ShowUpTix FAQ

1. How does our organization submit event descriptions and images for events we would like to sell online tickets for?

2. How does our organization submit a full price ticket offer for sale through ShowUpTix?

3. Where can I check our organization's ShowUpTix ticket sales?

4. How long does it take to have a ticket offer posted on ShowUpTix?

5. We need to give a customer who bought a ticket through ShowUpTix a refund, what's the procedure?

6. A customer had technical difficulty with the site and has duplicated his or her purchase, what do we do now?

7. How do I make changes to events listed through ShowUpTix?

8. It's after hours, how can we stop online ticket sales?

9. When will our organization receive payment for online ticket sales made through ShowUpTix?

10. How do we prepare for an event that we have sold tickets for using ShowUpTix?

11. How can I download a transaction log and open it using Excel?

12. How can we increase or decrease inventory amounts for events we are selling online tickets for?

Answers:

1. Our ShowUpTix listings are dependent upon your event being listed on Showup.com. You may submit events to Showup.com at any time and as far in advance as you'd like. Events can be submitted two ways: online, by filling out our submission form (http://showup.com/?app=submitMain) or by emailing a detailed press release containing ALL pertinent event information (and images if you have them) to events@showup.com. It may take up to two weeks for an event to post on Showup.com, so we advise sending this information to events@showup.com as far in advance as you can. Do not send event information to any other email addresses. If event information is sent to any email address other than events@showup.com, it may not be logged for entry on to Showup.com.

2. The fastest way to submit a Full Price Ticket Offer is by completing our TIX Setup form and submitting it via email or fax. These forms are simple interactive PDF forms that are available online here: (http://www.allianceforaudience.org/TIXmarketplace.htm)

3. Real time sales reports for ShowUpTix users are available at http://www.showuptix.com/reports/login.asp. Your username and password was

provided to you at the time of initial setup. If you've forgotten your username and password, you may retrieve it by using the "Forgot Your Password?" link at the login page. Sales summaries provide overviews of sales that can be queried by date or event name. Transaction logs provide your organization with a detailed list of transaction information, including customer information. Transaction logs may be queried by event name, event date, customer last name, or by report date.

4. The amount of time it takes to post a ticket offer through ShowUpTix depends on whether or not an event has been posted to ShowUp.com. If an event has not been posted or submitted to ShowUp.com, have to go through that process before ShowUpTix work can begin. If an event is posted on Showup.com, we require two weeks notice before the on sale date of your ticket offer.

5. ShowUpTix purchase pages all state the following: "All sales are final. No refunds, transaction cancellations or exchanges will be issued. Please note that the charge on your credit card statement will appear as ShowUpTix." If your organization decides to grant a customer a refund, please notify Alliance for Audience as soon as possible.

6. Duplicate purchases are handled at the discretion of Alliance for Audience. If a customer reports a duplicate purchase to your organization, please notify Alliance for Audience immediately with as much information as possible.

7. All changes to event descriptions or images must be made by emailing events@showup.com. If the changes involve an emergency cancellation, please use the "Quick Cancel" feature at http://www.showuptix.com/reports/login.asp to immediately stop sales for an event.

8. You have access to a "Quick Cancel" feature by logging in to http://www.showuptix.com/reports/login.asp to immediately stop sales for an event at any time. You may click on the white x next to the event you wish to cease sales for. Please note that this access is usually available 24/7, however there may be times during which site maintenance may prevent access to this site. If you use the quick cancel feature for any event, please notify Alliance for Audience in writing that you have done so.

9. Alliance for Audience usually settles on Wednesdays for the prior week's sales. However, these settlements may be affected by extenuating circumstances. To see detailed payment scenarios, please review the ShowUpTix policies and procedures.

10. As soon as ticket sales stop for the event that you have had on sale through ShowUpTix, you are able to access complete reports for your box office or ticket fulfillment needs. We recommend that once your tickets have gone off sale, that you log in to our reporting system at http://www.showuptix.com/reports/login.asp and run a current **transaction log** for the event that has gone off sale. To do so, click on "Transaction Log" under the current reports header. Then select the event you would like to run a report for from the pull down menu next to "Event:" and enter the event date that you would like to run the report for (this is only necessary if you have more than one date on sale for you event). This report will give you a detailed list of every transaction processed for your event (including the number of tickets they purchased, contact information and date of purchase). We recommend that you click on the "Print Version" link at the top of this report to create a printer friendly version of this report that you can print and have with you at your box

office. Our system will send reminder emails that sales have completed for an event you have had on sale at 5:00pm on the day of completion.

11. The "Download Data" link is a powerful tool that can be used to help your organization use and manipulate the information ShowUp.com provides you. As you may or may not know, ShowUp.com users are asked whether they would like to receive further communication from your organization once they purchase a ticket through ShowUp.com for one of your events (Opt In). Rather than manually copying the email addresses of those users who have asked to be contacted further, the "Download Data" tool is an easy way to collect all of that information and import it into Microsoft Excel. Simply follow these steps:

    - Log into the ShowUpTix.com reporting system at http://www.showuptix.com/reports/login.asp.
    - Click on "Transaction Log" and enter the criteria that you would like to search by. You do not need to complete all of the fields. In fact, if you leave every field blank in the Transaction log and click on "View Report," you'll be given a detailed report of every transaction Showup.com has ever processed for your organization.
    - Once you have run the report that you would like to download, click on the "Download Data" link towards the top of the report.
    - Clicking on this link should open a dialogue box. Be sure to select "Save to Disk" or "Save As" and make a mental note of the name of the file or rename the file to something you will remember. Also make a note of where this file is being saved. You may want to save it to your desktop or Documents folder so that you can easily find the file.
    - After saving the file, we suggest you launch Microsoft Excel (or comparable spreadsheet program) and go to File>Open, then navigate to the saved report.
    - This will open the file in Excel. If you see a dialogue box, simply click on "Finish" and your transaction log will then be accessible in Excel.
    - After completing these steps, you are able to sort by column headers like last name, purchase date, Organizational Opt In, etc. Be sure to save your file as an Excel file to save all of your changes to this report.

12. Changes to an original ticket offer **must** be submitted in writing by emailing tix@showup.com. You may also call the ShowUp.com office, however you will be asked to document your request in writing. To increase inventory, email the name of the event, the number of tickets you would like to add, and the date to which you would like to add them. Use the same steps for an inventory decrease. If the decrease needs to happen after hours, we recommend you use the "Cease Sales" function online at http://www.showuptix.com/reports/login.asp to immediately stop sales for the event until the correct inventory can be entered.