VEEZICIZE JANUARY GLOBAL EPISODE Q&A

The following questions were asked during our Live Global Webinar.

You can watch the full recording here. See the questions and answers below.

Subscriptions

In subscriptions, can we charge $0? Can customers use the portal but not have to pay?

Yes, technically you can offer an optional free menu level if you wish.

However, the whole purpose of subscriptions is to charge a monthly fee, vs with loyalty you can charge $0 based on points earned.

Is this a price change for the theatre? Is this just a new name for the memberships?

Yes, there will be a slight price change, more details to follow but along the lines of a small percentage per subscriber.

Can loyalty subscription tickets be limited to one ticket per showtime?

Yes. This is currently possible.

Can customers request/process their refund in the subscription management portal?

No, not for the first rollout but thank you for the feedback. We will add this to the requested list!

Will a customer be able to sign up to more than one level? E.g. free one plus paid one.

No, it will work like it does now. A member can't sign up to multiple membership levels (with a single email address).

Will subscription loyalty replace the current loyalty program?

Yes, this will upgrade the existing loyalty system. However, you will be able to offer all the existing functionality with the addition of subscriptions.

Can we set this up using only the words subscriptions and subscriber? As a nonprofit, our bylaws make using the word "member" problematic…

Yes, we can look at the wording and make sure it's consistent.

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Food & Beverage Online

Can merchandise also be sold online within the self-serve F&B?

YES!

Can customers buy F&B when they are buying tickets? And we can add as a package for online customers in back office?

Yes, you can sell F&B in an online package item that includes a ticket now.

Are the online orders only going to be done through the loyalty program... or will anyone be able to do it on websites?

No, they will be done through V-Tix. Anyone will be able to use the feature.

Will new POS systems need to be purchased?

No, you won't need to replace your existing hardware, but you may need some new equipment to take advantage of some features.

How will orders go to the POS system for us to know they have ordered concessions?

Yes, moviegoers will be able to alert the cinema when they arrive on site (or whenever they would like their order prepared). Orders will be sent to a new kitchen/order screen.

Loyalty

If we have different loyalty programs and we switch someone from one to the other, it doesn't automatically switch them in the system... We must add a support ticket and have Veezi refresh our database. Can it be done automatically?

Yes, if a member wants to change level, they can buy a new membership level and they should change in the system. If they want to change membership levels without a new purchase, you should be able to do this in the Back Office.

Mailchimp Integration

Is there an indicator in MailChimp that the contact came from Veezi (vs. another channel)?

Yes, the contact list for an audience in Mailchimp has the source of the addition to the list.

Do you have any plans to integrate with other marketing campaign tools/software? Such as Constant Contact?

No, not at this stage as we have recently integrated with Mailchimp this year.

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Online Sales Refunds at POS

Will the V-Tix refund work with PayPal in the future?

No, not in the immediate future.

If it's a possibility through PayPal then it makes it easier, but both Veezi and PayPal might need to do some work.

Can we do a refund at POS over the phone? E.g. if a customer cannot come to the cinema.

Yes, this can be done over the phone if a customer calls up

Windcave has contacted all customers to inform us that they are discontinuing support of the Worldpay connection. Does Veezi have a preference between Windcave and Worldpay for merchant processing?

Yes, Windcave is going to give more options moving forward, including online refunds at POS & subscriptions.

Programming Update

Will multi-site drag and drop programming be available?

Yes, by default the new programming grid will include all screens from all sites.

Is there a way to copy an auditorium as opposed to the "copy day" feature?

Yes, you can copy any amount of sessions with a drag select or holding Ctrl + clicking sessions, then Ctrl + C, Ctrl + V.

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