

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.

First, it is important to know the deadlines for receipt of the tickets, which are as follows:

POA: 9/20
SPK: 9/24
BWY: 9/28
POPS: 10/4
KCP: 10/4
PBA: 10/7

If the Subscriber is asking about tickets before this date, inform them that we have a set deadline for receipt, and they should wait until this passes to request a reprint.

If full season tickets have not arrived after this date, follow the specific procedure below:

Enter a "Reprint Subs Tix" CSI
Contact Method: Inbound Phone
Category: Ticketing Issue
Activity Type: Reprint Subs Tix

The screenshot shows a web-based form titled "Customer Service Issues". The form contains several fields and a dropdown menu. The "Contact Method" is set to "Inbound Phone". The "Activity Type" dropdown is open, showing options: "Reprint Subs Tix", "Refund Request", "Reprint & Hold", "Reprint & Mail", "Reprint Subs Tix", "Reprint/Hold/Chng Name", "Reseating Required", and "Rollover Issue". The "Season" field is set to "LG11 Longwood". The "Notes" field is empty. The "Issue Actions" table is empty. The "Save" and "Close" buttons are at the bottom right.

Constituent ID	Issue #	Issue Date	Contact Method	Activity Type	Season	Notes
1514337	320381	09/19/2010	Inbound Phone	Reprint Subs Tix	LG11 Longwood	

User	Date	Action Date	Action	System Date	Resolved
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***** Choosing the "Reprint Subs Tix" option is critical, or the message will not go to the proper channel for reprinting. *****

Select the corresponding season and company for reprint

The screenshot shows the 'Customer Service Issues' form. The 'Season' dropdown menu is open, displaying a list of options: PO11 Regular Concerts, PO11 Non Tess Events, PO11 Picks, PO11 Regular Concerts (highlighted), PO11 Sound All Around, PO11 Special Events, PO11 Student Concerts, and PO11 Understudy. Other fields include Constituent ID (1514337), Issue # (320381), Issue Date (09/19/2010), Name (Mr. Christopher Oronzi), User (coronzi), Date (9/19/2010 10:22), Contact Method (Inbound Phone), Activity Type (Reprint Subs Tix), Category (Ticketing Issue), and Origin ((none)). The 'Performance' and 'Package' dropdowns are also set to '(none)'. At the bottom, there are buttons for 'New Action', 'Del. Action', 'Assign', 'Save', and 'Close'.

Select the corresponding package

The screenshot shows the 'Customer Service Issues' form with the 'Package' dropdown menu open. The list of packages includes 11POTHA, 11POSUB, 11POSUN, 11POSUNC, 11POSWS, 11POTHA (highlighted), 11POTHB, and 11POTHC. The 'Season' is set to PO11 Regular Concerts, Performance is (none), and the 'Notes' field is empty. The 'Issue Actions' table at the bottom is also empty. Buttons for 'New Action', 'Del. Action', 'Assign', 'Save', and 'Close' are at the bottom.

Type the order number in the “Notes” field and save the CSI

The screenshot shows the 'Customer Service Issues' form with the order number '8248632' entered in the 'Notes' field. The 'Package' is now set to 11POTHA. All other fields remain the same as in the previous screenshot. The 'Issue Actions' table is still empty. Buttons for 'New Action', 'Del. Action', 'Assign', 'Save', and 'Close' are at the bottom.

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.”

There is a possibility the tickets have ALREADY been reprinted and mailed
Check for this before ordering a reprint and mail

- Open the order in Tessitura
- Look in the “Notes” field for a reprint complete note
- If none present, double check the “Order History” tab for a “reprinted” item for the series.

Order No : 8248311

Order Details | Product Catalog | SeatMap | Order History

ID: 15705 PO: PRD KC: KAP TP: Other:
Name: Mr. William D. Wilkinson User ID: coro
Addr: 106 Mill Race Place Zip: Phone1: (610)459-4954 POA Member Batch: 135
Email: dbwilk@comcast.net 19342134 Phone2: On Account:
Const ID: 15705 Src: 17609 Solicitor: RollOver Delivery: U.S. Mail Hold Until: 09/01/2010
Order #: 8248311 Date: 03/09/2010 MOS: TP Subs Serv Channel: Default Channel Pmt: No Alt Adr: No
Notes: Tickets were mailed to wrong person - reprinted and mailed 9/8 cap10 Category: Mail

Line Items | Sub Line Items | Fees | Contributions | Custom Data

Pkg	Perf	Description	Date & Time	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	SR
11POTHA	*****	POA FY11 THA		Sub Full	R2TIER	2	600.00	0	0.00	2		

Order No : 8248311

Order Details | Product Catalog | SeatMap | Order History

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

Event Desc	Event Date	Pkg 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	
Printed	7/21/2010 14:26:39	11POTHA	11PO0210VITier 2		E	4 Subs Regular	

Associates, please ask a Lead for assistance the first time you process a “Reprint Subs Tix” request.