TicketSignup |Quick Hits Updates & New Features

May 22, 2024

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Hi, I'm Jake



Jake Unger Sales Lead



Today's **Agenda**

- Introduction
- Self-Serve Ticket Management
- Invoicing
- Reporting
- Private Tickets
- Tickets for Nonprofits



We Are Event Technology Experts

Our Mission

To make it *free and easy* for you to sell tickets, grow events and increase revenue, and manage events and customers.

We create *free and easy-to-use* event software that you can fully control.





Purpose-Built for Ticketed Events

- Event Ticketing
- General Admission, Multi-day, Timed Entry Events
- Fast checkout
- Free (unlimited) email for promotion and communication
- Free (easy to build) website for your event
- Ticket management capabilities (no login required)
- Custom information collection
- Admin & Self-Serve Ticket Transfers
- CheckIn App for tickets and store item fulfillment



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Purpose of **This Webinar**

This is a highlight reel of some of our favorite feature releases in the last ~6 months. Why? To help busy event directors keep up!

- Technology moves fast!
- It's hard to keep up with new features (especially in your event "off-season")

Subscribe to our blog to get every new feature release, in real time!

https://info.ticketsignup.io/blog/#subscribe



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Self-Serve Ticket Management



• • • Self-Serve Ticket Management Why Self-Serve

Offering self-serve options for Ticket Management has several benefits:

- Happier attendees (and more likely repeats)
- Reduced customer service for you
 - Include an FAQ on your website with how-to's for Ticket Management!
 - Create template email responses for ticket management questions that *do* come in.



••• Self-Serve Ticket Management

Improved Attendee Interface

Self-serve ticket management page accessible via:

- Confirmation email
- Event Website
 - Use Ticket Lookup Component
- Free Email Marketing
 - Use Replacement tag (%MANAGE_TICKETS%)

≫	Ticket Management					
Fourth of July Airshow Your Tickets	J Johanna Goode 1404 N Orianna St Philadelphia, PA 19122 US	Date of Birth: 0 Phone: 215-880 Gender: F	3/15/1984 Ticket Summary (1): J-2679 Ticket (1)			
Friday Tickets - Reserved Seating: 1 Ticket						
Ticket Purchase #284260						
Purchase Amount: \$0.00	Resend Confirmation Email	>	Transfer Tickets	>	Transfer Tickets To Friend	>
If the QR code does not display, click here.						
Manage Tickets Your verification code: Mjg0MjYwOrHLwUf/Aw==	Add Store Purchase	>				

Ticket Lookup

If you need to look up your previously purchased ticket, enter the email address you used when purchasing your ticket. We will send an email with information on your purchased tickets.

johanna@runsignup.com	
✓ I'm not a robot	reCAPTCHA Privacy - Terms
Look Up Tickets	Cancel

Self-Serve Ticket Management Previously Released Resend Confirmation Email

Make it easy for customers to access confirmation email:

- Re-confirm they *did* complete the purchase process
- Receive the QR Code for Check-In
- Reminders of key event details

1	
Su Mo	I mmer Festival n August 26 - Wed August 28, 2030
R ←	esend Confirmation Email Back to Ticket Management
Em	ail Address * Ilison@ticketsignup.io
	Resend Email

Self-Serve Ticket Management Previously Released Ticket Transfers

- Transfer to another Ticket
 - Before event date
 - Allow after date (for cancellations)
 - $\circ \quad \ \ \, \text{For free or for a fee}$
 - $\circ \quad \ \ \text{Set cutoff times}$

DASHBOARD

LOCATION

Allow (or not) transfers into sold out events

Fourth of July Airshow					
Sun August 25 - Thu October 10, 2024					
Ticket Management					
Johanna Goode 1404 N Orianna St Philadelphia, PA 19122 US Canders E	th: 03/15/1984 Ticket Summary (1): 5-880-2679 Reserved Seating (1)				1
Gender: P					
Resend Confirmation Email	Transfer Tickets	>	Transfer Tickets To Friend	>	
Recent Confirmation Email	Transfer Tickets		Transfer Tickets To Friend		

Tickets > Ticket Management > Ticket Transfers

••• Self-Serve Ticket Management NEW! Transfer To a Friend

Allows the actual transfer of a ticket from one ticket holder to another.

- The sender's transferred tickets will no longer be available
- Transfer one or all of your tickets
- Transfers as a gift

DASHBOARD

LOCATION

- Original ticket holder initiates the transfer from their ticket management page
- Ticket recipient gets an email with a link to claim the ticket.



