



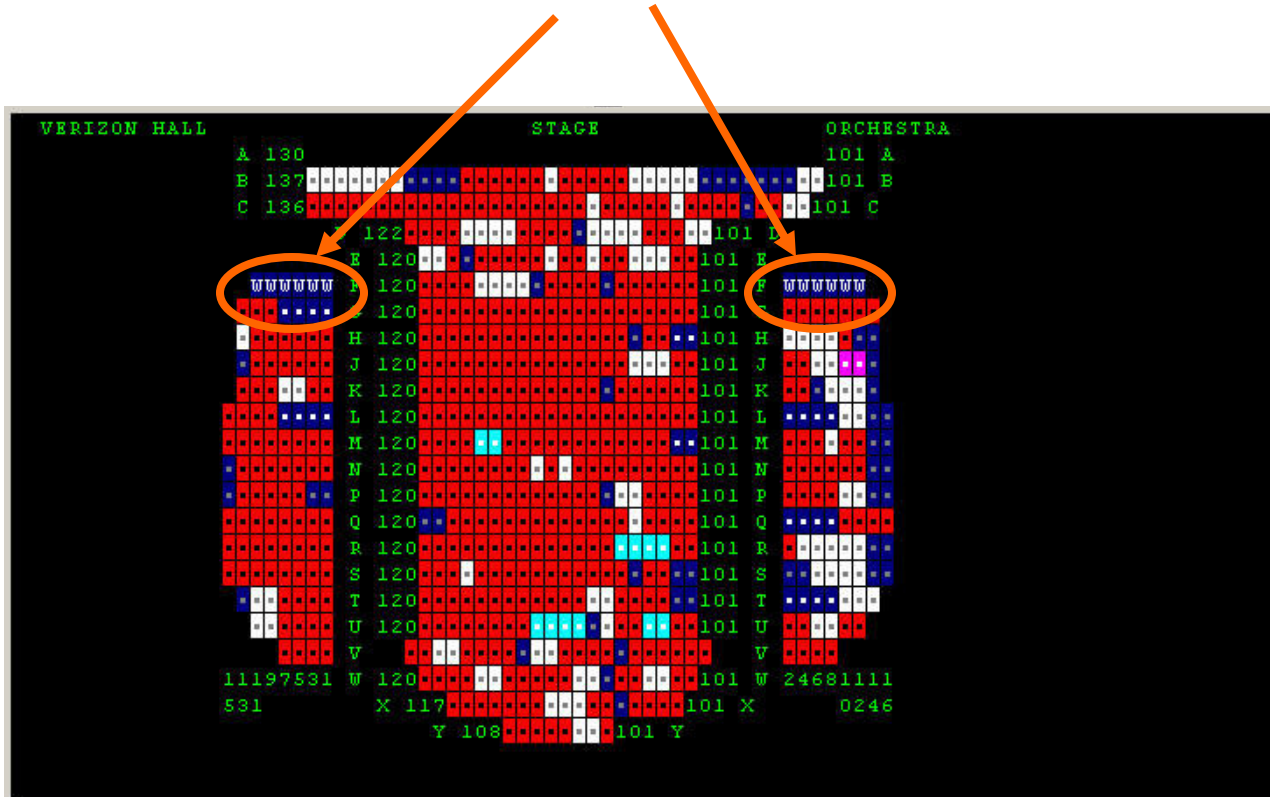
Tessitura Training Materials

**Selling Orchestra Row F Wheelchair
Seating in Verizon Hall**

February 01, 2007

This process only pertains to Orchestra Row F wheelchair accessible seating on the right and left sides in Verizon Hall.

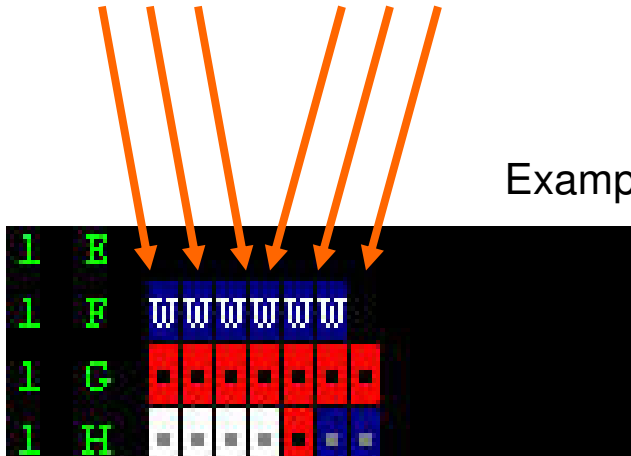
(Example 1)



Example 1

The wheelchair accessible seats in Row F of the Orchestra on the right and left sides are stationary seats that must be removed before a performance to make space for an actual wheelchair. A wheelchair takes the space of 2 chairs. The seats are conjoined in pairs. On the left side of the Orchestra the pairs are seats 1-3, 5-7, and 9-11. On the right side of the Orchestra, the pairs are 2-4, 6-8, and 10-12.

