

BOX OFFICE MANUAL

(February 7, 2012)

OBJECTIVE:

Audience Services strives to present the most professional and comfortable “first encounter” possible for patrons. Audience Services shapes the patron’s first impressions and experiences of the production, the company, the department, and the college.

TIX BASICS:

Website: www.tix.com/management

User name: your name: ex. *first.last*

Password: tsbox + last name: ex. *Tsboxsmith*

1 RULE!

NEVER CLICK ANYTHING THAT SAYS “QUICK”!

Box Office Hours

The box office opens approximately two weeks before the show opens. We are unable to take reservations until the box office opens officially for every show.

Blank Performing Arts Center (BPAC)

{Reservation and/or pick up}

10:30-4:30 pm	Mon- Fri (or until show time of evening performance)
1:30-4:30 pm	Saturday (or until show time of evening performance)
11:30-showtime	Day of matinee performance

Reservations

Reservations may be made in the following ways:

In person at the BPAC Box Office

Online at <http://simpson.tix.com>

By telephone (515-961-1601)

By email (tsboxoffice@simpson.edu)

Location of BPAC

Blank Performance Art Center is located on the corner of *Detroit and D Street, Indianola, IA.*

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YOUR BOX OFFICE SHIFT

General Things:

- Arrive **early**, please.
- Sign in on the 'Sign In' sheet.
- Log on to the laptop:
 1. Log into the SC network as you would with any other Simpson Computer on campus.
 2. Log into TIX.
 - Username: *Firstname.lastname*
 - Password: *Tsboxlastname*
- You may do homework, read, eat, Facebook (on your *own* laptop), whatever you want while in the box **SO LONG AS it does not prevent you from assisting a customer PROMPTLY**. Please clean up any mess made. The box office is not your dorm room, so please do not leave personal items.
- UGA computer should be used only by the UGA, unless otherwise authorized.
- Do not leave until the next person on the schedule has arrived.

THE BOX MUST NEVER BE UNMANNED!!!!
- When your shift is over and the next person has arrived, **close cash drawer, sign out of TIX, and sign out of computer**. If you do not do this, the next person will be "locked" out of the computer.
- Sign out on the 'Sign In' sheet.
- Have a nice rest of your day. ☺

MISSED BOX OFFICE HOURS AND TARDINESS

Communication is KEY

Procedures for Late Arriving Personnel:

1. If the next person has not arrived between 10 and 5 minutes until scheduled time, you may call them to confirm they are on their way using the phone tree on the bulletin board. If they do not answer, leave a message reminding them about their box office hour and to call you when they are on their way.
2. If they do not answer, call down this line until you get a solution:
 - a. First, call the UGA and leave a message if they do not answer. UGA will probably tell you to call down the phone tree until you can find someone who can cover for you.
 - b. Call the Box Office Manager for that production, and if they do not answer, call House Manager. Numbers should be on the phone tree.
 - c. Next call down to the department office (x1647) and tell the secretary the situation. She will help you to figure out your options.
 - d. If the secretary does not answer call the work study phone (x7959)
 - e. If no answer there, call Tom Woldt (x1653)
3. If you still do not reach anyone, close the box office window and doors. Then go to the department office to see if anyone is there who can help, and leave a note on the secretary's desk. Then you may leave.

4. Note: Your hour is considered 'missed' if you are more than 10 minutes late. If you are going to be late for any reason, call the box office and let them know so that they may take the appropriate steps.

Consequences for Missed Box Office Hours:

1. One missed hour – you will receive a formal warning from the UGA and your name will be included on a report to the faculty supervisor.
2. Two missed hours – you must report to a department faculty meeting to discuss the situation.

Changing Shifts:

If you need to change a box office hour for any legitimate reason, follow the appropriate steps:

1. Contact another worker and ask them if they will switch hours with you, or work for you. Remember, if the other person agrees to work for you, you must **MAKE UP** that hour lost so that you meet your required number of hours. Keep trying other people on the list if the first person does not agree.
2. Once you have found someone to work for you, contact the UGA **IN ADVANCE**, preferably 24 hours before the box office hour being switched. Try to let them know as soon as possible of the change. Contact UGA about working more hours if needed.

What is an EXCUSED absence / tardy?

1. Severe Illness
2. Family/ Personal Emergency
3. Anything else determined excusable by UGA or Faculty.

NOT EXCUSED absence / tardy

- Participation in class activities like directing scenes, etc, is **NOT** an acceptable excuse to be late or miss a box office hour.
- Sleeping In / Alarm not going off.
- Double booking - when signing up for box office hours, have your schedule or planner handy so that you do not double book with class, work-study, or other conflicts.

OPENING PROCEDURES (10:00-10:30am)

1. Get key from the department office to unlock box AND the cabinet below the window.
 - a. Key is located in the office in the black cabinet in the right side doors, in the card box marked "Box Office".
2. Return key to office right after you are done unlocking.
3. Sign in on the 'Sign In' sheet.
4. Log into the laptop:
 - a. Turn on laptop and printer.
 - b. Log into SC network as you would any other computer on campus.
 - c. Bring up TIX and sign in.
5. Check Voicemail (See Voicemail Procedures pg. 24)
6. Make reservations for any new order via voicemail.
7. Open both sides of the window at **10:30 AM**.
8. Put a stack of Ticket Policies, flyers, and bell on the customer service counter.

