Ticket Types  
**Sale Locations:** All Locations  
**Report Generated:** 10/13/2017 9:50 AM by Utix Demo

Total Tickets = 43

Event Name	Event Date/Time	Ticket Option	Package Name	Ticket Type	Last Name	First Name	Mailing Address	State	City	Postal Code	Email	Phone
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Long	Celeste	3729 Resurrection Drive	AK	Anchorage	99504	Long_Celeste@asdk12.org	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Sale	In Person					noEM_IPSale	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Briggs	Ashleigh	.	.	.	.	abriggs@universitytickets.com	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Briggs	Ashleigh	.	.	.	.	abriggs@universitytickets.com	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Capreol	Gordon	47 West 34th Street	NY	New York	10001	gcapreol@universitytickets.com	845-304-5342
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Sale	In Person					noEM_IPSale	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Sale	In Person					noEM_IPSale	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Sale	In Person					noEM_IPSale	
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Dance Benefits	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Dance Benefits	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Walkkill	10001	demo@universitytickets.com	888-888-8888

User Type	Record Locator	Purchase Date	Seats	Customer Info	External ID	Last Modified	Order Notes	Sale Location	Ticket Number
Adult	VGXXYR	10/12/2017 2:29 PM	Floor-CENTR-G-5			noEM_IPSale		Web	2
Adult	VGXXYR	10/12/2017 2:29 PM	Floor-CENTR-G-6			noEM_IPSale		Web	1
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-1	Celeste Long		gcapreol@universitytickets.com			22
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-5	Celeste Long		gcapreol@universitytickets.com			18
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-6	Celeste Long		gcapreol@universitytickets.com			17
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-7	Celeste Long		gcapreol@universitytickets.com			16
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-8	Celeste Long		gcapreol@universitytickets.com			15
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-S-9	Celeste Long		gcapreol@universitytickets.com			14
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-16	Celeste Long		gcapreol@universitytickets.com			29
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-17	Celeste Long		gcapreol@universitytickets.com			28
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-18	Celeste Long		gcapreol@universitytickets.com			27
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-19	Celeste Long		gcapreol@universitytickets.com			26
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-20	Celeste Long		gcapreol@universitytickets.com			25
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-21	Celeste Long		gcapreol@universitytickets.com			24
Adult	SCDKWH	10/5/2017 6:41 AM	Floor-CENTR-T-22	Celeste Long		gcapreol@universitytickets.com			23
UAA Student (6 Credits)	KZZQMV	9/22/2017 10:28 AM	Floor-CENTR-F-1	In Person Sale		demo@universitytickets.com			1
Adult	LQDBQH	7/12/2017 12:50 PM	Floor-CENTR-N-1	Ashleigh Briggs		gcapreol@universitytickets.com			2
Adult	LQDBQH	7/12/2017 12:50 PM	Floor-CENTR-N-2	Ashleigh Briggs		gcapreol@universitytickets.com			1
Adult	VDJVZD	7/5/2017 1:45 PM	Balcony-LBAL-KK-30	Gordon Capreot		gcapreol@universitytickets.com			1
Adult	NXMHPP	6/16/2017 9:02 AM	Floor-CENTR-D-5			demo@universitytickets.com		Web	1
UAA Student (6 Credits)	LFTRNQ	5/8/2017 1:06 PM	Floor-CENTR-D-3	In Person Sale		demo@universitytickets.com			2
UAA Student (6 Credits)	LFTRNQ	5/8/2017 1:06 PM	Floor-CENTR-D-4	In Person Sale		demo@universitytickets.com			1
UAA Student (6 Credits)	HMZNGG	5/7/2017 11:08 AM	Floor-CENTR-D-2	In Person Sale		demo@universitytickets.com			1
Adult	LPQHST	5/1/2017 4:12 PM	Floor-CENTR-E-1			demo@universitytickets.com		Web	1
Adult	VXWGYG	1/22/2017 1:53 PM	Floor-LEFT-A-10			demo@universitytickets.com		Web	2
Adult	VXWGYG	1/22/2017 1:53 PM	Floor-LEFT-A-11			demo@universitytickets.com		Web	1
Adult	NHNLKM	1/21/2017 5:20 PM	Floor-CENTR-D-1			demo@universitytickets.com		Web	1



## Return/Exchange History Report

**Date Range:** 10/10/2017 12:00 AM - 10/11/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Report Generated:** 10/13/2017 3:28 PM by Ashleigh Briggs

### Return History Report

Date/Time	Record Locator	Last Name	First Name	Event Name	Seat Location	Last Modified
10/11/2017 3:40 PM	KQMFFW	Sale	In Person	Wind Symphony Concert	Floor-Mezzanine 100-H-105	customer@email.edu
10/11/2017 3:39 PM	JHKDPQ	Sale	In Person	"Xerxes" by George Frideric Handel	Floor-Orchestra 300-C-301	customer@email.edu
10/10/2017 4:22 PM	RQTQXB	Sale	In Person	"Xerxes" by George Frideric Handel	Floor-Mezzanine 200-N-208	customer@email.edu
10/10/2017 3:39 PM	DYTQJS	Reed	Valerie	Concert Orchestra and University Chorus Concert	Floor-Balcony 200-T-209	customer@email.edu
10/10/2017 3:38 PM	KFYGJG	Sale	In Person	Janet Landreth, Piano	Balcony-Balcony Right-A-206	customer@email.edu
10/10/2017 3:25 PM	NVHLDV	Sale	In Person	Concert Orchestra and University Chorus Concert	Floor-Balcony 100-T-106	customer@email.edu
10/10/2017 2:00 PM	YPWMHR	Sale	In Person	Halloween Organ Extravaganza	Balcony-Upper Balcony-A-15	customer@email.edu

### Exchange History Report

Date/Time	Record Locator	Last Name	First Name	Original Event Name	Original Seat Location	New Event Name	New Seat Location	Last Modified
10/10/2017 7:24 PM	JCGYQH	Vance	Krista	Concert Orchestra and University Chorus Concert	Floor-Orchestra 300-B-305	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-H-208	customer@email.edu
10/10/2017 7:24 PM	JCGYQH	Vance	Krista	Concert Orchestra and University Chorus Concert	Floor-Orchestra 300-B-304	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-H-207	customer@email.edu
10/10/2017 7:23 PM	JCGYQH	Vance	Krista	Concert Orchestra and University Chorus Concert	Floor-Orchestra 300-B-306	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-H-206	customer@email.edu
10/10/2017 7:19 PM	CGKXBF	Eckroth	Ashley	Concert Orchestra and University Chorus Concert	Floor-Balcony 100-R-108	Concert Orchestra and University Chorus Concert	Floor-Balcony 200-R-212	customer@email.edu
10/10/2017 7:15 PM	DSVFXX	Hancock	Dawn	Concert Orchestra and University Chorus Concert	Floor-Orchestra 100-F-103	Concert Orchestra and University Chorus Concert	Floor-Balcony 100-V-101	customer@email.edu
10/10/2017 7:14 PM	DSVFXX	Hancock	Dawn	Concert Orchestra and University Chorus Concert	Floor-Orchestra 100-F-104	Concert Orchestra and University Chorus Concert	Floor-Balcony 100-V-102	customer@email.edu
10/10/2017 7:13 PM	YDSCQK	Wunder	Sharon	Concert Orchestra and University Chorus Concert	Floor-Orchestra 300-A-304	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-M-204	customer@email.edu
10/10/2017 7:12 PM	YDSCQK	Wunder	Sharon	Concert Orchestra and University Chorus Concert	Floor-Orchestra 300-A-305	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-M-205	customer@email.edu
10/10/2017 6:49 PM	HJDKFG	Hartmann	Emma	Concert Orchestra and University Chorus Concert	Floor-Orchestra 200-B-209	Concert Orchestra and University Chorus Concert	Floor-Mezzanine 200-H-205	customer@email.edu

