



Thank you for your interest in *accesso's* products and services. Our solutions are designed with ease of use in mind and a focus on ensuring our clients are well positioned for the future. The attached documents provide more detailed information on all of our comprehensive ticketing products and services. As you move forward and evaluate our products and services against other providers please keep in mind a few of our key differentiators:

Hosted Solutions: All of our solutions are hosted by us on our servers in a world class data facility and connected to you via the internet. This can be a huge advantage for smaller venues that likely have limited IT staff to support server infrastructure and ongoing maintenance/security requirements. Since we take care of the software hosting, you can stay focused on your business instead of worrying about servers.

Client Support: With *accesso*, you will receive training AND will be assigned a Client Services Manager that will be your on-going support including loading new tickets or products into your system, a somewhat complex task with any electronic ticketing system. This turnkey support is a key differentiator when considering our services fee versus what is provided as part of a software licenses with other providers.

Management Experience: We are on the other end of the line each day should you have any questions about your system or simply want to brainstorm the best way to handle a marketing promotion. Our management team has extensive ticketing experience, including a combined total of more than 30 years of Disney experience. We bring all those resources to you as part of your daily service.

We pride ourselves on delivering a truly exceptional solutions platform. Our eCommerce and online functionality won the IAAPA 2008 Best New Product award. This honor elevates our position as a top provider of online ticketing. Our technology is proven with nearly 5 million attraction tickets being sold online per year.

To schedule a demonstration to see why we are moving to the forefront of ticketing for theme parks, sporting events, water parks and zoos, please don't hesitate to contact me directly.

Thank you,

TJ Christensen

Director of Business Development

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Why Choose **accesso**?



Affordable

With no Upfront License Fees or Per Station Charges, operating your ticketing system on five stations or fifty is all the same with **accesso**. Need more sales terminals? Pay no additional fees, just add the computers and connect them to the internet.



You are in the Drivers Seat

While other providers require upfront license fees that commit you to their services for years to come, working with **accesso** is an ongoing service agreement that keeps you in control of your ticketing system.



Fully Hosted

No expensive or temperamental servers to maintain. Connect your **accesso** ticketing solution to the internet and we handle the rest -- 24 hours a day, 7 days a week so you can stay focused on your operation. The **accesso** system is managed by the world's largest hosting provider, *Rackspace*, on its award winning zero downtime network.



Ticketing Simplified

The user experience comes first in **accesso**'s applications. Training seasonal staff is a breeze with our simplified, intuitive front gate system. Guests shopping your website will find themselves using the most advanced and easy-to-use eCommerce system in the industry. Manage back of house ticketing operations with a single, integrated management application.



State-of-the-Art Technology

accesso applications are designed and operate on contemporary architecture with the flexibility to adapt to your specific business requirements. Our state-of-the-art design allows us to keep your solutions updated with the latest marketplace trends while maintaining the ease of use that is **accesso**'s hallmark.



Today's Consumers Prefer to Buy Online, not In Line

Evaluating a ticketing system's online capabilities and success should be at the forefront of any attraction's business objectives. eCommerce is the foundation of the **accesso** solution, not an add-on. Ask for a demo and see for yourself why **accesso**'s online solutions have sold billions of dollars in theme park tickets.



Make More Money

Your ticketing system is more than a transaction system; it's the gatekeeper of marketing and sales success. From dynamic upsell and cross-sell features to email marketing, driving revenue takes center stage throughout **accesso**'s solutions.



Attraction Ticketing is Our Specialty

The **accesso** team knows what it takes to deliver strong per caps and high guest satisfaction results. Our management includes leaders with more than 30 combined years of top tier attractions experience including Disney Parks and Six Flags.



Client Service During YOUR Business Hours

With **accesso anytime** support, our expert staff is available to support your needs 24 hours a day, 7 days a week. Your business hours are our business hours. Whether you need assistance launching a unique weekend promotion or handling a guest's special request, the **accesso** team is always only a phone call away.