CLOSING PROCEDURES (4:30-5:00pm)

*Box Office Manager, House Manager, and UGA only.

1. Close and lock window at **4:30 pm**.
2. Log into laptop as you would on any other computer.
3. Then bring up TIX and log in under your name.
4. Check voicemail. (see Voicemail Procedures pg. 24)
5. Make reservations for any new order via voicemail.
6. Print all unprinted tickets and Mail (see Mailing pg. 24)
 - a. *Batch Ticket Printing* in Management Menu.
 - b. Select each day separately and by delivery method. If you click them all at once, you may get them mixed up. It is easier this way.
 - c. Print
 - i. Make sure to click - *Datamax pass through*
 - d. Did tickets print correctly? Yes or no. Double check that the tickets printed correctly. If they did not print correctly, do NOT click yes. You cannot reprint them in a batch if you click yes.
 - e. Campus Mail and standard mail: Address or box number should be printed on ticket receipt. Fill out envelope accordingly. If not on receipt, look up address in *Sales Detail Report* in Report Menu. *Remember, we do not send out campus or standard mail the Wednesday before the opening of a weekend show.*
 - f. Box Office Pickup: File tickets, secured with a paper clip, in holder alphabetically by show dates and times.

7. Log into your Dropbox account and find the shared folder *Nightly Report with TIX*. Open the report.
8. Fill in information for that day's date in the "Daily Report" section of the *Nightly Report with TIX* Excel document, using reports on TIX.
 - a. Under the Report Menu, use Ticket Quantity # in *Daily Sales Report* for that day's ticket sales.
 - b. Use *Daily Sales by Tender Type Report* to determine how much was sold in cash, credit, and checks.
 - c. To save the document, you will have to re-save over the existing document in Dropbox. Do not save in 'my documents' on the laptop.
9. Count cash in cash box below the window. Put any amount OVER \$100 in envelope with date and amount in cash and check. Record this number in the "Daily Report." Put in top drawer of black filing cabinet. Lock the black cabinet.
10. Lock up cash box in cabinet below window.
11. Turn off all computers.
12. Check levels of supplies. (I.e. disinfectant, envelopes, paper clips, etc.) If anything is low let the UGA know.
13. Disinfect computer mice, keyboards, telephone, handles and switches.
14. Turn all lights off.
15. Lock all doors (using key from office).
16. Take mail and return BO keys to the department office. Mail goes in the "outgoing" slot in the mailboxes across from the copy machine.

TAKING A RESERVATION

This is one of the most important functions of the box office personnel. Please give careful attention to each detail in an effort to provide the best possible customer service to our patrons.

PHONE:

The correct phone answering procedure is (in a friendly, upbeat voice) “Hi! This is _____ at the Theatre Simpson Box Office. How may I help you?”

GENERAL SEATING (BARNUM) RESERVATIONS

*NOTE: **NEVER SELECT ANYTHING THAT SAYS “QUICK”.*** → when you click “quick,” valuable customer information is not recorded. This is bad.

1. Click Box Office Sales on the Ticket Sales Menu of TIX.
 - a. If you have not yet taken a reservation it will tell you that you have not opened a cash box yet. Enter ‘0’ in the box and hit enter.
2. Ascertain which performance the tickets are for and select **SELL**.
(NOTE: NEVER CLICK “QUICK SALE”)
3. Type in the number for each type of ticket needed. Click **ADD TO CART**.
4. On the next screen, recheck that the ticket types are correct. Click **CHECKOUT**.
(NOTE: NEVER CLICK “QUICK CHECKOUT”.)
5. Customer information:
 - a. Type in customer’s **LAST NAME** and click **LOOK UP**.
(TIP: Ask the customer to spell their name for you. This ensures you are looking up the right person the first time and prevents mistakes.)
 - b. Check if they have information entered already, if they do, select them.
 - c. If NOT, enter **ALL** customer info and hit **CONTINUE**.
 - i. You must have two phone numbers. If two are not available, enter the same one twice. Do not just put in random numbers.
 - ii. Do not ask if the customer wants to be on our mailing list. Keep the box checked. We want that information for marketing.
6. On the next screen you can review the information and will be able to go back if needed.
7. Select Shipping method and click **CONTINUE**.
 - a. Campus Mail is for Simpson students and faculty only.
 - i. Make sure the address they gave you is their campus mail box or office.
 - ii. Not available after the Wednesday before a weekend show.
 - b. Standard mail is for off campus residents who wish it to be mailed to them.
 - i. There is a \$1 fee.
 - ii. Not available after the Wednesday before a weekend show.
 - c. Box Office Pickup if they wish to leave their tickets here until a later time.
8. To complete order: Select payment type, enter appropriate information and click **DONE**.

