

When patrons choose E-Tickets for their delivery method, whether they are purchasing tickets online or through patron services, they will receive 2 emails: An email confirmation of their order and a separate email with a PDF file with their tickets (see attached for examples of E-Ticket confirmations and PAH tickets).

Simply select “E-Tickets (Print at Home)” as the delivery method in the order like we always have, and the patron will automatically receive their email confirmation and E-Tickets. Make sure you have the correct email address for the patron or they will not receive their tickets!

#### **What if patrons lose their E-Tickets or never received an email?**

E-Tickets can be resent to patrons through tessitura by clicking the “Print Order” button and selecting “Request PAH Reprint.” If the original tickets have not been printed (check the Order History tab) go to a lead to have the tickets “dummy printed”. When that has been done select the “Request to Reprint”. Once selected, the original tickets that the patron received will be invalid.



#### **Can patrons still access their tickets through “My Account?”**

Yes. The original process of accessing E-Tickets through “My Account” is still available.

#### **How long will it take patrons to receive their confirmation email and E-Tickets?**

Continue to tell patrons that their E-Tickets confirmation will be sent within the hour. E-Tickets should also be sent within fifteen minutes although sometimes tickets will not be sent immediately if there is a popular on-sale. In this instance, tickets may take up to 1-3 business days to be sent to patrons. Remind patrons to check their spam folder if they do not receive the email. The email will come from [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org)

#### **Can patrons change their mode of delivery to E-Ticket once their order has been processed?**

Yes. Simply change the mode of delivery in the patron’s order and hit “done” for the change to be processed.

#### **Things to remember:**

- Always make sure you have the correct email address so the patron receives their email confirmation and E-Tickets promptly.
- E-Tickets will not send if you are in the patrons order. You must close completely out of the order for the E-Tickets to send.