2 4 6 8 10 12

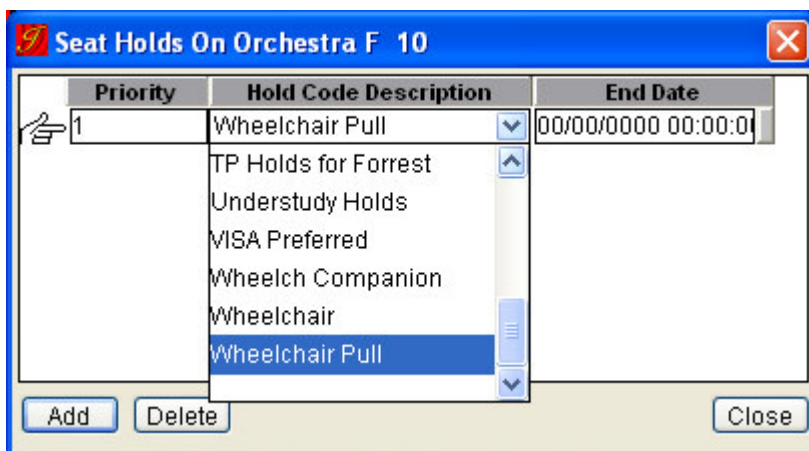


Example 2

If we were selling the seats on the right side of the Orchestra in Row F, to a patron attending in a wheelchair with a companion, maintenance would have to remove seats 2 and 4 to make space for the wheelchair and the companion would sit in seat 6, which is not removed. (See Example 2)

Since we do not charge patrons for both of the seat spaces that the wheelchair occupies, we have to kill the end seat in Tessitura so that no one can buy it and then sell one wheelchair accessible seat and one companion seat. Thus, since 2 and 4 are being removed for the wheelchair, we have to kill seat 2 by using the “Wheelchair Pull” hold code and sell seats 4 and 6 as the wheelchair and companion seats. The hold code for seat 4 should be “Wheelchair” and the code for seat 6 should be “Wheelch Companion” for wheelchair companion.

1. Right click on Seat 2 and apply the “Wheelchair Pull” Hold Code. Notice that seat number 2 will disappear leaving a blank space once the “Wheelchair Pull” code is applied. (See Example 3)



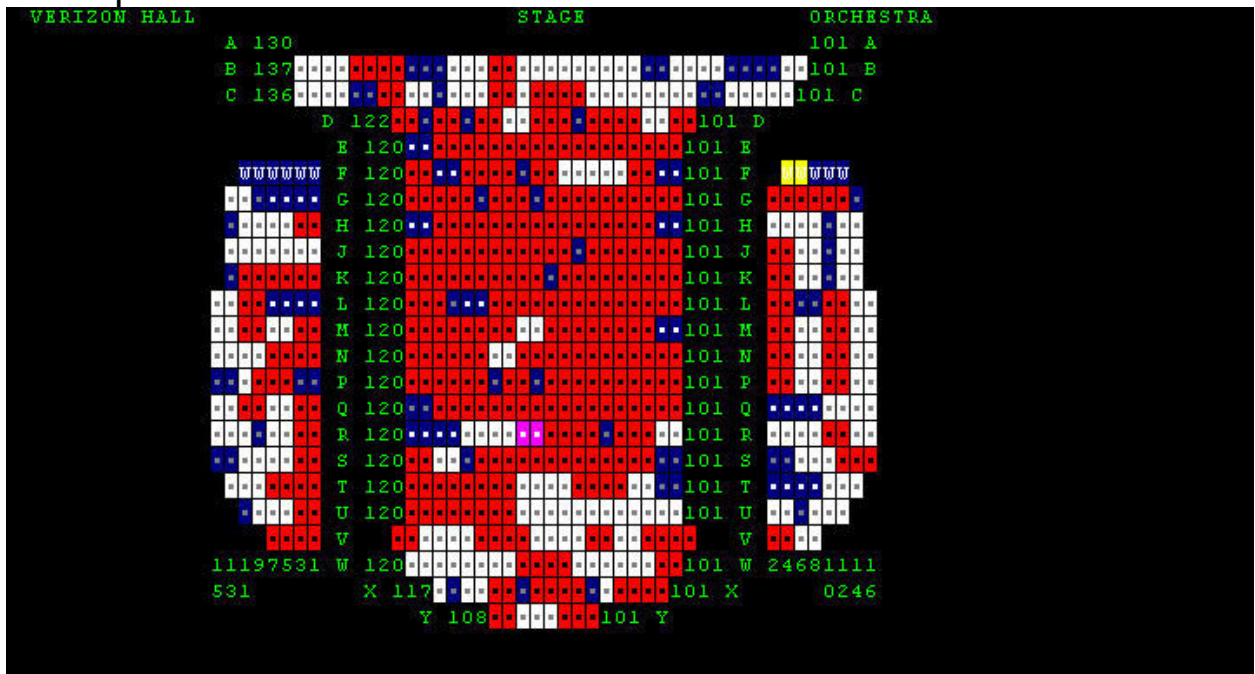
2. Right Click on Seat 4 and apply the “Wheelchair” Hold Code if not already applied.
3. Right click on Seat 6 and apply the “Wheelch Companion” Hold Code.

