

**COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT**

**Contract Number:** LU214-17-015

This contract entered into this 10th day of August 2018 by UniversityTickets hereinafter called the "Contractor" and the Commonwealth of Virginia, Longwood University hereinafter called the "Purchasing Agency."

**WITNESSETH** that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

**PERIOD OF PERFORMANCE:** From August 10, 2018 through August 9, 2023.

The Contract Documents shall consist of:

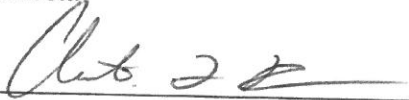
- (1) This signed form;
- (2) The following portions of the Request for Proposals dated October 19, 2017:
  - a. The Statement of Needs;
  - b. The Governing Rules;
  - c. The Special Terms and Conditions;

Addendum 1, dated November 3, 2017;

- (3) The Contractor's Proposal dated October 27, 2017;
- (4) ATTACHMENT 1, dated August 3, 2018;
- (5) The Contractor's Ticketing Terms of Service, dated August 10, 2018; and
- (6) The Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form and the following agreement, all of which documents are incorporated herein.

**IN WITNESS WHEREOF**, the parties have caused this Contract to be duly executed intending to be bound thereby.

**CONTRACTOR:**

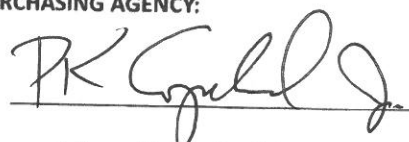
By: 

Christopher J. Blois

Title: Account Executive

Date: 8/13/18

**PURCHASING AGENCY:**

By: 

P. Kenneth Copeland, Jr.

Title: Vice President for Administration and Finance

Date: 8/14/18

**Note:** This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

**eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, web site portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:
  - (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
- b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov).

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

NEGOTIATIONS  
for  
RFP#LU214-17-015  
Event Ticketing Solution

**Attendees:** For Longwood University  
P. Kenneth Copeland, Jr., Vice President for Administration and Finance  
Deborah J. Cooper, Buyer Specialist/Contracts Administrator  
Joseph D. Kaminski, Assistant Athletics Director for Marketing Operations  
Cathryn B Mobley, Associate Vice President for Administration and Finance

For UniversityTickets  
Christopher J. Blois, Account Executive

Negotiations were conducted by conference call on this date. Negotiations began with introductions by those on the conference call.

1. Longwood University asked UniversityTickets if they could offer a discount on equipment, either off list price or a quantity discount, specifically hand held scanners.
  - a. UniversityTickets stated after a quantity of ten (10) scanners, they offer a 10% discount.
  - b. UniversityTickets said they will offer two (2) complementary annual scanners for a five (5) year commitment, plus annual renewals.
  - c. UniversityTickets stated should Longwood University wish to pursue Student ID Validation, the cost will be reduced from the proposed \$1,750.00 annually to \$1,500.00 annually.
- a. Longwood University accepts the 10% quantity discount offered.
- b. Longwood University agrees to an initial contract term of five (5) years with five (5) successive one (1) year optional renewal terms.
- c. Longwood University accepts the reduced annual fee for Student ID Validation, should we chose to pursue that service.
2. UniversityTickets asked that their Ticketing Terms of Service be incorporated as a Contract Document with the Standard Contract and acknowledged that Longwood University's Terms and Conditions apply for any conflicting terms.

Longwood University agrees to incorporate UniversityTickets' Ticketing Terms of Service as a Contract Document. There are terms in that document that Longwood University cannot agree to that are not addressed in the Terms and Conditions contained in the RFP. Longwood University is including the Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form as a Contract Document.

END OF ATTACHMENT 1

## TICKETING TERMS OF SERVICE

This Agreement between UniversityTickets, Inc. ("UniversityTickets," "we," "our" or "us") and Longwood 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 set up applies to this contract.
- 6.2. TRANSACTION CHARGES.** Under the terms of this agreement, Client will be assessed a transaction charge for each ticket sold or allocated through UniversityTickets. This fee is based on the base price of the ticket
- \$0.50 per ticket for tickets sold at \$0.01 or greater  
Complimentary tickets shall not incur a per-ticket fee
- A minimum of \$2,500.00 in per-ticket fees shall be incurred per contract year.
- 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. Rental hardware must be returned within two (2) business days of the end of the rental period, or late fees of \$100.00 per device, per day may be levied.
- 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. *This is only for the validation of physical campus ID cards at events. Online authentication of users is included at no additional cost.*
- 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.

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.

- 6.6. **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.
- 6.7. **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.
- 6.8. **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.
- 6.9. **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 August 10, 2018 through August 9, 2023. 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  
1500 State Route 208  
Walkill, NY 12589

The mailing address for Client is:

Longwood University  
201 High Street  
Farmville, VA 23909

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.

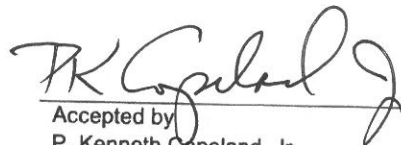


**AGREEMENT AND EXECUTION.** By signing below, UniversityTickets and Client accept, agree and execute this agreement. This agreement is valid when accepted by the authorized agent of Client, and effective on the date thereof. Both individuals signing this agreement represent that they have the full right,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

For UniversityTickets.com, Inc.

  
Accepted by \_\_\_\_\_ Date 8/13/18

For Longwood University:

  
Accepted by \_\_\_\_\_ Date 8/14/18  
P. Kenneth Copeland, Jr.  
Printed Name  
Vice President for Administration and Finance  
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	Nutraceuticals: Skin Treatments and Health and Beauty Trial/Continuity	Telemedicine (Consult with a Physician)
Jewelry Online	Organic Substances Imitating Illegal Drugs	Telesales: Outbound
Loan Document Preparation: Education	Payday Lending/Lending: Online	Timeshare: Liquidation
Loan Fees	Payday Lending/Lending: Retail	Timeshare: Sales
Lotteries	Penny Action	Title Loans
Liquid Incense (Non ingestible)	Pharmacy: Online	Tobacco Products:
Marijuana: Paraphernalia	Pre-Paid, Credit Card Fee	Internet/MOTO
Marijuana	Prostitution	Travel: Memberships
Massage Parlors (sexually-oriented)	Pawn Shops	Timeshare: Fees
Medical Travel/Non-US Medical Procedures	Pre-Paid Phone Cards	Travel: Tour Operators
Merchant Aggregation	Public Database Searches / Find People (Non continuity)	Travel: Agents
Money Orders (Issuer/seller/redeemer)	Quasi-cash	Travel: Vacation Packages
Money Remittance	Security Brokers	Tribal: Retail and Casino (Non-Gaming services)
Money Transmitters	Skip Tracing	Virtual Currency (Including Bitcoin)
Mortgage Reduction/consulting services	Social Media "click farms"	Vaporizers: Retail Only
Male Enhancement Supplements	Sports Forecasting or Odds Making	VOIP systems
Mail Order and Catalog	Supplements: HGH, HGC	Warranty: Auto
Matched Merchants (Reasonable explanation and remediation required)	Supplements: Hormone	Warranty: Device
Moving and Storage	Supplements: Kava Kava, Kratom	Warranty: Home
Magazines	Supplements: Steroids or Imitation Steroids	Wire Transfer
Marijuana Industry Supplies and Services	SEO (Well established)	Wine Clubs
Multi-Level Marketing / Direct Marketing	Seminars (Self Improvement, Conduct a Business or Flipping Houses)	Water Softener / Purification Systems (Straight sale)
Nutraceuticals: Food Products or other Digestible (Straight sale)	Shipping/Forwarding Brokers	Web Design (Well established, not home based)
Nutraceuticals: Increased energy	Software as a Service	Web Host
Nutraceuticals: Anti-aging	SEO / Web Advertising	
Nutraceuticals: Food products	Shippers / Forwarders	
Nutraceuticals: Sexual Stimulants	Supplements: Hemp	
	Start Up Businesses	
	Tax Remediation	



