

Feature Comparison Chart

General	H'tix			
Supports reserved seating, general admission and a combination of both	✓			
Supports unlimited venues, seating configurations/zones, events, seats per event, performance dates/times	✓			
Supports sales via box office, online, phone, mail order, resellers and agents	✓			
Can be used simultaneously by multiple users, resellers, box offices in any number of locations	✓			
Supports creation of unlimited types of season/subscription tickets	✓			
Can be used at venues anywhere in the world with internet access	✓			
Offers a fully hosted system (or optionally in house hosting)	✓			
No software to be purchased	✓			
No set up fees, licensing fees, monthly service charges or long term contracts	✓			
No customer service or support fees, contracts or charges per support ticket	✓			
Administration				
Permits secure logon on with user name and password	✓			
Supports multiple users and top level administrator(s) with specific privileges	✓			
Can set permissions for individual users to limit access to features or actions down to individual seat level	✓			
Offers instant switching between languages (French, German Spanish etc) for resellers and administrators	✓			
Ticket sales – by Own Sellers				
Reserved seats are selected and sold by clicking on a graphical seating map specifically created for each venue	✓			
Optionally choose “Best available” seat selection based on user defined ranking system for quick ticket sales	✓			
Can sell extra tickets to reserved events such as standing room, added seats etc.	✓			
Can view seats or sections of each price level in your venue with a click of a mouse	✓			
Can view full seat information about any event directly on your screen – available, sold, reserved, issued to resellers, vouchers, instalments etc.	✓			
Can view seats allocated to ticket resellers for any event with a click of a mouse	✓			
Can hover over any seat on seating chart to display ticket purchaser, price paid, date sold, barcode number, ticket seller name, and auto release date & time for reserved tickets	✓			
Can accept provisional booking/reservations which are auto released back into the system for sale if not confirmed and paid for by the specified date/time	✓			
Has ability to sell last minute discount tickets – can set discount level and time before the event (days and hours) that such tickets can be sold	✓			
Can set earliest date/time that admission to an event can commence (with bar coded admission control)	✓			
Can extend or shorten reservation release dates for reserved ticket sales	✓			
Can enter customer data for any sale or sell to “anonymous” customers	✓			
Easily process all types of booking amendments - refunds, exchanges, season ticket renewals, extend reservations etc.	✓			
Has ability to collect and record information on how customers heard of an event	✓			
Online ticket sales – Customer Interface				
Tightly integrates with your existing web site to keep same look and feel– match colors, fonts and layout	✓			
Uses interactive on screen seating charts allowing patrons to select specific seats they want in real time	✓			

Includes zoom and scroll functions allowing patrons to zoom in on specific seats	✓			
Includes hover function to display seat, row number and base price of ticket when hovering	✓			
Includes hyperlinks to info. pages enabling customers to see user defined details of events including synopsis, special info., parking, directions etc.	✓			
Enables auditoriums/venues can (optionally) to be displayed in full or section by section	✓			
Includes countdown timer to display time remaining before the seat is released back in system if transaction not completed	✓			
Can set date and time events are visible on the network (but tickets not yet available for purchase)	✓			
Can set date and time tickets are available for purchase on the network	✓			
Can specify which prices you want to be displayed online	✓			
Can block out specific seats available for online sale on an event by event basis	✓			
Can apply any additional fees such as handling fees - on a per ticket or transaction basis	✓			
Accepts payment by credit card, PayPal, cash (box office collection).	✓			
Includes (optional) hyperlinks on ticket delivery options which link to info. pages offering more information	✓			
Offered customer the option of online PDF e-ticket printing, vouchers for exchange at specified locations such as Box Office, or mail out of tickets	✓			
Can limit number of tickets purchased in a single online transaction if required	✓			
Automatically sends custom formatted confirmation emails after purchase with receipt	✓			
Copy emails automatically sent to ticket administrator (optionally set)	✓			
Ticket sales – by Resellers				
Supports unlimited numbers of ticket resellers - own, ticket office or 3 rd party resellers	✓			
Can set discount rates on tickets offered to resellers as either dollar amounts or percentage commission	✓			
Can set different discount/commission rates for both standard ticket sales or season ticket sales	✓			
Can batch print tickets for sale by resellers	✓			
Automatically register tickets consigned to resellers as sold and charge to resellers account after a specified date, unless unsold tickets returned beforehand	✓			
Season/Subscription Series tickets				
Supports unlimited types of season subscriptions/series by combining any event or performance from any venue	✓			
Can assign separate pricing schedules for any series/subscriptions	✓			
Automatically assign same seat numbers to all performances/events in a series by assigning a “master” seat status to just one event	✓			
Allows reservations to be made to “block out” sales to other customers until a specified date.	✓			
Allows partial payment of season subscriptions which must be paid for in full by specified date	✓			
Has ability to automatically “roll over” patron’s subscriptions at end of season to next season, retaining existing seat preference/allocations and assigning the seat status as “hold’ until a specific date when patrons must purchase their tickets to retain the reservation	✓			
Flex Passes/ Gift Cards				
Supports sales of Gift cards and Flex Passes which can be set to any admin. defined stored value and exchanged for tickets to nominated events	✓			
Has ability to limit redeeming of Gift cards /Flex Passes to specific events, groups of performances or number of times used for same event.	✓			