- a. The CCV number is the 3-digit number on the back of the credit card after the signature box.
 - b. Be very careful filling this out. If you hit “cash” and the customer has not actually paid, it cannot be undone. It must be cancelled by the TIX people, which is a big pain and messes up our books.
9. If they are paying at a later date, select “RESERVE UNTIL” and double check that the time is either 7:30 or 1:00 (show time). DO NOT CHANGE “RESERVE UNTIL TIME.” Click **COMPLETE**.
- i. Tell the customer to pick up their tickets at least one ½ hour before the show starts. If they do not, according to our policy, we can re-sell them in the case of a sold-out show.
10. Check the “*Print Tickets on Completion*” box and hit **DONE**.
- a. Select Printer “*Datamax Pass Through*”
11. Give tickets to customer including receipt ticket, OR file tickets for Box Office Pickup.
- a. Secure ticket bundle, including receipt, with paperclip and place in the holder for the appropriate show, in alphabetical order by customer last name.

Remember:

- **If you ever need to go back or edit ticket type or number during this process, click on the green shopping cart tab in the upper right hand corner.**
- **You will not be able to print tickets until they are PAID for.**

TAKING A RESERVATION (ILLUSTRATED)

This is one of the most important functions of the box office personnel. Please give careful attention to each detail in an effort to provide the best possible customer service to our patrons.

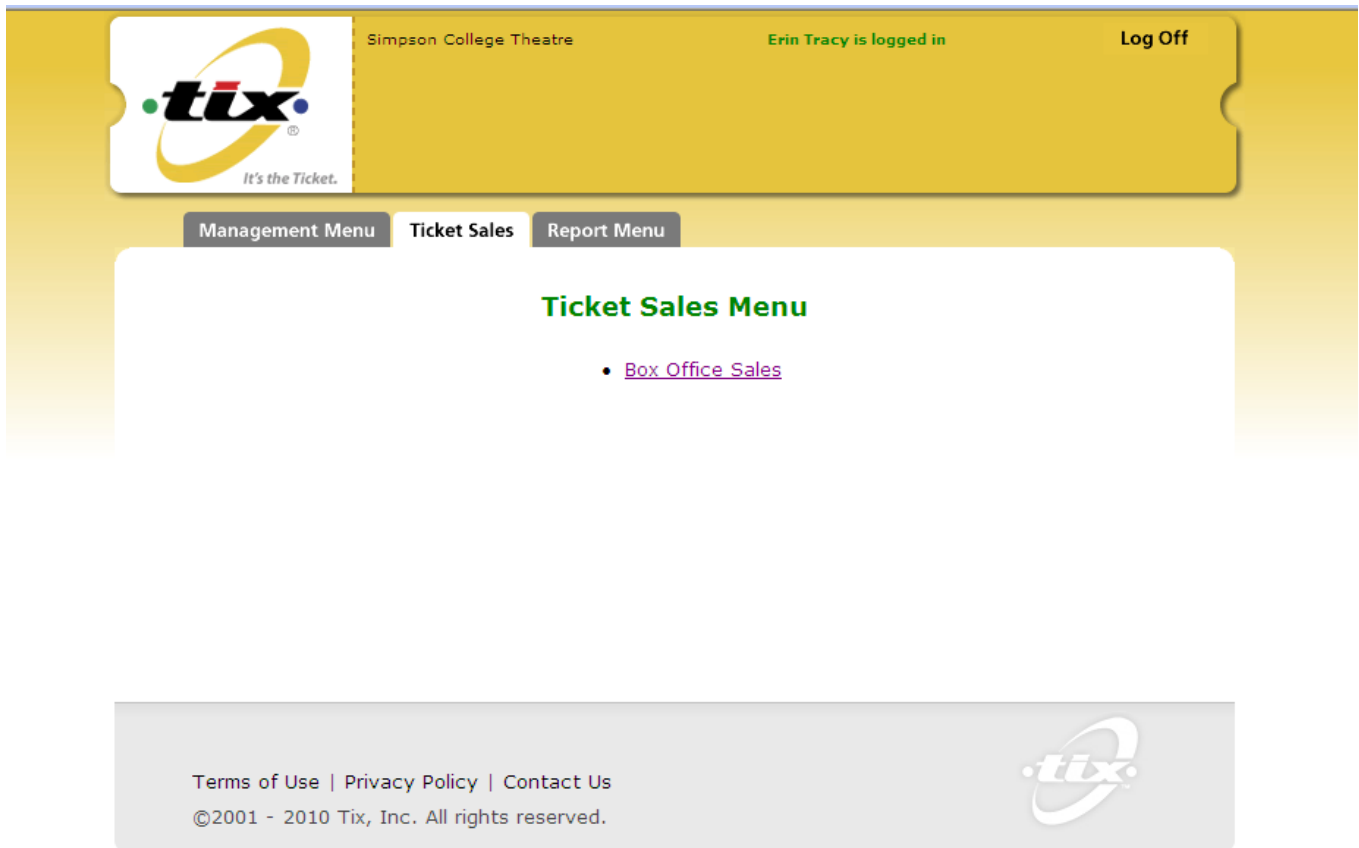
PHONE:

The correct phone answering procedure is (in a friendly, upbeat voice) “Hi! This is _____ at the Theatre Simpson Box Office. How may I help you?”

