



Secretary of State
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North Carolina Secretary of State

IT

KB Website Manual

Online Ticket Resales

May 26, 2023

Version 1.0

About the Online Ticket Resales Manual

This manual gives an overview of all the pages and features of the **Online Ticket Resales** section of the new KB website.

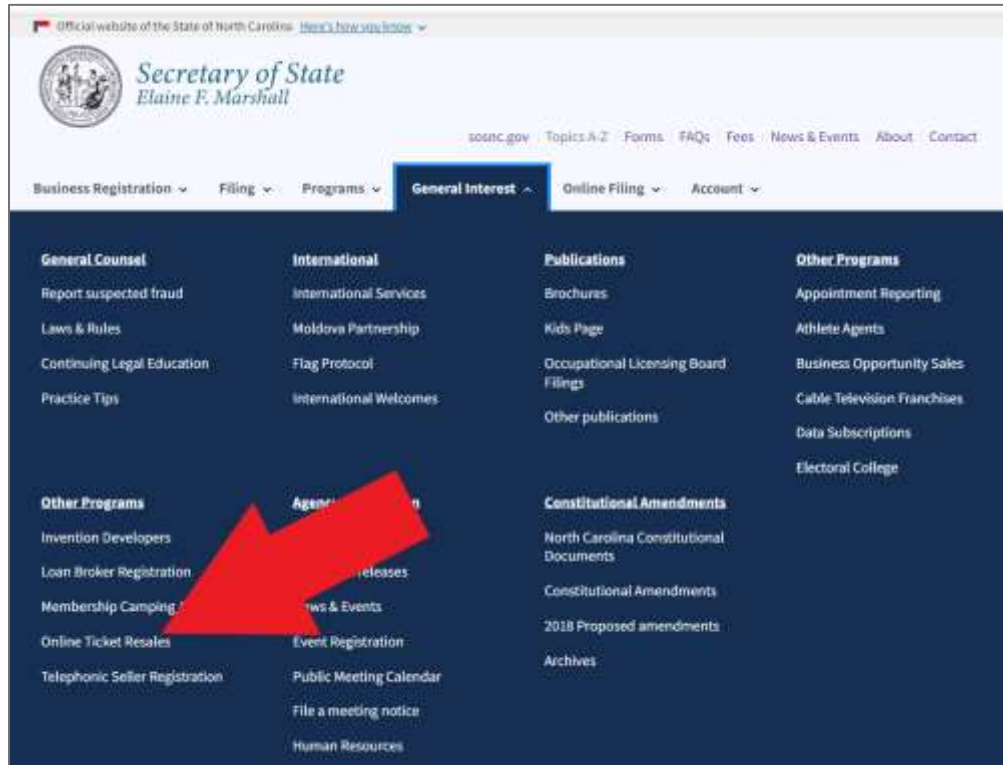


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Online Ticket Resales

The [Online Ticket Resales](#) information can be found under the **General Interest** section of the NC Secretary of State (SOS) website.

Go to the SOS website <https://test.sosnc.gov/>.

Select **General Interest > Online Ticket Resales**.

