



Hitcents Ticket Kiosk Operation Information

Hitcents ticket kiosks are designed to be user-friendly to allow customers to navigate and view information with ease. The following is an overview of how the kiosk functions when a customer accesses it for a transaction.

Kiosk users first choose which sport to view. The kiosk is capable of selling tickets for up to five different activities with additional flexibility in replacing activities when they are in or out of season. Other options available include collecting user information, such as email addresses, for promotional purposes. Kiosks can be used to sell, entertain, inform, educate, or accommodate any other goal as well.

Once an activity is selected the screen displays the yearly schedule for that activity, which includes event dates, times, and opponents or other details. It will also display scores and results for past events. It can be customized to display the entire schedule or just a selection of home games. Administrators can turn ticketing on and off for specific games. The administrator can also designate the date and time to begin or stop selling tickets for a specific event. If tickets are available for an event, a sales button will appear on the kiosk next to that event. Other messages can be displayed to indicate that tickets are not yet available or can only be purchased at the door.

When the user selects to purchase a ticket, they may be given the option to choose the type of ticket to purchase, such as premium seating or general admission. Youth and adult prices are displayed along with the type of ticket, these prices can be set and changed by the administrator also. After a selection is made, or if only one type of ticket is available, the user selects the quantity of tickets desired.

The kiosk then transmits the number of tickets desired to a centralized server. Software on this server determines the best block of seats available based on the quantity requested. The seat information is then transmitted back to the kiosk to be sold to the customer. The screen will display the section/row/seat numbers of the tickets along with the price. A seating chart is available for the user to view exactly where the seats are located in the venue.

The ticket administrator controls which seats are available for sale through the kiosks for each event. Administrators insert seats into the system through section/row/seat numbers. Sections are inserted first, and the administrator can set priorities for each section to control the order in which seats are sold. A range of rows, and seats within those rows, are then inserted for each section, and rows closer to the floor are automatically given greater priority. The seats available on the kiosk can be adjusted instantaneously to accommodate demand. If general admission seating is desired, the administrator can simply designate the number of these seats available. The kiosk ticketing system can also be more fully integrated with an existing ticketing system for an additional fee.



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After the selected seats are displayed, the user can purchase the tickets by inserting a credit card into a card reader mounted on the kiosk. The card is immediately verified and charged the amount designated for the transaction. The card reader can also accept student ID cards and print out tickets based on the validity of those cards. Another option is to allow users to enter promotional codes for free tickets. For more information, see our eFan program information.

Once the tickets are purchased, a thermal printer immediately prints and dispenses the tickets to the user. Ticket stock must be loaded into the kiosk. The kiosk can monitor the amount of tickets left and send notification to the administrator when ticket stock is low. The kiosk can also become out of service automatically if ticket stock becomes unavailable or connection to the central server is lost.

Users can view past event results and real time stats on the ticket kiosks as well. When the kiosk is idle a customizable screen saver appears. Administrators have the ability to add or change photos, text and images to rotate as a slide show for the screen saver.