



YOUR RESOURCE FOR LOCAL
communityevents

About MyCommunityTickets.com

Saturday, April 05, 2008

SERVICES

MyCommunityTickets.com allows you to list any type of event, sell tickets online, or utilize online registration free of charge to organizations of all types. Things like performances, auditions, bingo, fundraisers, workshops, classes, volunteer needs, etc. Even new event types are welcome. MyCommunityTickets.com provides secure password protected event, advanced ticket sales based on the following customization to be chosen by you.

- 1) This service is **FREE** to your organization. Many people ask how you can provide this service for free. We have advertising that we sell on the website and customers purchasing online ticket or registrations will be charged small fees per ticket or registration based on the cost of the ticket or registration. You have the ability to list this fee separately to the customer or imbed the fee in their ticket price.

EVENTS

- 1) Event Types – Many visitors to our website search by event type to find events that they want to attend. You have the ability to pick all appropriate event types to maximize exposure to your event.
- 2) Featured Events – You can choose to make an event a “Featured Event” on the website for \$30 per month. This places that event at the front of every search and on the MyCommunityTickets.com home page. Customers will not have to search the website to find that event.
- 3) Directions to events are automated via Mapquest for customers.
- 4) Personalized Organization and Event Photos – You have the ability to upload photographs of your organization, logo, event, or venue seating so that clients have a visual aspect to your event.
- 5) Links – MyCommunityTickets.com will provide links directly to each organization and event that allows customers to see your events without having to search through the website to find them. You can also use these links in e-mail blasts, advertising of print and electronic media, and your very own website. MyCommunityTickets.com logo can be provided or ticket photos, .jpg files or text can be used for linking to the event to make this seamless for your customers.
- 6) Duplicate event feature to save you a lot of time when entering events occurring on multiple dates and times.
- 7) Ability to view past events and copy them for future use.
- 8) Listing of free events
- 9) List volunteer opportunities
- 10) Events automatically fall off the listing service at midnight of every day. For an event held on 6/1 at 2:00PM, the event will move to your past events at midnight on 6/1.
- 11) You can inactivate an event at any time.

ONLINE TICKET SALES

- 1) Waiting Lists – You have the ability to manage the tickets sold online. An allotted number of tickets can be made available for sale. Once all tickets have been sold online, customers have the ability to sign up for a waiting list. At this point your event will show that no tickets are available. Anytime thereafter, additional tickets can be allotted for the online sale if tickets become available and customers on the waiting list will be automatically sent an email notification of this availability with a press of a button. Tickets are available on a first-come-first-served basis.



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- 2) Ability to sell many different types of tickets that include general seating, reserved, adult, children, group rate, etc. This is customizable according to your needs.
- 3) Ticket Type and Mailing Options – MyCommunityTickets.com offers several options for types of tickets sold and mailing options that you can manage.
 - a. Will Call – There is no cost to you or the customer. Customers receive an e-mail with a unique Ticket Number and are instructed to bring their printed receipt with the unique identifier and photo identification to the event. You will be provided a will call list to be used to match the order with the person at the door.
 - b. US Postal Service – The cost to the customer is \$1. You will receive the postal fee and mail the tickets to the customer. This option can be turned on or off for your events. If it is not active, customers will not see this option at check-out.
 - c. US Postal Service at no cost – You incur the cost of the postage and mailing and physically mails the tickets to the customer. This option can be turned on or off for your events. If it is not active, customers will not see this option at check-out.
 - d. Three day guaranteed delivery - The cost to the customer is \$16. This option can be turned on or off for your events. If it is not active, customers will not see this option at check-out.
 - e. Over-Night Service – The cost to the customer is \$30. This option can be turned on or off for your events. If it is not active, customers will not see this option at check-out.

Physical Printed Tickets – Most organizations already have their own vendors that they work with. If you would like MyCommunityTickets.com to provide this service, we have a printer that we work with that provides any type of tickets needed from simple printed tickets to more advanced tickets with holograms and other security features to prevent duplication. Please ask us for a quote. We can also handle mailing the tickets for you if we physically have the tickets.

- 4) Customized ticket policies for your organization that you define based on refund/exchange policies.
- 5) Ability to status your ticket sales from new to in process or closed. This is often helpful when mailing tickets to customers.

TICKET FULFILLMENT

Our unique web based software allows you to manage your own ticket sales. You can add and remove tickets at any time and manage the sale of the tickets from your location. We are also always flexible and can help your with your fulfillment needs.

ONLINE REGISTRATION

Online registration is available for things like classes, camps, workshops, sporting events, etc. Allow your customers the convenience of registering online.

- 1) Online registration works very similar to our online ticket sales. It is fast and easy to use.
- 2) You can create custom forms with custom fields for your registration to collect necessary data and view the information online or download the information to Excel in a comma separated data file.
- 3) Each custom form has standard demographic information already set-up for you to save you time.



