

Season Ticket Orders

All go on sale during the summer (more details on that in "Season Ticket Preparation")

Theatre Season Tickets

- This package includes **five required performances**, and the patron may add any of the optional performances listed at the bottom of the order form or any BRAVO! events.
- Prices depend on the day of the week the patron would like their tickets.
- Generally, they get a \$3-off discount per ticket, per event if they buy this package.
- They can exchange for any other day without any fees, (SEE PROCESSING) but they must pay any price differences (there are **no refunds for exchanging to a cheaper day**, MAKE SURE CLERKS KNOW THIS).
- 3RD Friday and 3rd Saturday is only for season Renewals not for New Subscribers.

BRAVO! Series Package

- This package requires choosing **5 or more BRAVO! Series** performances.
- The patron gets a \$3-off discount per ticket (from their price, whether it is public, student, or alum).

Arts Pass Package

- This package **does NOT include any discounts!**
- The benefits of this package include getting tickets before they are on sale, getting priority seating, and being able to exchange without any fees (same show, different time ONLY).
- They must **select ANY five fine arts events** found in the season brochure.
- **CANNOT use discount cards** for these packages, they only receive normal (student/alumni) discounts.
- Will go on Sale July 7th.

Season Renewals 2014-15

This year we sent out an e-mail letter for Theatre and BRAVO! Renewals on May 9th. The Renewal deadline is May 28th but many customers have not responded so letters in the mail were sent out May 21st and there is a new **soft deadline of June 6th** for these renewals. If mailing and order use the following instructions; All items are in top cupboard above supervisor desk labeled Order Forms. Or can be found on the Zdrive/ticketoffice/season/2014-15.

When Mailing Theatre Season Include:

1. Yellow flier of Theatre events
2. Theatre order form
3. Return Envelope
4. Bravo order form & flier

When Mailing Bravo Season Include:

1. Turquoise flier of Bravo! events
2. Bravo order form
3. Return Envelope

Processing Season Packages:

1. **Customers must fill out the order form**, even if doing it in person but no payment info is required.
2. **Orders through the mail**, will need to be processed by the supervisor (mark with "Received" stamp, and sign/date with your initials when processed). If you do not have time to process right away, put on "Unprocessed" shelf in far left cupboard.

HOWEVER, you really need to get those done as soon as possible.

3. **Credit card information** on the forms must be blacked out and punched with hole punch when finished. Please keep any order forms with CC# on them in safe until they have been processed.
4. **Order forms** are in far left cupboard, master copy of the order form is above copier or on z drive. Completed order forms are filed in cabinet beneath President's List drawer and are ready to be double checked and then filled.

****When processing new season patrons in TF season,
include year 1st ordered in special and PT in mark code box.****

5. **Processing Fee** for new orders, use \$10 processing fee. (If they received a form that has a \$7 on it, charge them \$7). The \$10 fee has already been added to renewal orders.
6. **Bill Plan for Theatre Season Tickets-** If customer wants to pay for 1/3 the day they order you need to;
 1. Go to bill plan (right side of the screen in the yellow) and select FA3 option 2 33.33% due.
 2. Go to prior order charges (top, right side on screen)-under billing plan enter FA3 option.
 3. Bill Plans button (top left corner) and enter in CC information.

***For the 1st payment to go through you will need to enter CC information again on payment screen.

1st payment will be made on day of order, 2nd payment is June 27th and 3rd payment is July 28th.

(You cannot change the dates of payments but can change the amounts that will be charged)

7. **If patrons want to change their day** first check the TF season map for availability. TF season only available in the ADJ control. Make changes in TF & FA14 Season.
 - a. If changing days, (from SATM to FR2, example) make sure you make the change in the TF season (ADJ control) and put notes in their accounts before changing in PAC7 order mgt. If you do not have access, a supervisor will have to make the change. Add a line and get seats close to where their previous seats were located. Once that is done we can delete the old line. Price will vary depending on day they choose.
 - b. SAT3 and FR3 are not available for new subscribers or to change their days. We are trying to phase out these days.
8. **When changing one performance to a different day**, use the exchange button on pac 7 and select the show they are wanting to attend. The price may change depending on what day of week they choose.

No refunds for exchanging to a cheaper day!

9. **Do not print tickets.** We are waiting for 50th anniversary ticket wording to be determined before we start printing. No PAH!
10. **Disposition Code**, if there are no changes on their order, put in a disposition code according to patron's preference (No PAH), make payment and make sure the balance is zero.
11. **If you can't complete an order** because an event isn't built (Much Ado About Nothing), just take payment for the other 4 events at the season price, make sure all contact information is correct for the customer, and leave a note in the account to call them when it is available. These orders will be filed in the Incomplete Work Folder and can be filled after the event becomes available.