

POA Subscription Update

<p>The renewal deadline has passed!</p>	<p>We are currently seating Add On's. If a patron was contacted and calls us back to discuss seating for their package-Associates- please transfer to 4004 where- REPS and Associates with SUB training-can assist them with available options for seating</p>
<p>What if they call now?</p>	<p>Reps and Leads</p> <ul style="list-style-type: none"> -Can re-build a patron's dropped seats (if they are still available) directly into Tessitura. -Can enter Change Orders directly into Tess and make the change. -Can enter and seat NEW Fixed Orders directly into Tess and seat them -NO E HOLDS can be used -Can enter CYOs orders into Tess/No paper- and seat them real time. U holds and E holds for POA CYOs cannot be used unless Catherine or Jena approve the seat. Many packages will be removed from Sub Services and the Web. Everyone should be looking at the list on Athena . <p>Associates</p> <ul style="list-style-type: none"> -Associates with Data Entry training can enter orders listed above directly into Tess following above and below guidelines. <p><u>Reminders:</u> Do not seat Add Ons that are not Special Events.</p> <p>U holds are in place for Full Packages only, and not Pick Packages.</p> <p>-Associates please continue to use Paper for all Fixed package orders --you may enter CYO's into Tess and seat them.</p>
<p>What's next?</p>	<p>Data File of tickets is being generated and sent to print this week (July 12th). Please see following email with steps to take for patrons calling now to make changes to their order.</p> <p>Sub Tickets will be mailed out after Labor Day.</p> <p>Individual Tickets go on sale Tuesday, September 3 at Noon!</p>

PBA Subscription Update

The renewal deadline has passed!	Un-Renewed seats Dropped. U holds in place. New Subs and Add Ons have been seated.
What if they call now?	<p>REPS/LEADS -Can enter orders directly into Tessitura</p> <p><u>Reminders:</u> Please seat NEW orders, Add Ons and PICKS, in real time going forward.</p> <p>Associates -Continue to use paper for Full Series orders only, you may Build and seat PICKS in real time in Tess.</p> <p>Reminder- U holds may not be used for PICK Packages. Do not mix Price Zones in Fixed Packages. If you need Flexible options for patrons unhappy with the seating in their zone, please see a LEAD .</p>
What's next?	<p>Sub Tickets Mailed out after Labor Day.</p> <p>Single Tickets On Sale: June 19th</p>

SPK Subscription Update

The renewal deadline has passed!	Seating is complete, and patrons from the waitlist who's orders we were not able to fill were sent a letter letting them know they are on the Waitlist for FY15 now. There is also a CSI in the account for these patrons.
What if they call now?	<p>We should not take any more orders The Series is SOLD OUT.</p> <p>Patrons should be added to the WAITLIST – just add the FY15 WAITLIST attribute to their account.</p>
What's next?	Sub Tickets will be sent out after Labor Day

BWY Subscription Update

The renewal deadline has passed!	Un-renewed seats have been dropped. U Holds are in place for the dropped seats. Seating of NEW Subs will be finished this week.
What if they call now?	Reps/Leads/Data Entry Associates

	<p>-Can enter orders directly into Tessitura unseated</p> <p>-New Tuesday Series Fixed packages can be seated in real time</p> <p>Reminder: Do not seat Wed-Sun Package New Orders, or Add On's that are in the full package.</p> <p>Associates- with Data Entry training can enter orders directly into Tess.</p> <p>Associates</p> <p>-Please continue to use Paper for orders.</p> <p>Reminder: When processing ADD ON's for Jersey Boys performances at the Forrest, please let me or Jena know as soon as you discover a performance date we have access to is sold out. We have only a limited allotment so we need to take those performances off sale once they are full.</p> <p>- Do not mix Price Zones in Fixed Packages. If you need Flexible options for patrons unhappy with the seating they were given in their price zone, please see a LEAD .</p> <p>-ZONE 1 seating is SOLD OUT for all Series. Do not take orders for Zone One pricing anymore.</p>
What's next?	<p>Once New Orders have all been seated, we begin seating Add On's.</p> <p>Sub Tickets mailed out at the end of September.</p>

POPS Subscription Update

Renewal deadline has passed but we can still take orders.	<p>Un-renewed seats have been dropped. U holds in place for dropped seats.</p>
What if they call now?	<p>Reps/Leads/Data Entry Associates:</p> <p>-Can enter Straight/Change and New orders into Tess and seat them.</p> <p>- can re-build a patron's dropped seats (if they are still available) directly into Tessitura.</p> <p>Associates- with Data Entry training can enter orders directly into Tess.</p> <p>Associates:</p> <p>-Continue to use paper for orders.</p> <p>Picks are only available through Telemarketing. If a patron asks for a Pick simply let them know the package will be announced to the general public</p>

	sometime in the future.
What's next?	Sub Tickets Mailed out after Labor Day. Single Tickets On Sale: August

Keyboard Conversations Subscription Update

Renewal Deadline for Early Bird Pricing is June 5 th .	Prices increase for Renewing and New Subscribers on June 6th. Un-renewed Seats were dropped on June 7 th and U Holds applied.
What if they call now?	<p>Reps/Leads/Data Entry Associates: -Can enter Straight/Change and New orders into Tess and seat them</p> <p>Reminders: -Seat all orders. Price type to use now is now Sub Full.</p> <p>-Subs Special price type is no longer available for Sub packages. Please use Sub Full. If you need to sell a package at the Sub Special Price type, let me or Jena know and we will have Catherine add it back on. (<i>Subs Special is still attached to performances in case an exchange needs to be done.</i>)</p> <p>Associates: -Continue to use paper for orders, but please give them to the LEAD for immediate processing.</p>
What's next?	All seating is complete and tickets were mailed 6/10.