**COMMONWEALTH OF VIRGINIA AGENCY  
CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM**

AGENCY NAME: Longwood University

CONTRACTOR NAME: UniversityTickets

TITLE OF CONTRACTOR'S FORM: Ticketing Terms of Service

DATE: August 10, 2018

The Commonwealth and the Contractor are this day entering into a contract and mutually agree to include the standard form agreement provided by the Contractor. This addendum, duly executed by the parties, is attached to and hereby made a part of the contract.

The Contractor represents and warrants that it is a(n) ☐ individual proprietorship ☐ association ☐ partnership ☐ corporation ☐ governmental agency or authority authorized to do in Virginia the business provided for in this contract. (Check the appropriate box.)

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed Purchase Order Amounts; payments will be made only upon receipt of a proper invoice, detailing the goods/services provided and submitted to the Commonwealth's representative. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following shall have any effect or be enforceable against the Commonwealth:

1. Requiring the Commonwealth to maintain any type of insurance either for the Commonwealth's benefit or for the contractor's benefit;
2. Renewing or extending the agreement beyond the initial term or automatically continuing the contract period from term to term;
3. Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;
4. Requiring the Commonwealth to indemnify or to hold harmless the Contractor for any act or omission;
5. Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;
6. Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;

7. Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;
8. Requiring that the contract be "accepted" or endorsed by the home office or by any other officer subsequent to execution by an official of the Commonwealth before the contract is considered in effect;
9. Delaying the acceptance of this contract or its effective date beyond the date of execution;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Limiting the liability of the Contractor for property damage or personal injury;
12. Permitting unilateral modification of this contract by the Contractor;
13. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
14. Obligating the Commonwealth to pay costs of collection or attorney's fees;
15. Granting the Contractor a security interest in property of the Commonwealth;
16. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.
17. **Immigration:** Contractor does not, and shall not during the performance of this Contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986
18. **NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this agreement:
  - (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
  - (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the technology interacts;
  - (iii) Nonvisual Access Technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
  - (iv) the Technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the *Code of Virginia*.

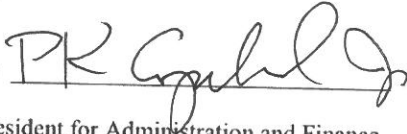
19. The following terms are hereby incorporated by reference: a) The provisions required by Va. Code §2.2-4354 obligating Performer to make prompt payment to all subcontractors and provide University with a valid taxpayer identification number; b) the provisions required by Va. Code §2.2-4311.2 obligating Performer to comply if Performer is required by law to be authorized to transact business in the Commonwealth; and c) if the agreed upon compensation for this Agreement exceeds \$10,000, the provisions required by Va. Code 2.2-4311 prohibiting Performer from discriminating in employment and Va. Code §2.2-4312 obligating Performer to provide a drug-free workplace.

This Agency contract consisting of this Agency addendum and the attached Contractor's form contract constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

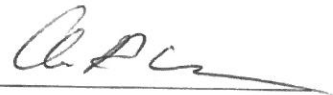
AGENCY by



Title Vice President for Administration and Finance

Printed Name P. Kenneth Copeland, Jr.

CONTRACTOR by



Title Christopher J. Blois

Printed Name Account Executive



# LONGWOOD UNIVERSITY

201 High Street  
Farmville, Virginia 23909  
tel: 434.395.2093  
fax: 434.395.2246  
tss: 711

November 3, 2017

## ADDENDUM 1 TO ALL OFFERORS:

Reference Request for Proposals (RFP): LU214-17-015  
Commodity: Event Ticketing Solution  
Dated: October 19, 2017  
For Delivery To: Longwood University  
Materiel Management  
Farmville, Virginia 23909  
Proposal Due Date: **November 9, 2017 at 2:00 p.m. Local Time**  
Optional Pre-Proposal Conference (OPPC): October 31, 2017 at 2:30 p.m. Local Time

This Addendum 1 to the RFP is being issued to answer questions received from potential offerors.

1. Reference Section IV, Page 6, Infrastructure, 2.c.: Where can we find integration documentation, including any pertinent hardware requirements, for LancerCA\$H?

**RESPONSE:** LancerCA\$H is managed through CS Gold which is a CBORD product. The contractor will likely need to work with CBORD to set up an XML interface in order to accept transactions through their website or point of sale system. We can provide card readers for in-person sales, but they will not be integrated with the ticketing system. The following link can be used to request additional information about integrating with CS Gold <https://www.cbord.com/community/partners/xchange-partner-application/>.

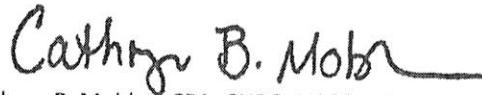
2. Reference Section IV, Page 6, User Access, 3.d.: Where can we find integration documentation for LancerNet?

**RESPONSE:** Longwood University uses Active Directory (LDAP) for internal authentication and Shibboleth or Central Authentication Service (CAS) for federated (cloud computing) single sign-on authentication. Longwood is an InCommon Federation member.

All other general terms, conditions, and specifications shall remain the same.

**Note:** A signed acknowledgment of this addendum must be submitted with your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,



Cathryn B. Mobley, CPA, CUPO, VCCO, VCO  
Associate Vice President for Administration and Finance

University Tickets

Name of Firm

[Signature] Account Executive

Signature/Title

11/08/17

Date

Office of the Director of Materiel Management,  
Central Stores, and Property Control



Issue Date: October 19, 2017  
Title: Event Ticketing Solution

RFP#LU214-17-015  
Commodity Codes: 20820, 20846, 20854, & 86070

Issuing Agency: COMMONWEALTH OF VIRGINIA  
Longwood University  
Materiel Management  
201 High Street, Lancaster Hall, Room 207A Longwood University  
Farmville, Virginia 23909

**OPTIONAL PRE-PROPOSAL CONFERENCE**

2:30 p.m. on Tuesday, October 31, 2017  
Lancaster Hall, 2<sup>nd</sup> Floor, Room 223  
Longwood University  
Farmville, Virginia 23909

Location Where Work Will Be Performed: Longwood University, Farmville, Virginia 23909

Period Of Contract: From date of award for three (3) years with seven (7) optional one (1) year renewal periods.