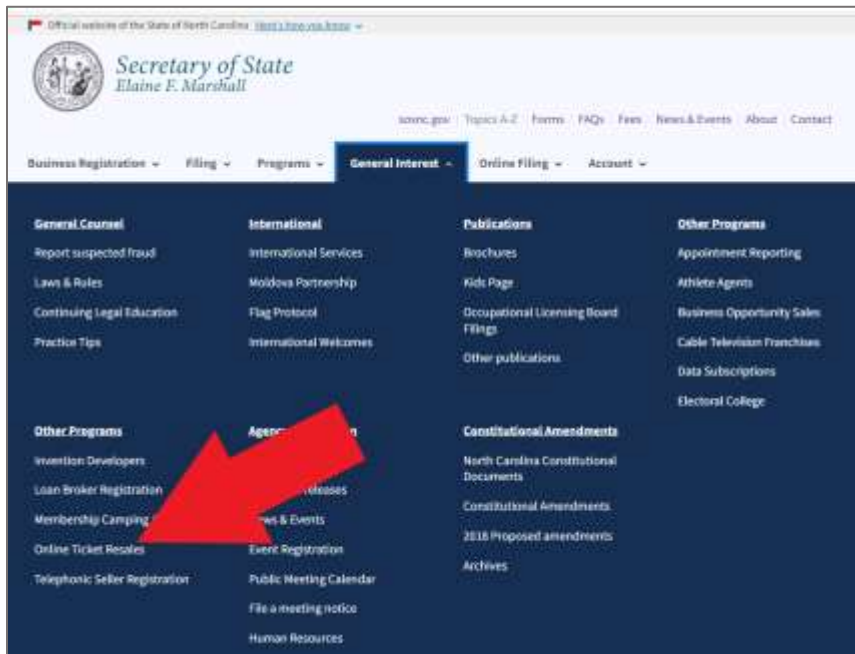


Figure 1. General Interest > Online Ticket Resales

This takes you to the main **Online Ticket Resales** page.

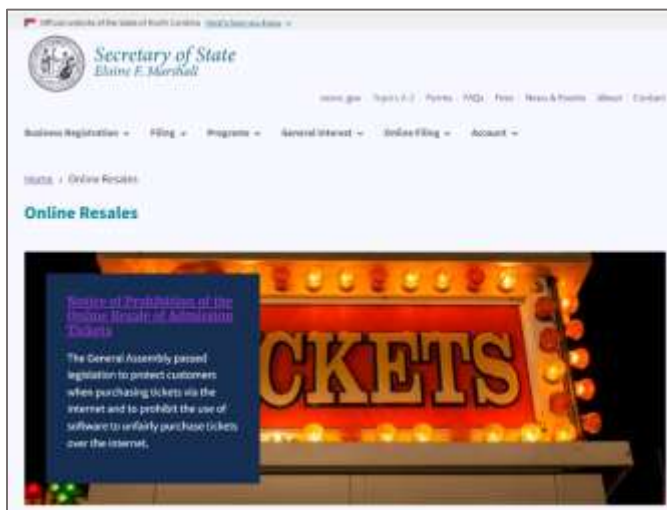


Figure 2. Online Ticket Resales page

Online Ticket Resales

This [Online Ticket Resales](#) page contains links and contact information for the Online Ticket Resales division.

The first thing you'll notice is a large stock photo at the top with a definition of online ticket resales: *"The General Assembly passed legislation to protect customers when purchasing tickets via the internet and to prohibit the use of software to unfairly purchase tickets over the internet."*

Browse Online Ticket Resales

You find four box links under the **Browse Online Ticket Resales** section of the page.

These box links are:

- [General Information](#)
- [Frequently Asked Questions](#)
- [Forms](#)
- [Statutes](#)

