

Please do not accept any name changes on tickets placed on an account that is marked as a ticket broker (see below). By allowing this we are in effect “endorsing” the inappropriate resale of our tickets. Tell the caller that their account has been identified as a source of ticket re-sales in violation of our published ticketing policies and we cannot perform this service for them. At that point enter a CSI on the account as shown below.

The Kimmel Center’s policy of ticket re-sales is published on the website, kimmelcenter.org/about/ticketpolicy.php and is included in all ticket order acknowledgements.

Identifying Ticket Broker Accounts

Constituents - Mrs. Gricelda Villa

ID: 1450489 PO KC: BCS TP: TPS
 Name: Mrs. Gricelda Villa
 Addr: 38 Larks Aire Pl.
 Email: griceldaspec@aol.com
 Zip: 77381 Phone1: (281)685-5619
 Phone2:
 Other:  User ID: glus
 Batch: 936
 On Account:

History	Contacts	Contributions	Transactions	Ticket History
General	Names	Addresses	Constituencies	Associations

Prefix	First Name	Middle Name	Last Name	Suffix	Gender	Status
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CSI for Attempts to Change Names on Broker Accounts – note you don’t have to specify the performance if you cannot get the info after turning down the request.

Customer Service Issues

Constituent ID: 1450489 Name: Mrs. Gricelda Villa
 Issue #: 221477 User: glustig Date: 12/8/2008 13:53
 Issue Date: 12/08/2008 Urgent: ☐
 Contact Method: Inbound Phone Category: Ticketing Issue
 Activity Type: Ticket Broker Name Chg Origin: (none)
 Season: (none) Performance: (none) Package: (none)
 Notes:
 for Legally Blonde on 12/7

Issue Actions:

User	Date	Action Date	Action	System Date	Resolved
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New Action Del. Action Assign Save Close