Proven Success

The solutions now offered by **accesso** have been powering successful ticketing operations for nearly a decade with some of the biggest names in the attractions industry. Six Flags theme parks across North America, The Columbus Zoo and Aquarium, Elitch Gardens, USS Midway Museum, Pacific Park and many other top venues choose **accesso**.





accesso SHOPLAND offers the most state-of-the-art print-at-home and eCommerce solution available to the attractions industry. Powering more than four dozen attractions across North America and delivering more than five million print-at-home tickets per year, *accesso SHOPLAND* is a proven success. In fact, the revolutionary features offered with *accesso SHOPLAND* 3.0 earned IAAPA's 2008 Best New Product Award!

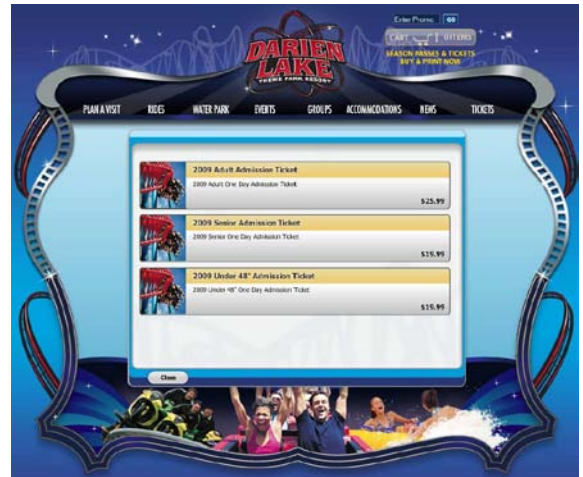
Your guests expect a top quality online experience when planning their leisure activities, so kick-start their visit with a comprehensive online shopping experience that includes advance sales of admission tickets, parking, meal vouchers, tours, merchandise, cabanas, birthday parties and more.

Allow your most valued members and passholders to purchase or renew online, offering the level of service they expect while cutting down on challenging front gate bottle-necks.

accesso SHOPLAND seamlessly integrates ticket sales and ecommerce with your attraction's website by adding only a few simple lines of code. Whether you choose to utilize *accesso SHOPLAND* with your existing onsite ticketing system or capitalize on our fully integrated solution, your venue will immediately reap the benefits of our award winning print-at-home ticketing and eCommerce solution.

"accesso's breakthrough technology has played a significant part in moving online ticketing to the forefront of the Six Flags marketing strategy."

Mike Antinoro
EVP, Marketing & Entertainment
Six Flags Theme Parks





Ticket Sales

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Generate secure, bar-coded print-at-home tickets that can be validated directly at your front gate
- Customize ticket layout and design to reflect your venues business needs and brand
- Validate promotional codes through key word or barcode entry

Centralized Configuration

- Fully integrated with your overall ticketing system
- Automatically add and remove products from online store when marked active or inactive in central back of house management tool
- Integrated with access control to allow for immediate validation of purchases made through the online store

Payment Control

- Accept multiple forms of payment types
- Restrict payment types and amounts
- Report all payments types and amounts taken vs. tickets sold
- Set dynamic tax rules
- Integrated credit card processing using our PCI Level 1 gateway

Key Features

- Provide a cohesive browsing & buying experience on your website that seamlessly represents your brand
- Integrated within your website through a few simple lines of HTML
- Place sales buttons throughout your site to maximize sales revenue
- Organize products by keyword within the online store
- Utilize online calendar to sell time/date specific products
- Incorporate web sales of in-park items including parking, meals and merchandise
- Streamline reservations for resource managed products such as; birthday parties, cabana rentals and specialty tours with easy online reservations
- Allow season passholders/members to renew online
- Customize images and descriptions for each of your online products
- Drive increased revenue with dynamic product suggestions and upgrade messaging throughout the web storefront
- Send customized online receipts and e-mails to guests immediately after their purchase
- Fully support marketing promotions through discount and promo codes
- Allow guests to activate pre-distributed tickets via the online store
- Set and configure delivery methods
- Track product and promotion effectiveness from all sales channels through a large array of reporting tools
- Track customized guest demographic data
- Prompt users to enter demographic data and offer options based input.
- Provide your guests with telephone support from skilled, multi-lingual operators, available 24 hours a day, 7 days a week to assist with any questions about the online purchase process





Tired of a clunky hard to use Point of Sale system? Long complicated training sessions for front gate employees become a thing of the past with *accesso* EXPRESS, our streamlined, full featured front gate application focused on driving improved sales results. Designed for ease of use, your staff will be selling tickets after only a brief training session.

