

Subscription Ticket Reprint Request Procedure **TICKET** philadelphia

First Things First

- Please verify the subscription has been paid in full. If not, this is why they have not received their tickets. Please obtain payment.

Reprint Timings

- Reprints will be available three weeks after we drop the tickets in the mail.
- Tickets are dropped in the mail in waves by Client. The Patron Services Supervisor will be sending emails as each Client's Subscription Tickets are dropped.
- Please be sure to pay attention to these emails as they state when each Client's Subscription Tickets were dropped in the mail and when we can accept reprint requests.

Reprint CSIs

Remember: Subscriber Parking "reprint" requests should not be included in these CSIs. Subscription Parking is not actually "reprinted." Please see PAGE 2 for guidelines on parking passes.

Note: If a subscriber calls on Friday after 4:00 PM or on the weekends, please notify the Lead on duty as well as following the below steps.

- If the subscriber would like their **entire package** reprinted (*they will receive any inserts included in the original mailing*),
 - OR -
- If the subscriber would like **two or more dates within their package** reprinted (*they will not receive any inserts in from the original mailing*),

Please set these CSI parameters:

Contact Method:	Inbound Phone	Category:	Ticketing Issue
Activity Type:	Reprint Subs Tix	Origin:	(none)
Season:	PO16 Regular Concerts	Performance:	
		Package:	16POFRA
			POA FY16 FRA

- Include Order #
 - Note entire package or specific dates
 - Delivery Method
 - US Mail
 - Is there enough time prior to first event?
 - Hold at Box Office
 - Note "entire package" or "first event only and mail remaining"
 - Any special notes or other relevant information
-
- If the subscriber only needs **one date from their package** reprinted,
Please set these CSI parameters:

Contact Method:	Inbound Phone	Category:	Ticketing Issue
Activity Type:	Reprint & Hold	Origin:	(none)
Season:	PO16 Regular Concerts	Performance:	16PO1001VE
			Yannick & Rachmaninoff
			Thu 10/1/2015 8:00 PM
Package:			(none)

Notes:

- Include Order #
- Any special notes or other relevant information

Subscription Ticket Reprint Request Procedure **TICKET** philadelphia

Parking Passes

Parking Passes are like CASH.

- If a subscriber **received their parking, but lost it**; we cannot replace their passes, nor can we refund their parking.

We can sell them a new set of passes at the subscriber discounted price for *pick up from the Subscriber Services Table at their next event.*

- Please email the below information to Catherine to process:
 - Patron ID
 - # of passes
 - Last 4 digits of credit card to charge

- If a subscriber **never received their parking**, we can replace their passes for *pick up from the Subscriber Services Table at their next event.*

Please set these CSI parameters, choosing the **subscription package** they have as the **Season** and **Package**:

Contact Method:	Inbound Phone	Category:	Ticketing Issue
Activity Type:	Parking- Sub Prepaid	Origin:	(none)
Season:	PO16 Regular Concerts	Performance:	
		Package:	16POFRA
			POA FY16 FRA

Notes:

- Include Order #
- Include # of passes
- Date and time of next event
- Any special notes or other relevant information
- Copy and paste CSI into an email and send to Catherine to process
- Close CSI with these parameters:

Actions for Issues

Action: Information Sent **Action Date:** 08/27/2015

Closed: ☒ **Letter Printed Date:**

Notes:

Email to CAP

Save **Cancel**