

Reprinting Subscription Tickets

It's that time of year again, when Subscribers begin to call reporting that they have not yet received their season tickets for our various companies.

KEY POINTS:

- Check the date. Could the tickets still be in the mail? (Note A)
- Check the order history. Has a reprint already been requested? (Note B)
- Does the patron want some tickets held and some mailed? (Note C)
- Enter a CSI – make sure it is “Reprint Subs Tix” (Note D)
- Warn patron that they may receive original, now-invalid tickets (Note E)

*** Associates, please ask for assistance the first time you “Reprint Subs Tix” ***

NOTE A. Receipt Dates

The patron should wait until the following dates before requesting a reprint. Please inform patrons that we have a set deadline for receipt, and they should wait until this passes to request a reprint.

POA: 9/30

SPK: 9/19 (Reprint and Hold – first performance on 9/26)

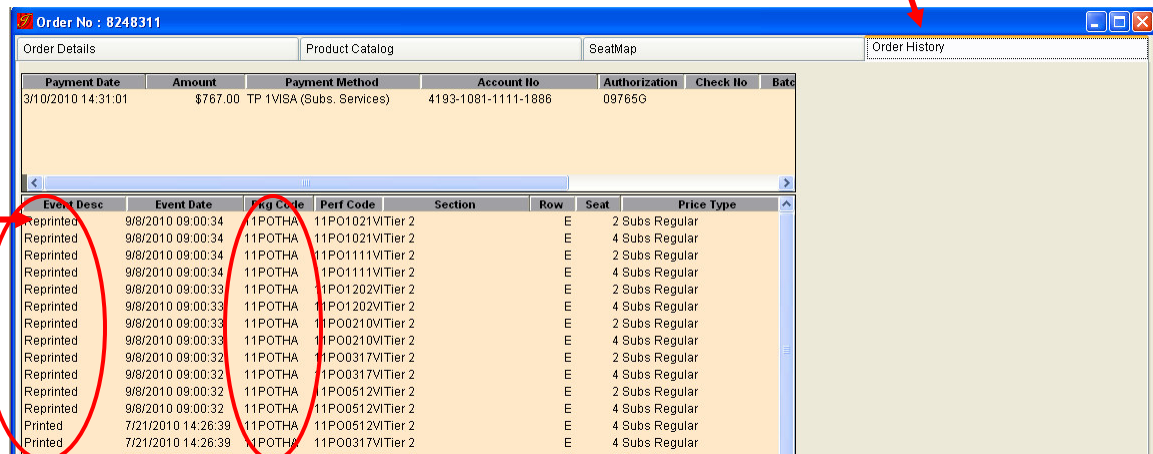
BWY: 10/05

KCP: 10/05 (If they have k.d. lang on 9/29, Re-print and Hold at BO)

PBA: 10/10

NOTE B. Checking Prior Reprint Requests

1. Open the order in Tessitura
2. Look in the “Notes” field for a reprint complete note
3. Check the “Order History” tab for a “reprinted” item for the series.



Payment Date	Amount	Payment Method	Account No	Authorization	Check No	Date
3/10/2010 14:31:01	\$767.00	TP 1VISA (Subs. Services)	4193-1081-1111-1886	09765G		

Event Desc	Event Date	Org Code	Perf Code	Section	Row	Seat	Price Type
Reprinted	9/8/2010 09:00:34	11POTHA	11PO1021VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:34	11POTHA	11PO1021VITier 2		E	4 Subs Regular	
Reprinted	9/8/2010 09:00:34	11POTHA	11PO1111VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:34	11POTHA	11PO1111VITier 2		E	4 Subs Regular	
Reprinted	9/8/2010 09:00:33	11POTHA	11PO1202VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:33	11POTHA	11PO1202VITier 2		E	4 Subs Regular	
Reprinted	9/8/2010 09:00:33	11POTHA	11PO0210VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:33	11POTHA	11PO0210VITier 2		E	4 Subs Regular	
Reprinted	9/8/2010 09:00:32	11POTHA	11PO0317VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:32	11POTHA	11PO0317VITier 2		E	4 Subs Regular	
Reprinted	9/8/2010 09:00:32	11POTHA	11PO0512VITier 2		E	2 Subs Regular	
Reprinted	9/8/2010 09:00:32	11POTHA	11PO0512VITier 2		E	4 Subs Regular	
Printed	7/21/2010 14:26:39	11POTHA	11PO0512VITier 2		E	4 Subs Regular	
Printed	7/21/2010 14:26:39	11POTHA	11PO0317VITier 2		E	4 Subs Regular	

NOTE C. Reprint Procedure

If full season tickets have not arrived after the receipt date and you are sure that no reprint has already been requested (see Note E, below) follow the specific procedure below to **enter a “Reprint Subs Tix” CSI**.

1. Enter a CSI using the following parameters – see screenshot, below.
 - **Contact Method:** Inbound Phone
 - **Category:** Ticketing Issue
 - **Activity Type:** Reprint Subs Tix
2. Select the corresponding season and company for reprint
3. Select the corresponding package
4. Type the order number in the “Notes” field and save the CSI
5. Be sure to include all relevant notes – eg, MAIL or HOLD. See note D, below.

CSI SCREENSHOT

Customer Service Issues

Constituent ID: 1754601 Name: Brother Joshua Aaron Becker
Issue #: 400052 User: jbecker Date: 9/14/2011 10:54
Issue Date: 09/14/2011 Urgent: ☐
Contact Method: Inbound Phone Category: Ticketing Issue
Activity Type: (none) Origin: (none)
Season: Problem w/ Telemktng O Package:
Notes:
Reprint Subs Tix
Reprint & Hold
Reprint & Mail
Reprint/Hold/Chng Name
Reseating Required

Issue Actions:

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

Choosing the “Reprint Subs Tix” option is critical, or the message will not go to the proper channel for reprinting.

NOTE D. Mailing some, holding some.

There may be a situation in which a patron wants SOME of their tickets held at the box office, and SOME of the tickets mailed to them. Here are some examples:

- SPK patron has not yet received her tickets. The patron needs the tickets held at the box office for the first performance, but does not want to have to take ALL of the tickets at that time.
- KCP patron has not yet received his tickets. He needs the tickets for k.d. lang held at the box office, but wants the rest mailed.

In order to process these requests, leave detailed notes in the CSI. For the above examples, you would enter “Reprint and hold first performance. Reprint and mail remaining tickets.”

NOTE E. Instructions to Patron

It is possible for the Subscriber to receive their original tickets. Please inform the Patron that they should disregard and destroy the original tickets, should they arrive after the reprint has been requested.

The reprinted tickets will have a sticker affixed identifying them as the valid set:

“Enclosed are your reprinted tickets. If you should receive another set of subscription tickets, they are no longer valid and should be discarded.”