Reinforce your sales training through automated prompts in *accesso* EXPRESS to encourage up-selling to season passes or other promotional products, all while allowing quick, simple and efficient front gate operations that keep your lines moving fast!

Designed for ease of use, your staff will be selling tickets after a brief training session.

The screenshot displays the *accesso* EXPRESS Point of Sale interface. On the left is a sidebar menu with options: F1 General Admission, F2 Season Pass, F3 Season Pass Upsell, F4 Feature Shows, F5 Promo Codes, and F6 Upsells. The main area shows a list of ticket types with their prices and quantity controls:

Ticket Type	Price	Quantity Controls
Child Ticket	\$25.00	+5, +10, -, +, 0
Daily Admission	\$50.00	+5, +10, -, +, 0
Military Ticket	\$15.00	+5, +10, -, +, 0
Season Pass	\$100.00	+5, +10, -, +, 0
Senior Ticket	\$15.00	+5, +10, -, +, 0

A red box highlights the Season Pass entry, which includes a description: "Your Season Pass provides unlimited park visits during the 2009 season! Plus you'll get to enjoy 10 great top name concerts with included with park admission!". A red arrow points from a text box to this description.

Display ticket entitlements and product descriptions without having to leave the sales screen.

At the bottom right, a shopping cart summary shows:

Item	Amount
Sub Total:	\$0.00
Tax:	\$0.00
Fees:	\$0.00
Total:	\$0.00

Payment options at the bottom include Cash, Credit, and Other. The interface also shows a "Refund" button at the top and a "Log Out" button in the top right corner.





Ticket Sales

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Validate promotional codes through keyword or barcode entry
- Print user-defined tickets with barcodes at POS stations following the successful purchase on a receipt printer for guest to proceed directly to the gate
- Customize ticket layout and design to reflect your venue's business needs and brand
- Support a wide range of ticket stocks

Centralized Configuration

- Fully integrated with your overall ticketing system
- Automatically add and remove products from POS when marked active or inactive in central back of house management tool
- Administer the access level of users across your operation
- View user login information
- Maintain a centralized user database with password expiration and history controls
- Integrated with access control to allow for immediate validation of purchases made through any sales interface at the front entrance
- Set and modify user profile, passwords and permissions
- Set login requirements to report sales by station, session, or user across all terminals

Payment Control

- Accept multiple forms of payment types
- Track sales by user, shift or station
- Run cash out reports by cashier
- Pre-assign funds to cashiers as they sign in
- Restrict payment types and amounts
- Report all payments types and amounts taken vs. tickets sold when cashier balances out
- Integrated credit card processing using our PCI Level 1 gateway

Key Features

- Minimize training through a streamlined design focused on ease of use.
- Increase transaction speed with an optional touch screen terminal
- Organize products within keyword categories for easy navigation
- Display ticket entitlements and product descriptions without having to leave the sales screen
- Support marketing promotions through discount or promo codes providing customers access to special offers
- Quickly process promo codes through promo code search or scanning of coupon barcodes
- Set automatic prompts to encourage cashiers to up-sell products
- Prompt cashiers to collect demographic data
- Reduce credit card fraud with the verification of cardholder data, in accordance with payment-processing guidelines
- Continue sales operations during any loss of connectivity (i.e., "offline mode"), using locally-generated order numbers and barcodes. Upon resumption of connectivity to the host, purchases made in the interim will be retransmitted automatically
- Track product and promotion effectiveness from all sales channels through a large array of reporting tools
- Track customized guest demographic data from all sales channels
- Operate *accesso* EXPRESS with any windows based computer software and windows based printer, eliminating the need for expensive and specific computer hardware





With *accesso* ENTERPRISE's season pass/membership processing module you can sell new passes or seamlessly upgrade guests who have already purchased daily tickets by applying their previous payment and collecting the difference.

Renewing passes becomes effortless with our flexible search functionality. Retrieve previous pass holders by name, address, phone number, member number, barcode or order number. By expediting the renewal process you will see shorter lines at your front gate and enhance your most valued guests purchasing experience.

