

## How To Process An Exchange

### Basic Rundown

1. Start a new order in the proper Mode of Sale
  - a. For POA non-subscribers, use “TP PHN POA Single”
  - b. For subscribers, use “TP Exchanges BWY”, “TP Exchanges POA,” etc
2. Process a “return” for all tickets a patron wishes to exchange OUT of (see additional instructions, below)
3. “Add To Order Basket” all the shows a patron wishes to exchange INTO
  - a. The number of tickets returned must equal the number of new tickets. All exchanges are on a ticket-for-ticket basis, not value-for-value!
  - b. When exchanging into the same performance, make sure you create a new line item!
  - c. You NEVER sell additional tickets in the exchange MOS
4. Match price types. The new line items must have the same price type as the returned tickets.
5. Seat the patron.
6. Finish the order.
  - a. Select source 2512 (“Subscription Ticket Exchange”)
  - b. Note: any negative balance is automatically canceled out by fees if you are in the proper MOS. We do not refund the difference. Applicable fees are then added on top the \$0 balance.
7. If there is a balance due, you MUST use the proper payment method. Use POA payment for POA exchanges, and TP for everything else.

### How To Return Tickets

There are two basic ways to return a ticket – by ticket number (or “return code”) and from the seatmap.

#### METHOD ONE: Ticket Number

1. (Start a new order in the proper mode of sale)
2. In the Tessitura menu, select “Orders” and then “Return By Ticket Number”
3. Enter the ticket numbers, click “override,” and click “OK”

#### METHOD TWO: From the seatmap.

1. (Start a new order in the proper mode of sale)
2. Enter the patron ID into your order.
3. From the product catalogue, add the show that the patron wishes to exchange OUT of
4. Set a price type so you can view the seat map.  
(note: it doesn’t matter what price type you set, it will be automatically reset when you return the seat)
5. In the seat map, the seats ticketed to the patron will appear orange
6. Right-click on the orange seats, select “return seat” and click “override”

**Pro Tip 1:** After getting your patron's information and before processing the exchange, check to make sure they haven't already exchanged their tickets!

**Pro Tip 2:** Before processing any exchange, take a minute to review the patron's original order. Write down their seating locations and the value of each ticket. This will help you to more quickly find their seats to return and assist them in making seating decisions for the new shows.

**Pro tip 2:** Get all the information at once! Before you begin an exchange, ask a patron...

- Do you have your tickets in front of you? Can you read me the ticket number?
- If not, can I have your patron ID?
- What are all the shows you'd like to exchange out of?
- What shows would you like to exchange into?
- Which is more important – finding seating near your original seats, or staying in the same price bracket?

That way, you can place them on hold, process everything, and immediately begin discussing their new seating.