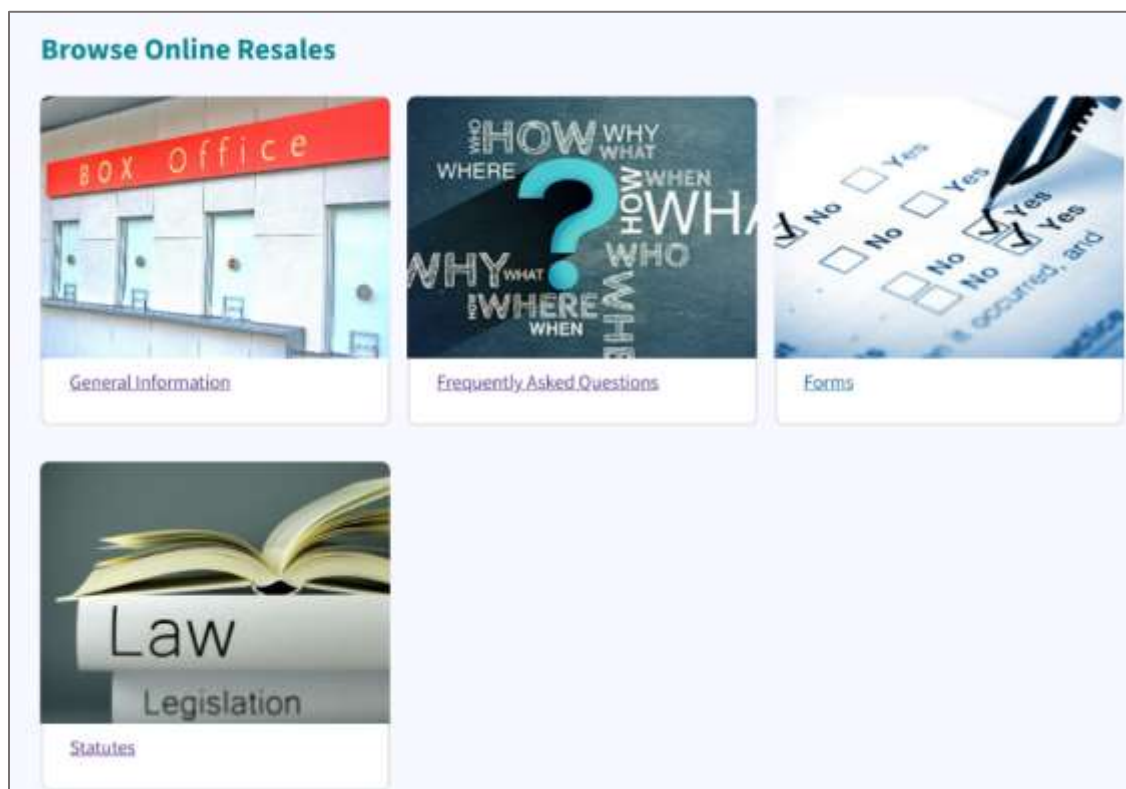


Figure 3. Browse Online Ticket Resales

General Information

The General Information page has information about the required forms and fees for filing a Notice of Prohibition for a venue and event.

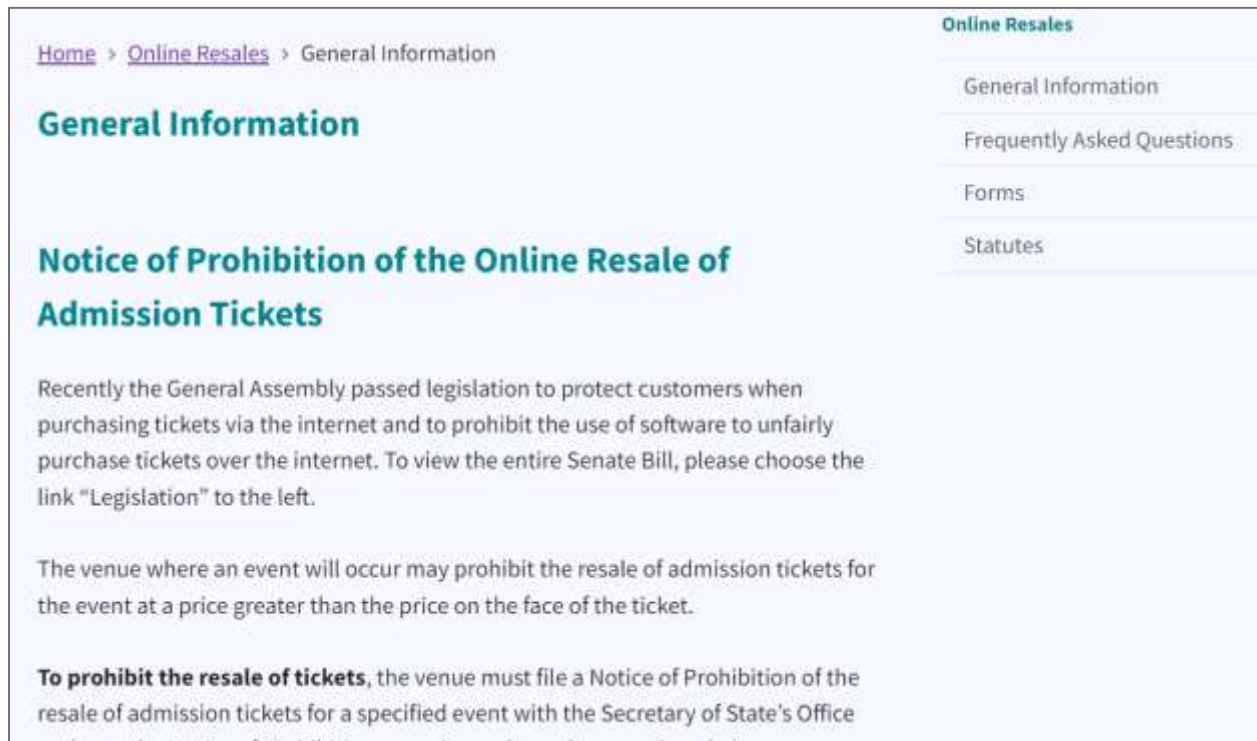


Figure 4. Online Ticket Resale General Information page

Notice of Prohibition of the Online Resale of Admission Tickets

This page gives information about the General Assembly's passage of legislation to protect customers when purchasing tickets via the internet and to prohibit the use of software to unfairly purchase tickets over the internet.

