

The following protocol MUST be followed when taking a Subscription Order in person at the Front Desk where the patron is paying with Cash.

Front Desk Staff / LPSR / PSR:

- Take Order on PAPER at the Front Desk
 - Write "CASH" on the payment line.
- Collect Cash Payment from Patron
- Fill out the Money Receipt Book located at Front Desk in middle drawer
 - Give Patron top, white copy
- Take Order Form and Cash IMMEDIATELY to LPSR

Booth Duty:

If TP Office is Open

- Take Order on PAPER
 - Write "CASH" on the payment line.
- Collect Cash Payment from Patron
- Secure Order Form and Cash in safe place
- Upon return to office, take Order Form and Cash IMMEDIATELY to LPSR

If TP Office is Closed

- Take Order on PAPER
 - Write "CASH" on the payment line.
- Collect Cash Payment from Patron
- Secure Order Form and Cash in safe place
- Upon conclusion of Booth Duty, take Order Form and Cash to Box Office
 - Have them lock in their safe for collection from BOC or H@BO Controller
 - If Box Office is closed, located Security to gain access to Box Office
 - Secure Order Form and Cash in Michelle M's desk drawer with the B101 sticker
 - Michelle M will lock in safe the next day for collection from BOC or H@BO Controller

LPSR:

- Process Order IMMEDIATELY in Tessitura in separate Batch
- Close Batch
- Print 2 Copies of Batch Report
- Place Cash in TP Envelope
 - Write Order # and Patron ID on Envelope
 - Paper clip Envelope with 1st Batch Report
- Hand bundle IMMEDIATELY to BOC or DP
- Place 2nd Batch Report in BOC's In Bin

DO NOT wait to process later

DO NOT set the Order/Cash on your desk to hand to BOC when you have a free moment

REMEMBER to write Order # and Patron ID on Envelope

Failure to follow this protocol on every CASH Order taken at the Front Desk or Booth Duty is not acceptable.