**Sealed Proposals Will Be Received Until: November 9, 2017 at 2:00 p.m. Local Time** For Furnishing The Goods/Services Described Herein. **Proposals Shall Be Date/Time Stamped By The University Upon Receipt.**

All Inquiries For Information Should Be Directed To: Cathryn B. Mobley, Associate Vice President for Administration and Finance, using ATTACHMENT A – WRITTEN PRE-PROPOSAL QUESTION FORM emailed to materielmanagement@longwood.edu or faxed to (434) 395-2246. **Questions are due by 12:00 noon on November 3, 2017.** NOTE: No questions will be accepted after the deadline.

**PROPOSALS SHALL BE MAILED OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.** Note: If you use an express delivery service (e.g., DHL, FedEx, UPS), you may be told the University is a next day delivery location, but make sure the carrier guarantees delivery by 2:00 p.m.

In Compliance With This Request For Proposals And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

State Corporation Commission (SCC) ID#: \_\_\_\_\_ or statement describing why offeror is not required to have a SCC ID# must be furnished with your proposal.

Virginia Law (Title 13.1, Chapter 9, Sec. 13.1-757) indicates that a foreign corporation such as ours does not require a certificate of authority as we transact business pursuant to clause 6 ("Soliciting or obtaining orders, whether by mail or through employees or agents or otherwise, if the orders require acceptance outside this Commonwealth before they become contracts;").

eVA Member: [ ] Yes [x] No  
eVA Vendor ID#:

Check all that apply: Small Business [ ]  
Woman-Owned Business [ ] \_\_\_\_\_  
Minority-Owned Business [ ] \_\_\_\_\_

**Note: Offeror shall be a member of eVA on the date and time designated for receipt of proposals to be awarded this contract.** See General Terms and Conditions X for information on registration.

DSBSD Certificate Number \_\_\_\_\_  
Certification Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Expiration Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name And Address Of Firm:

University Tickets

115 West 70<sup>th</sup> Street, 500A

NY, New York 10001 Zip Code

E-mail: CBLOIS@UNIVERSITYTICKETS.COM

Phone: (845) 764-9603  
(Toll Free, if available)

Date: 10/27/17

By: [Signature]

Name: Christopher J. Blois  
(Signature In Ink)

Title: Account Executive  
(Please Print or Type)

Fax: (212) 937-2299  
(Toll Free, if available)

**ADDENDUMS:** Any changes resulting from Longwood University's requirements will be issued in an addendum and will be posted on the eVA website, <http://www.eVA.virginia.gov> and the Longwood University Materiel Management website, <http://tkts.longwood.edu/ListRFP.aspx>. Click on View This RFP next to LU214-17-015, then scroll to the bottom of the page and click on Download File. It is the sole responsibility of the Offeror to check these web pages for all changes to the RFP prior to submission. **Failure to sign and return addenda may cause your proposal to be scored lower.** Longwood University will not mail or fax these documents.

**Note to Offerors:** Parking is difficult, please plan to arrive early. If Offeror requires ADA accommodations to deliver proposal, please contact the Materiel Management Office at (434) 395-2093 twenty-four (24) hours prior to solicitation closing.

**INCLEMENT WEATHER / SUSPENDED SCHEDULE:** Proposal receipt deadline scheduled during a period of suspended state business operations, including school closing due to inclement weather, will be rescheduled for processing at the same time on the next regular business day. It is your responsibility to check Longwood's website or call for closing information. See the following website: <http://www.longwood.edu> or call the main number at 1-434-395-2000 after 6:00 a.m., to see if Longwood is going to be open or if a suspended schedule has been implemented.

**Note:** This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



# Event Ticketing Solution

*Prepared for*

**Longwood 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)

**November 9, 2017**

# Executive Summary

For more than two years, UniversityTickets has teamed up with Longwood University to build and evolve a ticketing application that has grown to support activities in student life, athletics, fine arts and other areas of campus life. Together we've integrated with your campus authentication system via CAS and Shibboleth, with your finance application and Touchnet. 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, Longwood University'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.

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.

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 solution is fully hosted - we take care of all support, security and maintenance of the application. UniversityTickets allows administrative control, event management and reporting functionality available from any computer Mac or PC with an internet connection and web browser. The client has full control of all day to day management and operations.

With UniversityTickets, Longwood 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, Longwood University 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. Longwood 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.

Over the past two years UniversityTickets has enjoyed the partnership with Longwood University and appreciate your consideration of our proposal.



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# Points of Contact

## *Account Manager:*

Christopher Blois, Account Executive  
**UniversityTickets, Inc.**  
115 West 30 Street, Suite 500A  
New York, New York 10001  
(p) 888.771.1420  
(f) 212.937.2299  
[dmitchell@universitytickets.com](mailto:dmitchell@universitytickets.com)

## *Training Manager:*

Ashleigh Briggs, Client Services Manager  
**UniversityTickets, Inc.**  
115 West 30 Street, Suite 500A  
New York, New York 10001  
(p) 845.764.9801  
(f) 212-937-2299  
[abriggs@universitytickets.com](mailto:abriggs@universitytickets.com)

# Mandatory Requirements

## **1. Functionality:**

### **a. Offeror must be a TouchNet ready partner.**

UniversityTickets Complies.

### **b. Real time, online web ticketing for single ticket sales.**

UniversityTickets Complies.

### **c. General admission and reserved seating.**

UniversityTickets Complies.

### **d. Full tracking of all ticket related activity.**

UniversityTickets Complies.

### **e. Subscription processing and renewals that can span multiple venues.**

UniversityTickets Complies.

### **f. Patron can add donation at time of sale without incurring a fee on donation.**

UniversityTickets Complies.

### **g. Promotional code entry for discount.**

UniversityTickets Complies.

### **h. Patrons can select "best seat available" when buying online.**

UniversityTickets Complies.

### **i. Patrons can pick their own seat from online seating diagram.**

UniversityTickets Complies.



**j. At-home ticket printing for online sales.**

UniversityTickets Complies.

**k. Lists seat locations on at-home ticket printout.**

UniversityTickets Complies.

**l. Tracks Patron history of purchase, contributions, seat selections, gifts, correspondence, preferences, etc.**

UniversityTickets Complies.

**m. Remote/mobile viewing devices/capability.**

UniversityTickets Complies.

**2. Infrastructure:**

**a. System must be web-based.**

UniversityTickets Complies.

**b. Credit card processing.**

UniversityTickets Complies.

**c. Patron can pay with LancerCA\$H (declining balance on University ID card).**

UniversityTickets Complies.

**d. Scans barcodes for ticket validation in real-time.**

UniversityTickets Complies.

**e. Access control to prevent duplicate ticket use.**

UniversityTickets Complies.

**f. Allows unlimited number of venues at the same time.**

UniversityTickets Complies.

**g. Multi-focused - supports theatre, music concerts, sports, special events in multiple venues.**

UniversityTickets Complies.

