

Ticket Services Information 2009-2010

Effective through June 30, 2010

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Overview

The Ticket Services Department provides a professional and reliable, full-service ticketing operation to Portland Expo Center clients. When contracted, we oversee all aspects of event ticketing and sales including ticket design and set up, ticket printing, advance ticket sale arrangements at remote outlets if requested, day-of-event ticket sales, daily ticket statements and final ticket reconciliation. We handle all of our own cash needs.

Staff

Our staff has an average of 12 years professional ticketing experience and have proved themselves to be honest, reliable, knowledgeable and customer-friendly.

Ticket System

MERC utilizes an in-house computerized ticketing system from Tickets.Com. It is a ProVenue Max system, which is flexible, easy-to-use and allows fast transaction speeds. The system delivers security, data integrity and reliability to our ticketing operation and offers reports ranging from the simple to the sophisticated, tracking sales on a daily and run-of-show basis.

Ticket Design

A wide variety of options are available for the front-of-ticket design. You may include standard show information, add sponsor names, submit a logo or other design specific to your event to include on the ticket front, or even add a sponsor coupon to the right ticket stub, which the ticket buyer can redeem at a later date. When submitting information for ticket design we need black and white line art sent in actual size, 200-300 dpi resolution, photo shop TIF, JPEG, BMP, PSD or EPS files.

Advance Sales

If desired, we can arrange for your event tickets to be sold in advance through [TicketsWest](#). The ticket agency sells tickets at their many outlets, over the phone and over the internet. [TicketsWest](#) will add a service charge to the ticket price that is paid by the ticket buyer at point of purchase. If you contact us, we can provide you with timely updates on advance sales.

Current Departmental Charges

For all of the above listed services the licensee shall pay a per ticket charge for each ticket printed (currently \$.12) plus the prevailing hourly labor fees for a box-office supervisor (\$25.75) and ticket seller(s) (\$19.50). Ticket sellers work on a minimum 4-hour shift. We make every attempt to keep your cost to a minimum, schedule judiciously and cut back staff as show traffic warrants.

Supervisor charges begin a half hour before the ticket sellers call time and end an hour after ticket sales stop.

Ticket sales begin thirty minutes before the show opens each day and stop an hour before the show closes unless other sale times are requested.



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User Fee

The User Fee establishes a funding account for the Expo Center's Phase III projects which include the realignment of South Access Drive, additional parking stalls, and eventual replacement of Exhibit Halls A,B,C and related improvements. The User Fee is currently assessed at 6% of tickets sold with a minimum of \$.50 per ticket. Ticketed events that *both* sell fewer than 3,000 tickets *and* generate ticket sales of less than \$15,000 are exempt from the User Fee. Funds generated through this fee will not be available to the Expo Center's operating budget but are held in a restricted status and available only for Phase III expenses. Adding \$.50 to the admission ticket price for an event typically is the best method of accounting for this expense.

Questions or Service:
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