GENERAL SEATING (BARNUM) RESERVATIONS

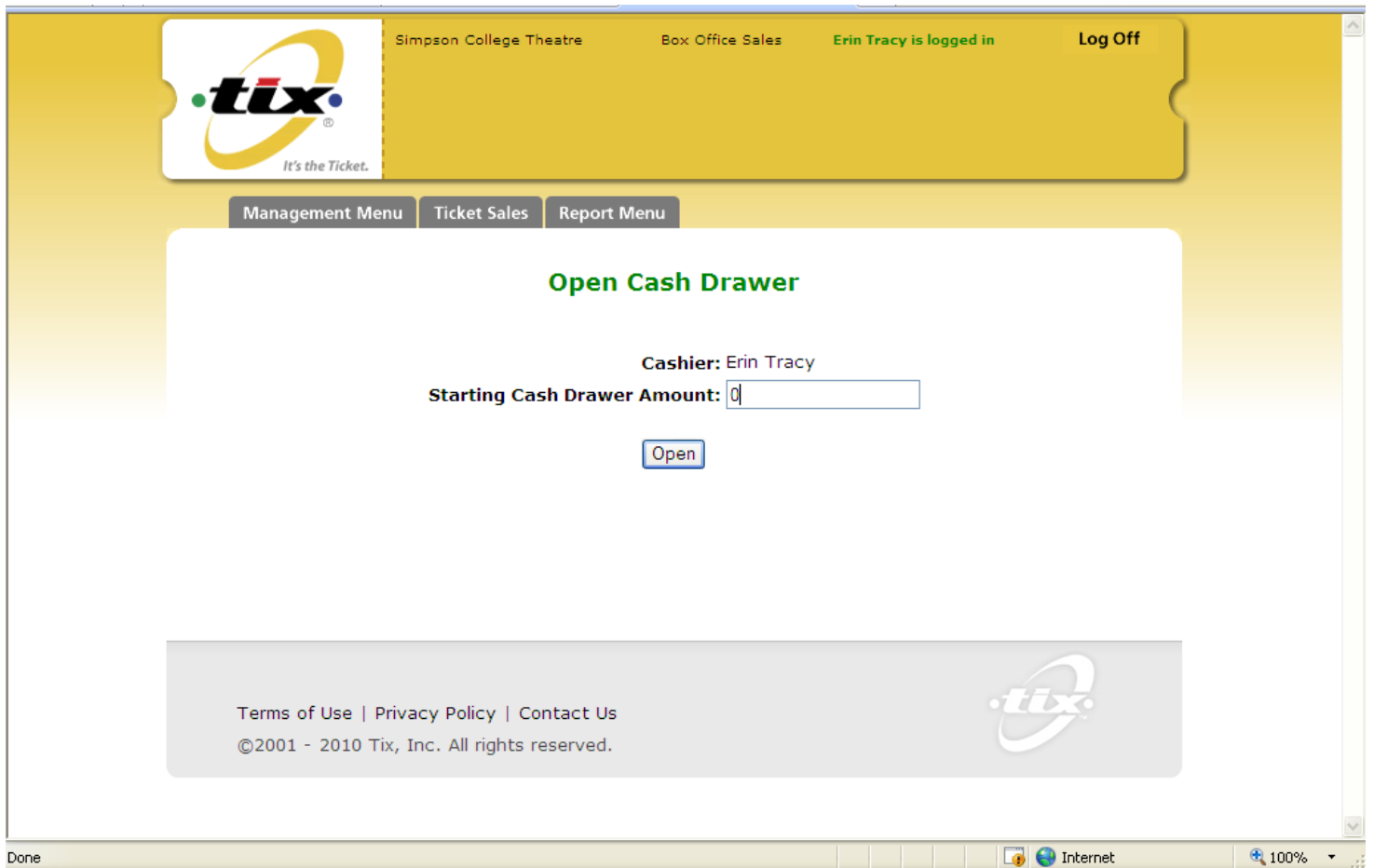
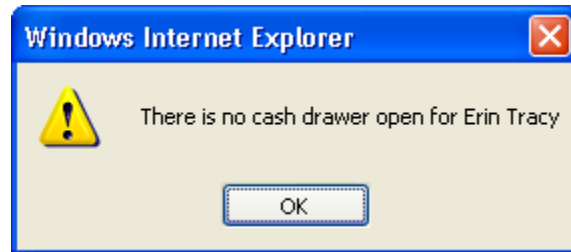
NOTE: **NEVER** SELECT ANYTHING THAT SAYS “QUICK”.

1. Click Box Office Sales on the Ticket Sales Menu of TIX.



The screenshot displays the TIX web interface for Simpson College Theatre. At the top, the TIX logo is on the left, and the text "Simpson College Theatre" and "Erin Tracy is logged in" are on the right. A "Log Off" link is also present. Below the header, there are three menu tabs: "Management Menu", "Ticket Sales", and "Report Menu". The "Ticket Sales" tab is active, showing a "Ticket Sales Menu" with a single item: "Box Office Sales". At the bottom, there is a footer with links for "Terms of Use", "Privacy Policy", and "Contact Us", along with the copyright notice "©2001 - 2010 Tix, Inc. All rights reserved." and the TIX logo.

- a. If you have not yet taken a reservation it will tell you that you have not opened a cash drawer yet. Enter '0' in the box and hit **OPEN**.



