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## Commonly Asked Questions about Webtix and Credit Card Processing

**Q.** \$2 a day for the Webtix Rental? There are NO other fees from you AT ALL? No service charges? No processing, etc?

**A.** Center Stage Software doesn't charge any service charges for the Webtix rental. If you go with your current processor for credit card processing, you will be charged your usual merchant discount rate plus the Authorize.net transaction charges (they give you 250 free transactions per month, then they charge .25 per transaction after that). If you don't want to use Authorize.net, you may connect with MerchantPlus as your processor. We can provide you with contact information for our rep at Merchant Plus.

**Q.** There MUST be charges from another merchant account, correct?

**A.** No, It will remain the same using your present credit card processor unless MerchantPlus can give you a better rate.

**Q.** In our home box office, are we doing web orders and thus charged those merchant fees or will our in home computer sales go through our bank card fees that I have set up already?

**A.** When selling in Wintix for your POS and transacting payment using a credit card, the funds are deposited directly to your bank account. The same thing happens when selling online. Your online patron will submit their credit card information using our Webtix rental and when the ticket order is submitted, again the funds will be directly deposited into your bank account. The merchant fees are charged by your credit card processor.

**Q.** What cards are accepted online?

**A.** Any you want to accept. That is determined by your credit card processor's agreement. Center Stage Software is NOT a credit card processor. We have built an interface in order to connect with your present credit card processor using Authorize.net as the online gateway to your credit card processor.

**Q.** Can I add a convenience fee to the ONLINE patron only? The convenience fee would help offset credit card and authorize.net charges.

**A.** Yes, if you want. If you think it's necessary to add a service charge and/or convenience fee, we usually encourage our clients to add a convenience fee to cover the phone or mail orders because a regular human has to be taking down the information. With online ticketing, an electronic robot does all the work. You want to encourage your patrons to buy tickets online, not discourage them. However, it is up to you.

**Q.** We understand that our credit card merchant will charge us for the transaction BUT is our clerk having to make the order as a WEB order, and thus will authorize.net charge us as well?

**A.** No. When doing POS transactions (at the ticket counter, over the phone), your credit card processor has given you a retail or MOTO merchant account (mail order/telephone order). This kind of account identifies the type of risk for each credit card transaction. When doing online ticketing, your processor needs to set up an e-commerce merchant account. All in house POS sales are done through the Wintix desktop application.