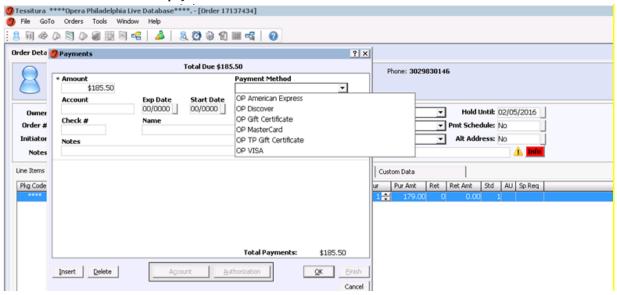
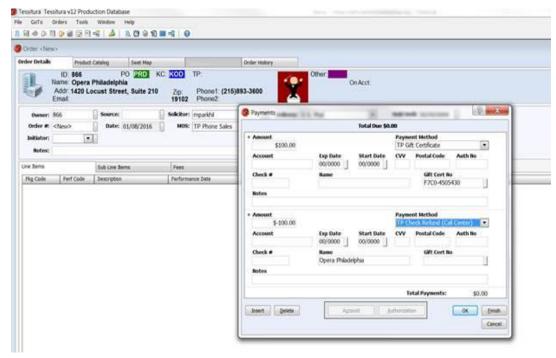
If an Opera Patron wishes to use a Ticket Philadelphia Gift Certificate please use the following process.

- 1. In Tessitura you will need to confirm the gift certificate is still valid and the amount that is valid. If you have a valid certificate, you can move forward in the RAMP environment and process the order.
- 2. Use the TP OP Gift Certificate payment for the amount valid for the Gift Certificate



- 3. Then pay the balance off with another form of payment if needed. Complete the transaction and place your phone in Not Ready.
- 4. Then, in our Tessitura database, open account 866 for Opera Philadelphia.
 - a. In the moneybag, issue a check refund against the gift certificate value. Only issue a check in the amount used on the Opera Philadelphia ticket transaction. There may be a balance left on the Ticket Philadelphia Gift Certificate.
 - b. Verify that the check is made payable to Opera Philadelphia.

OP Gift Certificate Process | TICKET philadelphia



- 5. Hit OK in the payment screen.
- 6. Populate a generic source code in the Order Details tab.
- 7. In the Notes field, enter the following text: DO NOT MAIL CHECK. Inter-Office to Ticket Philadelphia, Attn. Jayson Bucy followed by your initials, the transaction date and the OPHI order number.