# Revenue (Single Ticket) - Detailed Report

**Date Range:** 09/25/2017 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Sales Channel:** All Sales Channels  
**Report Generated:** 10/13/2017 11:19 AM by Utix Demo

Event Name	Event Date/Time	Account Number	Ticket Option	Payment Method	Ticket Type	Qty	Gross Price	Conv. Fee	Discounts/Surcharges	Total
2017 Special Event Parking	Dateless		PICK UP PARKING PASS AT BOX OFFICE	Credit Card-Web	Adult	1	\$50.00	\$0.00	\$0.00	\$50.00
				<b>Total</b>		<b>1</b>	<b>\$50.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$50.00</b>
			<b>Total</b>		<b>1</b>	<b>\$50.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$50.00</b>	
Fool For Love	12/4/2017 10:00 PM		Tickets	Cash	Adult	29	\$290.00	\$58.00	\$0.00	\$348.00
				Credit Card-Web	Adult	2	\$20.00	\$0.00	\$0.00	\$20.00
				<b>Total</b>		<b>31</b>	<b>\$310.00</b>	<b>\$58.00</b>	<b>\$0.00</b>	<b>\$368.00</b>
			<b>Total</b>		<b>31</b>	<b>\$310.00</b>	<b>\$58.00</b>	<b>\$0.00</b>	<b>\$368.00</b>	
Leadership Retreat	12/30/2018 10:00 PM		Tickets	Cash	Adult	67	\$670.00	\$335.00	\$0.00	\$1,005.00
				Cash	UMBC Faculty & Staff	50	\$250.00	\$250.00	\$0.00	\$500.00
				<b>Total</b>		<b>117</b>	<b>\$920.00</b>	<b>\$585.00</b>	<b>\$0.00</b>	<b>\$1,505.00</b>
			<b>Total</b>		<b>117</b>	<b>\$920.00</b>	<b>\$585.00</b>	<b>\$0.00</b>	<b>\$1,505.00</b>	
<b>TOTAL</b>						<b>149</b>	<b>\$1,280.00</b>	<b>\$643.00</b>	<b>\$0.00</b>	<b>\$1,923.00</b>

## Rollover Log

**Date Range:** 10/1/2016 12:00 AM - 10/31/2017 11:59 PM

**Rollovers:** Football Season Tickets

**Rollover User:** All Users  
10/13/2017 11:44 AM by Chris Blois

**Report Generated:**

Date	Last Modified By	Modify Field	Action	Previous Value	Current Value
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Lehigh	Removed	Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Monmouth	Removed	Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Monmouth	Removed	Reserved- Section: E-	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Holy Cross	Removed	Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Holy Cross	Removed	Reserved- Section: E-	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Marist	Removed	Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Marist	Removed	Adult - Level:	-
8/9/2017 11:20 AM	Greg Marconi	Robert Dretar : -	Processed	-	-
8/8/2017 2:22 PM	Greg Marconi	John Donahoe: -	Processed	-	-
8/8/2017 2:21 PM	Greg Marconi	John Donahoe: Bucknell Football vs Georgetown	Removed	Adult - Level:	-
8/1/2017 10:12 AM	Jamie Brouse	Kristin And Tom Williams: -	Processed	-	-
8/1/2017 10:11 AM	Jamie Brouse	Kristin And Tom Williams: Bucknell Football vs Sacred Heart	Added	-	Adult - Level: Reserved- Section: F- Row: 11- Seat:
8/1/2017 10:11 AM	Jamie Brouse	Kristin And Tom Williams: Bucknell Football vs Sacred Heart	Added	-	Adult - Level: Reserved- Section: F- Row: 11- Seat:
8/1/2017 10:11 AM	Jamie Brouse	Kristin And Tom Williams: Bucknell Football vs Georgetown	Added	-	Adult - Level: Reserved- Section: F- Row: 11- Seat:
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Georgetown	Removed	Adult - Level:	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Sacred Heart	Removed	Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Lehigh	Removed	Adult - Level:	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Lehigh	Removed	Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Monmouth	Removed	Adult - Level:	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Holy Cross	Removed	Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Monmouth	Removed	Adult - Level:	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Holy Cross	Removed	Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Marist	Removed	Adult - Level:	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Marist	Removed	Reserved- Section: F-	-
7/27/2017 10:57 AM	Greg Marconi	Douglas Grigg: -	Processed	-	-
7/27/2017 9:22 AM	Greg Marconi	Robert Stolz: -	Processed	-	-

## Sales by Postal Code Report

**Date Range:** 10/10/2017 12:00 AM - 10/10/2017 11:59 PM

**Report Generated:** 10/13/2017 1:49 PM by Gordon Capreol

Postal Code	Item	Qty	Total
	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM	-1	\$0.00
	<b>Total</b>	<b>-1</b>	<b>\$0.00</b>
23662	PERFECT PIE (Wed 11/1) - 11/1/2017 7:30 PM	1	\$12.00
	We Are Proud To Present... (Sat 11/11) - 11/11/2017 7:30 PM	1	\$10.00
	<b>Total</b>	<b>2</b>	<b>\$22.00</b>
32244	PERFECT PIE (Sun 11/5M) - 11/5/2017 2:00 PM	5	\$40.00
	We Are Proud To Present... (Sat 11/11) - 11/11/2017 7:30 PM	6	\$50.00
	<b>Total</b>	<b>11</b>	<b>\$90.00</b>
76513	Shakespeare's HAMLET (Fri 11/17) - 11/17/2017 7:30 PM	4	\$80.00
	Shakespeare's HAMLET (Sun 11/19M) - 11/19/2017 2:00 PM	1	\$20.00
	<b>Total</b>	<b>5</b>	<b>\$100.00</b>
76821	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM	1	\$0.00
	<b>Total</b>	<b>1</b>	<b>\$0.00</b>
77429	Opera: Turn of the Screw (Sun 10/22) - 10/22/2017 2:00 PM	1	\$10.00
	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM	1	\$0.00
	<b>Total</b>	<b>2</b>	<b>\$10.00</b>
77433	GUEST: Sergio Pallottelli ~ flute (Fri 10/13) - 10/13/2017 7:30 PM	1	\$7.00
	A Doll's House (Sun 10/15) - 10/15/2017 2:00 PM	1	\$10.00
	TX ST JAZZ ORCHESTRA (Wed 10/11) - 10/11/2017 7:30 PM	2	\$14.00
	<b>Total</b>	<b>4</b>	<b>\$31.00</b>
78155	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM	1	\$0.00
	TX ST JAZZ ORCHESTRA (Wed 10/11) - 10/11/2017 7:30 PM	1	\$7.00
	<b>Total</b>	<b>2</b>	<b>\$7.00</b>
78223	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM	1	\$27.00

