

PROCESSING EXCHANGES – READ CAREFULLY

The data files for all clients (POA, PBA, BWY, POPS) have been sent to our vendor for printing. This file includes all orders that were paid in full.

When responding to requests from patrons to make a change to their subscription or ask for exchanges, we must first and foremost **ALWAYS** check order history to see if tickets were printed- this will assist you in how to proceed with requests.

If tickets were printed, proceed as follows:

- **Exchange Requests**

The “pull subs tickets” attribute is no longer applicable.

- You may process the exchange as a normal exchange in the proper client EXCHANGE Mode of Sale.
- **Be sure your price types match!**
- See the chart Josh posted on Athena for POA price type matching.
- Remind the patron to destroy the original ticket when they receive sheet tickets in the mail

- **Request to Change Package**

In the original order return the entire package, tickets now invalid.

- Add and seat the desired package,
- Print the new package and place the tickets in **HOLDS FOR SERIES EXCHANGE** bin located in the workroom
- Advise the patron to mail their sheet tickets to TP, once received back at Patron Services we will mail out the new subscription ticket (you may be flexible on this if a patron objects to mailing tickets back to us).

- **Refund Requests**

Jena and Mariangela are the only authorized staff to process refunds.

- Advise the patron they will receive a refund minus the subscription fee once the tickets are returned to Patron Services.
- (This is only for tickets that have already been printed)
- Add a CSI
- Tickets must be received back at least one week prior to the first performance in the package.

- **Reprint Requests**

Not available until further notice. Due to the uncertainty of time in transit we are asking that no requests for reprints be entered. As soon as we feel all tickets should have reached households the ban for reprints will be lifted. **The Date you may start entering POA Sub Reprints is 9/24. SPK reprints may be entered starting 9/17. No other Clients have a reprint date set yet.**

If tickets have not been printed, proceed as follows:

- **Exchange Requests**

Add Special Request with dates, **choose category: exchange request**

- **Refund Requests**

No changes to current guidelines, all requests for refunds must be requested in writing by postal mail, email or fax. Once the letter is received please give it to Mariangela for processing. Tickets that have not been printed yet will have the fee refunded when the Sub is canceled.

- **Requests to Change Package**

No changes, you still have the ability to modify an order.

Other reminders

- Add on concerts and prepaid parking are mailed separately from sub tickets.
- Please see me or Jena with any questions regarding this.