2. Ascertain which performance the tickets are for and select **SELL**.
 (NOTE: NEVER CLICK "QUICK SALE")

The screenshot shows the Tix website interface. At the top, the Tix logo is on the left, and the text 'Simpson College Theatre', 'Box Office Sales', 'Erin Tracy is logged in', and 'Log Off' is on the right. Below this is a navigation bar with 'Management Menu', 'Ticket Sales', and 'Report Menu'. The main content area is titled 'Ticket Sales' and includes a link '(Click Here for Past Events)'. A table lists three performances of 'Betrayal by Harold Pinter' at Barnum Studio Theatre, Blank Performing Arts Ctr - Indianola, IA. The first row, for Friday 10/8/2010 at 7:30 PM, has 143 available tickets, a 'Quick Sale' link with a red 'X' over it, and a 'Sell' link. A red arrow points to the 'Sell' link. The second row, for Saturday 10/9/2010 at 7:30 PM, has 150 available tickets, a 'Quick Sale' link, and a 'Sell' link. The third row, for Sunday 10/10/2010 at 1:00 PM, has 150 available tickets, a 'Quick Sale' link, and a 'Sell' link. The footer contains 'Terms of Use | Privacy Policy | Contact Us', '©2001 - 2010 Tix, Inc. All rights reserved.', and the Tix logo.

Date/Time	Event	Available Tickets	Quick Sale	Best Available	Select Seats
Fri 10/8/2010 at 7:30 PM	Betrayal by Harold Pinter Barnum Studio Theatre, Blank Performing Arts Ctr - Indianola, IA	143	Quick	Sell	
Sat 10/9/2010 at 7:30 PM	Betrayal by Harold Pinter Barnum Studio Theatre, Blank Performing Arts Ctr - Indianola, IA	150	Quick	Sell	
Sun 10/10/2010 at 1:00 PM	Betrayal by Harold Pinter Barnum Studio Theatre, Blank Performing Arts Ctr - Indianola, IA	150	Quick	Sell	

3. Type in number for each type of ticket needed. Click **ADD TO CART**.

Simpson College Theatre Box Office Sales Erin Treacy is logged in Log Off

Management Menu Ticket Sales Report Menu

Betrayal by Harold Pinter

Betrayal by Harold Pinter
Directed by Ann Woldt
Barnum Studio Theatre, Blank Performing Arts Center
October 8-9, 15-16 at 7:30 p.m. and October 10, 17 at 1:00 p.m.

Written by Nobel Prize winning dramatist Harold Pinter, *Betrayal* explores relationships through the classic dramatic scenario of the love triangle. Told through the eyes of three people whose lives are significantly altered by an adulterous affair, Pinter captures the essence of betrayal and the shattering effects it has on a marriage.

Tickets are \$10 for adults and \$9 for non-Simpson students. All performances are in Blank Performing Arts Center on the Simpson College campus.

****All transactions on our site are completed using a SECURE SERVER****
Betrayal by Harold Pinter
Friday, October 08, 2010 at 7:30 PM
Barnum Studio Theatre, Blank Performing Arts Ctr
Detroit and D Street
Simpson College
Indianola, IA 50125
Phone: (515) 961-1801
Website: <http://simpson.tix.com>
E-Mail: boxoffice@simpson.edu
[Map & Directions](#)
[Hide Event Details](#)

Price range: \$0.00 to \$10.00

<u>Ticket Type</u>	<u>Price</u>	<u>Quantity</u>
Adult	\$10.00	<input type="text"/>
Senior	\$9.00	<input type="text"/>
Student	\$9.00	<input type="text"/>
Group (10+)	\$8.00	<input type="text"/>
Child (12 & under)	\$7.00	<input type="text"/>
Simpson Faculty	\$0.00	<input type="text"/>
Simpson Student	\$0.00	<input type="text"/>
Theatre Simpson Company Comp	\$0.00	<input type="text"/>

4. On the next screen recheck that the ticket types are correct. Click **CHECKOUT**.
(NOTE: NEVER CLICK "QUICK CHECKOUT".)

Simpson College Theatre Box Office Sales Erin Tracy is logged in Log Off

Management Menu Ticket Sales Report Menu Shopping Cart

Shopping Cart

Betrayal by Harold Pinter at Barnum Studio Theatre, Blank Performing Arts Ctr on Friday, October 08, 2010 at 7:30 PM (Tickets: 1)

Section	Row	Seat	Type/Price/Fee	Remove
General Admission		GA	Simpson Student \$0.00	release

Number of Items: 1

Select appropriate seat types above and click 'Checkout' when done.

Shopping Cart
Terms of Use | Privacy Policy | Contact Us

5. Customer info

- a. Type in customer's **LAST NAME** and click **LOOK UP**.

(TIP: Ask the customer to spell their name for you. This ensures you are looking up the right person the first time and prevents mistakes.)