## Sales by Postal Code Report

**Date Range:** 10/10/2017 12:00 AM - 10/10/2017 11:59 PM

**Report Generated:** 10/13/2017 1:49 PM by Gordon Capreol

	<b>Total</b>		<b>1</b>	<b>\$27.00</b>
78244	Shakespeare's HAMLET (Wed 11/15) - 11/15/2017 7:30 PM (Pkg Event)		2	\$0.00
	<b>Total</b>		<b>2</b>	<b>\$0.00</b>
78248	Opera: Turn of the Screw (Thu 10/19) - 10/19/2017 7:30 PM		1	\$10.00
	<b>Total</b>		<b>1</b>	<b>\$10.00</b>
78253	TX ST JAZZ ORCHESTRA (Wed 10/11) - 10/11/2017 7:30 PM		1	\$7.00
	<b>Total</b>		<b>1</b>	<b>\$7.00</b>
78257	TX ST JAZZ ORCHESTRA (Wed 10/11) - 10/11/2017 7:30 PM		1	\$7.00
	<b>Total</b>		<b>1</b>	<b>\$7.00</b>
78640	Opera: Turn of the Screw (Thu 10/19) - 10/19/2017 7:30 PM		2	\$10.00
	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM		1	\$0.00
	<b>Total</b>		<b>3</b>	<b>\$10.00</b>
7866	Opera: Turn of the Screw (Sat 10/21) - 10/21/2017 7:30 PM		1	\$5.00
	<b>Total</b>		<b>1</b>	<b>\$5.00</b>
78666	A Doll's House (Sun 10/15) - 10/15/2017 2:00 PM		2	\$20.00
	LMS: Merry-Achi Christmas (Sat 12/9) - 12/9/2017 7:30 PM		4	\$48.00
	Opera: Turn of the Screw (Fri 10/20) - 10/20/2017 7:30 PM		5	\$5.00
	Opera: Turn of the Screw (Sat 10/21) - 10/21/2017 7:30 PM		1	\$5.00
	Opera: Turn of the Screw (Thu 10/19) - 10/19/2017 7:30 PM		1	\$10.00
	PERFECT PIE (Tue 10/31) - 10/31/2017 7:30 PM		3	\$0.00
	TEDxTexasStateUniversity (Sat 10/21) - 10/21/2017 9:30 AM		1	\$0.00
	TX ST JAZZ ORCHESTRA (Wed 10/11) - 10/11/2017 7:30 PM		7	\$42.00
	<b>Total</b>		<b>24</b>	<b>\$130.00</b>
78667	Opera: Turn of the Screw (Thu 10/19) - 10/19/2017 7:30 PM		4	\$63.00
	<b>Total</b>		<b>4</b>	<b>\$63.00</b>

# Sales by Postal Code Report

**Date Range:** 10/10/2017 12:00 AM - 10/10/2017 11:59 PM  
**Report Generated:** 10/13/2017 1:49 PM by Gordon Capreol

78676	A Doll's House (Fri 10/13) - 10/13/2017 7:30 PM	-1	\$0.00
	<b>Total</b>	<b>-1</b>	<b>\$0.00</b>
78721	A Doll's House (Sun 10/15) - 10/15/2017 2:00 PM	1	\$10.00
	<b>Total</b>	<b>1</b>	<b>\$10.00</b>
78727	Choreographers Showcase (Fri 11/17M) - 11/17/2017 12:30 PM	1	\$10.00
	ODDT presents: IN SEARCH OF MERCY (Fri 12/1M) - 12/1/2017 12:30 PM	1	\$10.00
	<b>Total</b>	<b>2</b>	<b>\$20.00</b>



## Sales by Price Report

**Date Range:** 09/01/2017 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Package:** Single Ticket + Package Sales  
**Order Charges:** Included  
**Report Generated:** 10/13/2017 11:31 AM by Utix Demo

Price	Item	Package Name	Ticket Type	Qty	Gross Price	Conv. Fee	Discounts/Surcharges	Total
\$4.00	Order Level - Manual Discount			1	\$0.00	\$0.00	(\$4.00)	(\$4.00)
\$5.00	Leadership Retreat - 12/30/2018 10:00 PM		UMBC Faculty & Staff	50	\$250.00	\$250.00	\$0.00	\$500.00
\$10.00	Fool For Love - 12/4/2017 10:00 PM		Adult	32	\$320.00	\$60.00	\$0.00	\$380.00
	Leadership Retreat - 12/30/2018 10:00 PM		Adult	67	\$670.00	\$335.00	\$0.00	\$1,005.00
\$45.00	Package - The Music Man Flex Pass		Adult	1	\$45.00	\$1.00	\$0.00	\$46.00
\$50.00	2017 Special Event Parking - Dateless		Adult	1	\$50.00	\$0.00	\$0.00	\$50.00
	Football: Vikings Vs. Montana State - 11/14/2017 10:00 AM		Adult	1	\$50.00	\$0.00	\$0.00	\$50.00
\$65.00	Package - 2017 - 2018 Men's Basketball Season		Adult	1	\$65.00	\$2.00	\$0.00	\$67.00
\$100.00	2017 Friends Foundation Campaign - Dateless		Amount	1	\$100.00	\$0.00	\$0.00	\$100.00
<b>TOTAL</b>					<b>\$1,550.00</b>	<b>\$648.00</b>	<b>(\$4.00)</b>	<b>\$2,194.00</b>

## Pass Assignment

**Categories:** 2017-18 Men's Basketball  
**Events:** Drexel Men vs. Arcadia  
**Packages:** Single Ticket + Package Sales  
**Pass Range:** All  
**Unassigned Tickets:** Included  
**Report Generated:** 10/13/2017 5:36 PM by Ashleigh Briggs

Result(s) Found **152**

Pass ID	Last Name	First Name	Record Locator	Item Name	Venue	Level Designation	Section Designation	Row Designation	Seat Designation
UTIX6011	Athletics	Drexel	PGCFTP	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7 VIP	A	5
UTIX6012	Athletics	Drexel	PGCFTP	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7 VIP	A	6
UTIX6013	Athletics	Drexel	PGCFTP	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7 VIP	A	7
UTIX6014	Athletics	Drexel	PGCFTP	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7 VIP	A	8
UTIX6017	Biasi	Ed & Bernie	WVDGHR	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	3	E	11
UTIX6018	Boyd	Hal	WQYDMR	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	6	K	12
UTIX6019	Bracali	Anthony	PNXJHT	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	8 VIP	A	3
UTIX6020	Bracali	Anthony	PNXJHT	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	8 VIP	A	4
UTIX6021	Braun	Jason	BBLJVV	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	K	13
UTIX6022	Braun	Jason	BBLJVV	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	K	14
UTIX6027	Daggett	James	KQXZKT	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	3	D	1
UTIX6028	D'Angelo	Anthony	QSJJLD	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	8	B	5
UTIX6031	Donovan	Randolph	WCSWHF	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	3	H	1
UTIX6032	Donovan	Randolph	WCSWHF	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	3	H	2
UTIX6033	Donovan	Randolph	WCSWHF	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	3	H	3
UTIX6046	Intrieri	Nicholas	PWTXPH	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	9 VIP	A	1
UTIX6047	Jones	Steve	BKJRKK	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	4 VIP	A	1
UTIX6048	Jones	Steve	BKJRKK	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	4 VIP	A	2
UTIX6052	Koehig	Ryan	BTYZXL	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	E	1
UTIX6059	Mckenna	William	WHKXYN	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	K	22
UTIX6060	Mckenna	William	WHKXYN	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	K	23
UTIX6065	Pennartz	Robert	MBNHSW	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	C	6
UTIX6066	Pennartz	Robert	MBNHSW	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	C	7

# Show Rate Report

**Categories:** Music Events  
**Events:** Shilo Stroman, Percussion  
**Report Generated:** 10/13/2017 10:30 AM by Gordon Capreol