Tickets (>) Ticket Management (>) Ticket Holder Transfers

••• Self-Serve Ticket Management NEW! Transfer Add Store Items to Existing Purchases

Maximize revenue by making it easy for purchasers to add store items after the initial purchase

- Upsell before the event via email reminders to add store items (linking to ticket management page)
- Keep on-site sales easy by allowing purchase on phone with fulfillment on-site- for example upgrade to VIP or Fast Pass
- Customize "Add Store Purchase" (I.E., Upgrade)

DASHBOARD

LOCATION



Tickets 🕥 Ticket Management 🕟 Store Purchases

••• Self-Serve Ticket Management NEW! Transfer Add Store Items to Existing Purchases

Easy on-site management of added store purchases

- Store purchases show in tickets app when the *original* ticket QR code is scanned.
- No trying to find the "right" QR code for that store item a single QR code works.



5:55

Friday 2x - Adult Store Items

Store Fulfillment

Fulfill All

Ticket Purchase Information

T-Shirt - Small/Pink

Item Not Fulfilled

0 of 2 Items Fulfilled

0 🕂

0 🕂

•••

Reporting



••• Reporting CheckIn Interval Report

- Drill down data from check-in, showing you stats in hourly, 30-minute, 10-minute, and 5-minute intervals
- Shows as a digestible graph, with an exportable table for more analysis
- Use data for:
 - Determining future staffing needs
 - Increase capacity limits for times with fewer check-ins
 - Set pricing based on check-in patterns



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Invoicing



••• Reporting

Create Invoicing

Create, send, and manage invoices from your event dashboard.

- Invoice sponsors, bulk ticket purchasers, and more.
- Manage all financials from a single dashboard & set of reports
- Professional interface for online and offline payment
- Invoice Reports to manage and track pending and complete invoices



Oyster Fest - Invoice Due ACIPM (IT minutes age)											
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• • • Invoicing

Create An Invoice

Details Needed:

- Name, email, and address of person/organization being invoiced
- Invoice amount

DASHBOARD

LOCATION

- Processing fee: absorb, pass on, or split
- Due Date: when invoice is due
- Invoice Details: what's included
- Sales Tax: defaults to Generally Taxable Items, but can be customized. Sales tax collection and remittance is automated.

Financial

Invoicing



Invoicing Invoice Process

DASHBOARD

LOCATION

- Event director initiates invoice from the TicketSignup dashboard
- By default, notifications sent to the person being invoiced, as well as the event director
 - Customize event director notifications on the notifications page
 - Sent when an invoice is *created* and when and invoice is *paid*.

Notifications

• The invoice includes a button to pay invoice online (or see offline instructions)

Event



Invoice Reporting

- View pending and complete invoices
- Filter by dates sent, dates due, or unpaid invoices only
- Click hyperlinked invoice number to view invoice details, record offline payment, or resend invoice
- Partial or full refunds can also be made in TicketSignup



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Private Tickets



Private Tickets Introducing Private Tickets

Private tickets *do not show* on your event website or in the purchase path. They are an option for:

- Sponsor tickets
- Corporate partners
- VIP Groups
- ...any ticket you want to offer only to specific people, and not to the general public

Spons	or Tickets		↑ ↓ Actions
3	Purchase Opens * 09/18/2023 America/New_York Time	Purchase Ends * Copy Purchase Open Date 12 00 AM 09/29/2024	 Display Options More Settings Delete Ticket
	When there are 1 to total	tickets in a purchaser's cart, this ticket cost is \$ 5.00 per ticket.	_



• • • Private Tickets

Creating Private Tickets

- Add a private code at the bottom
 - This will hide the tickets from your website/purchase path
 - Recommend using a logical code (I.E. "Sponsor")
- Copy the generic private tickets URL
- Replace "ABC" with the code you created
- Share this URL with anyone who needs access to your private tickets

Multiple Ticket Requirement *	
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Cross-Selling Multiple Events



• • • Cross-Selling Events Event Lists

Display all your events and on your website to encourage current fans to come to your next big event.

- Can display both ticket events and races
- Grid & list view options
- Shows upcoming and past events
- Link to your event list in post-event emails to encourage attendees to find another adventure with you!

