

The top of every form should have the following information:

Name

Date

Type of Sub

(Straight, Change, New, Payment Plan)

Where order was taken

phone, walk-in (front desk), At Performance (booth duty)

Be sure Subscriber Last Name and ID # is listed for New Subscriptions and the Order # when possible (CYOs).

Exchange Requests

Remember to clearly notate the requests the subscribers are listing for exchanges and any notes on seating

Notes on Seating

Remember to be clear and concise on any notes on seating (for package, addons, or exchange requests) and ask patrons to be specific for this clarity.

AddOn Fees

Remember to add in the fees for any additional tickets when applicable.

To verify, Addons fees are **not** applied to addon tickets when they are purchased:

- In the order with the patron's renewal/sub purchase online
- In the order with the patron's renewal/sub purchase via US MAIL
- In the order with the patron's renewal/sub purchase in person at the subs table or in person at the front desk

To verify, Addons fees are applied to addon tickets when they are purchased:

- with the patron renewal/subs purchase over the phone
- If a patron contacts TP after their subscription has already placed. (addons will be processed in a different order)

Payment Plan Breakdown

Remember to calculate the Payments to break it down for the Subscriber

- Add
 - Subscription Package(s)
 - Subscription Fee
 - Contribution
 - AddOns (including Fees)
 - Parking

- Payment Plan Fees
- Subtract
 - Contribution
- Divide
 - by Number of Payments in Plan
 - *this equals Remaining Payments*
- Add
 - Contribution
 - *this equals First Payment*

AddOn tickets and parking passes will be mailed separately.

Troubleshooting

KCG Parking for POA

- POA Subscribers that *did not have* KCG previously should be educated on this being a benefit for Maestro Circle Donors (would they be interested in becoming a MC Member?)
- If there is an accessibility issue or POA Subscriber *did have* KCG Parking in previously
 - CSI, Notes Field of Order, note on Form (copy and place in Folder in Problem Bin)
 - "KCG Parking will be processed and charged to the patron's credit card used for the Subscription over the summer"

Glossary

Renewing Subscribers: consist of *any* Subscriber who previously *subscribed* with the Client, including a CYO/Pick/Flex Package, in *any* past Seasons.

Change Packages: consist of *any* change to a Rollover Subscription Package. This could be package and or seats.

Straight- any renewing subscriber that is not making any changes to their subscription

Payment Plan- any subscription that is utilizing a pay plan option