

U OF M TICKETS AND EVENTS (UMTE) AT NORTHROP

UMTE provides an enterprise solution for event ticket sales and registration for arts, public affairs, and academic events. Our service-centered model focuses on collaboration and accountability with our partners and clients and uses our knowledge and passion to be responsive to our patrons.

We work with clients from all over the University and State of Minnesota to build events such as conferences (single or multi-day), concerts, dinners, symposiums, and packages (season tickets).

SERVICES OFFERED

Seating & Events

- » Reserved and General Admission (with multiple components) seating events

Building Your Event

- » Customized to your needs
- » Dynamic pricing for quick adjustments
- » Our staff will handle setting up questions to ask your patrons, promo codes, holds, special seating, consignment tickets, refunds and exchanges, all based on what you want
- » Ability to sell merchandise or items affiliated with your event on our system

Our Staff

- » Our staff is friendly, courteous, and knowledgeable
- » Can be the point of contact for your patrons, so you can focus on the event itself

Ticket Purchase

- » Your patrons can purchase tickets online, by phone, and in person at our ticket office locations at Northrop or Rarig Center
- » You can skip using tickets and choose to simply have your guests reserve a spot (you will receive a list of patrons before your event for check-in purposes)
- » Give your patrons ticketing options such as print-at-home via email, will call, or postal mail

Sales Reports

- » Easy-to-read and customized reporting for your event, emailed according to your schedule
- » Options include general sales reports for quick data checks, and or more detailed customized reports

Ticket Fees

- » Our ticket fees can be paid by the client or incorporated into the fee charged to your patrons
- » All ticket fees are included in the price of admission so there is no confusion by the customer of their final amount they are paying
- » Event set-up fee is \$300
- » Complimentary and consignment ticketing (10% of house) fee is \$.35 per admission
- » Credit Fee is 3% of gross sales, and can be incorporated in the process fee to the patron
- » Process Fee is sliding scale based on the price of the admission, starting as low as \$1 per ticket
- » Facility Fee is \$3 per sold ticket

TICKETS AND EVENTS

612-624-2345 // tickets.umn.edu

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Donations

- » UMTE can set-up and collect donations from your patrons and transfer the funds to the University of Minnesota Foundation
- » A suggested gift option can gently prompt patrons to give a small or large gift while ordering their tickets

CRM

- » CRM ticketing system can capture your patron's detailed activity and history based on your event

Transferring Funds

- » After your event, we use the University EFS accounting system to transfer your net income to your EFS account

Security

- » Your patrons' information is safe with us. We follow the U of M's PCI standards, and don't store your patrons' credit card information on our ticketing system

CONTACT INFORMATION

To set up an event, please contact

Holly Radis-McCluskey

Director of U of M Tickets and Events

Phone: 612-625-0509

Email: radis001@umn.edu.

U of M Tickets and Events

Northrop

84 Church St SE, Suite 013

Minneapolis, MN 55455

Phone: 612-624-2345

Fax: 612-625-4008

Web: tickets.umn.edu

Email: umntix@umn.edu

Hours

Mon–Fri: 10:00 am–5:00 pm, Sat: 10:00 am–2:00 pm

(Closed University Holidays)