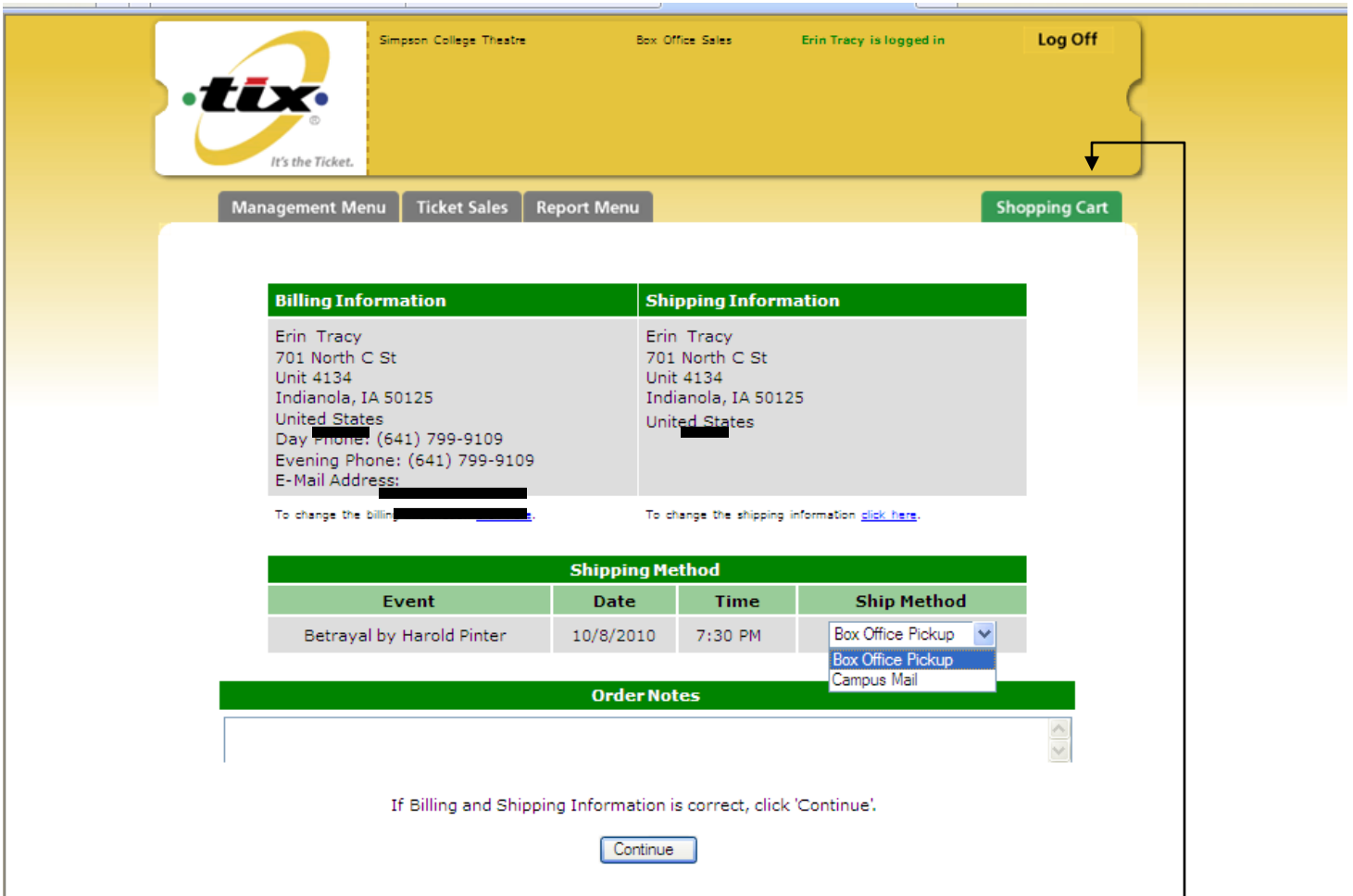
- b. Check if they have info entered already, if they do, select them.

- c. If NOT, enter **ALL** customer info and hit **CONTINUE**.

- i. You must have 2 phone numbers. If two are not available enter the same one twice. Do not just put in random numbers.
- ii. Do not ask if the customer wants to be on our mailing list. Keep the box checked. We want that information for marketing.

Customer Name	Address	City	State	Postal Code
Tracy, Chris		Bagley	IA	50125
Tracy, Erin	701 North C St	Indianola	IA	50125
tracy, tim	██████████		ia	51401

6. On the next screen you can review the information and will be able to go back if needed.
7. Select Shipping method and click **CONTINUE**.
 - a. Campus Mail is for Simpson students and faculty only.
 - i. Make sure the address they gave you is their campus mail box or office.
 - ii. Not available after the Wednesday before a weekend show.
 - b. Standard mail is for off campus residents who wish it to be mailed to them.
 - i. There is a \$1 fee.
 - ii. Not available after the Wednesday before a weekend show.
 - c. Box Office Pickup if they wish to leave their tickets here until a later time.



•If at any time you need to go back and edit the ticket type or number, click the green **Shopping Cart** tab on the Right to go back.