Result(s) Found **5**

Category Name	Event Name	Ticket Option	Available Seats	Ticket Type	Reservations	Sell Rate (%)	Scan Count	Scan Rate (%)
Music Events	Shilo Stroman, Percussion	ALL SEATS	551	Adult	30	5.44	20	3.63
				Complimentary UCA	14	2.54	12	2.18
				CSU Student	46	8.35	43	7.80
				Music Flex Pass	1	0.18	0	0.00
				Youth (Under 18)	2	0.36	2	0.36
				<b>Total</b>	<b>93</b>	<b>16.87</b>	<b>77</b>	<b>13.97</b>
		<b>Total</b>	<b>93</b>	<b>16.87</b>	<b>77</b>	<b>13.97</b>		
<b>TOTAL</b>				<b>93</b>	<b>16.87</b>	<b>77</b>	<b>13.97</b>	

# Daily Ticket Count Report

**Date Range:** 10/1/2017 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Sales Channel:** All Sales Channels  
**Report Generated:** 10/13/2017 12:46 PM by Chris Blois

Date	Sales	Returns	Total
October 1, 2017	21	0	21
October 2, 2017	187	0	187
October 3, 2017	697	0	697
October 4, 2017	296	10	286
October 5, 2017	142	27	115
October 6, 2017	112	2	110
October 7, 2017	20	0	20
October 8, 2017	20	0	20
October 9, 2017	497	27	470
October 10, 2017	317	0	317
October 11, 2017	160	4	156
October 12, 2017	238	7	231
October 13, 2017	85	0	85
<b>TOTAL</b>	<b>2792</b>	<b>77</b>	<b>2715</b>

# UniversityTickets Donations Report

**Year:** All Years  
**Campaigns:** All Events  
**Search Text:**  
**Report Generated:** 10/13/2017 11:47 AM by Utix Demo

Result(s) Found **2**

Campaigns	Option	First Name	Last Name	Email	External ID	Total Donated Amount
2017 Friends Foundation Campaign	2017 Benefit	Gordon	Capreol	gcapreol@universitytickets.com		\$3,000.00
		Utix	Demo	demo@universitytickets.com		\$15,400.00
	<b>Total</b>					<b>\$18,400.00</b>
<b>TOTAL</b>						<b>\$18,400.00</b>

# Order Level Charges Report

**Date Range:** 09/15/2017 12:00 AM - 09/20/2017 11:59 PM  
**Charge Types:** All Charge Types  
**Sales Channel:** All Sales Channels  
**Payment Methods:** All Payment Methods  
**Report Generated:** 10/13/2017 10:59 AM by Gordon Capreol

Charge Type	Payment Method	Total
Box Office Fee	Check	\$5.00
	Visa/Mastercard	\$10.00
	<b>Total</b>	<b>\$15.00</b>
Delivery	Cash	\$9.00
	Visa/Mastercard - POS	\$9.00
	<b>Total</b>	<b>\$18.00</b>
<b>TOTAL</b>		<b>\$33.00</b>



## Payment Detail Report

**Date Range:** 09/01/2017 12:00 AM - 10/31/2017 11:59 PM  
**Payment Methods:** All Payment Methods  
**Payment/Credit:** Payments + Credits  
**Report Generated:** 10/13/2017 11:02 AM by Ulix Demo

Date/Time	First Name	Last Name	External ID	Record Locator	Payment Method	Account Number	Transaction ID	Last Modified By	Payment Card Type	Total
10/12/2017 2:40 PM	Ulix	Demo		VGXXYR	Credit Card-Web	5454		demo@universitytickets.com	MasterCard	\$70.00
10/11/2017 7:16 PM	Ulix	Demo		JPLXGB	Credit Card-Web	5454		demo@universitytickets.com	MasterCard	\$46.00
10/5/2017 6:44 AM	Celeste	Long		SCDKWH	Cash			gcapred@universitytickets.com	None	(\$852.00)
10/5/2017 6:43 AM	Celeste	Long		SCDKWH	Cash			gcapred@universitytickets.com	None	\$1,200.00
10/5/2017 5:50 AM	In Person	Sale		RBBKNY	Cash			gcapred@universitytickets.com	None	(\$2,245.00)
10/5/2017 5:45 AM	In Person	Sale		RBBKNY	Cash			gcapred@universitytickets.com	None	\$3,750.00
9/22/2017 11:14 AM	Ulix	Demo		WXHPNG	Credit Card-Web	5454		demo@universitytickets.com	MasterCard	\$67.00
9/22/2017 10:28 AM	In Person	Sale		KZZQMV	Cash			demo@universitytickets.com	None	\$8.00
9/22/2017 10:20 AM	Ulix	Demo		GFZNNG	Credit Card-Web	5454		demo@universitytickets.com	MasterCard	\$100.00
9/22/2017 10:04 AM	Ulix	Demo		JQVCJN	Credit Card-Web	5454		demo@universitytickets.com	MasterCard	\$50.00
<b>TOTAL</b>										<b>\$2,194.00</b>

## Sales By Employee Report

**Date Range:** 10/1/2017 12:00 AM - 10/03/2017 11:59 PM  
**Employees:** All Admin Users  
**Report Generated:** 10/13/2017 1:26 PM by Chris Blois