Venue May Prohibit Resale of Tickets

The venue where an event will occur may prohibit the resale of admission tickets for the event at a price greater than the price on the face of the ticket.

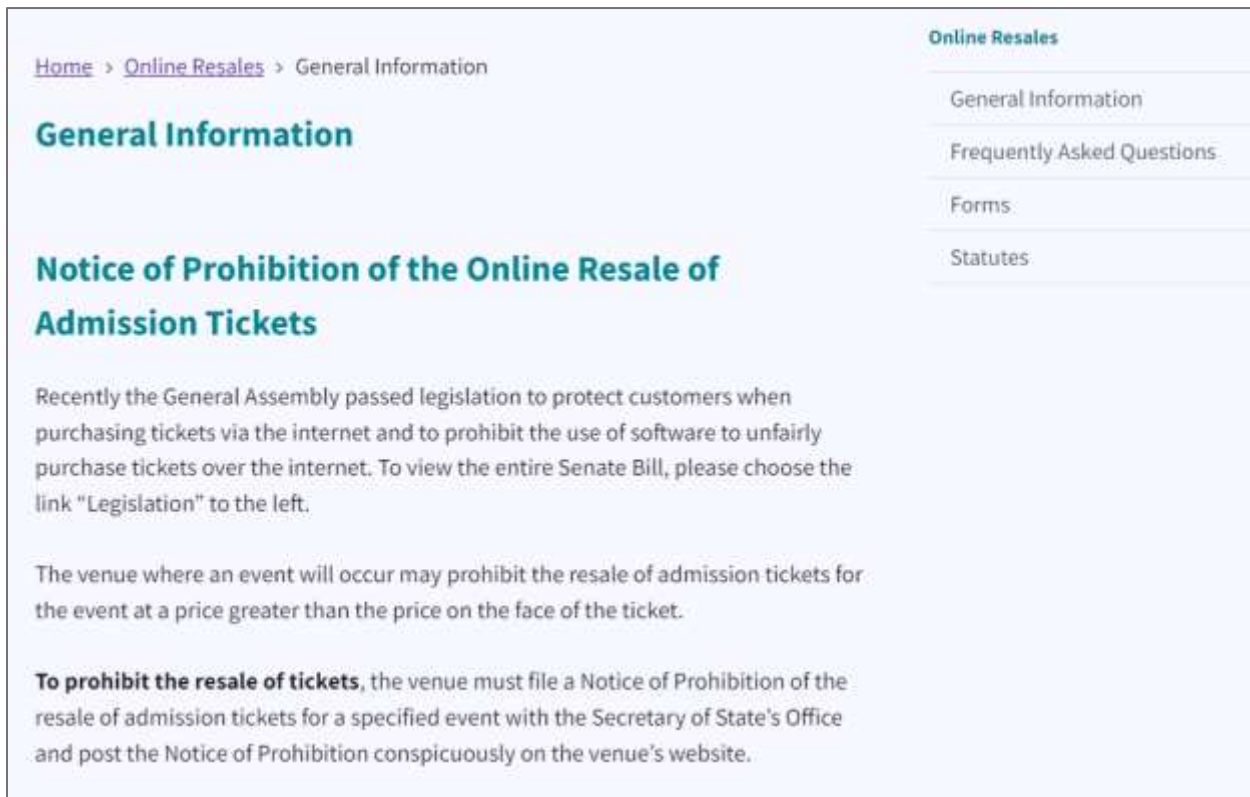
To prohibit the resale of tickets, the venue must file a **Notice of Prohibition** of the resale of admission tickets for a specified event with the Secretary of State's Office and post the Notice of Prohibition conspicuously on the venue's website. See [Notice of Prohibition form](#). The fee is \$125.

A prohibition may not become valid until 30 days after the Notice is posted on the venue's website. The prohibition expires on December 31 of each year unless the prohibition is renewed.

