

If an Opera Patron wishes to use a Ticket Philadelphia Gift Certificate please use the following process.

1. In Tessitura you will need to confirm the gift certificate is still valid and the amount that is valid. If you have a valid certificate, you can move forward in the RAMP environment and process the order.
2. Use the TP OP Gift Certificate payment for the amount valid for the Gift Certificate

Tessitura *****Opera Philadelphia Live Database***** - [Order 17137434]

File GoTo Orders Tools Window Help

Order Data Payments

Total Due \$185.50

Phone: 3029830146

Amount \$185.50

Payment Method

- OP American Express
- OP Discover
- OP Gift Certificate
- OP MasterCard
- OP TP Gift Certificate
- OP VISA

Account Exp Date Start Date

00/0000 00/0000

Check # Name

Notes

Owner

Order #

Initiator

Notes

Line Items

Pkg Code

Custom Data

| ur | Pur Amt | Ret | Ret Amt | Std | AU | Sp Req |
|----|---------|-----|---------|-----|----|--------|
| 1 | 179.00 | 0 | 0.00 | 1 | | |

Total Payments: \$185.50

Insert Delete Account Authorization OK Finish Cancel

3. Then pay the balance off with another form of payment if needed. Complete the transaction and place your phone in Not Ready.
4. Then, in our Tessitura database, open account 866 for Opera Philadelphia.
 - a. In the moneybag, issue a check refund against the gift certificate value. **Only issue a check in the amount used on the Opera Philadelphia ticket transaction.** There may be a balance left on the Ticket Philadelphia Gift Certificate.
 - b. Verify that the check is made payable to Opera Philadelphia.

The screenshot displays the Tessitura v12 Production Database interface. The main window shows the 'Order Details' tab for a new order. The order is for 'Opera Philadelphia' with ID 866, located at 1420 Locust Street, Suite 210, Philadelphia, PA 19102. The order date is 01/08/2016. A 'Payments' dialog box is open in the foreground, showing two payment entries. The first entry is for \$100.00 with the payment method 'TP Gift Certificate'. The second entry is for \$100.00 with the payment method 'TP Check Arland (Cal Center)'. The dialog box also shows fields for account, exp date, start date, CVV, postal code, auth no, check #, name, and gift cert no. The total due is \$0.00 and the total payments are \$0.00.

Order Details: ID 866, PO PRD, KC XOD, TP: Other, On Acct. Name: Opera Philadelphia, Addr: 1420 Locust Street, Suite 210, Zip: 19102, Phone1: (215)893-3600, Phone2: . Owner: 866, Source: , Solicitor: mparichl, Order #: <New>, Date: 01/08/2016, MOS: TP Phone Sales, Initiator: , Notes: .

Payments dialog box: Total Due \$0.00. Payment Method: TP Gift Certificate. Amount: \$100.00. Account: , Exp Date: 00/0000, Start Date: 00/0000, CVV: , Postal Code: , Auth No: . Check #: , Name: , Gift Cert No: F7C0-4505430. Notes: .

Payment Method: TP Check Arland (Cal Center). Amount: \$100.00. Account: , Exp Date: 00/0000, Start Date: 00/0000, CVV: , Postal Code: , Auth No: . Check #: , Name: Opera Philadelphia, Gift Cert No: . Notes: .

Total Payments: \$0.00. Buttons: Insert, Delete, Agree, Authorization, OK, Email, Cancel.

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5. Hit OK in the payment screen.
 6. Populate a generic source code in the Order Details tab.
 7. In the Notes field, enter the following text: DO NOT MAIL CHECK. Inter-Office to Ticket Philadelphia, Attn. Jayson Bucy followed by your initials, the transaction date and the OPHI order number.