**Fees:** Fees are the service-charges that make Ticket Philadelphia possible. There are many factors that impact fees, such as ticket price, location, venue, and so forth. Here are three variables in Tessitura to which you should pay EXTRA attention:

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**Mode Of Sale:** Mode of sale determines not only what fees are applied to an order, but also what shows you can access. For example, Tessitura will not allow you to access Ballet shows in the POPS MOS. There are five basic Modes-of-Sale that we use here:

- Sales, Call Center
  - o TP Phone Sales
  - POA –Phone Sales
  - o PBA TP Phone Sales
  - POPS TP Phone Sales
  - PRN TP Phone Sales
- Sales, Subscriber Services (REP ONLY)
- Subscriber Exchanges
  - "TP Exchanges BWY", "TP Exchanges KCP", "TP Exchanges PBA," "TP Exchanges POA,"
    and "TP Exchanges POP"
- Single Ticket Exchanges (POA and OP ONLY)
  - o "TP PHN POA Single"
  - "TP Exchanges OP Phone"

MOS and Fees: Single ticket fees will not be added in the exchange MOS, and vice versa.

**Price Type:** 'Price Type' is a value set in a line item that tells Tessitura what ticket price and ticket fees to charge a patron. There are seven basic categories of price-type:

- Full also known as "Single", this is the price type for a single ticket purchase by nonsubscribers.
- **Promotional** these are price types we use for single ticket purchases that are part of a promotion. Examples: 20% off, SPC1, Funsaver
- **Subscription** These price types are for line items that are part of a fixed seat package or a create-your-own subscription. They include SUBS6, SUBS9, SUB FULL, SUB PIK, and others
- Add On These price types are for subscribers purchasing additional tickets. They are "Add On" because they are ADDing ONto an existing subscription. They are generally treated as single tickets. See the fees note below.
- **Comp** this means "free" and we usually don't handle them here. We will occasionally issue comp tix, which means we may exchange those tix in these situations, please check with a lead. In general, a person needs to talk to the person or group that issued the comp ticket.
- Group this is the price-type used by the group sales office, and we don't handle them here

**Price types and fees:** Some price types have fees, some don't. For example, patrons purchasing AddOn tickets over the phone pay single-ticket fees. Patrons purchasing AddOn tickets on their mailed-in form do not pay single-ticket fees. The price types for those orders, respectively, are AddOn PHN and AddOn Mail – the ticket price for each is the same, but the service charges are different.