Venue May Renew a Prohibition

To renew a prohibition, a venue must renew its Notice of Prohibition filed with the Secretary of State and must post the notice on the venue’s website. See the [Renewal Notice of Prohibition form](#). A venue who files a Notice of Prohibition must pay a fee in the amount of \$125. A venue that renews a Notice of Prohibition must pay a fee in the amount of **\$25**.

Both Notices are to be filed with the **Business Registration Division** within the Secretary of State’s Office. The Business Registration Division can determine if there has been a Notice filed for a specific event only and cannot answer questions regarding any other portion of Article 44 of Chapter 14 of the North Carolina General Statutes.



The screenshot shows a website page with a breadcrumb trail: [Home](#) > [Online Resales](#) > General Information. The main heading is **General Information**. Below it is a sub-heading: **Notice of Prohibition of the Online Resale of Admission Tickets**. The text explains that the General Assembly passed legislation to protect customers when purchasing tickets via the internet and to prohibit the use of software to unfairly purchase tickets over the internet. It instructs users to view the entire Senate Bill by clicking a link labeled "Legislation" to the left. It also states that a venue where an event will occur may prohibit the resale of admission tickets for the event at a price greater than the price on the face of the ticket. Finally, it notes that **To prohibit the resale of tickets**, the venue must file a Notice of Prohibition of the resale of admission tickets for a specified event with the Secretary of State's Office and post the Notice of Prohibition conspicuously on the venue's website. On the right side of the page, there is a navigation menu titled "Online Resales" with links for "General Information", "Frequently Asked Questions", "Forms", and "Statutes".

Figure 5. General Information

Frequently Asked Questions

The [Frequently Asked Questions](#) page has 21 questions and answers about Online Ticket Resales in North Carolina.

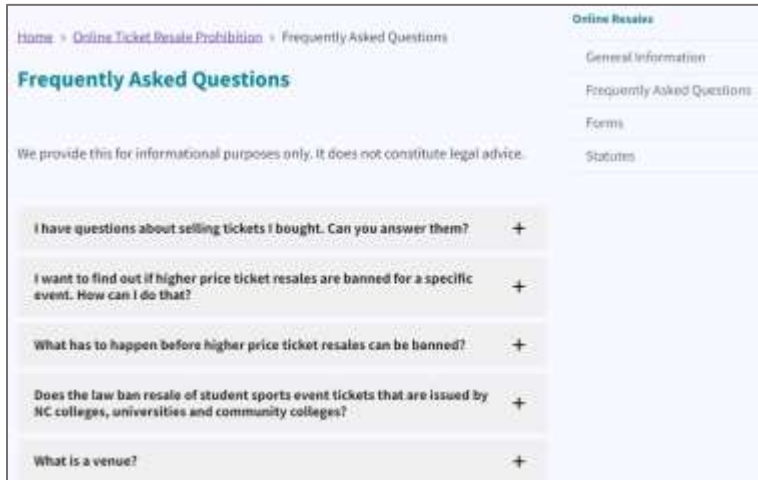


Figure 6. Frequently Asked Questions page

The 21 questions and answers are listed below.

I have questions about selling tickets I bought. Can you answer them?

We can only answer a limited set of questions about ticket sales. There are several laws that apply and we only have duties with respect to one of them. So, that means we can only answer questions about the law for which we have some responsibility.

You can read the laws about ticket sales and resales on the North Carolina General Assembly's website. See [§ 14-344 Online Resale of Admission Tickets](#).

An event venue can ban resale of tickets at a higher price than the face price for a specific event. If that happens, it would be against the law for you to resell tickets for that event at a higher price.

I want to find out if higher priced ticket resales are banned for a specific event. How can I do that?

You can:

- Go to the venue's website;
- Go to the primary ticket seller's website (if it's different from the venue); or
- Call us at: 919-814-5400.

What has to happen before higher price ticket resales can be banned?

The venue has to:

- File a Notice of Prohibition with us (and pay a fee).
- Post the Notice on its website in a prominent place.
- If there's a primary ticket seller for the event other than the venue, then that seller also has to post the Notice on its website.
- Certain people who offer to re-sell or who do re-sell tickets have to comply with requirements of the NC Department of Revenue.

Does the law ban resale of student sports event tickets that are issued by NC colleges, universities, and community colleges?

Yes, the law does ban resale of student sports event tickets issued by colleges, etc. However, that ban is not part of the law our Department implements so we can't answer questions about it.

