

## Preferred Partners & Advanced Service Solutions

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### Payment Card Processing - Merchant Services, and or Gateway Provider

**Payment Logistics** offers the most innovative end to end payment integration service for merchants. As an all-in-one payments partner, Payment Logistics will prepare TicketReturn clients for the future with simple, reliable, and secure payment processing technology.



The partnership between TicketReturn and Payment Logistics offers TicketReturn Clients with the following solutions:

- Flexible Onboarding Options:
  - Full Service: Payment Logistics services as both your merchant service and gateway provider. Streamlined support, eliminated gateway fees, subsidized hardware costs, and guaranteed match, or beat your existing merchant services rates. \*Recommended\*
  - Gateway Only: Use Paygistix with an approved 3<sup>rd</sup> party merchant services provider
- EMV Chip and Pin, and Chip and Signature processing
- 24/7 U.S. Based Support by Payment Logistics employees (no 3<sup>rd</sup> parties!)
- Transaction Processing, Authorization, and Settlement
- Payment Card Vaulting Features including Automated Recurring Billing (ARB)
- Fraud Prevention Features

For more information about Payment Logistics, visit: <https://paymentlogistics.com/>.

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### Self-Service Ticketing Kiosks



As one of the market leaders in self-service ticketing kiosks, Livewire provides proven expertise in design engineering, application development, integration, manufacturing, and field support for even the most sophisticated self-service platforms. For more information about Livewire, visit <http://livewiredigital.com/>.

When integrated with TicketReturn, fans experience a seamless online ticket buying experience right from the clients' website with:

- Self-service ticket purchases and will call
- Expanded automated sales footprint
- Custom implementations to include indoor, outdoor, and through-window installations
- Reduced labor costs and improved fan and patron event attendance

For more information about Livewire, visit: <https://livewiredigital.com/>.

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## Group Ticket Sales & Event Management

**Groupmatics** is a state of the art online group ticket sales and event management platform making group ticket sales FAST, CONVENIENT, and EASIER than ever before. Whether you're the Group Sales Manager, Account Representative, and or Group Leader, Groupmatics serves as a valuable marketing tool to help your organization uncover new revenue.

When deployed with TicketReturn, the Groupmatics integration offers TicketReturn clients with the following benefits:

- Real-Time Inventory Management
  - Easily Manage Group Holds and Pricing
  - Seamless Customer Sync
- Branded Group Portal Experience for Each Group Account
- Enhanced Group Sales Reporting & Analytics
- Social Media Integration



For more information about Groupmatics, visit: <http://www.groupmatics.com/>.

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## Direct Email & Sales Conversion Tracking



**Bronto** provides advanced email marketing services to more than 3,500 organizations worldwide.

When deployed with TicketReturn, Bronto receives ticket customer data automatically, which:

- Eliminates the need for manual export of data
- Enables advanced email targeting based on customer purchase history
- Establishes real-time conversion tracking reports of sales realized from each email campaign
- Support for Order Service Platform including real-time order tracking, reporting, and enhanced workflows

For more information about Bronto, visit: <http://www.bronto.com/>.

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## Loaded Value Ticketing

**TicketReturn** applications are compatible with the following Loaded Value Ticketing solutions which allow fans to pay for food, beverages, and merchandise venue-wide with a ticket barcode.

When deployed with TicketReturn, **Stadis** and **givex** products will receive ticket transaction data automatically, which:



- Eliminates the need for manual export of data
- Establishes the cash value of tickets sold online or at the Box Office
- Allows concession personnel to scan barcodes as a valid payment type
- Debits the cash value of each barcode until the value is expended

For more information about **givex** and **Stadis**, visit: <http://web1.givex.com/> or <http://ims-pos.com/>.

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## Customer Relationship Management (CRM)

**MTP Software** provides advanced Customer Relationship Management (CRM) services through its SCORE CRM solution. SCORE CRM is a fully hosted CRM solution that brings the Sales Office and Box Office together through an INTELLIGENT integration process.

When deployed with TicketReturn, SCORE receives ticket customer data automatically, which:

- Real-Time Integration
- Eliminates the need for manual export of data
- Creates ticket-purchaser prospecting records
- Supports access to Box Office sales



For more information about MTP and SCORE CRM, visit: <http://www.mtpsoftware.com>.

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## Barcoded Season Ticket Card Production



**Integrated ID Systems (IIDS)** is a leader in digital ID systems and the preferred provider of bar-coded ticket cards for TicketReturn clients. Card-access ticketing can eliminate the need for costly books of pre-printed tickets and enables fan-friendly online ticket management services from TicketReturn.

IIDS card production is included with all TicketReturn service installations, including:

- Card design assistance
- Automatic transmission of card production data from TicketReturn to IIDS
- Digital printing of cardholder information, including background design, cardholder name, seat location, etc.
- Secure barcode generation for each card, compatible with TicketReturn access-control and attendance reporting services

For more information about IIDS, visit: <http://www.integratedid.com/>.

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## Thermal Ticket Printers

TicketReturn software applications are compatible with thermal ticket printers manufactured by **Boca Systems**, **Practical Automation** and **DataMax**.

For more information, visit:

<http://www.bocasystems.com/index.html>

<http://www.practicalautomation.com>

<http://www.datamaxcorp.com/>



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## Barcode Scanning & Access Control



**Janam Technologies LLC** is a provider of rugged, handheld computing devices for mobile workers. Janam combines deep industry knowledge with advanced technologies to deliver products and accessories that increase productivity, reduce costs and improve customer satisfaction. Janam's optimized ticket scanners are used by major sports and entertainment venues, which include lens filtering for outdoor use and laser-targeted aiming assistance.

For more information about Janam, visit <http://www.janam.com/index.php>.

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## Ticket Stock & Printing Materials

**Indiana Ticket Company** is a leading printer and provider of point-of-sale thermal tickets, reserved seating ticket books, reserved seating ticket sheets, roll tickets, sheet and strip tickets, redemption tickets, and wristbands. They also manufacture many special print products for commercial markets.



For more information about Indiana Ticket Company, visit: <http://www.indianaticket.com/>.

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## Payment Card Authorization Gateways

TicketReturn supports payment card processing via any merchant service that is compatible with at least one of these industry-leading authorization gateways: **Authorize.Net**, **CyberSource**, **PayPal/PayFlow Pro**, **Elavon**, and **TouchNet**.

For more information about these secure, Payment Card Industry (PCI) certified providers, visit:

<http://www.authorize.net/>

<http://www.cybersource.com/>

<https://www.paypal.com>

<http://www.elavon.com>

<http://www.touchnet.com>

<http://www.worldpay.com/>

[https://www.firstdata.com/en\\_us/home.html](https://www.firstdata.com/en_us/home.html)

<https://www.bluefin.com/>