**h. Supports custom homepage design and integration with existing University website.**

UniversityTickets Complies.

**i. Compatible with the latest versions of web browsers including Internet Explorer, Mozilla Firefox, Google Chrome, and Safari, without requiring additional software.**

UniversityTickets Complies.

**3. User Friendliness and User Access:**

**a. Event staff can easily set up and modify event in system without needing to know HTML, CSS, or other web design tools.**

UniversityTickets Complies.

**b. Users can create templates by venue (i.e., set up tiered pricing for different sections).**

UniversityTickets Complies.

**c. Shows all charges itemized prior to credit card submission/ticket purchase.**

UniversityTickets Complies.

**d. Single sign-on through LancerNet (the University's active directory).**

UniversityTickets Complies.

**e. If c. above is not possible, easy to use user registration process including personalized and secure password and username generation.**

UniversityTickets Complies.

**f. Allows multiple concurrent user logins.**

UniversityTickets Complies.

**g. Supports multiple box office locations.**

UniversityTickets Complies.

**h. Staff should be able to issue ticket holds, issue complementary tickets, issue consignment tickets, issue unpaid reservations, issue refunds or credits, exchange seats, move seats, and control inventory available for internet sales.**

UniversityTickets Complies.

**4. Reporting:**

**a. Ability to look up patrons by phone number, name, email address, postal code, company name, credit card transaction, etc. quickly and efficiently.**

UniversityTickets Complies.

**b. Invoices by event (i.e., Athletics, Theatre, etc.).**

UniversityTickets Complies.

**c. A Reporting document that can be pulled following each event.**

UniversityTickets Complies.

**d. A reporting document that shows seats sold, which sections, total revenues and revenues by section or seat type, along with a breakdown of method of payment.**

UniversityTickets Complies.

**5. Implementation Plan, Training, and Support:**

**a. Project schedule and implementation plan to support estimated "GO LIVE" date of August 1, 2018.**

UniversityTickets Complies.

**b. Hardware and Software installation steps necessary to fully support the solution.**

UniversityTickets Complies.

**c. Training of personnel and established staff.**

UniversityTickets Complies.

**d. Any training materials needed for users.**

UniversityTickets Complies.

**e. Accessible customer support line to be reached in "off hours", as games are nearly all in the evening and on weekends.**

UniversityTickets Complies.

**f. Live operator phone support.**

UniversityTickets Complies.

**g. Online support via email.**

UniversityTickets Complies.

**h. Same-day response.**

UniversityTickets Complies.

**6. Data Integration and Security:**

**a. System uses a single database for online and in-house sales.**

UniversityTickets Complies.

**b. Tickets can be sequentially numbered, correspond with exact seating locations in the theatre, or both.**

UniversityTickets Complies.

**c. Data encryption of online transactions.**

UniversityTickets Complies.

**d. Proof of PCI Compliance and certificate.**

UniversityTickets Complies.

**e. Ability to set security levels to performances, discounts, holds, reporting, etc., at a user level (admin rights).**

UniversityTickets Complies.

# Experience + Qualifications

## 1. Description of the firm's background, qualification, and experience in providing similar services, preferably for institutions of higher education.

***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.

# Current Client Roster

*A list of our current clients, as of November 09, 2017.*

<i><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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><b>Client Institution</b></i>	<i><b>Location</b></i>	<i><b>Enrollment</b></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*

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.

# Ashleigh Briggs

## *Client Services Manager*

abriggs@universitytickets.com | 845-764-9801

Ashleigh's experience is in planning and executing small to mid-sized events at the University level, including Orientation and Campus Activities programming. Her career includes work in end-user training for enterprise-level software solutions. Ashleigh earned her B.S. from the University of Maine in Marketing.

# B. Technical Informaton

## 1. Describe any CRM-type marketing tools that are part of the standard product, including email, pre- and post-event follow-up, surveys, donor management, etc.

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 (LongwoodTickets.com or Longwood.edu/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 header includes the Portland State University logo, navigation links for 'Ticket Office Home', 'Packages/Subscriptions', and 'Donate', and a 'Utlx Demo' button with an 'Admin' link. The main content area features the university's logo and name. On the left, there is a search bar and a 'CATEGORY' dropdown menu with options: 'All Categories' (10), 'PSU Championships' (1), 'Student Activities' (2), 'Black Box Productions' (5), and 'Event Parking' (2). Below this is a 'Box Office Hours' section with a table of operating hours. The main content area is divided into 'Featured' and 'All Upcoming Events' sections. The 'Featured' section lists three events: 'Romeo & Juliet' (Black Box Productions, Theatre Center Mainstage, Thursday, August 3, 2017, 7:00 PM (AT), SOLD OUT), 'Football: Vikings Vs. Montana State' (PSU Championships, Cowboy Stadium, Friday, July 14, 2017, 8:00 AM (AT), GET TICKETS), and 'Romeo & Juliet' (Black Box Productions, Theatre Center Mainstage, Thursday, August 3, 2017, 7:00 PM (AT), SOLD OUT). The 'All Upcoming Events' section lists three events: 'Football: Vikings Vs. Montana State' (PSU Championships, Cowboy Stadium, Friday, July 14, 2017, 8:00 AM (AT), GET TICKETS), 'Romeo & Juliet' (Black Box Productions, Theatre Center Mainstage, Thursday, August 3, 2017, 7:00 PM (AT), SOLD OUT), and 'Fool For Love' (Black Box Productions, West High Auditorium, Saturday, October 7, 2017, 12:00 AM (ET), GET TICKETS). The bottom of the page shows 'The Music Man' (Black Box Productions, West High Auditorium, Saturday, March 10, 2018, 2:00 PM (AT), GET TICKETS).

Category	Count
All Categories	10
PSU Championships	1
Student Activities	2
Black Box Productions	5
Event Parking	2

Day	Hours
SUN	CLOSED
MON	7:00 AM – 5:00 PM
TUES	9:00 AM – 5:00 PM
WED	9:00 AM – 5:00 PM
THU	5:00 AM – 5:00 PM
FRI	9:00 AM – 5:00 PM
SAT	9:00 AM – 5:00 PM

Event	Location	Date	Time	Status
Romeo & Juliet	Black Box Productions Theatre Center Mainstage	Thursday, August 3, 2017	7:00 PM (AT)	SOLD OUT
Football: Vikings Vs. Montana State	PSU Championships Cowboy Stadium	Friday, July 14, 2017	8:00 AM (AT)	GET TICKETS
Romeo & Juliet	Black Box Productions Theatre Center Mainstage	Thursday, August 3, 2017	7:00 PM (AT)	SOLD OUT
Fool For Love	Black Box Productions West High Auditorium	Saturday, October 7, 2017	12:00 AM (ET)	GET TICKETS
The Music Man	Black Box Productions West High Auditorium	Saturday, March 10, 2018	2:00 PM (AT)	GET TICKETS



# Customer Relationship Management

UniversityTickets allows Longwood University to craft a user database with data points unique to your marketing efforts and curiosity, allowing for powerful marketing messages tailored to your customers and their interests, attributes or background.