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SECURITY/PRIVACY

MyCommunityTickets.com takes security and privacy very seriously. Please assure all your customers that the website is secure and takes every precaution to keep their important information private.

- a. MyCommunityTickets.com uses SSL (Secure Sockets Layer). SSL is the standard protocol used in processing e-commerce transactions for secure websites. This allows customers to see the padlock on the URL and view the certificate at the time of purchase.
- b. MyCommunityTickets.com uses secure usernames and passwords that allow customers to only view their information.
- c. Data encryption is built into the database because no one, not even the president, should be able to view anyone's credit card information. This secures everyone's credit card information from being stolen and used inappropriately.
- d. The Authorize.net logo is displayed at the bottom of every page on our website. Authorize.net helps to protect both you and MyCommunityTickets.com from unauthorized individuals using fraudulent credit cards numbers to purchase tickets on MyCommunityTickets.com through CVV validation and address verification.

E-MAIL OPTIONS

MyCommunityTicket.com has the ability for you to receive automated e-mail notifications each time a ticket or registration is sold. You have the ability to turn this on or off at any time.

PAYMENT TERMS

MyCommunityTickets.com has three easy ways for you to be paid for the tickets sold online. Payment is handled automatically through our bank and a check will be sent directly to you as directed in their profile on MyCommunityTickets.com. Most events will be paid 14 days after the close of the event; other options are available on the following timelines:

- 1) 14 days after the close of the event.
- 2) Monthly, for tickets sold on a continuing basis over the course of a year.
- 3) Bi-monthly, if 1,000 or more tickets are sold per month.

CHARGE BACKS

Charge backs occur when a customer challenges a purchase with their credit card company. This happens sometimes because customers forget that they purchased tickets from us a month ago and when they receive their statement they do not recognize the charge.

- 1) MyCommunityTickets.com supplies you with a will call list for you to use to validate your attendance at an event. **Please ask that each person sign the will call list** and keep this list for 3 months after your event. This will help us prove to the credit card company that the charge was valid if the charge is disputed.
- 2) MyCommunityTickets.com informs the customer at time of purchase, via their e-mailed ticket receipt, and through an automated thank you e-mail that they purchased tickets on MyCommunityTickets.com, unfortunately we cannot make every customer read these and that is why it is important to have signed will call lists to prove their attendance at your event.



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- 3) If a bank notifies MyCommunityTickets.com of a chargeback, we will request your copy of the will call list for validation of the charge. If you cannot provide this list and the bank insists on charging this back, we will have no choice but to bill you for the amount charged back plus any bank fees associated with the charge back. Bank fees range from \$30 to \$50 per chargeback in addition to the cost of the event.

SERVICE FEES FOR CUSTOMERS PURCHASING TICKETS/REGISTRATIONS

While we charge organizations nothing to use our services, we do charge **THE LOWEST** service fees in the industry. As of April 1, 2008 our new fee structure is as follows:

For ticket sales:

\$1 to 49 we charge .98 + 2.5%
50 to 199 we charge .98+ 3.5%
200 and above we charge .98 + 5%

For registrations:

\$1 to 199 we charge .98 + 3.5%
\$200 and above we charge .98 +5%

OTHER FUNCTIONALITY

- 1) Notes sections provided for customized parking instructions, handicap information, or other specialized information to be provided for the customer.
- 2) Customized notes section at check-out for the customer to communicate information to you about their ticket order or registration. Maybe they have special needs.
- 3) Ability to upload seat maps for venues.
- 4) Ability to allow for donations or gift certificates to customers at check-out.
- 5) Customer tool kit that will help to sell tickets online.

REPORTS

- 1) Will Call Lists are available for every organization that sells tickets or uses the online registration feature. This report can be used at any event and shows you how has made advanced purchases and what type of tickets or registration they have purchased
- 2) A customer report is available that has all your customers information on it from general demographic data to e-mail information. You can use this report to market future events to potential clients.
- 3) Download registration information into Excel or Access in a comma, delimited file.

ADVERTISING

Additional advertising is available on MyCommunityTickets.com. These fees are charged on a monthly basis. Advertising fees are subject to change as website hits and ranking changes and is completely optional.

Featured Events – You can choose to make an event a “Featured Event” on the website for \$30 per month. This places that event at the front of every search and on the MyCommunityTickets.com home page. Customers will not have to search the website to find that event.



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SPECIFIC AD PLACEMENT

- Billboard (360 x 200) - \$200
- One Third Banner Right (260 x 70) - \$200
- First Right (170 x 120) - \$75
- Second Right (170 x 120) - \$50
- Third Right (170 x 120) - \$40
- High Tower 170 x 360) first, second, third right combined - \$150
- Bottom Left (170 x 120) - \$20
- Bottom Center (170 x 120) - \$20
- Bottom Right (170 x 120) - \$20
- Bottom Highway (530 x 120) left, center, right combined - \$55
- Venue Ad (170 x 360) - \$75
- Check-out Ad (170 x 360) - \$100