



TULSA PERFORMING ARTS CENTER

110 EAST SECOND STREET • TULSA, OK 74103
TulsaPac.com / MyTicketOffice.com

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PAC OFFERS NEW SERVICE — TICKETS@HOME

Tulsa, OK. ... The Tulsa Performing Arts Center has enhanced its customer service options to include printing tickets at home. This convenience makes it possible for ticket buyers to have the tickets they purchased immediately in hand without waiting for mail delivery or standing in potentially long lines at will-call windows in the theater.

“**Tickets@Home** allows ticket buyers to proceed directly to the admission doors where the tickets they have printed off-site will be scanned by our ushers,” says **PAC Director John Scott**. “There is a small fee (\$2) for this service, but I’m confident everyone will agree that the fee is well worth it.”

Before Tickets@Home could be implemented, the PAC first had to acquire **Access Control** technology. This consists of hand-held computers that ushers use at entry doors to scan ticket barcodes. The device emits a bell-type sound when a scan is valid.

Although the Access Control and Tickets@Home technology was a significant investment for the PAC, these services help save on the expense of ticket stock and ticket envelopes.

Tickets@Home tickets can be printed on regular 8.5” x 11” paper in either black-and-white or color. The ticket buyer must bring the entire page to the theater to gain entry. If the page is lost before show time, it simply can be reprinted. In the event of fraudulent use of tickets, Access Control alerts ushers at the door.

Another advantage of Tickets@Home is greater flexibility when exchanging tickets is an option. Events that permit ticket exchanges once required that the actual ticket be returned to the ticket office before a new one could be issued. With Tickets@Home, a printed ticket can be de-activated without a trip to the ticket office, or having to mail in the tickets that need to be exchanged. Minimal exchange fees still apply. In addition, Access Control identifies double-seating problems in advance of two patrons trying to take the same seat.

“The public is definitely taking advantage of the new Tickets@Home service and giving it good reviews,” says **PAC Ticket Office Manager Terri McGilbra**. “One ticket buyer was thrilled to be able to buy a ticket online as a present and forward it to her mother who could then print it at home. It really is a time-saving convenience that we hope people will try out in place of their usual ticket-buying routine.”

Tickets@Home/Access Control is a plus not only for the audience, but also for the organizations that present events. The service offers a wealth of useful marketing and development information. Access Control tracks which tickets are or, more helpful yet, are *not* being used.

Tickets@Home is available to all the MyTicketOffice.com partners, including the Robson Performing Arts Center in Claremore, the Performing Arts Center for Education on Tulsa Community College’s southeast campus, OK Mozart events, the Oklahoma City cultural facilities, Rose State College in Midwest City and MyTicketOffice.com’s newest partner, the Oklahoma Jazz Hall of Fame. MyTicketOffice.com is a regional ticketing service founded and operated by the Tulsa Performing Arts Center in March 2006. Tickets to Tulsa PAC events are available on both the MyTicketOffice.com Web site and at TulsaPac.com.

“In the future we hope to be able to offer the latest techno advancement [debuted in another market last April],” says Director Scott. “Like Tickets@Home, Tickets@Phone was developed by our ticketing partner Tickets.com. Tickets@Phone allows you to receive tickets on your cell phone. They also can be scanned at the door!”

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The Tulsa Performing Arts Center is a Department of the City of Tulsa.

