

FA Comp Tickets

General Comp Info:

- Comp tickets are for Guests of the BYU President, Faculty/Staff and Student's involved in productions. It is important to understand that they are not just free tickets, **departments will be charged for those tickets so clerks must enter a "Mark Code"** which indicates which department will get billed.
- **Use Order Management.** Clerks must take the Customer's name and update account when doing a Comp. Do not use the **"skip this step!"** Departments will not pay for the ticket if they do not know who it is for.
 - ** (Caution: Sometimes when clicking too fast the "Mark Code" is not saved) **
- **Keeping a list of account #** for who you gave comp tickets to for every shift is a good way for you to double check at the end of your shift if you entered a mark code or not. There are sheets available at every FA window for you to keep track of comps.
- If there is not a list, it may still be on its way, check with supervisors. Also if their name is not on the list, please have them check with their director who must contact Jeff Martin.
- **No Comps after 5pm!**

Standard Procedure for FA Comps:

1. Check ID and the **Complimentary Tickets Google Doc** for their name. (tabs on bottom)
****STUDENT COMPS MUST BE PICKED UP IN PERSON WITH ID****
2. Each list will specify how many tickets they are allowed. PAY ATTENTION to when the comps are valid. **(Hint: Read the Google Doc carefully for what is allowed.)**
3. **Put your name and number of tickets** they got in appropriate box on the Google Doc.
4. **"Mark Codes"** for the sponsoring department (who will pay) are found on top of each page.
5. When placing an order for a student, please **put the order in the Student's Account**.
 - Sometimes students will have a public account and a student account. These need to be merged with the **primary account being the Student's ID#**. Place comp orders under student's ID# and fill out a pink form to merge both accounts.
 - **New Students**-If there is no account with the student's ID# go to Order Management and use drop down box and click on "Create New Patron." **Unclick the box "Assign new patron Id automatically"** and then put in the Student's ID # from their ID and fill out name, phone, email, address and then continue.
6. **Choose CI price type** for the number of tickets allowed as comps. A warning will pop up to remind you to put in the "Mark Code." **(Hint: CI is not a "Mark Code" but is a "Price Type")**
7. On the same order line go to the **"Mark Code" box** and put in mark code found on Google Doc. **(Hint-whenver a ticket is \$0 price it will need a "Mark Code")**
8. If on the Phone, make sure and get a **disposition code** and there is no order charge unless they are buying additional tickets then charge the appropriate fee for delivery. Also always send a confirmation email.

Fine Art Mark Codes:

- **UA**-President's List
- **MU**-Music Department
- **TMA**-Theatre Department
- **DD**- Dance Department
- **MDT**-Musical Dance Theatre
 - HFAC Custodial-**MU** if a Music Event or **TMA** if a Theatre event
- **PAS**-Performing Arts Series
- **FD**-HFAC Deans Office
- **DEV**-Development
- **PA**-Public Affairs
- **SEA**-Special Events

Helping Faculty and Staff request Complimentary Tickets online:

1. Log on to www.byuarts.com
2. Scroll down to very bottom of the page and click "comp"
3. Sign in (Username-comp and password-comp1)
4. Click "remember my password" and then "ok"
5. Fill out the online request form and select your department from the drop down box.
6. Include your email and phone so we can contact you if necessary
7. Select the event and date. Events will only show up in this list once they have gone on sale (approx... 4 weeks prior to the first performance).
8. Select Delivery Method (Print At Home or Will Call)
9. Click on "Submit Request."
10. You will receive 2 emails
 1. An automatic reply acknowledging receipt of your **request** for tickets.
 2. The second email will be sent once your ticket order has been processed.

NOTE: The list of events will include everything sold by the Fine Arts Ticket Office, but you are only eligible for complimentary tickets to those events sponsored by your department.

****These requests are sent to FA student supervisor and are checked and filled daily****

Screenshots

Complimentary Tickets Google Doc

BALLET IN CONCERT: SWAN LAKE		Price Type: CI	Mark Code: DD
Director J'Lene Willes	Contact 2-5086	Sponsor Dept. of Dance	1/30/2014
Shani Robison (director) - no limit on comps to these performances Jan. 30-Feb. 1			
Dance Dept. Faculty get 2 comps to one performance of Ballet Showcase			
	# comps	Received	Cashier
SPECIAL GUESTS	2		
Sandra Allen	2	2	Bee
YiQi Cheng	2		
Marianne Hatton	2		
Nesha Woodhouse	2		
Larry Vincent	2		
Kory Katseanes	2		
Ira and Mary Lou Fulton	NO LIMIT		
Bud and Dixie Stoddard	NO LIMIT		

Customer with a Student & Public Account (needs to be merged with Student # being the primary account)

Patron Search

Patron search | Last 20 patrons

kelsi Follett Search Create new patron

Search type Standard Credit card Magstripe Id Barcode

Number	Name	Address Line 2	City State Zip	Type
323351	Follett, Kelsi	1252 E 530 N	American Fork, UT 840...	P
632217587	Follett, Kelsi Jane	1252 E 530 N	American Fork, UT 840...	S1

Primary Account Number

CI Price Type & Mark Codes

Item	Name	Qty	Price level	Price type	Price	Disposition	Print tickets	Charge	Charge price	Extension	Special handling	Mark code	Seatblocks
208.2	Choir Showcase	2	1	CI	0.00	W	<input type="checkbox"/>		0.00	0.00		MU	ORG:ORCH:0-8
212.2	BYU Singers & Concert Choir	4	1	CI	0.00	W	<input type="checkbox"/>		0.00	0.00		MU	ORG:ORCH:0-29
220.2	Celebration of Christmas	1	1	B	11.00	W	<input type="checkbox"/>		0.00	11.00			BAL:BALL:EB:37
257	BYU Singers	6	1	CI	0.00	W	<input type="checkbox"/>		0.00	0.00		MU	ORG:ORCH:0-18
233	BYU Singers & Concert Choir	4	1	CI	0.00	W	<input type="checkbox"/>		0.00	0.00		MU	BAL:BALL:EB:37