Summary: Seat 2 has been held as a “Wheelchair Pull” and is no longer visible as an available seat on the map. (See Example 3)

Next, select seats 4 and 6.

Apply the “Wheelchair” hold on seat 4 and then apply the “Wheelch Companion” hold on seat 6.

Example 3



From Here, you would pay for the seats as usual, but you must enter the appropriate note in the “Notes” field of the order indicating the status of each seat in Row F associated with the order.

The messaging that should be used in the notes field must be very specific to accurately describe whether the seats in row F need to be removed or not.

1. Selling Wheelchair seats to patrons in need of a Wheelchair (Single Performance):

If a patron buys 1 wheelchair and one companion seat this is the end result

Row F Seat 2 (or 12, 1, 11) – Unsold with Hold = Wheelchair Pull

Row F Seat 4 (or 10, 3, 9) – Sold with hold code = Wheelchair

Row F Seat 6 (or 8, 5, 7) – Sold with Hold code = Wheelchair Companion

The order note should read: **“Real Wheelchair: Pull Seats 2-4. Companion is Seat 6”**

(See Example 4)

Overall Summary (one Wheelchair and one Companion):

F 1-3 Pull

Hold codes: F-1 = Wheelchair Pull
F-3 = Wheelchair
F-5 = Wheelch Companion

“Real Wheelchair Pull Seats 1-3. Companion is Seat 5.”

F 11-9 Pull

Hold codes: F-11 = Wheelchair Pull
F-9 = Wheelchair
F-7 = Wheelch Companion

“Real Wheelchair Pull Seats 11-9. Companion is Seat 7.”

F 2-4 Pull

Hold codes: F-2 = Wheelchair Pull

F-4 = Wheelchair
F-6 = Wheelch Companion

“Real Wheelchair Pull Seats 2-4. Companion is Seat 6.”

F 12-10 Pull

Hold codes: F-12 = Wheelchair Pull
F-10 = Wheelchair
F-8 = Wheelch Companion

“Real Wheelchair Pull Seats 12-10. Companion is Seat 8.”

2. Selling Wheelchair seats to patrons in need of a Wheelchair (Picks or Multiple Performances):

If the order is a subscription pick with different wheelchair seats on different days the note should look something like this:

“Real Wheelchair: Dec 10: Pull Seats 2-4. Companion is Seat 6; Mar 15: pull Seats 1-3. Companion is Seat 7; April 27: pull Seats 2-4. Companion is Seat 6”

3. Selling Wheelchair seats to Patrons that do not need seats removed for the Wheelchair:

Row F Seat 2 – no hold code

Row F Seat 4 – no hold code

Order Note: **“No wheelchair pulls needed for this patron.”** or **“No wheelchair pull needed for this patron – will transfer from wheelchair or scooter.”**

Example 4

Tessitura 189 Production Database. - [Order 5542178]

File GoTo Orders Tools Window Help

Order Details Product Catalog SeatMap Order History

ID: 0 PO KC: TP: Other: [REDACTED]

Name: User ID: **tgay**
Addr: Batch: **41869**
Email: Zip: Phone1: On Account: **\$0.00**
Phone2:

Const ID: <Gen.Public> Src: Solicitor: tgay Delivery: U.S. Mail Hold Until: 00/00/0000
Order #: 5542178 Date: 01/22/2007 MOS: TP Call Center Channel: Default Channel Pmt: No Alt Adr: No
Notes: Real Wheelchair: Pull Seats 2-4. Companion is Seat 6 Category: (none)