8. To complete order: Select Payment type, enter appropriate information and click **DONE**.
 - a. The CCV number is the 3-digit number on the back of the credit card after the signature box.
 - b. Be very careful filling this out. If you hit "cash" and the customer has not actually paid, it cannot be undone. It must be cancelled by the TIX people, which is a big pain and messes up our books
9. If they are paying at a later date, select "RESERVE UNTIL" and double check that the time is either 7:30 or 1:00 (show time). **DO NOT CHANGE "RESERVE UNTIL TIME."** Click **COMPLETE**.
 - i. *Tell the customer to pick up their tickets at least one ½ hour before the show starts. If they do not, according to our policy, we can re-sell them in the case of a sold-out show.*

Payment Information

Account/Billing Information	Shipping Information
peach yogurt 5625 dairy drv Cowtown, WI 80610 United States Day Phone: (555) 555-5555 Evening Phone: (555) 555-5555 E-Mail Address: i_love_yogurt@dairy.com	peach yogurt 5625 dairy drv Cowtown, WI 80610 United States

Betrayal by Harold Pinter at Barnum Studio Theatre, Blank Performing Arts Ctr on Friday, October 08, 2010 at 7:30 PM (Tickets: 3)
Delivery Method: Campus Mail

Section	Row	Seat	Type	Price	Sub Total
General Admission		GA	Simpson Student	\$0.00	\$0.00
General Admission		GA	Simpson Student	\$0.00	\$0.00
General Admission		GA	Adult	\$10.00	\$10.00

Number of Items: 3

Total	\$10.00
Total Paid	\$0.00
Balance Due	\$10.00
Tender Amount	<input type="text" value="10.00"/>

Cash
 Check - #
 Credit Card:
 Reserve Until: October 8, 2010 at 7:30 PM

7:30!

10. Check the "Print Tickets on Completion" box and hit **DONE**.*
 - a. Select Printer "**Datamax Pass Through**"

***You will not be able to print tickets until they are paid for.**

It's the Ticket.

Management Menu Ticket Sales Report Menu Shopping Cart

Payment Information

Order Number - 8974012

Account/Billing Information	Shipping Information
Erin Tracy 701 North C St Unit [REDACTED] Indianola, IA 50125 United States Day Phone: [REDACTED] Evening Phone: [REDACTED] E-Mail Address:	Erin Tracy 701 North C St Unit [REDACTED] Indianola, IA 50125 United States

Betrayal by Harold Pinter at Barnum Studio Theatre, Blank Performing Arts Ctr on Friday, October 08, 2010 at 7:30 PM (Tickets: 1)

Delivery Method: Box Office Pickup

Section	Row	Seat	Type	Price	Sub Total
General Admission		GA	Simpson Student	\$0.00	\$0.00

Number of Items: 1

Total	\$0.00
Total Paid	\$0.00

Please Note: There are no refunds or exchanges.

Print Tickets on completion.

Order Number - 8974012

Done

11. Give tickets to customer including receipt ticket, OR file tickets for Box Office Pickup.
 - a. Secure ticket bundle, including receipt, with paperclip and place in the holder for the appropriate show, in alphabetical order by customer last name.

Remember:

- If you ever need to go back or edit ticket type or number during this process, click on the green shopping cart tab in the upper right hand corner.
- You will not be able to print tickets until they are PAID for.

ASSIGNED SEATING (POTE) RESERVATIONS

NOTE: **NEVER SELECT ANYTHING THAT SAYS "QUICK"**.

1. Click Box Office Sales on the Ticket Sales Menu of TIX.
 - a. If you have not yet taken a reservation it will tell you that you have not opened a cash box yet. Enter '0' in the box and hit enter.
2. Ascertain which performance the tickets are for and click **SELECT** or **BEST**.
(NOTE: **NEVER CLICK "QUICK SALE"**)
 - a. **SELECT** – if you want to choose the seats for the customer, or if they have a preference.
 - b. **BEST** – if there is no preference (this is the simplest option).

<ol style="list-style-type: none">3. If SELECT: scroll over seating map sections to see available seats, and click the appropriate section.4. Click the boxes of the seats you want. Try to keep them close to other reserved seats.5. You may select ticket type on this screen if they are all the same, if not you will be able to on the next screen. Click ADD TO CART6. Review seats and ticket type and click CHECKOUT.	<ol style="list-style-type: none">7. If BEST: enter NUMBER of tickets needed, don't worry about type yet. Click FIND.8. On the next screen select ticket type and click CHECKOUT.
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9. Customer information:
 - a. Type in customer's **LAST NAME** and click **LOOK UP**.
(*TIP: Ask the customer to spell their name for you. This ensures you are looking up the right person the first time and prevents mistakes.*)
 - b. Check if they have information entered already, if they do, select them.
 - c. If **NOT**, enter **ALL** customer info and hit **CONTINUE**.
 - i. You must have two phone numbers. If two are not available, enter the same one twice. Do not just put in random numbers.
 - ii. Do not ask if the customer wants to be on our mailing list. Keep the box checked. We want that information for marketing.
10. On the next screen you can review the information and will be able to go back if needed.
11. Select Shipping method and click **CONTINUE**.
 - a. Campus Mail is for Simpson students and faculty only.
 - i. *Make sure the address they gave you is their campus mail box or office.*
 - ii. Not available after the Wednesday before a weekend show.
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12. To complete order: Select payment type, enter appropriate information and click **DONE**.
 - a. The CCV number is the 3-digit number on the back of the credit card after the signature box.
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13. If they are paying at a later date, select "RESERVE UNTIL" and double check that the time is either 7:30 or 1:00 (show time). **DO NOT CHANGE "RESERVE UNTIL TIME."** Click **COMPLETE**.