Employee Name	Item	Ticket Type	Qty	Gross Price	Conv. Fee	Discounts/Surcharges	Total
Brandyn Moore	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Faculty/Staff	1	\$9.00	\$1.00	\$0.00	\$10.00
	<b>Total</b>			<b>\$9.00</b>	<b>\$1.00</b>	<b>\$0.00</b>	<b>\$10.00</b>
Claire Leshar	Alonzo King LINES Ballet - 10/12/2017 7:30 PM	Faculty/Staff	2	\$38.00	\$2.00	\$0.00	\$40.00
	<b>Total</b>			<b>\$38.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$40.00</b>
Greg Marconi	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Comp	4	\$0.00	\$0.00	\$0.00	\$0.00
		Senior 62 & Over	4	\$60.00	\$4.00	\$0.00	\$64.00
	<b>Total</b>			<b>\$60.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$64.00</b>
	Fall Concert: Migos Opener: Cheat Codes - 11/11/2017 8:00 PM	Adult	4	\$156.00	\$4.00	\$0.00	\$160.00
		BU Student	8	\$240.00	\$0.00	\$0.00	\$240.00
	<b>Total</b>			<b>\$396.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$400.00</b>
	Football vs Lehigh - 11/4/2017 12:00 PM	Comp	250	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Total</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Package - Combo	Adult	4	\$792.00	\$108.00	\$0.00	\$900.00
		Comp	1	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Total</b>			<b>\$792.00</b>	<b>\$108.00</b>	<b>\$0.00</b>	<b>\$900.00</b>
	Package - Men's Basketball	Adult	4	\$708.00	\$52.00	\$0.00	\$760.00
	Comp	16	\$0.00	\$0.00	\$0.00	\$0.00	
	Faculty/Staff Basketball	2	\$184.00	\$26.00	\$0.00	\$210.00	
<b>Total</b>			<b>\$892.00</b>	<b>\$78.00</b>	<b>\$0.00</b>	<b>\$970.00</b>	
Package - Women's Basketball Season Tickets	Comp	2	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Total</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Total</b>			<b>\$2,140.00</b>	<b>\$194.00</b>	<b>\$0.00</b>	<b>\$2,334.00</b>	
Jaclyn Zaybekian	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Faculty/Staff	2	\$18.00	\$2.00	\$0.00	\$20.00
	<b>Total</b>			<b>\$18.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$20.00</b>
	Del McCoury Band, opener Bill & the Belles - 10/14/2017 7:30 PM	Senior 62 & Over	1	\$21.00	\$1.00	\$0.00	\$22.00
<b>Total</b>			<b>\$21.00</b>	<b>\$1.00</b>	<b>\$0.00</b>	<b>\$22.00</b>	
<b>Total</b>			<b>\$39.00</b>	<b>\$3.00</b>	<b>\$0.00</b>	<b>\$42.00</b>	
Jamie Brouse	A Far Cry Orchestra: The Blue Hour - 11/9/2017 7:30 PM	Faculty/Staff	2	\$38.00	\$2.00	\$0.00	\$40.00
	<b>Total</b>			<b>\$38.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$40.00</b>
	Air Play - 3/24/2018 7:30 PM	BU Faculty/Staff	2	\$28.00	\$2.00	\$0.00	\$30.00
	<b>Total</b>			<b>\$28.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$30.00</b>
	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Faculty/Staff	2	\$18.00	\$2.00	\$0.00	\$20.00
		Student	20	\$0.00	\$0.00	\$0.00	\$0.00
		Comp	3	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Total</b>			<b>\$18.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$20.00</b>
	Che Malambo - 3/20/2018 7:30 PM	Faculty/Staff	2	\$28.00	\$2.00	\$0.00	\$30.00
	<b>Total</b>			<b>\$28.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$30.00</b>
	Circa: S - 3/6/2018 7:30 PM	Faculty/Staff	2	\$34.00	\$2.00	\$0.00	\$36.00
	<b>Total</b>			<b>\$34.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$36.00</b>
	Feathers of Fire: A Persian Epic - 1/20/2018 2:00 PM	Faculty/Staff	2	\$18.00	\$2.00	\$0.00	\$20.00
	<b>Total</b>			<b>\$18.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$20.00</b>
	globalFEST On the Road - 2/3/2018 7:30 PM	Adult	2	\$48.00	\$2.00	\$0.00	\$50.00
		Faculty/Staff	2	\$28.00	\$2.00	\$0.00	\$30.00
	<b>Total</b>			<b>\$76.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$80.00</b>
	Halau Hula Ka No'eau - 4/5/2018 7:30 PM	Faculty/Staff	2	\$28.00	\$2.00	\$0.00	\$30.00
	<b>Total</b>			<b>\$28.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$30.00</b>
	Helsingborg Symphony Orchestra - 2/16/2018 7:30 PM	Faculty/Staff	2	\$48.00	\$2.00	\$0.00	\$50.00
	<b>Total</b>			<b>\$48.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$50.00</b>
	Joan Soriano - 2/21/2018 7:30 PM	Faculty/Staff	2	\$18.00	\$2.00	\$0.00	\$20.00
	<b>Total</b>			<b>\$18.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$20.00</b>
	National Symphony Orchestra of Cuba - 3/22/2018 7:30 PM	Faculty/Staff	2	\$48.00	\$2.00	\$0.00	\$50.00
	<b>Total</b>			<b>\$48.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$50.00</b>
	Shanghai Quartet with Qing Jiang, piano - 11/12/2017 2:00 PM	Faculty/Staff	2	\$28.00	\$2.00	\$0.00	\$30.00
	<b>Total</b>			<b>\$28.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$30.00</b>
Silk Road Ensemble - 4/14/2018 7:30 PM	Adult	2	\$58.00	\$2.00	\$0.00	\$60.00	
	Faculty/Staff	2	\$38.00	\$2.00	\$0.00	\$40.00	
	Senior 62 & Over	2	\$46.00	\$2.00	\$0.00	\$48.00	
<b>Total</b>			<b>\$142.00</b>	<b>\$6.00</b>	<b>\$0.00</b>	<b>\$148.00</b>	
Sweet Honey in the Rock: Holydays - 12/1/2017 7:30 PM	Faculty/Staff	2	\$38.00	\$2.00	\$0.00	\$40.00	
<b>Total</b>			<b>\$38.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$40.00</b>	
<b>Total</b>			<b>\$590.00</b>	<b>\$34.00</b>	<b>\$0.00</b>	<b>\$624.00</b>	
Kimberly Shust	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Adult	1	\$19.00	\$1.00	\$0.00	\$20.00
	<b>Total</b>			<b>\$19.00</b>	<b>\$1.00</b>	<b>\$0.00</b>	<b>\$20.00</b>
	Del McCoury Band, opener Bill & the Belles - 10/14/2017 7:30 PM	Senior 62 & Over	6	\$126.00	\$6.00	\$0.00	\$132.00
	<b>Total</b>			<b>\$126.00</b>	<b>\$6.00</b>	<b>\$0.00</b>	<b>\$132.00</b>
	Mermaid Theatre: Guess How Much I Love You - 10/21/2017 1:00 PM	Faculty/Staff	1	\$9.00	\$1.00	\$0.00	\$10.00
	Youth	1	\$9.00	\$1.00	\$0.00	\$10.00	
<b>Total</b>			<b>\$18.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$20.00</b>	
<b>Total</b>			<b>\$163.00</b>	<b>\$9.00</b>	<b>\$0.00</b>	<b>\$172.00</b>	
Olivia George	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Faculty/Staff	1	\$9.00	\$1.00	\$0.00	\$10.00
	<b>Total</b>			<b>\$9.00</b>	<b>\$1.00</b>	<b>\$0.00</b>	<b>\$10.00</b>
	Del McCoury Band, opener Bill & the Belles - 10/14/2017 7:30 PM	Faculty/Staff	2	\$34.00	\$2.00	\$0.00	\$36.00

## Sales By Employee Report

**Date Range:** 10/1/2017 12:00 AM - 10/03/2017 11:59 PM  
**Employees:** All Admin Users  
**Report Generated:** 10/13/2017 1:26 PM by Chris Blois

		Youth	1	\$17.00	\$1.00	\$0.00	\$18.00
		<b>Total</b>		<b>\$51.00</b>	<b>\$3.00</b>	<b>\$0.00</b>	<b>\$54.00</b>
	<b>Total</b>			<b>\$60.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$64.00</b>
Sarah Marchegiani	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Adult	2	\$38.00	\$2.00	\$0.00	\$40.00
		Senior 62 & Over	2	\$30.00	\$2.00	\$0.00	\$32.00
		<b>Total</b>		<b>\$68.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$72.00</b>
	Del McCoury Band, opener Bill & the Belles - 10/14/2017 7:30 PM	Senior 62 & Over	4	\$84.00	\$4.00	\$0.00	\$88.00
		<b>Total</b>		<b>\$84.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$88.00</b>
	Sweet Honey in the Rock: Holydays - 12/1/2017 7:30 PM	Senior 62 & Over	4	\$92.00	\$4.00	\$0.00	\$96.00
		<b>Total</b>		<b>\$92.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$96.00</b>
	Tim O'Brien Band - 10/21/2017 7:30 PM	Adult	2	\$48.00	\$2.00	\$0.00	\$50.00
		Senior 62 & Over	3	\$57.00	\$3.00	\$0.00	\$60.00
		<b>Total</b>		<b>\$105.00</b>	<b>\$5.00</b>	<b>\$0.00</b>	<b>\$110.00</b>
	<b>Total</b>		<b>\$349.00</b>	<b>\$17.00</b>	<b>\$0.00</b>	<b>\$366.00</b>	
Sharon On	Fall Concert: Migos Opener: Cheat Codes - 11/11/2017 8:00 PM	BU Student	8	\$240.00	\$0.00	\$0.00	\$240.00
		<b>Total</b>		<b>\$240.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$240.00</b>
	<b>Total</b>		<b>\$240.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$240.00</b>	
Sierra Magnotta	Anna & Elizabeth with Camerata - 10/4/2017 7:30 PM	Comp	4	\$0.00	\$0.00	\$0.00	\$0.00
		<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
	<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
Wendy O'Hara	Fall Concert: Migos Opener: Cheat Codes - 11/11/2017 8:00 PM	BU Student	3	\$90.00	\$0.00	\$0.00	\$90.00
		<b>Total</b>		<b>\$90.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$90.00</b>
	Les Liaisons Dangereuses - 10/20/2017 7:30 PM	Faculty/Staff	1	\$11.00	\$1.00	\$0.00	\$12.00
		College Student	1	\$6.00	\$1.00	\$0.00	\$7.00
	<b>Total</b>		<b>\$17.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$19.00</b>	
<b>Total</b>		<b>\$107.00</b>	<b>\$2.00</b>	<b>\$0.00</b>	<b>\$109.00</b>		
<b>TOTAL</b>			<b>\$3,735.00</b>	<b>\$266.00</b>	<b>\$0.00</b>	<b>\$4,001.00</b>	