Perhaps you choose to collect information on a customer's alma maters, workplace or birthday. When it comes time for season ticket sales, you could tailor automated outbound calls or mailings to customers based on their interests and careers, making your message more relevant and personal.

You can also leverage a customer's purchase history to drive package purchases or donation upgrades - finding customers having purchased 3, 4, 5 or more individual event tickets and encouraging them to consider season tickets.

You can monitor sales trends over time to see if a given customer's spend is increasing or decreasing to further tailor outreach to their buying patterns.

UniversityTickets integrates seamlessly with Google Analytics - the most powerful digital analytics solution available. Google Analytics allows the tracking of marketing effectiveness, website traffic patterns and trends, where customers come from and how they navigate the site, which keywords are attracting the most visits and where people leave the checkout process.



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.

## Custom Fundraising Solutions

### *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.

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.

## Priority Seating/Donor Level Seating

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.

## Online Donations and History Tracking

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.

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

# Fan Profile Management

## ***Browse Without Registration***

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.

## ***Easy Profile Creation***

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 Longwood 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.

# Data Owned by Client

The UniversityTickets contract describes the protections offered on client data including, but not limited to, termination-related data destruction, usage of client information limitations imposed on UniversityTickets and other terms. UniversityTickets is not a consumer brand and does not market to, claim ownership of, or otherwise utilize client data except for the performance of our obligations to the client. All data remains property of the client and is available for export at any time via the web-based reporting tools.

Every UniversityTickets client operates from a distinct and separate database available only to them.

## **2. How many concurrent user logins are included with the standard product?**

The UniversityTickets system supports an unlimited number of secure, concurrent users profiles.

## **3. How many named user logins are included with the standard product?**

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

## **4. What hardware and materials are needed for the solution, including types of printers/scanners, ticket stock requirements, etc.? Would the offeror provide the hardware or would Longwood need to purchase its own? What is the cost of the hardware and other associated materials?**

# Hardware Requirements

UniversityTickets is a hosted application. To use UniversityTickets, a client requires only a computer with internet connections and web browser. Optional hardware such as Thermal Ticket Printers, Scanners, Credit card Swipes and Ticket Stock can be acquired through UniversityTickets or a third party of the client's choosing.



## *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.

# C. Reporting

## 1. Describe included reporting tools and what formats are supported for exporting data and importing data.

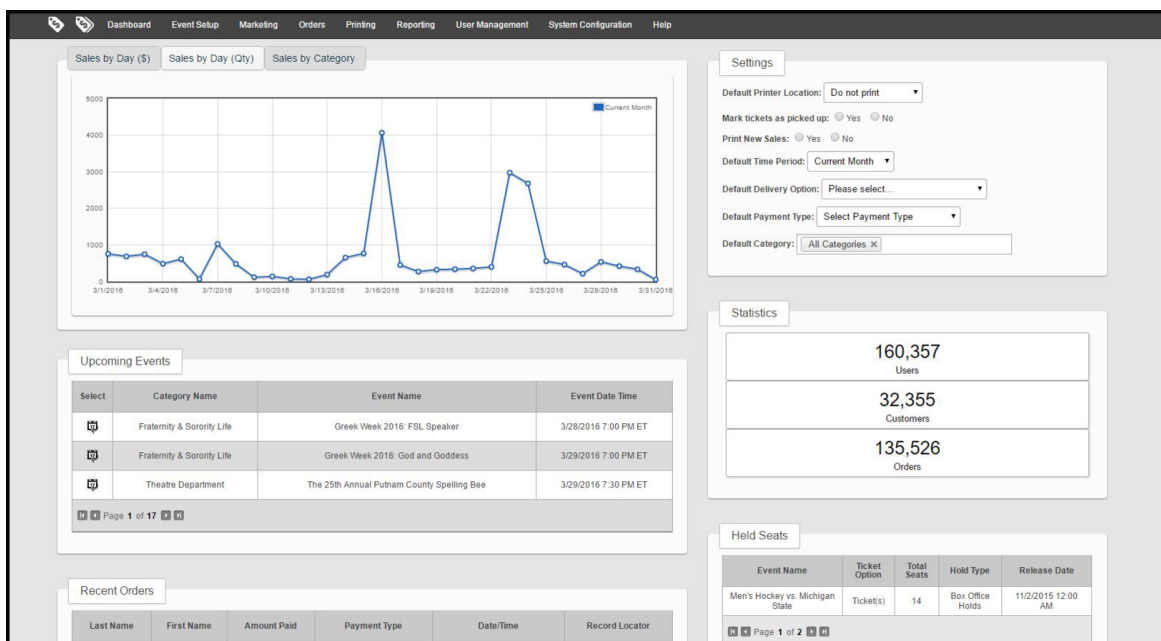
## Reporting Suite

### *Dozens of Reports, All Real Time*

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. Sales report for individual event and for a multi-performance event.**

A full report summary with samples are included with this proposal.

**b. User reconciliation report.**

A full report summary with samples are included with this proposal.

**c. Daily sales report.**

A full Report Summary with samples are included with this proposal.

**d. Weekly sales report utilizing general ledger entries.**

A full Report Summary with samples are included with this proposal.

**e. Sample formatted ticket, online and box office.**

Sample tickets are included in this proposal.

**f. Sample customer receipt, online and box office.**

Sample receipts are included in this proposal.

**g. Sample credit card receipt, online and box office.**

Sample receipts are included in this proposal.



# D. Revenue Remittance

## 1. Does the offeror allow the option of using client's credit card merchant for processing?

### Our Merchant Account or Yours - It's Your Choice.

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. Longwood 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  
Skipjack  
CashNET  
Official Payments  
FreedomPay

**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 Longwood University's merchant account. Credit card processing fees will be assessed by your bank rather than by UniversityTickets.

## 2. If offeror processes credit card transactions, on what schedule are funds disbursed to the client? Is it possible to have separate remittance checks so that revenue received as donations can be deposited into a separate account (held by an independent organization) from ticket revenue?

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. Separate remittance is only supported if the client uses their own payment gateway.

# E. Implementation and Training

**1. Describe the offeror's proposed implementation plan and project schedule to support an estimated "GO LIVE" date of August 1, 2018.**

The typical launch process takes approximately 40 business days, contingent on on third-party integrations (payment gateways, student authentication, portals, etc.) The last 10 business days are dedicated to training the Longwood University staff and ensuring all hardware is installed and working reliably.

Longwood University will have a primary account executive as the main contact to facilitate conversations between departments. The dedicated account executive is the primary contact for the life of a relationship.

Once contract is executed, an implementation questionnaire gets sent to the client to collect information on branding, operations and primary client contacts. UniversityTickets account representative then facilitates the conversation with client's IT personal for all integrations. Longwood University would go live with their new responsive platform on August 1, 2018.

## **No Cost Training**

Web-based training will be provided by UniversityTickets at no cost. Onsite training is optional and available in two-day increments at an additional cost. On-site training, though customized for each client's operational needs and staff availability, closely mirrors our web-based training protocol with three phases.