Key Features

- Track pass holder upgrades, renewals, and reprints
- Set season pass/membership expiration dates
- Auto populate current and historical season pass holder information via lookup by order number, barcode, or name
- Credit previously purchased daily tickets to the purchase of a season pass/membership purchase
- Synchronize season pass holder information with relationship management software providers such as Raiser's Edge & Donor Perfect
- Capture and print season pass holder photos on customized ticket stock
- Validate pass holders by displaying their photo on screen
- Apply flexible membership expiration dates for season pass holders
- Integrated with access control to record pass holder usage
- Set and modify user profile, passwords and permissions
- Process high quality season pass/membership ID cards in 4 color or black and white in seconds
- Apply barcodes and photos on plastic card ticket stock

Shorter lines at your front gate will enhance your most valued guests purchasing experience.

Ticket Sales

- Support the sale of season pass/memberships and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Print user-defined tickets with barcodes at POS stations on custom ticket stock following a successful purchase
- Customize ticket layout and design to reflect your venues business needs and brand
- Support custom ticket design and layout
- Support a wide range of ticket stocks
- Validate promotional codes through easy search or barcode entry





Centralized Configuration

- Full Integrated with your overall ticketing system
- Automatically add and remove products from POS when marked active or inactive in central back of house management tool
- Administer the access level of users across your operation
- View user login information
- Maintain a centralized user database with password expiration and history controls
- Integrated with access control to allow for immediate validation of purchases made through any sales interface at the front entrance
- Set and modify user profile, passwords and permissions
- Set login requirements to report sales by station, session, or user across all terminals

Payment Control

- Accept multiple forms of payment types including; cash, and credit card payment for tickets via card swipe or key-entry.
- Track sales by user, shift or station
- Pre-assign funds to cashiers as they sign in - or manually assign by supervisor
- Restrict payment types and amounts
- Report all payments and types and amounts taken and tickets sold when cashier balances out
- Integrated credit card processing using our PCI Level 1 gateway





accesso ENTERPRISE's group sales function allows you easily manage advance ticket sales for group reservations. Capture the critical data you need to ensure a smooth guest experience as well as collect important contact data for future marketing offers and promotions.

With *accesso* ENTERPRISE, challenges with collecting deposits up front or needing generate purchase orders for large groups become a thing of the past. We've built in flexible payment options along with all the other bells and whistles you need because *accesso* ENTERPRISE was designed with the specific needs of the attractions industry in mind.

accesso ENTERPRISE was designed with the specific needs of the attractions industry in mind.

Key Features

- Manage groups by category
- Track and store group history and contact information
- Revise group's guest count upon arrival to the venue
- Generate mailing lists containing all of your groups key information
- Collect deposits and process full order payment upon arrival to your venue
- Manage and track consignment programs
- Establish and manage credit limits by client account
- Print tickets on your choice of stock including, 5-up, 8-up, Boca, or any Windows based printer
- Set and modify user profile, passwords and permissions

Ticket Sales

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Customize ticket layout and design to reflect your venues business needs and brand
- Support custom ticket design and layout
- Support all types of ticket stock
- Validate promotional codes through key word or barcode entry





Centralized Configuration

- Fully integrated with your overall ticketing system
- Automatically add and remove products from POS when marked active or inactive in central back of house management tool
- Administer the access level of users across your operation
- View user login information
- Maintain a centralized user database with password expiration and history controls
- Integrated with access control to allow for immediate validation of purchases made through any sales interface at the front entrance
- Set and modify user profile, passwords and permissions
- Set login requirements to report sales by station, session, or user across all terminals

Payment Control

- Accept cash, credit card payment for tickets via card swipe or key-entry, purchase order, check payment types, or on account
- Track sales by user, shift or station
- Pre-assign funds to cashiers as they sign in - or manually assign by supervisor
- Restrict payment types and amounts
- Report all payments and types and amounts taken and tickets sold when cashier balances out
- Integrated credit card processing using our PCI Level 1 gateway





Imagine implementing real time product and price changes across all sales channels and stations without leaving your office. As a true centrally configured system, *accesso* ENTERPRISE's product management tool puts you in control of your ticket product from start to finish. With its ability to setup, configure and manage ticket packages with a user friendly interface it's easy to see why it's the best in the industry.