# Scan Summary Report

**Categories:** All Categories  
**Events:** All Events  
**Ticket Type:** All Ticket Types  
**User Type:** All User Types  
**Picked Up:** Both  
**Report Generated:** 10/13/2017 10:03 AM by Gordon Capreol

Ticket Type	Qty Scanned	Qty Unscanned	% Scanned	% Unscanned
Complimentary Commitment	79	146	35.11%	64.89%
Adult	1003	862	53.78%	46.22%
Complimentary UCA	339	486	41.09%	58.91%
CSU Student	1528	535	74.07%	25.93%
Youth (Under 18)	130	83	61.03%	38.97%
Music Flex Pass	62	107	36.69%	63.31%
Student	86	6	93.48%	6.52%
Client Complimentary	9	3	75.00%	25.00%
Senior 65+	399	29	93.22%	6.78%
General Public	245	52	82.49%	17.51%
Seniors 62+	274	252	52.09%	47.91%
<b>TOTAL</b>	<b>4154</b>	<b>2561</b>		

## Discount Code Redemption Report

**Date Range:** 10/1/2017 12:00 AM - 10/31/2017 11:59 PM

**Categories:** All Categories

**Events:** All Events

**Discount Codes:** All Discount Codes

**Report Generated:** 10/13/2017 2:19 PM by Chris Blois

6

Result(s) Found

Discount Code	Category Name	Event Name	Date	Customer Name	Email	Record Locator	Qty	Redemptions	Discount Amount
ARTSONGS	2017-2018 Season	Alonzo King LINES Ballet	10/6/2017 1:31 PM	Kelly Gartner	kgar861@yahoo.com	SYPDLG	2	1	\$10.00
			10/7/2017 8:45 PM	Nicole Hoffman	ndhoffman@msn.com	YKCRXP	2	1	\$10.00
			10/10/2017 3:26 PM	Krista Bowers	Krista.Bowers@evanhospital.com	GRRLDZ	2	1	\$10.00
			10/11/2017 12:24 PM	John Lamprinos	jlamprinos@hotmail.com	SDXHHTH	3	1	\$15.00
			10/12/2017 10:26 AM	Kelly Heim	kheim@linemountain.com	RZDQHX	2	1	\$10.00
			10/12/2017 12:01 PM	Lauren Hammack	lmkeams@gmail.com	VMXZTJ	3	1	\$15.00
						<b>Total</b>	<b>14</b>	<b>6</b>	<b>\$70.00</b>
	<b>Total</b>						<b>14</b>	<b>6</b>	<b>\$70.00</b>
<b>Total</b>							<b>14</b>	<b>6</b>	<b>\$70.00</b>

# Seating Assignment Report

Report Generated: by UTIX DEMO

Result(s) Found 462

Level	Section	Row	Seat	Status	Price	User Type	RL	Customer	Date/Time
Reserved	F	5	13	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	14	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	15	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	16	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	17	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	18	Held	\$8.00				7/21/2067 8:00 PM
Reserved	F	5	19		\$0.00	Adult		Clifford K. Melberger	12/1/2018 12:00 PM
Reserved	F	5	20		\$0.00	Adult		Clifford K. Melberger	12/1/2018 12:00 PM
Reserved	F	5	21		\$0.00	Adult		Clifford K. Melberger	12/1/2018 12:00 PM
Reserved	F	5	22		\$0.00	Adult		Clifford K. Melberger	12/1/2018 12:00 PM
Reserved	F	8	14	Reserved	\$0.00	Comp	<a href="#">YBQLSM</a>	Kevin Herr	8/15/2017 10:08 AM
Reserved	F	8	15	Reserved	\$0.00	Comp	<a href="#">YBQLSM</a>	Kevin Herr	8/15/2017 10:08 AM
Reserved	F	8	16	Reserved	\$0.00	Comp	<a href="#">YBQLSM</a>	Kevin Herr	8/15/2017 10:08 AM
Reserved	F	8	17	Reserved	\$0.00	Comp	<a href="#">YBQLSM</a>	Kevin Herr	8/15/2017 10:08 AM
Reserved	F	8	18	Reserved	\$0.00	Comp	<a href="#">YBQLSM</a>	Kevin Herr	8/15/2017 10:08 AM
Reserved	F	9	1		\$0.00	Adult		Larry And Nancy Shinn	12/1/2018 12:00 PM
Reserved	F	9	2		\$0.00	Adult		Larry And Nancy Shinn	12/1/2018 12:00 PM
Reserved	F	11	21	Reserved	\$0.00	Adult	<a href="#">PQDPLS</a>	Kristin And Tom Williams	8/1/2017 10:12 AM
Reserved	F	11	22	Reserved	\$0.00	Adult	<a href="#">PQDPLS</a>	Kristin And Tom Williams	8/1/2017 10:12 AM
Reserved	F	14	1	Reserved	\$0.00	Adult	<a href="#">LTMYZR</a>	Penn and Marilyn Shelley	7/27/2017 2:05 PM
Reserved	F	14	2	Reserved	\$0.00	Adult	<a href="#">LTMYZR</a>	Penn and Marilyn Shelley	7/27/2017 2:05 PM
Reserved	F	14	3	Reserved	\$0.00	Adult	<a href="#">GQQGQS</a>	Douglas Grigg	7/27/2017 10:57 AM
Reserved	F	14	4	Reserved	\$0.00	Adult	<a href="#">GQQGQS</a>	Douglas Grigg	7/27/2017 10:57 AM
Reserved	F	15	1	Reserved	\$0.00	Comp	<a href="#">QZWCHH</a>	John Hardt	8/15/2017 10:23 AM
Reserved	F	15	2	Reserved	\$0.00	Comp	<a href="#">QZWCHH</a>	John Hardt	8/15/2017 10:23 AM
Reserved	F	15	3	Reserved	\$0.00	Comp	<a href="#">QZWCHH</a>	John Hardt	8/15/2017 10:23 AM
Reserved	F	15	4	Reserved	\$0.00	Comp	<a href="#">QZWCHH</a>	John Hardt	8/15/2017 10:23 AM
Reserved	F	16	19	Reserved	\$0.00	Adult	<a href="#">RGWHCB</a>	Stephen Renock IV	8/7/2017 2:35 PM
Reserved	F	16	20	Reserved	\$0.00	Adult	<a href="#">RGWHCB</a>	Stephen Renock IV	8/7/2017 2:35 PM
Reserved	F	16	21	Reserved	\$0.00	Adult	<a href="#">RGWHCB</a>	Stephen Renock IV	8/7/2017 2:35 PM
Reserved	F	16	22	Reserved	\$0.00	Adult	<a href="#">RGWHCB</a>	Stephen Renock IV	8/7/2017 2:35 PM



