

# Temple Theatre Box Office Services

The Temple Theatre operates using Choice Ticketing Systems. Through Choice Ticketing Systems, the Temple Theatre has the ability to sell event & series tickets via the phone, internet, or walk-up.

Temple Theatre Box Office Features Include:

1. Through use of Choice Ticketing Systems, the Temple Theatre can provide organized ticketing, reports, and demographic information on demand and with high accuracy for the promoters use with zero time investment on the promoter's behalf.
2. The Temple Theatre would be able to provide all financial reports on demand to the promoter. This can include Series Sales Reports and Single Ticket Sales Reports which can be broken down into reports by: Price Section, Price Group, Discount Codes, Advertising Source, Zip Codes, Payment Type and Summary reports. Reports are also available according to specified time periods.
3. Thorough database management would be provided to the promoter. Database entries would include all past and present season ticket holders, single ticket holders and complimentary ticket holders. Information collected during ticket sales includes: name, address, phone, entertainment interests, e-mail, payment type, credit card information (to expedite credit card purchases), advertising sources, and if they bought tickets through presale or at the door. Additional information can be collected depending on the demands of the promoter.
4. Obtained e-mail addresses can be used for easy and frequent communication with event ticket holders. As an added bonus for season ticket holders, the Temple Theatre may choose to offer promotional discounts to them via e-mail for other events.
5. All database information can be provided to the promoter in the following formats: hard copy, labels, Outlook Contacts folder, ASCII file, DBF file, or Excel file.
6. All tickets can be printed "on demand." This allows the promoter to control its inventory of sold & unsold tickets.
7. The promoter would be able to acquire consignment tickets from the Temple Theatre in order to provide potential ticket outlets and stakeholders hard tickets to sell.
8. Season & individual tickets would be customizable. The promoter would have four lines (34 characters each) for event names and performers.
9. By using the Temple Theatre Box Office, customers would be able to utilize expanded box office hours at a location that is well known and easily accessible. These hours include: Monday – Friday 8:00am – 6:00pm, Saturday's 10:00am-5:00pm (Labor Day through Memorial Day only) and walk-up sales at the event. The Temple Theatre has multiple staff members that are available throughout the day to complete ticket sales.

10. Customers would also experience a more convenient and efficient purchase process. After one purchase, each of the customer's information would be saved in the database. This allows our box office to expedite the sales process by not having to collect credit card numbers and mailing information multiple times. It also allows the box office to offer personalized service to each and every customer, including reprinting lost tickets, exchanging tickets, and correcting any ticketing issues by using ticket records in the Choice Ticketing System.
11. Methods of payment would include cash, check, MasterCard & Visa.
12. Internet Ticketing is also available through [www.templetheatre.com](http://www.templetheatre.com). The customer can pick their seats and look at the view of the stage from their section.
13. All phone and walk-up ticketing fees are built in to the cost of the ticket. We charge \$.08 per ticket printed, 4% service charge for every purchase and 3% for all credit card purchases.
14. Internet ticketing fees are the same as listed in #13, but there is an additional \$3 per ticket fee that is charged directly to the purchaser. This \$3 fee is passed on directly to ticket processing company.