

POA Procedure – Concert Cash

1. Patrons are able to buy a CYO6 or a fixed package (excluding Sunday packages) 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 2015-2016 year (up to June 30, 2016). This promotion is not applicable for CYO4, CYO5, or Sunday packages.
2. **The promo code is CONCERTCASH. When processing a Concert Cash order, please use source code number 41930.**
3. There is no special price type associated with the Concert Cash promo. Use the price type you would normally use.
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 20B9-3889969

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.