# Ticket Inventory Report

**Categories:** All Categories  
**Events:** All Events  
**Report Generated:** 10/13/2017 3:37 PM by Chris Blois

Result(s) Found **107**

Event Name	Ticket Option	Date	Total Available	Qty Reserved	% Reserved	Qty Remaining	% Remaining
Football vs Marist		9/2/2017 6:00 PM	12310	2592	21.06	9718	78.94
Football vs Holy Cross		9/9/2017 12:00 PM	12310	1473	11.97	10837	88.03
Mariachi Flor de Toloache		9/14/2017 10:00 AM	1194	636	53.27	558	46.73
Mariachi Flor de Toloache		9/14/2017 7:30 PM	1226	318	25.94	908	74.06
Football @ William and Mary		9/16/2017 6:00 PM	500	22	4.4	478	95.6
Student Leadership Committee Presents: Jerry Greenfield		9/18/2017 7:00 PM	1194	518	43.38	676	56.62
Almost, Maine		9/22/2017 7:30 PM	140	140	100	0	0
Christy's A Capella		9/22/2017 9:00 PM	633	633	100	0	0
We Brake For Nobody		9/23/2017 12:30 PM	254	160	62.99	94	37.01
Christy's A Capella		9/23/2017 1:30 PM	1194	620	51.93	574	48.07
Almost, Maine		9/23/2017 2:00 PM	130	124	95.38	6	4.62
We Brake For Nobody		9/23/2017 2:30 PM	254	183	72.05	71	27.95
Bucknell Football vs Sacred Heart		9/23/2017 6:00 PM	12310	3078	25	9232	75
Almost, Maine		9/23/2017 7:30 PM	130	127	97.69	3	2.31
Bucknell Football vs Monmouth		9/30/2017 6:00 PM	12310	1644	13.35	10666	86.65
Anna & Elizabeth with Bucknell Camerata		10/4/2017 7:30 PM	300	250	83.33	50	16.67
Alonzo King LINES Ballet		10/12/2017 7:30 PM	1226	425	34.67	801	65.33
Del McCoury Band, opener Bill & the Belles		10/14/2017 7:30 PM	1226	571	46.57	655	53.43
Les Liaisons Dangereuses		10/20/2017 7:30 PM	504	24	4.76	480	95.24
Mermaid Theatre: Guess How Much I Love You		10/21/2017 1:00 PM	1226	201	16.39	1025	83.61
Tim O'Brien Band		10/21/2017 7:30 PM	1226	195	15.91	1031	84.09
Les Liaisons Dangereuses		10/21/2017 7:30 PM	504	14	2.78	490	97.22
Les Liaisons Dangereuses		10/22/2017 2:00 PM	504	14	2.78	490	97.22
Les Liaisons Dangereuses		10/23/2017 7:30 PM	504	8	1.59	496	98.41
Susquehanna Valley Chorale		10/29/2017 3:00 PM	1194	12	1.01	1182	98.99
Gandini Juggling		11/2/2017 7:30 PM	1226	193	15.74	1033	84.26
Bucknell Football vs Lehigh		11/4/2017 12:00 PM	12310	878	7.13	11432	92.87
A Far Cry Orchestra: The Blue Hour		11/9/2017 7:30 PM	1226	57	4.65	1169	95.35
Fall Dance Showcase		11/10/2017 7:30 PM	504	12	2.38	492	97.62
Bucknell Basketball at Monmouth		11/10/2017 8:30 PM	80	0	0	80	100
Bucknell Football vs Georgetown		11/11/2017 12:00 PM	12310	390	3.17	11920	96.83
Fall Dance Showcase		11/11/2017 2:00 PM	504	12	2.38	492	97.62
Bucknell Fall Concert: Migos Opener: Cheat Codes	Floor Tickets	11/11/2017 8:00 PM	2000	2000	100	0	0
Bucknell Fall Concert: Migos Opener: Cheat Codes	Seat Tickets	11/11/2017 8:00 PM	1784	415	23.26	1369	76.74
Bucknell Women's Basketball vs Akron		11/12/2017 2:00 PM	4000	344	8.6	3656	91.4
Shanghai Quartet with Qing Jiang, piano		11/12/2017 2:00 PM	1226	131	10.69	1095	89.31
Bucknell Women's Basketball versus St. Joseph's		11/15/2017 6:00 PM	4000	344	8.6	3656	91.4
Bucknell Basketball at North Carolina		11/15/2017 7:00 PM	185	6	3.24	179	96.76
Bucknell Football @ Fordham		11/18/2017 1:00 PM	100	3	3	97	97
Bucknell Basketball at Maryland		11/18/2017 7:00 PM	80	8	10	72	90

## UniversityTickets Ticketing Benefits Report

**Date Range:** 10/1/2016 12:00 AM - 10/31/2017 11:59 PM

**Report Generated:** 10/13/2017 12:01 PM by Utix Demo

Result(s) Found **4**

First Name	Last Name	External ID	Email	Benefit Name	Valid From	Valid To
Erica	chenoweth		erica.ichenoweth@gmail.com	Silver	7/12/2017 2:00 AM	7/26/2017 2:00 AM
Kerry	clark		kerry.clark@gmail.com	Enrolled Undergraduate Student	6/1/2017 4:00 AM	10/1/2017 4:00 AM
Gordon	Capreol		gcapreol@universitytickets.com	Bronze	1/1/2017 12:00 AM	1/1/2018 12:00 AM
Utix	Demo		demo@universitytickets.com	Silver	1/1/2017 12:00 AM	1/1/2018 12:00 AM

## Tickets to be Picked Up/Mailed Report

**Date Range:** 10/10/2017 12:00 AM - 10/10/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Delivery Option:** All Delivery Options  
**Picked Up:** No  
**Report Generated:** 10/13/2017 3:21 PM by Ashleigh Briggs

Result(s) Found **100**

Event Name	Event Option	Last Name	First Name	Address 1	Address 2	City	State	Postal Code	E-Mail	Record Locator	Delivery Option	Picked Up	Qty	Reserved On	Seats
Wind Symphony Concert	ALL SEATS	LastName	Mikayla	1207 Davidson Drive	Apt P16	Fort Collins	CO	80526	customer@email.edu	LZSHLL	E-Ticket	No	1	Oct 10 2017 12:53PM	Floor-OR100-A-106 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Mikayla	1207 Davidson Drive	Apt P16	Fort Collins	CO	80526	customer@email.edu	NSVMVR	E-Ticket	No	1	Oct 10 2017 12:51PM	Floor-OR100-B-106 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Josie	168 Newsom Hall		Fort Collins	CO	80521	customer@email.edu	SHMWJR	E-Ticket	No	1	Oct 10 2017 12:53AM	Floor-BA200-U-209 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Amanda	PO Box 872		Wellington	CO	80549	customer@email.edu	LHLVRR	E-Ticket	No	1	Oct 10 2017 12:42AM	Floor-BA100-S-103 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Jennifer	1308 Parkwood Drive		Fort Collins	CO	80525	customer@email.edu	PRRDJH	E-Ticket	No	1	Oct 10 2017 12:30PM	Floor-BA200-S-209 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Briana	1201 W Swallow Road	124	Fort Collins	CO	80526	customer@email.edu	DKSJSX	E-Ticket	No	1	Oct 10 2017 12:25PM	Floor-BA200-R-202 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Corinne	2527 Coventry Court		FORT COLLINS	CO	80526	customer@email.edu	PKDJRX	E-Ticket	No	1	Oct 10 2017 12:25AM	Floor-OR200-G-210 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Briana	1201 W Swallow Road	124	Fort Collins	CO	80526	customer@email.edu	ZZNMFD	E-Ticket	No	1	Oct 10 2017 12:20PM	Floor-BA200-R-203 —
Concert Orchestra and University Chorus Concert	ALL SEATS	LastName	Kathleen	1425 S. Dover Way		Lakewood	CO	80232	customer@email.edu	KPRYNG	E-Ticket	No	2	Oct 10 2017 12:19PM	Floor-MZ200-N-202 — Floor-MZ200-N-201 —
LOVE AND INFORMATION by Cayli Churchill	GENERAL ADMISSION	LastName	Crystal	20670 E Hamilton Ave		Aurora	CO	80013	customer@email.edu	WXBKPO	E-Ticket	No	1	Oct 10 2017 12:15PM	n/a
Janet Lindreth, Piano	ALL SEATS	LastName	Amanda	1000 W. Pitkin St.	207 Ingersoll Hall	Fort Collins	CO	80526	customer@email.edu	PWZRJG	E-Ticket	No	1	Oct 10 2017 12:04PM	Floor-ORCH-D-102 —