Our product management tool puts you in control of your product from start to finish.

Key Features

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Propagate real time product and price changes across all sales channels and terminals from a central system
- Utilize keywords to create and manage categories allowing for easy navigation across all sales channels
- Filter products based on package name, promo code or tracking number
- Build ticket packages with multiple entitlements and venues
- Set up-sell and cross-sell options for given ticket packages
- Load custom images and descriptions for each specific ticket package
- Mark packages as active or inactive
- Manage shipping options
- Manage multiple promo codes
- Employ specific pricing rules to individual customers or categories
- Customize ticket layout and design to reflect your venues business needs and brand
- Set specific date and time expiration for ticket products and time specific offers
- Set quantity limits on ticket product
- Support custom ticket design and layout
- Support all types of ticket stock
- Ability to auto generate or load predetermined barcode inventories that will validate at access control points
- Create an unlimited number of capacity-managed products
- Edit current ticket product
- Customize product name and descriptions that will be displayed along with each product
- Support and configure promotional offers for multiple products and sales channels
- Set variable pricing for your products
- Mark packages as a consignment product, so it will only be display for consignment accounts
- Mark packages as always visible, independent of other package configurations
- Define the rate type for each package
- Define "value" of package separate from base price
- Set quantity rules to allow for comps based on order size





Centralized Configuration

- Fully integrated with your overall ticketing system
- Administer the access level of users across your operation
- View user login information
- Maintain a centralized user database with password expiration and history controls
- Set and modify user profile, passwords and permissions
- Set login requirements to report sales by station, session, or user across all terminals





Offer the speed, flexibility, and ease of use your guests have come to expect with travel and entertainment purchases. Reduce lines at your front gate ticket windows, lower labor cost, and increase guest satisfaction through *accesso BREEZE*, our self-service ticketing kiosk.

Take control of the guest flow at your front entrance by allowing your guests to pick up will call tickets, purchase admission tickets, meal vouchers, pre-loaded gift cards or redeem coupons at strategically located kiosks.

accesso BREEZE also allows you to keep control of the sales transaction by continuing to focus on up-selling and cross-selling products throughout the sales process, helping you drive incremental revenue.

Offer the speed, flexibility, and ease of use your guests have come to expect with travel and entertainment purchases.



accesso



Ticket Sales

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Print user-defined tickets with barcodes at POS stations following the successful purchase on a receipt printer for guest to proceed directly to the gate
- Customize ticket layout and design to reflect your venues business needs and brand
- Support all types of ticket stock
- Validate promotional codes through key word or barcode entry

Centralized Configuration

- Fully integrated with your overall ticketing system
- Automatically add and remove products when marked active or inactive in central back of house management tool
- Integrated with access control to allow for immediate validation of purchases made through any sales interface at the front entrance

Payment Control

- Accept multiple forms of payment types including; cash, and credit card payment for tickets via card swipe or key-entry.
- Capture digital signatures for all credit card transactions
- Reduce credit card fees through acceptance of PIN based debit cards
- Track sales by user, shift or station
- Restrict payment types and amounts
- Report all payments types and amounts taken vs. tickets sold
- Integrated credit card processing using our PCI Level 1 gateway

Key Features

- Provide a highly visual, streamlined touch screen kiosk application design for strong guest acceptance and ease of use.
- Dispense fully bar-coded tickets, allowing guests to go straight to the gate.
- Dispense pre-loaded gift cards
- Provide will call for guests buying online
- Allow guests buying online to reprint their ticket order if needed
- Redeem coupons through an external barcode reader





Eliminate the headache of traditional consignment programs and broaden your sales reach by easily creating customized third party web stores with the look and feel of your own website. With *accesso AFFILIATE*'s self-service "wizard" setting up and managing your third party online stores becomes a snap for your entire sales team. In addition with *accesso AFFILIATE* you'll drive increased revenue with dynamic up-sell and cross-sell messaging throughout your guests purchase process.

accesso AFFILIATE allows you to sell admission, parking, meal vouchers, tours, and merchandise through third party ticket sellers via an exclusive online shopping site. Customize each new client's website with a customized greeting, pricing and options tailored specifically for their needs. Confirm your newly enrolled clients with a full color welcome email, reflective of your brand, including easy one-step instructions for sharing the web and login information with eligible members or employees.