What is a venue?

A venue is where the event is to take place. If the venue is not itself an entity established by law, the corporation, governmental unit, or other entity may file the Notice of Prohibition on its behalf.

We'd like to file a blanket notice banning all higher price ticket resales for events at our venue. Can we do that?

No, you can't do that. The law doesn't allow blanket notices for all events at a venue. Instead, you have to file a separate notice for each specific event at the venue.

Can we file a single-notice for a multi-part event? An example of a multi-part event would be a sports tournament like the ACC Tournament or the MidSouth Regional. Can we file a single notice for the whole tournament?

The law doesn't include a definition of "event". We don't enforce this law or have any authority to interpret it. So, we can't answer this question. You may want to consult with an attorney for help figuring out what the law means.

We want to ban ticket sales at an event at our venue. What do we have to do?

You have to:

- Download the [Notice of Prohibition](#) form from our website.
- Complete the form.
- Mail or deliver 3 things to us at the address at the end of these FAQs. The 3 things are:
 1. The completed form

2. A payment of \$125.00 made out to “Secretary of State”, and
 3. A self-addressed, self-stamped envelope.
- Post a certified copy of the filed Notice on your website in a conspicuous place.
 - If your venue is not the primary ticket seller for the event, then you need to be sure that the primary seller also posts a certified copy of the filed notice on its website in a conspicuous place.

Why would I need a certified copy of the filing?

If the venue is to post the notice on their website, the venue will need an image of the filed copy. In addition, should the venue wish to renew the Notice, the document Id# will be printed on the Notice in the upper right hand corner.

When do I have to get the notice?

We can't tell you when to get the Notice. However, it won't be effective until it's been posted on your website for 30 days. So, you may want to plan to file the Notice early rather than late.

Does the notice expire?

Yes, every notice filed expires on December 31st of each year.

Can it be renewed?

Yes, the fee to renew is \$25 and is payable to the NC Secretary of State.

Can you reject my Notice of Prohibition?

No, we can't reject your Notice of Prohibition. However:

- If you don't include the fee with the Notice, we will not file the Notice until we do receive the fee.
- If there are errors on the Notice when we receive it, there are 2 things we can do:
 1. One of our employees may call you if there are errors that can be fixed without your signature; or
 2. We may return the Notice to you so that you can correct the errors. When you've fixed the errors, you can resubmit it to us. You do not have to resubmit a new fee. To make sure the fee is connected to the new submission, PLEASE be sure to include the document ID Number on the Notice when you resubmit it.

What happens if my check bounces?

We will contact you to try to get you to make the payment good. If you don't, we will cancel the filing of the Notice of Prohibition.

How long will it take you to process our Notice of Prohibition?

Our normal turn-around time for filing a document is 3-5 days.

Where can I find the forms to use for filing?

The [forms](#) are available on our website.

Can I file my documents online?

No, these documents cannot be filed online at this time.

Where can I find a copy of the law?

You can read the [laws](#) about ticket sales and resales on the North Carolina General Assembly's website.

We have filed the Notice of Prohibition and we’ve posted it on our website. Is there anything else we need to do?

If you offer to re-sell tickets or you do re-sell tickets, then you have to file reports with the [NC Department of Revenue](#). You have to use their form to file the reports. When you get there, check “What’s New” and “Hot Topics.” You may also call the Department of Revenue directly at 877-252-3052

Where can I get more information about the reports to file with the Department of Revenue?

You can go to [the Department of Revenue website](#). When you get there, check “What’s New” and “Hot Topics.” You may also call the Department of Revenue directly at 877-252-3052 or click the below link.

How do I contact you or submit a document?

