



T TOUCH

TEAMS

Ticket **E**vent **A**ccess **M**anagement & **S**ales

VENUE STAFF FEATURES

DESKTOP ACCESS SOFTWARE

Keyboard shortcuts for every action, for increased speed of use by phone, box office or back office staff.

FINE GRAIN OPERATOR PERMISSIONS

All staff members have their own login and so can be restricted to have different permissions. For security, passwords can be automatically changed on a schedule.

VENUE MAPS

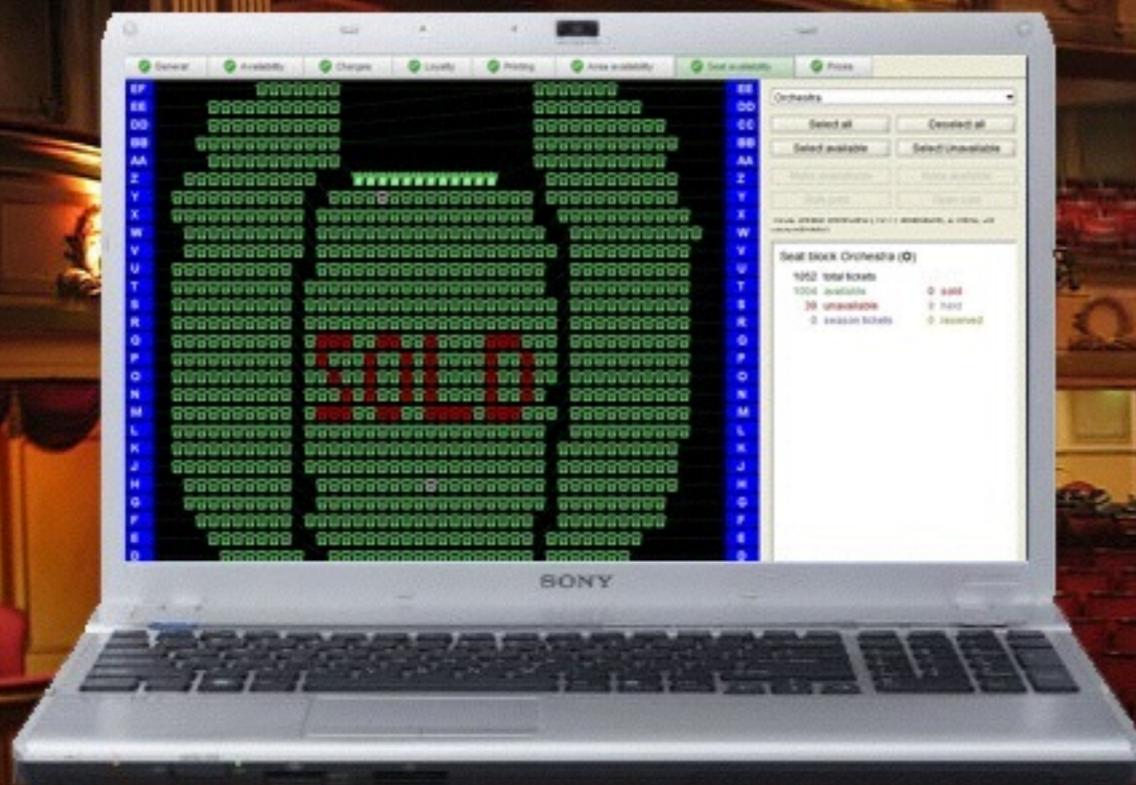
Create as many venues and layouts as you require, simply and efficiently, with correct rows and seat numbers. Create and define seat groups for easy sectional pricing via your event settings and set seat flags on seats with disabled access, restricted view or other custom features.

TICKET TYPES

Create and use as many ticket types as required (veteran, adult, child, gold member, etc). Specify what seat groups they can buy, when and where they can be sold and what customer types can buy and/or hold them.

SALE VIEWER

Operators can open any sale to manually add payments and/or tickets, memberships, etc.