Not only does *accesso AFFILIATE* make it easy to setup an unlimited number of stores, but managing all of your new business becomes easy too. Modify and add products across all stores with a few easy clicks of a button, or keep your program fresh and exciting by sending e-blasts out promoting special offers or seasonal events. With this great compliment to *accesso SHOPLAND* it's easy to see why we have over 4,000 affiliate stores



"accesso Affiliate allows us to rapidly expand our sales reach beyond the traditional consignment approach..."

Debbi Stuart
Director of National Group Sales
Six Flags Theme Parks





Ticket Sales

- Support the sale of general admission, time/date-specific, and capacity-limited offerings as well as season pass and renewal products
- Support multiple venues, entry points, or ticket entitlements
- Generate secure, bar-coded print-at-home tickets that can be validated directly at your front gate
- Customize ticket layout and design to reflect your venue's business needs and brand
- Validate promotional codes through key word or barcode entry

Centralized Configuration

- Fully integrated with your overall ticketing system
- Propagate product changes from a parent affiliate store out to child stores
- Change passwords and transfer accounts
- Automatically add and remove products from online stores when marked active or inactive in central back of house management tool
- Integrated with access control to allow for immediate validation of purchases made through any sales interface at the front entrance
- Set and modify user profile, passwords and permissions

Payment Control

- Accept multiple forms of payment types
- Restrict payment types and amounts
- Report all payments types and amounts taken vs. tickets sold
- Set dynamic tax rules
- Integrated credit card processing using our PCI Level 1 gateway

Key Features

- Custom store design
- Personalize third party sites with a custom greeting and logo
- Username and password protected
- Control product offerings for affiliate's through a central management tool
- Send e-mail confirmations and e-blasts to affiliate partners
- View a list of current affiliates and their details
- Set account level permissions
- Set min/max for client ticket purchases
- Allow season pass/members to renew their passes online
- Customize images and descriptions for each of your online products
- Drive increased revenue with dynamic product suggestions and upgrade messaging throughout the web storefront
- Track affiliate sales performance
- Send customized online receipts and e-mails to guests immediately after their purchase Fully support marketing promotions through discount and promo codes
- Provide your guests with telephone support from skilled, multi-lingual operators, available 24 hours a day, 7 days a week to assist with any questions about the online purchase process



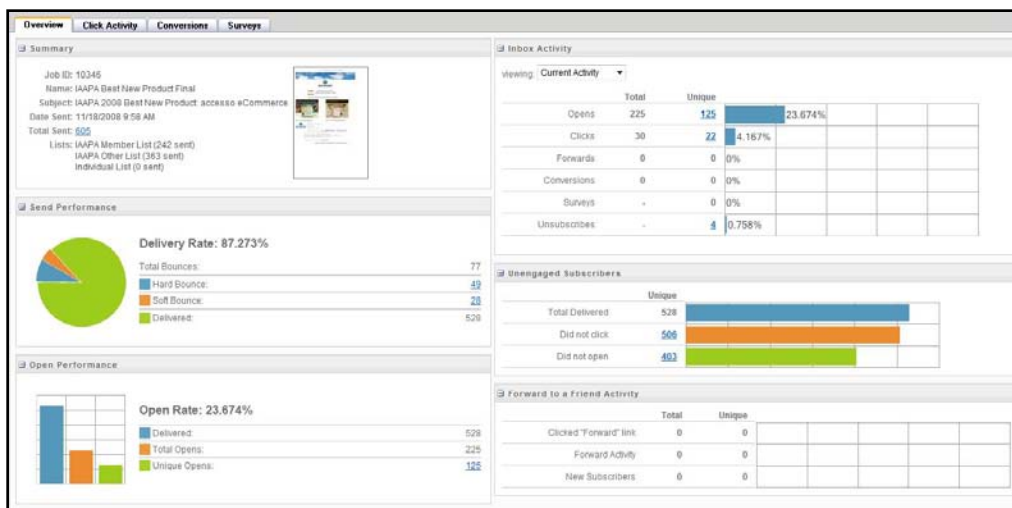


Imagine sending your guests a thank you via email or SMS text message immediately following their visit or providing your most valued guests a special offer for an upcoming event. Why not leverage guest information collected in your ticketing sales transactions or other areas to develop, target, send, track, and manage permission-based email marketing communications. With *accesso DIRECT*, your marketing team can provide relevant, consistent, one-to-one communications, capitalizing on missed marketing opportunities.