Line Items Sub Line Items Fees Contributions Custom Data

Pkg	Perf	Description	Date & Time	Price Type	Zone	Section	Row	Seat	Tkt Amt	St
****	07PO0215VE	A Hero's Life	2/15/2007 08:00 PM	Full	ORCH	Row	F	4	80.00	SUP
****	07PO0215VE	A Hero's Life	2/15/2007 08:00 PM	Full	ORCH	Row	F	6	80.00	SUP

☒ Show All Sub LineItem

☒ Continuous Fee Calculation

Repeat the process for seats on the opposite end of the row:

1. Right click on Seat 12 and apply the “Wheelchair Pull” Hold Code. Notice that seat number 12 will disappear leaving a blank space once the “Wheelchair Pull” code is applied. (See Example 5)
2. Right Click on Seat 10 and apply the “Wheelchair” Hold Code if not already applied.
3. Right click on Seat 8 and apply the “Wheelch Companion” Hold Code.

Seat 12 has been held as a “Wheelchair Pull” and is no longer visible as an available seat on the map.

Next, select seats 8 and 10.

Apply the “Wheelchair” hold on seat 10 and then apply the “Wheelch Companion” hold on seat 8.

Example 5



From Here, you would pay for the seats as usual, but you must enter the appropriate note in the “Notes” field of the order indicating the status of each seat in Row F associated with the order.

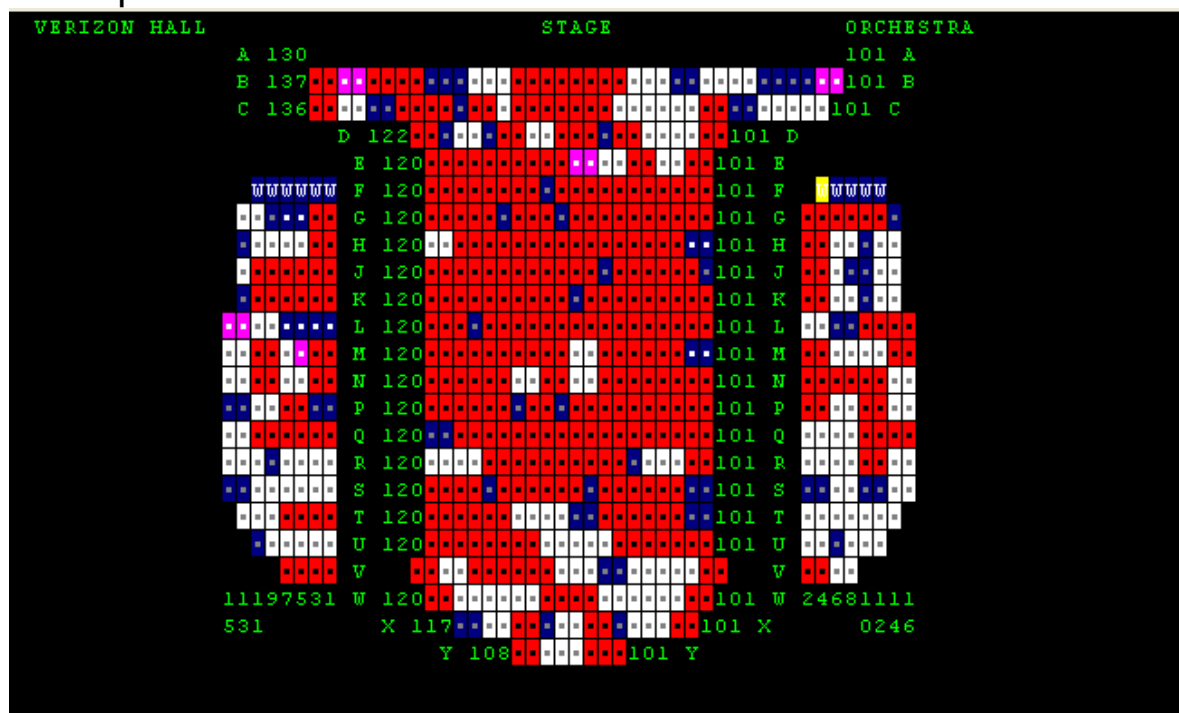
The messaging that should be used in the notes field must be very specific to accurately describe whether the seats in row F need to be removed or not.

The order note should read: **“Real Wheelchair: Pull Seats 10-12. Companion is Seat 8”**

Note: The process is repeated again the same way for the “Left” side of the house – (Row F Seats 1, 3, 5, 7, 9, and 11)

If a patron is looking to attend in a wheelchair without a companion the seating arrangement should look something like the following example.

Example 6



If there is one wheelchair with no companion the corresponding order note should read: **“Real Wheelchair: Pull Seats 2-4. No Companion.”**

If we have to sell 2 wheelchairs together with a companion, the seating should look like example 7.