The first, an introductory session, discusses Longwood University's events, typical operations, pricing models, delivery methods available, convenience fee structure, user type management via campus authentication integration and hardware to be installed.

The second session, significantly longer, reviews event construction and venue layout, along with management from a basic general admission event through a complex, multi-level assigned seating event wherein pricing may be configured to the individual seat level if necessary to accommodate your event pricing structure.

The final session reviews point of sale transactions, transaction management including refunds, exchanges, and ticket re-issuance, along with the reporting suite, data management and export.

Even after Longwood University has become self-sufficient, future web-based training opportunities are always available to accommodate new hires, functionality enhancements or refreshers and functionality after periods of low usage.

Further, bi-weekly webinar are available to all clients each academic semester ranging in topics based on client requests.

**2. Describe the offeror's proposed ticketing solution model (i.e. annual license fee, per- ticket model, etc.). If offeror solution is an annual fee model instead of a per-ticket model, are there any discounts for a multi-year contract?**

UniversityTickets offers a per ticket fee model which is described in our pricing proposal. UniversityTickets does offer fixed annual licenses offers upon request.

# Price 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. UniversityTickets also offers fixed annual license fees, please contact us for more information.

## Required Services

### Set Up Fee

One time Non-Recurring	\$0
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### Per-Ticket Fee Model

*Includes:*

Use of UniversityTickets platform for Ticket Sales.	\$0.50 Per Ticket Sold
Hardware on à la carte basis at prices described below.	\$0 Comp/Free Tickets
Minimum of 5,000 paid tickets processed annually, or minimum of \$2,500 in per ticket fees.	\$0 Donations

## 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 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)	\$910.00
Lemur Cut (Auto-Cut)	\$1,210.00
Lemur S (No Auto-Cutter. Internal Ticket Storage Installed)	\$1,282.00
Lemur S Cut (Auto-Cutter and 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	\$750.00
Per Scanner, per season	\$350.00
Per Scanner, per event	\$125.00

*Campus ID Card Integration*

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

**\$1,750.00 Annually**

**ATTACHMENT A – WRITTEN PRE-PROPOSAL QUESTION FORM**

Project: Event Ticketing Solution  
Longwood University  
Farmville, Virginia 23909

Attention: Cathryn B. Mobley, CPA, CUPO, VCCO, VCO  
Director of Financial Operations & Materiel Management  
Lancaster Hall, Room 217C  
Longwood University  
Farmville, Virginia 23909  
Fax: 434-395-2246 | Email: [materielmanagement@longwood.edu](mailto:materielmanagement@longwood.edu)

The following questions are against RFP# LU214-17-015

Section, Page, Paragraph, Line(s)

Question

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All questions shall be received by **12:00 Noon, November 3, 2017**. All responses to questions will be made by addendum. **NOTE: No questions will be accepted after the deadline.**

Question(s) submitted by:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Company

Email Address: \_\_\_\_\_



## ATTACHMENT B – SMALL BUSINESS SUBCONTRACTING PLAN

### Definitions

**DSBSD:** Department of Small Business and Supplier Diversity.

**Small Business:** "Small Business" means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Note: This shall not exclude DSBSD-certified women- and minority-owned businesses when they have received DSBSD small business certification.

**Women-Owned Business:** Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

**Minority-Owned Business:** Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**All small businesses must be certified by DSBSD by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at [www.dmbe.virginia.gov](http://www.dmbe.virginia.gov) (Customer Service).**

Offeror's Name: University Tickets

Preparer Name: Christopher I. Blois Date: 10/25/17

### Instructions

- A. If you are certified by DSBSD as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the offeror to receive credit for the small business subcontracting plan evaluation criteria, the offeror shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in this section. Points will be assigned based on each offeror's proposed subcontracting expenditures with DSBSD-certified small businesses for the initial contract period as indicated in Section B in relation to the offeror's total price.

### Section A

If your firm is certified by DSBSD, are you certified as a (check only one below):

RFP#LU214-17-015

Event Ticketing Solution

☐ Small Business  
☐ Small and Women-owned Business  
☐ Small and Minority-owned Business

Certification Number: \_\_\_\_\_

Certification Date: \_\_\_\_\_

## Section B

Populate the table below to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

**Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement**

Small Business Name & Address DSBSD Certificate #	Status if Small Business is also: Women (W) Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract

<b>Totals \$</b>					

**ATTACHMENT C – OFFEROR DATA SHEET (TO BE COMPLETED BY OFFEROR AND RETURNED WITH PROPOSAL)**

- A. **Qualification of Offeror:** The Offeror must have the capability and capacity in all respects to fully satisfy all of the contractual requirements. Indicate below the length of time you have been in business providing the goods/services required herein.

20 Year(s) \_ Month(s)

- B. **References:** List three (3) contacts (preferably a college or university if available) for whom you have provided this type of goods/services that Longwood has your permission to contact.

Rider University / Cristen Babik, Athletics Business Operations Manager

Company/Name of Contact Person

2083 Lawrenceville Rd, Lawrenceville, NJ 08648

Address

609.895.5650

Phone Number

2015 - Present

Date(s) of Service

cbabik@rider.edu

Email Address

Jacksonville University / Bambi Carson, Assistant Athletic Director

Company/Name of Contact Person

2800 University Blvd N, Jacksonville, FL 32211

Address

904.256.78632

Phone Number

2016 - Present

Date(s) of Service

bcarson@ju.edu

Email Address

Eastern Illinois University Doudna Fine Arts Center / Dan Crews, Box Office Manager

Company/Name of Contact Person

600 Lincoln Ave, Charleston IL 61920

Address

217.581.2113

Phone Number

2013- Present

Date(s) of Service

decrews@eiu.edu

Email Address

# ATTACHMENT D – PRICE PROPOSAL TABLE

SOLUTION COSTS (Initial Contract Period)			
Item Description	Year 1	Year 2	Year 3
Annual fee for system	\$0.50 per paid ticket	\$0.50 per paid ticket	\$0.50 per paid ticket
Annual fee software licensing fee	0	0	0
Annual software licensing fee (ticketing, credit authorization, patron database, access management, etc.) for three (3) concurrent users	0	0	0
Hardware cost for Access Management Bar Code Scanners	Variable – See Price Proposal	Variable – See Price Proposal	Variable – See Price Proposal
Annual cost/fee to upgrade hardware, database/application	0	0	0
Annual fee for Email Management software and limits, if separate	0	0	0
Annual Licensing fee for online ticketing and development functionality (online ticket sales, online donations, group sales portal)	0	0	0
Miscellaneous hardware and installation charges associated with all parts of the system (please describe in detail)	0	0	0
BOCA or other recommended printers	Variable – See Price Proposal	Variable – See Price Proposal	Variable – See Price Proposal
Software upgrades and modifications	0	0	0
Professional services	0	0	0
Data conversion charges (one-time)	0	0	0
Credit card rate for Longwood Theatre	Variable on CC Processor.	Variable on CC Processor.	Variable on CC Processor.
FEES CHARGES TO CUSTOMER (END USER)			
Single event per ticket fee charged to customer	0	0	0
Single event ticket order charge	0	0	0
Season/subscription plan per ticket fee	0	0	0

Season/subscription plan ticket order charge	0	0	0
Student (or other discounted) single event per ticket fee	0	0	0
Student (or other discounted) season/subscription plan per ticket fee	0	0	0
Ticket forwarding/ticket transfer fee	0	0	0
Print at home per order fee	0	0	0
Payment plan fee	0	0	0
Group sales portal per ticket fee	0	0	0
Any additional patron costs/fees (please itemize)	0	0	0
<b>Total</b>	\$0.50 per paid ticket + hardware	\$0.50 per paid ticket + hardware	\$0.50 per paid ticket + hardware



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.