VENUE STAFF FEATURES



FLEXIBLE TICKET CHARGES

Charge different customer types different amounts - per event or per ticket - using fixed amounts or percentages based on the ticket type they are purchasing and through which sales channel.

SINGLE INVENTORY

All tickets are sold from the same single inventory, preventing duplicate seat sales and the need to stagger selling times from isolated channels.

MULTIPLE SALES CHANNELS

Each individual section of the venue can be sold through as many or as few sales channels as required either simultaneously or at pre-set times.

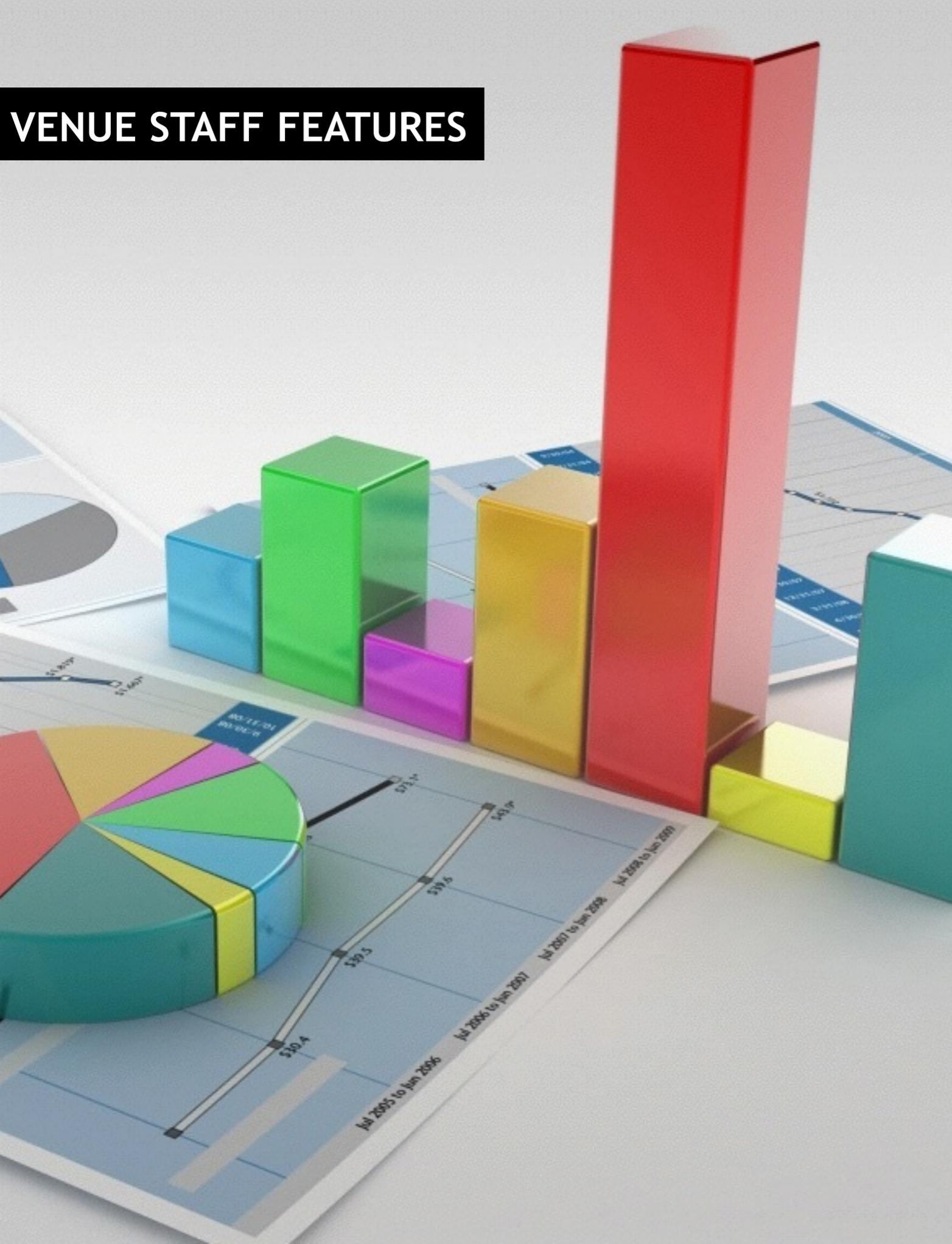
FLEXIBLE SCHEDULING

Seat prices can be scheduled to change any number of times during the selling period. Seat groups can be scheduled to be listed or delisted based on several criteria. Different customer types can be given access to buy at different time periods.