Provide relevant, consistent, one-to-one communication, capitalizing on missed marketing opportunities.

Key Features

- Customizable e-mail templates
- Detailed tracking for each e-mail campaign including:
 - Number sent
 - Number received
 - Open rate
 - Click through rate
- Import contact data from Excel files
- Manage multiple distribution lists
- Control your opt-in/opt-out process and ensure compliance with each individual's preferences
- Automate emails, processes and programs, from lead nurturing campaigns to welcome messages with ease.
- Trigger mission-critical messages across communication channels, including SMS, Voice, and Email.
- A scalable architecture to ensure your time-sensitive emails are delivered. Whether you're processing hundreds of transactions an hour or millions a day, our system is designed to scale as your demand dictates.
- Reinforce relationships and dynamically turn your emails into powerful marketing messages that your customers want to receive.





Use our handheld admission control system or choose a full scale Alvarado access control and turnstile solution to deliver a welcoming arrival experience for your guests. With real time information available you can slice and dice data as you see fit.

Further enhance your guest experience and reduce operating costs with optional cutting edge biometric technology to eliminate the need for pass holder photos or re-entry hand stamps. This is the same biometric technology used by major Orlando destination theme parks. A surprisingly affordable option!

With real time information available you can slice and dice data as you see fit.

Key Features

- Improve operational and financial controls by validating purchases made across all sales channels
- Program turnstiles to provide audio and visual validation support
- Scan and record visit usage data for all ticket products
- Scan and record visit usage data for all ticket products
- Gain visibility to real time attendance counts
- Inform decision makers with access to detailed attendance reporting information
- Leverage optional cutting edge biometric technology
- Accept third party tickets at your venues front gate
- Software runs on Windows based PC
- Send email or SMS text messages with hourly/daily attendance counts to a customized distribution list
- Support both physical turnstiles or hand held scanners for validation





With *accesso* SUPPORT MANAGER, we provide a secure, web based solution for real time customer support including order look up, transaction history, refunds and ticket reprints across all sales channels.

Key Features:

- Search for orders multiple ways including name, phone number, and last four digits of credit card
- Review order detail
- Modify specific order elements
- Process refunds
- Reprint tickets
- Track guest inquiry history

We deliver 24/7/365 technical support to your operations and management team for all of our applications.

Account Management:

You'll never be stranded in a calling queue by your ticketing provider again. As a fully hosted solution, we don't leave you with an intimidating user manual for you to navigate on your own.

We friendly, highly trained Client Services Manager is your day to day contact for training, support, questions and more. With *accesso* anytime support we deliver 24/7/365 technical support to your operations and management team for all of our applications. We know our solutions are only as good as the people behind them. Good thing we have the best in the business!

On-line Customer Technical Support

Our world class technical support call center provides your online purchasers with multilingual, expert assistance 24 hours a day, 7 days a week.



Web Based Reporting

With enhanced management reporting tools you are in control of your business minute to minute through secure, real time reporting for sales, revenue and attendance. Export your reports to Excel to slice and dice your data to make informed marketing and product business decisions.

Key Features

- Real-time web based reports
- Access a wide array of standard reports including:
 - Sales Summaries
 - Event Summary
 - Product Mix Details
 - Sales Channel Details
 - State, Zip Code analysis by ticket product
 - Ticket usage reports – average days used by ticket type
 - Analysis of ticket usage by entry point
 - Generate Opt-In, Opt-Out reports
 - Generate marketing campaign lists by ticket type or other criteria
 - Customized report requests quickly delivered
 - Export all reporting results to Excel for further analysis

Export your reports to Excel to slice and dice your data to make informed marketing and product business decisions.



Payment Processing

accesso's Level 1 PCI compliant credit card gateway provides secure processing via the merchant bank of your choice.

Key Features

- High speed authorizations over IP network
- Integrated to a variety of host processors and banking alliances
- Debit card detection processing
- Accepts recurring payments
- XML API for integration with external systems