Scott Coffee Moorestown Rotary	8K	Sign Up Donate 🔍
Event List Upcoming Events	(84)	Past Events (1601)
Bucks SK Series Stat March 23 - Sun June 16, 2024 Dylestown PA Sign Up	The New Jersey Virtual Challenge Presented by CompuScore Wed May 1- Mon July 1, 2024 Any City - Any State NJ	Girls on the Run Spring SK Barta NJ Sign Up
Cure ASS RundRare SK/1K Sat May 18, 2024 Bridgewater KJ Sign Up	Caldwell - West Caldwell EDUCATION FOUNDATION THE CALDWELL CLASSIC 5K RUN/WALK REAMILY FUN RUN Bat May 1B, 2024 West Caldwell NJ	Line give Line give Sun May 19, 2024 Westfield NJ Sign Up
HIFE 5K + Kids 1Mile Fun Run Bun May 19, 2024 Holmdel NJ	JerseyMan Tristhon Bun May 19, 2024 Lebanon NJ	Ccean Parks Sk Bun May 19, 2024 Cean NJ



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Tickets for Nonprofits



Manual Imports

Import Offline Donations

- Keep all event donation data in one place for easier reporting
- Ensure accurate donation goal thermometers on your event website

Manual Import Need to add only a few manual donations? Use this simple form.

	THE ANIMAL SHELTER Join vus in making a meaninghal em Sto	he "Animal Advocates Gala Denser" on April 15, 2024, w I difference for animals in need. We invite you to be a cr making a donation. ar contribution, big or small, will directly support animal route, and conservation efforts. Every defair counts and finer, medical care, and protection for animals in direct pathor, we can create a world where animals are cherish pact – donate today and be a voice for these who cann \$50 \$100	the on a mission to make a uccal part of this noble cause will fave organizations, will go towards providing , both locally and globally, ed, protected, and respected, a speak for themselves. \$250	\$1,775 Reised of 55,000 50 S5,000 Updated every Britinutes	
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e	\$1,7	75 Raised of \$5,000	Help Us Reach (Our Goal	35,000
	Dona	te			
	C	elp 🛛			
CSV Impor Use our easy CSV I Import up to 500 row	Tt al donation data? mporter. s at a time.	elp 🗨			

Manual Importing

- Ideal for a small number of donations to import
- Required: first name, last name, donation date, donation amount
- Optional additional fields for more complete reporting
- If check payment is selected, check number option will appear

First Name *	Last Nam	e*	Email	Date of Birth	Phone Nu	mber	
George	Washing	Iton	george@gmail.co	mm/dd/yyyy 🗖	234-345	5-6543	
Donor Address	Donor City	,	Donor Country	Donor State	Donor Zip	Code	
			US - United 5 💌	- Select a S 🔻	19487		
Donation Date *		Donation	n Amount *	Payment Type		Check Number	
04/21/2024		\$ 300	.00	Check	•	782	
On Behalf Of		Designa	tion	External Reference ID			
- Select an On Be	half Of 🔻	Progar	ns 💌				
Add Donation	Delete						





••• Tickets for Nonprofits CSV Import

- Ideal for large numbers of offline donations
- File must include first name, last name, donation date, and donation amount for each entry
- File must be saved as .CSV (not .XLSX, etc.)
- Data will automatically be matched to fields in the system
 - Use headers that match TicketSignup fields to speed matching
 - Double-check mapping and ignored fields
- Confirm your date format
- Review donations
 - Edit/delete individually and/or add donations





Donations **Report**

- Column to identify manual entry
- Able to export donation list (to include manual donations)
- Each data field exports as an individual column for maximum reporting flexibility.

Number	of Donations	18							
Total Do	nations	\$3,98	0.00						
ID	DONOR		AMOUNT	TRANSACTION ID	DATE	MANUAL ENTRY	RECURRING	ATTRIBUTION	MAN
#79819	Aaron Burr burr@gmail.com 111-111-1111 18476 US		\$275.00		04/23/2024 12:00am EDT	Yes Type: Cash	No	Anonymous Use Designation: R&D	ි Ec
#79834	George Washington george@gmail.com 234-345-6543 19487 US		\$300.00		04/21/2024 12:00am EDT	Yes Type: Check Check No: 782	No	Anonymous Use Designation: Progams	C Ec
#79960	Fanya Lane flanec@chicagotribun	e.com	\$10.00		04/18/2024 12:00am EDT	Yes	No	Anonymous	Cơ Ec
#79818	Alexander Hamilton hamilton@gmail.com 111-111-1111		\$1,500.00		04/17/2024 12:00am EDT	Yes Type: Check	No	Anonymous Use Designation: R&D	C Ed



