

This process should be followed for any Create Your Own (CYO/Pick) Subscription *unless the Subscriber is changing from a Fixed Seat Package to a CYO (then the Subscription is considered a CHANGE*).

## Time of Subscribing:

- Follow normal Subscription Form Script
  - see "FY15 Subscription Form Script" Document
  - ONLY WRITE LAST 4 DIGITS OF CREDIT CARD ACCOUNT NUMBER ON FORM
  - As always, notate if Subscriber is taking advantage of a Payment Plan
- Build CYO Package in Tessitura while simultaneously completing hard copy Subscription Form
  - See below for Data Entry in Tessitura
  - Or, see "FY15 Subscription Order Data Entry" Document PAGES 9-10 for <u>Create Your Own</u> (CYO/Pick) Orders
  - **DO NOT PAY SUBSCRIPTION** | Follow below steps and save order (*even if Subscriber is taking advantage of a Payment Plan*)
    - Enter "DO NOT INVOICE | CYO to be Paid via Data Entry" in
    - Add Subscriber Credit Card Information to



- Save Order by clicking before and after Subscription Summary pop-up
- See "FY15 Subscription Order Data Entry" Document PAGE 15 for Subscription Summary

## **Applying Appropriate Sources:**

New Subscribers: Renewal Source Codes cannot be used on New Orders.

Be sure to use the Outside list within the Source: 0 window

Renewing Subscribers: New Source Codes cannot be used on Renewing Orders.

Choose most recent contact (Mailing, Email, etc.) for applicable Client / Year

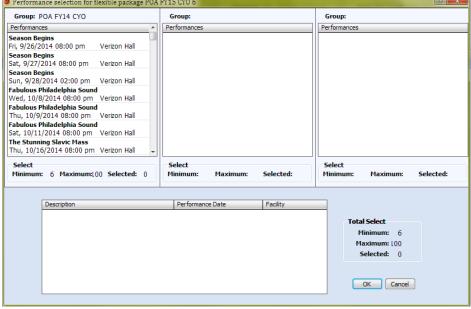
33814 P015 Season Launch evite 2/ P015 MKT Informational ema Email

2/18/2014

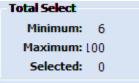
## Create Your Own (CYO/Pick) Orders:

• Click Button to insert the **Subscription Package** Line Item

Press Tab Key and Flex Package Window will appear



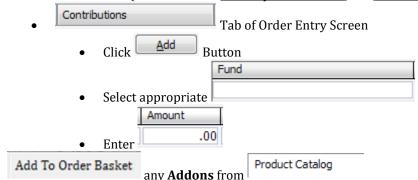
- Click on Events to Select and add to Package
- Consult Total Select area to meet requirements



- Choose the appropriate Pkg Code (package), Price Type , Zone , and Pur (number of seats)
- Notate any **Special Instructions** 
  - Select Line Item (subscription package)



- Enter
  - First and second seating requests
  - Seat with Patron
  - Other relevant information
- Enter For:
  - Associated Patron ID for any Patron with whom they would like to be seated
  - Double-check: click Chiclet to verify patron
- Enter **Contributions** (see PAGE 9 for <u>Subscription Gift Note</u> and <u>Matching Gift Forms</u>)



- Seat Addons
  - ONLY Special Events (events NOT included in a Subscription Package)
- Click Button to insert the **AOA Subscriber Parking** Line Item
  - Choose the appropriate Perf Code (parking level), Price Type , and Pur (number of passes)
    - Locate Perf Code by typing "15POA", "15PBA", etc.
  - Click
    Best Seat Button to seat Parking
    - Double-check: Pur (purchased) number matches Std (seated) number