In this particular example, the wheelchairs are replacing seats 2-4, 6-8, and the companion is sitting in seat 10. So seats 2-4, 6-8 need to be removed so that the

Seat 2 and 6 should be converted into “Wheelchair Pulls” holds and seats 4 and 8 should be sold as “Wheelchair” holds. Seat 10 is now a “Wheelch Companion” hold.

Please see example 7

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VERIZON HALL      STAGE      ORCHESTRA
A 130              101 A
B 137             101 B
C 136             101 C
D 122             101 D
E 120             101 E
F 120             101 F
G 120             101 G
H 120             101 H
J 120             101 J
K 120             101 K
L 120             101 L
M 120             101 M
N 120             101 N
P 120             101 P
Q 120             101 Q
R 120             101 R
S 120             101 S
T 120             101 T
U 120             101 U
V                V
W 120             101 W
X 117             101 X
Y 108             101 Y

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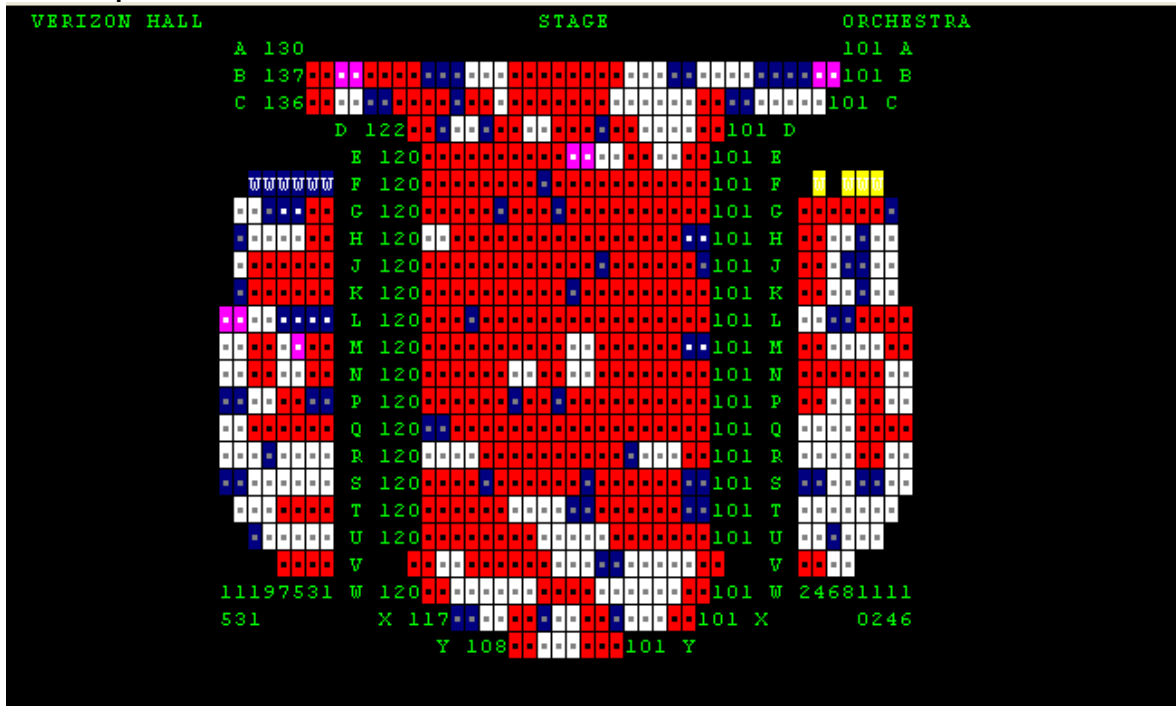
The Note for This configuration with 2 wheelchairs and 1 companion should look like this: **“Real Wheelchair: Pull Seats 2-4 and 6-8. Companion is Seat 10.”**

If there are 2 companions, the configuration should look similar to example 8.

Hold codes: F-2 = Wheelchair Pull
F-4 = Wheelchair
F-6 = Wheelchair Pull
F-8 = Wheelchair
F-10 = Wheelch Companion

“Real Wheelchair Pull Seats 2-4 and 6-8. Companion is Seats 10-12.”

Example 8



The wheelchair info must always be the 1st part of the note. The format of the note is not variable. We must always follow this standard format.

All TP staff must adhere to the correct procedures going forward. We must communicate the intentions and needs of our patrons carefully and clearly. This will maximize their enjoyment of the concerts, minimize the work of our colleagues in production and front of house and keep us in full compliance with federal, state and city laws.