



Overview

Ticketing services are professional and reliable at the Portland Expo Center. A full-service operation, all aspects of ticketing are handled by Expo including design, set up and printing; advance, day-of-event and remote sales; daily ticket statements and final ticket reconciliation.

Staff

Expo ticketing staff has decades of professional experience and customers have come to know and rely upon their expertise and exceptional customer service.

Ticket System

The Portland Expo Center 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, including standard show information, logos and sponsor names and coupons. Please submit black and white line art in actual size, 200-300 dpi resolution, photo shop TIF, JPEG, BMP, PSD or EPS files.

Advance Sales

If desired, we can arrange for event tickets to be sold in advance through TicketsWest. The ticket agency sells tickets at 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. Please feel free to contact us for 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) (\$20.25). Ticket sellers work on a minimum 4-hour shift. Every reasonable attempt is made to keep costs to a minimum, and schedules are organized judiciously, allowing for reductions in 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.

User Fee

The user fee supports funding 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 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.