

Questions to ask before you buy box office software



Take this to every demo, including ours. Tick what gets a straight answer; write the number down when you get one.

CENTER STAGE SOFTWARE

VENDOR	WHO WE SPOKE TO	DATE
☐ 1	Is this one event, or a patron relationship we need to keep?	
☐ 2	What does the box office need to run on, and what happens if the wifi drops?	
☐ 3	Will you take our odd case live, on this call?	
☐ 4	Platform fee, card processing, monthly cost — all three numbers?	
☐ 5	Can the fee be passed to patrons, and is that our choice?	
☐ 6	Any fee on cash, comps, free tickets, or donations?	
☐ 7	How long are we signing up for, and does it renew on its own?	
☐ 8	Can we export our own data — in what format, at what cost?	
☐ 9	What is included in setup, and what gets quoted later?	
☐ 10	Is editing our own seating chart free?	
☐ 11	Who answers the phone, during what hours, and have they worked a box office?	
☐ 12	How long until someone new can sell a ticket, and what does training cost?	
☐ 13	Scanners, card readers, ticket stock — proprietary or not?	

One thing worth doing before you sign anything: call the support line and see who picks up.

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