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.

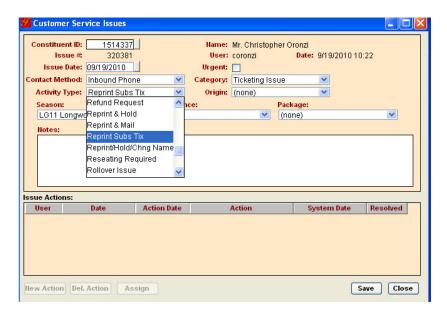
If full season tickets have not arrived after this date, follow the specific procedure below:

Enter a "Reprint Subs Tix" CSI

Contact Method: Inbound Phone

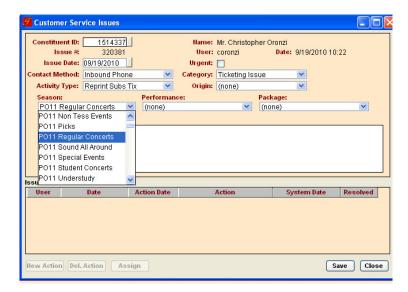
Category: Ticketing Issue

Activity Type: Reprint Subs Tix

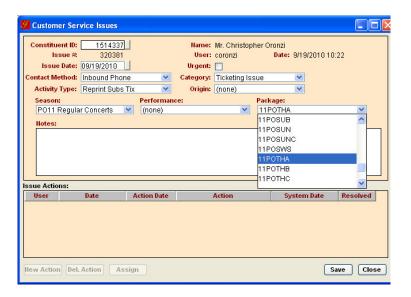


*** Choosing the "Reprint Subs Tix" option is critical, or the message will not go to the proper channel for reprinting. ***

Select the corresponding season and company for reprint



Select the corresponding package



Type the order number in the "Notes" field and save the CSI



It is possible for the Subscriber to receive their original tickets

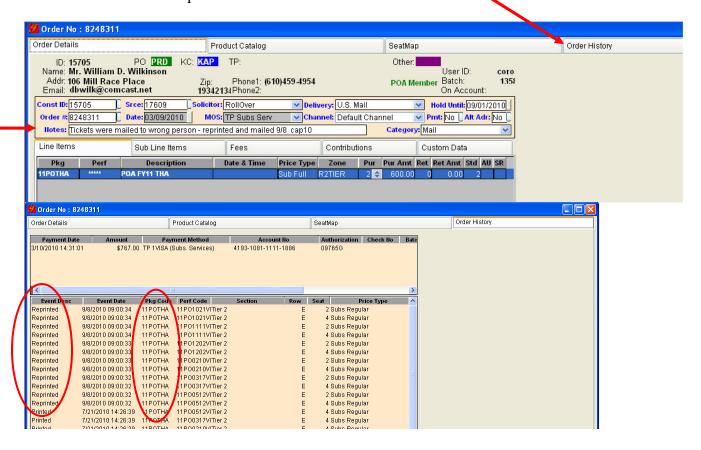
Please inform the Patron that they should disregard and destroy the original tickets, should they arrive after the reprint has been requested.

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 If you should receive another set of subscription tickets, they are no longer valid and should be discarded."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.



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