Can set validity dates for Gift cards /Flex Passes (start and end).	✓			
Offers ability for customer to add extra funds to their card at time of purchase or any time after purchase	✓			
Card design is fully customizable with text and graphics of your choice	✓			
Cards can be printed with bar codes (optionally) for security and fraud protection	✓			
Cards can be issued with extra personalized text (e.g. Happy birthday, Jane) added at time of purchase and printing	✓			
Discount cards				
Supports sales of discount cards which allow patrons e.g. concession card holders to redeem the card in exchange for tickets at a discounted value	✓			
Can specify validity of card for specific seasons or dates	✓			
Can set validity to apply to all programs or specific groups of programs or events	✓			
Can set either as single use per program or allow repeat use for same program	✓			
Can add extra predefined discounts if required	✓			
Can set card allowing exchange for one event or set a maximum number of events	✓			
Payment Methods, Discounts and Charges				
Accepts payments by cash, bank transfer, credit card, voucher, cheque, COD	✓			
Accepts credit card payment via most major payment gateways including PayPal.	✓			
All credit card payments immediately transferred to your account via your nominated payment gateway/merchant account	✓			
Optionally company processes credit cards payments and transfers funds to your account less nominal processing fee.	✓			
Allows unlimited payment adjustments/surcharges/transaction fees to be set up (c. card fee, postage fee, refund fees etc)	✓			
Surcharges/transaction fees can be applied to each ticket or to the total transaction	✓			
Surcharges/transaction fees can be set either as a percentage of ticket price or total transaction value or as a flat fee.	✓			
Enables cumulative discount/charges to be applied	✓			
Allows multiple tax rates to be applied	✓			
Ticket Customization & Printing				
Ticket format is fully customizable – can add any text, logos, graphics, barcodes and data strings anywhere on ticket	✓			
Can print names and addresses on tickets and multiple lines of data from multiple data strings	✓			
Can create and customize multiple ticket templates which can be assigned to specific performances or events	✓			
Tickets can be printed with security bar codes for scanning at entrance to venue	✓			
Supports ticket printing by specialist ticket printers – Boca etc.	✓			
Tickets can optionally be printed in sheet format by any printer supported by Windows (inkjet, laserjet etc)	✓			
Tickets can be printed at time of booking or optionally at a later time	✓			
Tickets can be reprinted on demand (and reason for reprint recorded)	✓			
Tickets can be batch printed for specified sections of seating plan	✓			
Receipt/payment confirmation can be (optionally) printed at time of ticket printing	✓			
Address labels with fully customizable print layout can be printed as labels or sheets for widow faced envelopes	✓			
Allows printing of a single group ticket to general admission events instead of multiple single tickets (optionally)	✓			
Allows printing of a single ticket to season ticket events instead of multiple single tickets (optionally) for each event	✓			
Enables sales of mail out tickets to be automatically halted if less than 7 days before event date (to allow for mail delivery)	✓			

Customer Database				
Customer database record includes as minimum - title, first name, last name, billing address, postcode/zipcode, primary phone number, 2nd mobile/cell phone number, fax number, email address, company name, Tax/ABN	✓			
Includes auto-capitalization feature for first name and surname for quicker data entry	✓			
Can set the order in which names are displayed on envelopes and reports etc e.g. "Fred Jones", "Jones, Fred", "Mr. Fred Jones"	✓			
Contains a free form "Remarks" or "Notes" field to allows specific notes to be entered about a customer	✓			
Can set options for maintaining contact with customers (patron, email list, mailing list)	✓			
Has ability to enter concession or discount card numbers	✓			
Can easily access full customer transaction history	✓			
Customer data can be exported to .csv or .xls file and selected by events attended, time periods, seasons, reservations etc.	✓			
Envelopes can be printed with customers selected on basis of selected events, time periods, seasons, reservations etc.	✓			
Includes comprehensive search function enabling patrons to be quickly and accurately located by searching on customer name, address, phone number, company name, zip/postcode etc.	✓			
Has ability to promote upcoming seasons by sending batch emails to your existing patrons via inbuilt mail program	✓			
Has ability to eliminate duplicate entries with same name by combining data entries	✓			
Can combine any number of entries into a single entry	✓			
Search & Find and Display of Results				
Can view full transaction history - by user, transaction type, transaction date, customer, payment method or event	✓			
Can display a full list of all customers who have bought tickets to individual events	✓			
Can quickly display seats purchased by a specific customer to any events	✓			
Can display all seats allocated to resellers for individual events	✓			
Can quickly search for events by auditoriums/venues, programs, performances or dates	✓			
Reports				
Reports are run in real time and can be accessed instantly	✓			
Reports can be viewed on-screen or printed for later analysis	✓			
Includes daily and cumulative ticket sale reports by event, venue, date and type of ticket by both value and number of tickets	✓			
Includes daily, weekly and monthly reports as well as single or multiple event reports	✓			
Includes instant, real time reconciliation reports on revenue, sold and unsold tickets	✓			
Includes reporting on complete customer transaction history	✓			
Can print a complete list of patrons attending any event	✓			
Other Features				
Includes module for selling merchandise	✓			
Can accept donations at time of ticket purchase				