## User Log

**Date Range:** 10/1/2017 12:00 AM - 10/31/2017 11:59 PM

**User:** Demo Utix - demo@universitytickets.com(UTIX  
ID: 21400)  
10/13/2017 9:32 AM by Utix Demo

**Report Generated:**

Date	Last Modified By	Modify	Action	Previous Value	Current Value
10/13/2017 8:58 AM	Utix Demo	Billing Information	Updated	Utix Demo 123 Main Street, New York, NY,	Demo Utix 1500 Rt 208, Wallkill, NY, 10001,
10/13/2017 8:58 AM	Utix Demo	Shipping Information	Update	Utix Demo 123 Main Street, New York, NY,	Demo Utix 1500 Rt 208, Wallkill, NY, 10001,

# UTIX Fees

**Date Range:** 09/15/2017 12:00 AM - 10/31/2017 11:59 PM  
**Categories:** All Categories  
**Events:** All Events  
**Package:** Single Ticket + Package Sales  
**Report Generated:** 10/13/2017 11:39 AM by Utix Demo

Event Name	Event Date/Time	Account Number	Qty	UTIX Fees
2017 Friends Foundation Campaign	Dateless		1	\$2.00
2017 Special Event Parking	Dateless		1	\$2.00
Fool For Love	12/4/2017 10:00 PM		32	\$32.00
Football: Vikings Vs. Montana State	11/14/2017 10:00 AM		1	\$2.00
Leadership Retreat	12/30/2018 10:00 PM		117	\$92.00
Men's Basketball vs. Georgia Southern	2/11/2018 2:30 PM		1	\$1.00
Men's Basketball vs. Georgia State	2/13/2018 5:00 PM		1	\$1.00
Men's Basketball vs. Kentucky	1/31/2018 5:00 PM		1	\$1.00
Men's Basketball vs. UL Monroe	2/27/2018 5:00 PM		1	\$1.00
Sun Belt Championship First Round (On ESPN 3)	7/8/2018 2:00 PM		1	\$1.00
The Music Man	3/10/2018 4:00 PM		1	\$1.00
The Music Man - Remove Cat	5/11/2018 4:00 PM		1	\$1.00
<b>TOTAL</b>			<b>159</b>	<b>\$137.00</b>

UniversityTickets' Dedicated Ticketing System includes a complete set of Audit Logs, Attendance, Finance, Fundraising, Ticketing, and Marketing reports. All reports are real-time. In other words, as soon as reservations are made the data is available for reporting. Reports are web-based and accessible from any terminal with internet access and the appropriate security.

Each report has the ability to restrict output to a specific timeframe, a specific category of events, a specific package, a specific event, or multiple events or categories. Additionally, some reports may have additional filters such as "Payment Type," "Sales Channel" or "User/Cashier".

Reports can be viewed on-line or exported to Excel or PDF format for sharing and further analysis.

## Available Reports

### Audit Logs

**User Profile Change Log:** Detailed historical data for specific user profile updates or changes.

**Rollover Change Log:** Detailed historical data of any changes to existing rollovers.

### Attendance

**Reservation List:** For assigned seating venues, allows administrators to see venue usage and current seating assignments.

**Scan Report:** Provides ticket scan breakdown of entry and exits.

**Seating Assignments:** Breakdown of reservations for specific events and sections.

**Show Rate Report:** A high level view of available tickets, sold tickets and percentage of attendance by event.

**Waivers:** A report to provide administrators with all relevant information in regards to electronic signatures of waivers for an event.



**Player Pass List:** For NCAA regulations, UniversityTickets allows player pass functionality to record and report on student athlete complimentary tickets including the event, guest name, relationship, date requested and signature.

## **Finance**

**Daily Sales Summary:** Aggregate of sales on daily basis with breakout by payment type.

**Daily Ticket Count:** Aggregate ticket quantity and returns on a daily basis.

**Order Level Charges:** Separates order level charges from convenience fees for easy reconciliation

**Payment Detail Report:** Report of all financial transactions in the system. Normally used to reconcile with Payment Gateway reports.

**Reconciliation Report:** Financial report with detail on each event, ticket type, payment type, and subtotals for each breakout.

**Revenue (Packages):** A breakdown of all financial data for package sales by payment method and sales channel.

**Revenue (Single Tickets):** A breakdown of all financial data for individual ticket sales by payment method and sales channel.

**Rollover Completion:** Financial breakdown of processed and pending rollovers per package.

**Sales by Employee:** Often used to “zero out” a cash drawer at the end of the shift. Allows administrators to see the total amount of sales by payment type for a specific user.

**Sales by Level and Section:** Financial breakdown of tickets and sales per level, section, and ticket type per event.

**Sales by Price:** Financial breakdown of tickets and sales by ticket price.

**UTIX Fees:** Financial breakdown of UniversityTickets’ per ticket fee by event (if applicable).

**Event Performance:** A summary of all event related data including financials, tickets by price, convenience fees, sales channel, order level charges and attendance rate.

### **Fundraising**

**Donations:** Donation breakdown by campaign and aggregate total.

**Ticketing Benefits:** List of all donors and their corresponding benefit sorted by validity dates.

**User Attributes:** List of all user profiles sorted by attributes and contact information for marketing purposes.

### **Marketing**

**Customer Marketing Report:** Names, addresses, and e-mail of customers that have purchased tickets. May be filtered based on purchase history, subscriber status or other activity factors. This report may be tailored to your specific direct marketing programs and could be used for mail label generation, bulk emailing, or other marketing purposes.

**Discount Code Redemption:** Provides detailed breakdown of all discount codes used by event and patron.

**Hot Leads:** Allows marketing segmentation of users based off of quantity of tickets by event or category.

**Loyalty Tracking:** Summary report of loyalty point tracking per user.

**Sales by Postal Code:** Marketing report used to segment past purchases by postal code.

### **Ticketing**

**Active Event List:** Summary of tickets sold for all events currently on sale.

**Held Tickets:** Displays the current number of held tickets by hold type, per event.

**Pass Assignment:** Barcode reconciliation for season ticket and package credentials.

**Pending Rollovers:** Report of all patrons and contact information who are yet to renew packages or subscriptions.

**Ticket Inventory:** Provides an event breakdown of total and percentage of tickets available vs purchased.

**Tickets to be Picked Up/Mailed:** A comprehensive report which includes patron info, address, email and specific seats for tickets that should be mailed or picked up for the event.

**Return/Exchange History:** Provides seat and patron information for return and exchange history by event and timeframe.