

POA Procedure – Concert Cash

1. The Patron is able to buy 4 concerts and get \$50 in “Concert Cash” for each subscription seat they purchase to use towards any future POA performance. This will be good towards any concert that occurs during the 2014-2015 year (up to June 30, 2015).
2. Use the POA FY15 CYO4 package and complete like a regular pick package.
3. ~~There are two price types associated with this~~
 - ~~a. Subs Promo 8 – no subs fee (this will say CONCERTCASHSPECIAL on the flyer).~~
 - ~~b. Subs Promo 9 – fee (this will say CONCERTCASH on the flyer).~~

***Concert Cash will now be added to every CYO 4 that is sold – no promo code is needed. Concert Cash will remain available until further notice. ***

4. Click the Money Bag and process as normal.
5. After processing a CSI will automatically generate for that order overnight and a Concert Cash voucher will be sent out to the patron.

556330 08/22/2014 POA Voucher Action Item POA FY15 Concert Cash Web ✓ admin

Notes:

Customer Service Issue

Constituent ID: 179184 Owner: Arthur and Janine Curtis Household

Issue #: 556330

Issue Date: 08/22/2014 Urgent: ☐

Contact Method: Inbound Phone Category: POA Voucher Action Item

Activity Type: POA FY15 Concert Cash Origin: (none)

Season: (none) Performance: Package: (none)

Notes:

Created: 8/22/2014 10:47:55 by admin at TERMSERVER1 Modified: 8/29/2014 15:29:32 by dbo

Reminders

Issue Actions:

User	Date	Action Date	Action	System Date	Resolved
acurtis	8/22/2014 11:08:45	8/22/2014	Concert Cash Created		✓

Add Action

Save Close

How to Redeem a Concert Cash Voucher

1. Proceed with order as normal.
2. Click the Money Bag and process similar to a Gift Certificate purchase.
3. **Payment Method: \$50.00 to POA Concert Cash – GC and enter Concert Cash voucher number.**
4. Select insert and complete transaction with proper payment method.
5. Authorize, select “OK” and select “Done” to complete the order.

How to Generate Concert Cash Vouchers – for Leads and reps only!

1. Enter the Patron ID# into a new order.
2. Enter source 28962.
3. Choose a delivery method: US Mail.
4. Enter Category: Mail
5. **MOS: POA-TP Subs Serv**
6. **Payment Method: \$-50.00 to POA Concert Cash – GC**
7. **Payment Method: \$50 to POA Concert Cash - Payment**

Payments

Total Due \$0.00

* Amount \$-50.00 Payment Method POA Concert Cash - GC

Account Exp Date 00/0000 Start Date 00/0000 CVV Postal Code Auth No

Check # Name Gift Cert No 2089-3889969

Notes

* Amount \$50.00 Payment Method POA Concert Cash - Payment

Account Exp Date 00/0000 Start Date 00/0000 CVV Postal Code Auth No

Check # Name Gift Cert No

Notes

Total Payments: \$0.00

Insert Delete Account Authorization OK Finish Cancel

8. Do this for each subscription in the applicable order.
9. Select OK to return to the order, enter a note "Concert Cash" along with number of vouchers created..

10. Click on 

11. Print out the vouchers on the **BOCA printer** using these parameters, and click 'ok'

☐ **Tickets**
☐ Print Unprinted
☐ Reprint Printed

☒ **Receipts**
☐ Default
☒ All ☐ Current Only

☐ **Header**
TP Mail Header ▼

☐ **Acknowledgement**
▼
emailaddress@email.com

Ticket Printer:
TP BOCA ▼

☐ **Only Cut Tickets Between Orders**

Request PAH Reprint

12. Take vouchers and stuff with letter in a POA envelope.