79834 Geo 79960 Fan 79818 Alex 79958 Chry 79949 Lilia 79950 Latr 79951 Reg

Setting Up Seats For Dinners & Galas

- Use a *Custom Question* to set up available tables (or seats)
- Ask of every ticket holder
- Either require response, or plan to assign on-site
- Use Radio Buttons
- Add a limit to each table (based on table capacity)
- Upload a mockup of the table layout



	Which Table do you want to sit at? * Dinner Ticket Dinner Ticket – Ticket #1 Table 1 Table 2 Table 3 Table 4 Table 5
	This response can be only be selected a maximum of 1 time, but was selected for 2 tickets.
	Dinner Ticket Dinner Ticket – Ticket #2
	Table 1
	O Table 3
	 Table 4 Table 5
	This response can be only be selected a maximum of 1 time, but was selected for 2 tickets.
Continue	Back

* <u>*</u> *	() Table 1 () Table 2
	 ▲ Table 3 ↓ Table 4 ↓ Table 5
	Dinner Ticket Dinner Ticket – Ticket #2
	Table 1 Table 2
	● Table 3 ○ Table 4 ○ Table 5

Assigning Seats **On-Site**

To assign some or all of your table on-site, follow the steps below

- If assigning all tables on-site, set Custom Question as an "Internal Question"
- Set Custom Question to "Ask Each Ticket Holder"
- Enable and download the Tickets App
 - Available for Android and IOS



Text Field Boxes Buttons	Yes / No			
Question Text				
Which Table do you want to sit at?				
Do not ask for sensitive information such as credit card informatio programs such as PCI, HIPPA, etc.	on, SSN, driver's license, or health informat	tion. User responses are not stored in an e	ncrypted manner that would	I comply with compliance
Presible Responses				
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Assigning Seats **On-Site**

- Event Settings -> Select Your Preset -> Ticket: Change Settings: Click to Allow Ticket Info Edit
- Event Settings -> Select Your Preset -> Ticket View Settings: Click to Show the Table Assignment Question
- Event Settings -> Select Your Configuration -> Check In Steps: Click Update Ticket Info
- Assign table on-site at Check-In
- Needs an internet connection to ensure no duplication



Thank You For Joining Us Today

For more information, visit us online at: givesignup.org • runsignup.com • ticketsignup.io



Subtitle Goes Here • Roboto Italic 15pt

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Today's **Agenda**

- Section Title for Topic Number One
- Section Title for Topic Number Two
- Section Title for Topic Number Three
- Section Title for Topic Number Four
- Section Title for Topic Number Five
- Section Title for Topic Number Six
- Section Title for Topic Number Seven

Hear From Our Customers

Jane Doe • Job Title Goes Here Company Name Goes Here

"Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nec arcu orci. Curabitur aliquet, felis id varius sodales, odio turpis dignissim eros, et ultricies purus erat non elit. Sed purus magna, efficitur euismod est condimentum, tincidunt eleifend odio. Phasellus sed dolor quis est mattis facilisis in non tortor. Pellentesque ex nibh, eleifend sed urna et, mattis interdum diam."

We Are Event Technology Experts

Our Mission

To make it *free and easy* for small businesses and nonprofits to generate more revenue, grow their events, and engage their attendees.

We create *free and easy-to-use* event software that you can fully control.





First Name Last Name,

Title to Go Here







Speakers







First Name Last Name,

Title to Go Here

First Name Last Name, Title to Go Here First Name Last Name, Title to Go Here

Page Title Goes Here

A couple of short sentences or bullet points about the displayed screenshot go here.

Limit the number of words for maximum retention.



••• Section Title Goes Here Page Title **Goes Here**

Topic Title Goes Here:

Month 00 • Lorem ipsum dolor sit amet Month 00 • Lorem ipsum dolor sit amet



• • • Section Title Goes Here

Page Title Goes Here

This layout is for use with two columns of text and no images or screenshots.

- This layout is best for content with short, bulleted list items
- Use as little text as possible
- Slides should be a visual aid to what you're saying

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••• Graphic Elements For Use

lcons





Generic







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••• Graphic Elements For Use Stat **Bubbles**

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- Select "Upload from computer"
- Click through to where your image file is located on your computer, select the file, and hit enter.



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••• Graphic Elements For Use

Screenshot Photography

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