

## POA Subscription Update

<b>The deadline has passed!</b>	Change Request Seating has begun. Un-renewed seats were dropped and are now in U Holds
<b>What if they call now?</b>	<b>Reps and Leads</b> -Can re-build a patron's dropped seats (if they are still available) directly into Tessitura. -Can enter Straight/CYO's orders into Tess/No paper <u>Reminders:</u> Do not seat NEW orders or PICKS Use paper still for CHANGE Orders. All <b>Family Package</b> and Sound All Around orders may be seated real-time. <b>Associates</b> -Continue to use Paper for all orders.
<b>What's next?</b>	After Seat Changes are complete, New Subscription seating will begin.

## PBA Subscription Update

<b>The deadline has passed!</b>	Un-Renewed seats Dropped. U holds in place. Change Request Seating being done.
<b>What if they call now?</b>	<b>REPS/LEADS</b> -Can enter orders directly into Tessitura <u>Reminders:</u> Do not seat NEW orders or PICKS, -Use Paper for Change orders -All <b>Family Package</b> orders may be seated real-time. <b>Associates</b> -Continue to use paper for all orders
<b>What's next?</b>	After Seat Changes are complete, New and Pick Subscription seating will begin.

## SPK Subscription Update

<b>The dline has passed!</b>	Un-renewed subscription seats were dropped on May 17 <sup>th</sup> .
<b>What if they call now?</b>	A two week grace period was offered to subscribers – May 4 <sup>th</sup> – May 16 <sup>th</sup> . <b>Leads/Reps</b> <b>If a subscriber</b> calls about renewing they will be considered a new order - you may enter the order unseated, adding 'Priority'

	<p>to the special requests. Do not pay the order off – simply add the credit card information to the payment schedule.</p> <p>-Send information to Mariangela or Jena immediately after taking the order.</p> <p><b>Associates:</b> Escalate these patrons to 4004 where a Rep can assist them with above.</p> <p><b>Flex It:</b> See Catherine or Jena if you are assisting a patron who requires additional attention.</p> <p><b>If a non-subscriber</b> calls they should be added to the WAITLIST – just add the FY15 WAITLIST attribute to their account.</p>
<b>What's next?</b>	Catherine will begin seating change orders. After that, patrons on the FY14 waitlist, depending on how much inventory is open.

## BWY Subscription Update

<b>Renewal Deadline May 31st</b>	
<b>What if they call now?</b>	<p><b>Reps/Leads/Data Entry Associates</b></p> <ul style="list-style-type: none"> <li>-Can enter straight orders directly into Tessitura</li> <li>-Change orders should still be on paper.</li> </ul> <p><b>Associates</b></p> <ul style="list-style-type: none"> <li>-Please continue to use Paper for orders.</li> </ul> <p><b>Reminder:</b> When processing ADD ON's for Jersey Boys performances at the Forrest, please let me or Jena know as soon as you discover a performance date we have access to is sold out. We have only a limited allotment so we need to take those performances off sale once they are full.</p>
<b>What's next?</b>	After Renewal Deadline, seats will be released. (Drop date TBA) and Change Requests will begin being processed.

## POPS Subscription Update

<b>Official renewal deadline has passed but we are still taking orders.</b>	<p>Un-renewed seats <b>have not</b> been dropped.</p> <p>Still taking orders by phone and mail.</p> <p>Seats will be dropped <b>May31st</b></p>
<b>What if they call now?</b>	<p><b>Reps/Leads/Data Entry Associates:</b></p> <ul style="list-style-type: none"> <li>-Can enter Straight and New orders into Tess.</li> <li>-Please use paper for change orders</li> </ul>

	<p><b>Associates:</b> -Continue to use paper for orders.</p> <p><b>Picks</b> are only available through Telemarketing. If a patron asks for a Pick simply let them know the package will be announced to the general public sometime in the future.</p>
<b>What's next?</b>	Megan started seating and will complete the remaining changes and new orders after the seats are dropped <a href="#">May 31<sup>st</sup></a> .