COLLEGE AND UNIVERSITY TICKETING. **REDEFINED.**

**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.

## 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 Blais

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	\$64.00	\$0.00	\$2,300.00	\$80.00	\$165.00	\$0.00	\$0.00	\$0.00	\$0.00	\$72.00	\$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	\$16.00	\$26.00	\$50.00	\$155.00	\$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	\$0.00	\$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
TOTAL	\$28,029.00	\$14,641.00	\$107,193.00	\$1,200.00	\$30,048.00	\$64,125.00	\$3,660.00	\$1,030.00	\$4,242.00	\$2,237.00	\$13,717.00	\$27,373.00	\$297,495.00



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

Date Range:	10/1/2017 12:00 AM - 10/01/2017 11:59 PM
Payment Methods:	All Payment Methods
Sales Channels:	All Sales Channels
Categories:	All Categories
Events:	All Events
Package:	Single Ticket + Package Sales
Order Charges:	Included
Report Generated:	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
TOTAL	\$444.00	\$29.00	\$0.00	\$473.00

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
TOTAL				\$444.00	\$29.00	\$0.00	\$473.00

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 Utix 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 %
TOTAL			43	\$410.00	\$72.00	\$0.00	\$482.00	0	43	0.00 %	100.00 %

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

## 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

<b>Date Range:</b>	10/1/2016 12:00 AM - 10/31/2017 11:59 PM
<b>Categories:</b>	Black Box Productions
<b>Events:</b>	Fool For Love
<b>Package:</b>	Single Ticket + Package Sales
<b>Sales Channel:</b>	All Sales Channels
<b>Attributes:</b>	All Attributes
<b>User Type:</b>	All User Types
<b>Ticket Type:</b>	All Ticket Types
<b>Sale Locations:</b>	All Locations
<b>Report Generated:</b>	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	Wallkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Wallkill	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	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	Wallkill	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	Demo	Utix	1500 Rt 208	NY	Wallkill	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	Wallkill	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	Wallkill	10001	demo@universitytickets.com	888-888-8888
Fool For Love	12/4/2017 10:00 PM	Tickets		Adult	Demo	Utix	1500 Rt 208	NY	Wallkill	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	"Xenxes" by George Frideric Handel	Floor-Orchestra 300-C-301	customer@email.edu
10/10/2017 4:22 PM	RQTQXB	Sale	In Person	"Xenxes" by George Frideric Handel	Floor-Mezzanine 200-N-208	customer@email.edu
10/10/2017 3:39 PM	DYTOJS	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
					Total	1	\$50.00	\$0.00	\$0.00	\$50.00
					Total	1	\$50.00	\$0.00	\$0.00	\$50.00
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
					Total	31	\$310.00	\$58.00	\$0.00	\$368.00
					Total	31	\$310.00	\$58.00	\$0.00	\$368.00
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
					Total	117	\$920.00	\$585.00	\$0.00	\$1,505.00
					Total	117	\$920.00	\$585.00	\$0.00	\$1,505.00
TOTAL						149	\$1,280.00	\$643.00	\$0.00	\$1,923.00

## 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- Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Holy Cross	Removed	Reserved- Section: E- Adult - Level:	-
8/9/2017 2:34 PM	Greg Marconi	Billy Lee: Bucknell Football vs Holy Cross	Removed	Reserved- Section: E- Adult - Level:	-
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: Reserved- Section: F-	-
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: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Sacred Heart	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Lehigh	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Lehigh	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Monmouth	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Holy Cross	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Monmouth	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Holy Cross	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Marist	Removed	Adult - Level: Reserved- Section: F-	-
7/27/2017 2:00 PM	Greg Marconi	Penn and Marilyn Shelley : Bucknell Football vs Marist	Removed	Adult - Level: 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	BBLJWV	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	7	K	13
UTIX6022	Braun	Jason	BBLJWV	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	BKJRK	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	4 VIP	A	1
UTIX6048	Jones	Steve	BKJRK	2017-18 Men's Basketball Season Ticket Package	DAC - Men	Reserved	4 VIP	A	2
UTIX6052	Koechig	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
				Total	93	16.87	77	13.97
		Total			93	16.87	77	13.97
	TOTAL				93	16.87	77	13.97

# 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
	Total					\$18,400.00
TOTAL						\$18,400.00

# 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
	Total	\$15.00
Delivery	Cash	\$9.00
	Visa/Mastercard - POS	\$9.00
	Total	\$18.00
TOTAL		\$33.00

## 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			gcapredl@universitytickets.com	None	(\$852.00)
10/5/2017 6:43 AM	Celeste	Long		SCDKWH	Cash			gcapredl@universitytickets.com	None	\$1,200.00
10/5/2017 5:50 AM	In Person	Sale		RBBKNY	Cash			gcapredl@universitytickets.com	None	(\$2,245.00)
10/5/2017 5:45 AM	In Person	Sale		RBBKNY	Cash			gcapredl@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		KZZQM/	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>
	<b>Total</b>			<b>\$9.00</b>	<b>\$1.00</b>	<b>\$0.00</b>	<b>\$10.00</b>
Claire Leshner	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>
	<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>
Jamie Brouse	<b>Total</b>			<b>\$39.00</b>	<b>\$3.00</b>	<b>\$0.00</b>	<b>\$42.00</b>
	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
Olivia George	<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>
	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>
Sarah Marchegiani	<b>Total</b>			<b>\$60.00</b>	<b>\$4.00</b>	<b>\$0.00</b>	<b>\$64.00</b>
	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
Sharon On		<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>
	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>
Sierra Magnotta		<b>Total</b>		<b>\$240.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$240.00</b>
	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>
Wendy O'Hara		<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
	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	jlampriinos@hotmail.com	SDXHTH	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	OKSJX	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 Caryl Churchill	GENERAL ADMISSION	LastName	Crystal	20670 E Hamilton Ave		Aurora	CO	80013	customer@email.edu	WXBKPQ	E-Ticket	No	1	Oct 10 2017 12:15PM	n/a
Janet Landreth, 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

<b>Date Range:</b>	09/15/2017 12:00 AM - 10/31/2017 11:59 PM
<b>Categories:</b>	All Categories
<b>Events:</b>	All Events
<b>Package:</b>	Single Ticket + Package Sales
<b>Report Generated:</b>	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>



## CEREMONY 2

Sunday, May 18, 2014  
9:45 am

# STADIUM

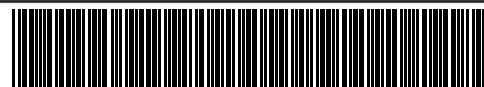
## UNIVERSITY STADIUM General Admission

Graduate: Michelle Berglund-Smith  
Reservation Date: Thursday, May 8, 2014  
Record Locator: DOEXCO Ticket #1 of 6



**THIS IS YOUR TICKET.**

**PLEASE TREAT IT AS YOU WOULD ANY OTHER VALUABLE.**



DOEXCO.1.174.346

### WELCOME!

On behalf of the faculty, staff, and administration of CSU, Chico, we would like to invite you to join in the celebration of our 124th Commencement exercises.