HIGH CAPACITY

Need to sell 100,000 tickets in 30 minutes or less? No problem. TEAMS is hosted on world class elastic cloud servers so capacity, security and stability are not an issue.

VENUE STAFF FEATURES



TICKET RESALE CONTROL

TEAMS puts you in control of all of your tickets, all of the time. Allow all or only certain customer groups to resell, upgrade or transfer their purchased tickets through TEAMS using prices and rules set by you.

BUNDLED TICKET PACKAGES

Set up and sell bundled tickets with all the usual features of TEAMS including different pricing for different customer groups; priority access for renewing customers; family discounts; volume deals for corporate groups; separate charges based on custom criteria, etc.

MEMBERSHIP AND DONORS

Create as many membership and donor programs as you require with the flexibility to set different features including advanced purchases, loyalty programs, discounts, same seat allocation etc.

SEASON TICKET RENEWALS

Patrons can log in check their order history, loyalty awards (if relevant) and renew any subscription or season tickets online.

CRM AND REPORTING

Anyone buying a ticket is a customer of the venue not the ticketing company and TEAMS provides you with full access to analyze data and reach out to your customers. Over 100 standard reports and the capacity for unlimited custom reports ensure that you are able to understand every aspect of your relationship with your patrons.

PATRON FACING FEATURES



VIRTUAL SITES

When you sell your tickets using TEAMS your patrons don't need to know anything about us. We'll make your ticket portal look like your existing website and we will use URL's with your name. We enable you to sell your tickets, you do not send your patrons to buy your tickets from us, and that we believe is an important difference.

VIEW FROM SEAT

TEAMS offers the ability to offer your Patrons "view from seat" capabilities for multiple venue layouts which is case you change venue layouts regularly.

NO ONLINE QUEUES

TEAMS was designed to support unlimited simultaneous transactions so patrons do not need to experience frustrating queues when trying to buy a ticket.

DISCOUNTED PRICING FOR BUNDLES

Create ticket bundles so that, for example, a family sale containing 2 adults and 2 children is priced lower than if those 4 seats had been sold separately. Do the same for corporate, school and other group sales.

MEMBERSHIP

Members of any of your programs can be granted access to buy tickets at different times, based on single or multiple criteria such as the number of loyalty points they have earned the level of their donation. Different categories of patron can enjoy different privileges, such as the ability to buy 5 tickets rather than just 2, with different rules as to whether tickets can be bought for without memberships or not.