Telephone	919-814-5400
Fax	919-807-2294
Email	corpinfo@sosnc.gov
US Postal Service	NC Department of the Secretary of State ATTN: Online Ticket Resell Prohibition PO Box 29622 Raleigh, NC 27626-0622
Hand Delivery or Delivery Service	NC Department of the Secretary of State ATTN: Online Ticket Resell Prohibition 2 South Salisbury Street Raleigh, NC 27601

Forms

There are two downloadable applications at the top of the [Forms](#) page:

- [Notice of Prohibition of the Online Resale of Admission Tickets](#)
- [Renewal Notice of Prohibition of the Online Resale of Tickets](#)

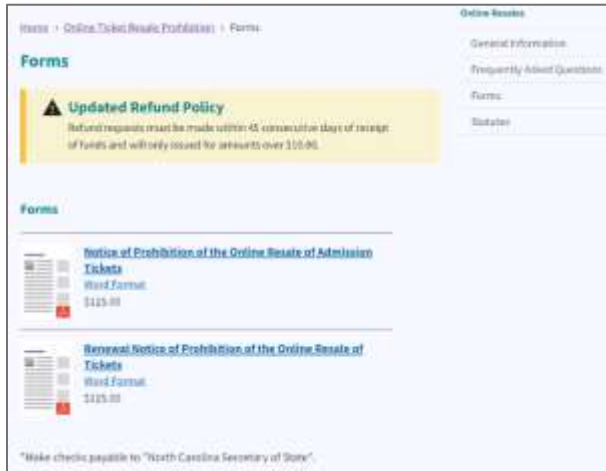


Figure 7. Forms page

Statutes

The Statutory Authority page has a list of downloadable digital copies of all the State statutes that involve the Secretary of State including the Online Ticket Resale ([Article 44](#)) statute.

You can view and download the statute here: [§ 14-344 Online Resale of Admission Tickets](#)

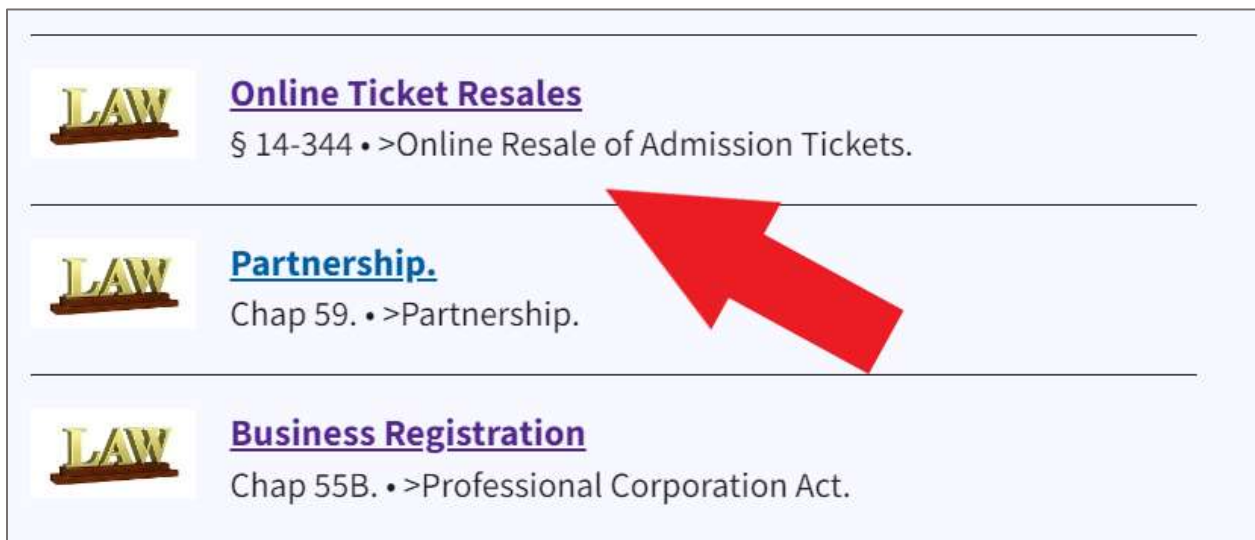


Figure 8. Article 44 on Statutory Authority page

What We Do

The What We Do section has a description of what the Online Ticket Resale office does:

“The General Assembly passed [legislation](#) to protect customers when purchasing tickets via the internet and to prohibit the use of software to unfairly purchase tickets over the internet.

The venue where an event will occur may prohibit the resale of admission tickets for the event at a price greater than the price on the face of the ticket.”

Contact Online Ticket Resales

Telephone: 919-814-5305

Email: whaynes@sosnc.gov

Mailing Address

North Carolina Secretary of State
Online Ticket Resales
Post Office Box 29622
Raleigh, North Carolina 27626-0622

Physical Address

North Carolina Secretary of State
Online Ticket Resales
2 South Salisbury Street
Raleigh, North Carolina 27601-2903