### ADMITTANCE

The unique bar code on this ticket allows only one entry to the event. The first copy of an e-ticket (if there are multiple copies made) to arrive at the event will gain entry after scanning and validation. Other copies of this ticket will be denied entry. University Stadium gates open at 8 a.m.

Any person occupying a seat must present a ticket for admittance. Children under the age of 3 who will sit in a lap during the entire ceremony do not require a ticket.

### GENERAL INFORMATION

For information regarding parking (including parking for elderly and disabled individuals), campus maps, and other commencement information, please visit our website at [csuchico.edu/commencement](http://csuchico.edu/commencement). For questions on Commencement weekend, please ask any of our event staff volunteers wearing red shirts.

### THE FOLLOWING MATERIALS ARE PROHIBITED IN UNIVERSITY

**STADIUM:** pets (*service animals excepted*), alcohol, drugs, weapons, and glass containers. Please do not bring items that block the view or disturb the enjoyment of other students or guests. These include large signs, poles, flags, balloons, umbrellas, artificial noisemakers, air horns, or megaphones.

### SMOKING IS NOT ALLOWED IN UNIVERSITY STADIUM.

While backpacks, bags, and large purses are allowed, they may be *subject to search*.

If you need a disability-related accommodation or wheelchair access information, please contact the Accessibility Resource Center: 530-898-5959; [dssdept@csuchico.edu](mailto:dssdept@csuchico.edu). Accommodations will be provided upon request for people with disabilities, provided the request is made at least seven days prior to the event.



## PURCHASE A 2014 GRAD T-SHIRT AND RECEIVE A FREE ONE-YEAR MEMBERSHIP TO THE CHICO STATE ALUMNI ASSOCIATION!



T-shirt includes names of graduates (if filed prior to Feb. 14, 2014).  
Separate T-shirts available for Saturday and Sunday grads.

For more information visit our website at <http://tinyurl.com/2014-Chico>



**Game 1 (Sample Assigned Seating Event)  
Saturday, September 07, 2013 01:00 PM**

**Purchaser:** Demo User  
**Purchase Date:** Tuesday, March 12, 2013  
**Record Locator:** RMKBAE Ticket # 1 of 2  
**Ticket Option:** General Public  
**Ticket Price:** \$3.00  
**Surcharge:** \$0.00  
**Location:** Cowboy Stadium

**LEVEL: STADIUM SECTION: SECTION E ROW: 1 SEAT: 17**



R M K B A E . 1 . 1 6 0 . 3 1 1

**IMPORTANT: PLEASE TREAT THIS E-TICKET AS YOU WOULD ANY  
OTHER VALUABLE OR CASH**

The unique bar code on this ticket allows only one entry to the event. The first copy of an E-Ticket (if there are multiple copies made) to arrive at the event will gain entry after scanning and validation. Other copies of this ticket will be denied entry.



You should handle this E-Ticket as you would any other valuable or cash. Please be very cautious if someone offers to sell you this document--it has no official resale value and may be an unauthorized copy.

Sample Ad Space (650x300)

LEVEL		LEVEL	SECTION	ROW	SEAT
SECTION					
ROW					
SEAT					
No refund / No exchange		<a href="http://msumustangs.com">http://msumustangs.com</a>			



Box Office Powered By:  


**\$2<sup>to</sup> Any Wash**

**ALL LOCATIONS**

Not valid with any other offers.

IN WICHITA FALLS  
 Kell at McNiel  
 Southwest Pkwy at Elmwood  
 Kell at Maplewood

AND NOW IN LAWTON!  
 5396 NW Cache Road

**Expires 8/31/17**



[allamericansupercarwash.com](http://allamericansupercarwash.com)

LEVEL	GEAUXCOLONELS.COM				LEVEL	SEC	ROW	SEAT
SECTION								
Row								
SEAT								
NO REFUND NO EXCHANGE		<a href="http://NICHOLLSTICKETS.COM">NICHOLLSTICKETS.COM</a>		985.448.4790		#GEAUXCOLONELS		



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**Good only at:**  
 3 Locations in Thibodaux

Please present coupon when ordering.  
 One free item per coupon. Limit one  
 per person per visit. Void 30 day after  
 ticket date. Void if transferred, auctioned,  
 sold, copied or duplicated in any way or  
 transmitted via electronic media.


This ticket is a redeemable license. The issuer is  
 attempted resale at a price higher than that appearing  
 hereon is grounds for seizure and cancellation  
 without compensation. Holder of this ticket voluntarily  
 assumes all risks and danger incidental to the event  
 for which this ticket is issued and agrees that Nicholls  
 State University, presenter, employees, agents, and  
 participants are not responsible or liable for any injuries  
 resulting from the event. Holder may be ejected from  
 the event for which this ticket is issued in the event that  
 holder violates any law, ordinance, or venue regulation.  
 Holder grants permission to organizer, sponsors,  
 promoter and participants of the event for which this  
 ticket is issued to utilize the holder's image or likeness  
 in connection with any video transmission or other  
 transmission or reproduction of the event which this  
 ticket relates.  
 NO REFUNDS - NO EXCHANGES  
 EVENT DATE, TIME AND TICKET PRICE SUBJECT  
 TO CHANGE.

PRICE
TYPE
SECTION
Row
SEAT




DREXELTICKETS.COM
NO REFUNDS  
NO EXCHANGES

I AM A DRAGON!



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universitytickets



15% OFF  
YOUR GAMEDAY  
ORDER\*

\*ONLY VALID ON GAME DATE LISTED ON THE FRONT OF THIS TICKET.  
IN SHOP ONLY. NOT VALID ON SLICES.  
MINIMUM \$10 ORDER TO QUALIFY.  
VALID ONLY AT LOCATION BELOW:

3235 POWELTON AVE, PHILADELPHIA, PA 19104  
215-222-1397


Times or dates are subject to change without notice. No refunds will be offered. Purchaser assumes all responsibility in case of accidents or property loss. Conduct deemed objectionable by facility management will not be permitted and may result in expulsion.

PRICE
TYPE
SECTION
Row
SEAT




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NO REFUNDS  
NO EXCHANGES

I AM A DRAGON!



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ORDER\*

\*ONLY VALID ON GAME DATE LISTED ON THE FRONT OF THIS TICKET.  
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