PATRON FACING FEATURES



LOYALTY & REWARDS

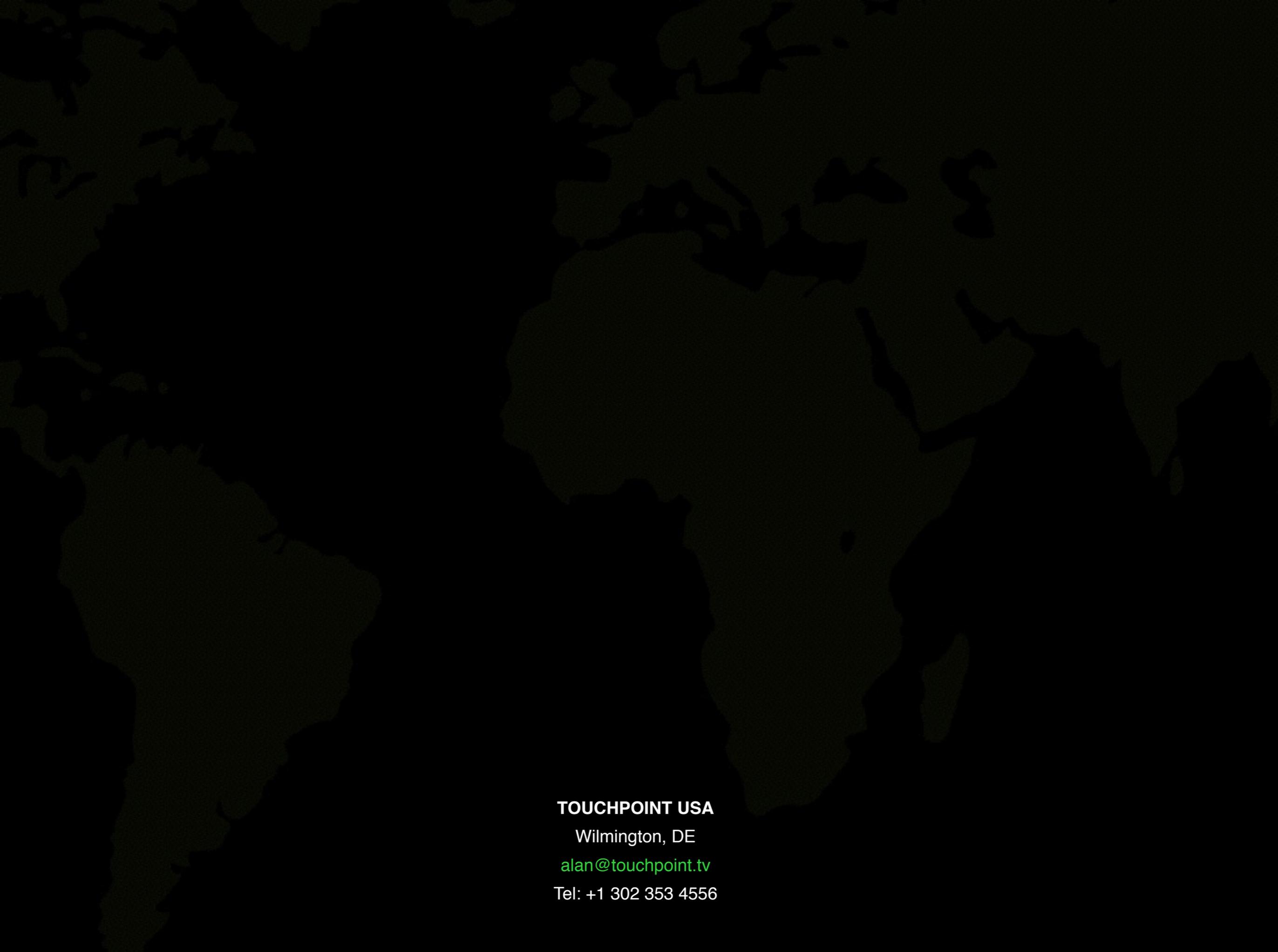
Loyalty should be rewarded with more than a t-shirt and a lapel pin. It should be a program that provides patrons with the rewards and benefits they really want and it should not cost the venue a fortune to provide or administer. It should also reward all a patrons activity with the online, in the venue, and with partners and sponsors. TEAMS provides a highly customisable loyalty module focussed on ticket and membership activity that, when used with Touchpoint's TOUCH platform, combines to provide one of the most comprehensive loyalty and reward solutions available. One that will not only enhance patron engagement but also drive new income opportunities for the venue.

TICKETS ON ANY CHOSEN MEDIA

TEAMS can issue tickets on any media, a card with NFC, magnetic stripe or barcode to identify holders to the access control, an e-ticket by email or download, or you can use paper tickets and queue batches on different printers from different sales channels, specify cut marks, layouts etc. Whatever the preference, TEAMS has a solution.

IMPULSE PURCHASES

TEAMS supports selected merchandise product sales at the point of ticket selection and checkout.



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