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Feature Comparison Chart

General	InterT.			
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	✔			

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	✔			
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 3rd 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.	✔			

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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)	✔			

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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				