- i. Tell the customer to pick up their tickets at least one ½ hour before the show starts. If they do not, according to our policy, we can re-sell them in the case of a sold-out show.
- 14. Check the “Print Tickets on Completion” box and hit **DONE**.
 - a. Select Printer “**Datamax Pass Through**”
- 15. Give tickets to customer including receipt ticket, OR file tickets for Box Office Pickup.
 - a. Secure ticket bundle, including receipt, with paperclip and place in the holder for the appropriate show, in alphabetical order by customer last name.

Remember:

- If you ever need to go back or edit ticket type or number during this process, click on the green shopping cart tab in the upper right hand corner.
- You will not be able to print tickets until they are PAID for.

ASSIGNED SEATING (POTE) RESERVATIONS (ILLUSTRATED)

NOTE: NEVER SELECT ANYTHING THAT SAYS “QUICK”.

1. Click Box Office Sales on the Ticket Sales Menu of TIX.
 - a. If you have not yet taken a reservation it will tell you that you have not opened a cash box yet. Enter ‘0’ in the box and hit enter.
2. Ascertain which performance the tickets are for and click **SELECT** or **BEST**.
 (NOTE: NEVER CLICK “QUICK SALE”)
 - a. **SELECT** – if you want to choose the seats for the customer, or if they have a preference.
 - b. **BEST** – if there is no preference (this is the simplest option).

Screenshot of the TIX website interface showing the Ticket Sales section for Simpson College Theatre. The page includes a navigation menu, a table of ticket sales for 'The Learned Ladies by Moliere', and a footer with terms of use and contact information.

Date/Time	Event	Available Tickets	Quick Sale	Best Available	Select Seats
Fri 11/19/2010 at 7:30 PM	The Learned Ladies by Moliere Pote Theatre, Blank PAC (Reserved) - Indianola, IA	483	Quick	Best	Select
Sat 11/20/2010 at 7:30 PM	The Learned Ladies by Moliere Pote Theatre, Blank PAC (Reserved) - Indianola, IA	488	Quick	Best	Select
Sun 11/21/2010 at 1:00 PM	The Learned Ladies by Moliere Pote Theatre, Blank PAC (Reserved) - Indianola, IA	488	Quick	Best	Select

BEST

1. If **BEST**: enter NUMBER of tickets needed, don't worry about ticket type yet. And click **FIND**.
2. On the next screen select ticket types. And click **CHECKOUT**.

Simpson College Theatre Box Office Sales Erin Tracy is logged in Log Off

Management Menu Ticket Sales Report Menu

Best Available

The Learned Ladies by Moliere
Friday, November 19, 2010 at 7:30 PM
Pote Theatre, Blank PAC (Reserved)
[Show Event Details...](#)

<u>Color Code*</u>	<u>Price/Range</u>	<u>Quantity</u>
All Sections	\$0.00 - \$10.00	<input type="text"/>

*To view the color coded seating chart, [click here](#).

Enter the quantity of tickets you are looking for and click the 'Find' button below.
This may take several seconds.

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Simpson College Theatre Box Office Sales Erin Tracy is logged in Log Off

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Shopping Cart

The Learned Ladies by Moliere at Pote Theatre, Blank PAC (Reserved) on Friday, November 19, 2010 at 7:30 PM (Tickets: 1)
To view the seating chart [click here](#).

<u>Section</u>	<u>Row</u>	<u>Seat</u>	<u>Type/Price/Fee</u>	<u>Remove</u>
CENTER LOWER RIGHT ENTRANCE 2	H	6	Adult \$10.00	release hold

Number of Items: 1

Select appropriate seat types above and click 'Checkout' when done.

Shopping Cart

SELECT

3. If **SELECT**: scroll over seating map sections to see available seats, and click the appropriate section.
4. Click the boxes of the seats you want. Try to keep them close to other reserved seats.
5. You may select ticket type on this screen if they are all the same, if not you will be able to on the next screen. Click **ADD TO CART**
6. Review seats and ticket type and click **CHECKOUT**.
7. Continue with customer information steps like General Seating reservations.

The screenshot displays the Tix website interface for selecting seats for the play "The Learned Ladies by Moliere" on Friday, November 19, 2010, at 7:30 PM, at the Pote Theatre, Blank PAC (Reserved).

Seating Map: A diagram of the theatre seating is shown with sections labeled A through S. A callout box titled "VIEW DIRECTION" shows a grid of seats with a blue arrow pointing up, indicating the stage direction.

PRICING:

	Adult - \$10.00	Senior - \$9.00	Student - \$9.00	Group (10+) - \$8.00	Child (12 & under) - \$7.00	Simpson Faculty -	Simpson Student -	Theatre Simpson Alumni Card -	Theatre Simpson Company -
	Adult - \$10.00	Senior - \$9.00	Student - \$9.00	Group (10+) - \$8.00	Child (12 & under) - \$7.00				

Section: "CENTER LOWER LEFT ENTRANCE 1"

Row Selection:

Row H	<input type="checkbox"/>	<input type="checkbox"/>	Row H	<input type="checkbox"/>			
Row I	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Row I	<input type="checkbox"/>			
Row J	<input type="checkbox"/>	<input type="checkbox"/>	Row J	<input type="checkbox"/>			
						Select All	<input type="checkbox"/>

Total seats selected in this section: 0
To view the entire seating chart [click here](#).

-- Select Ticket Type --

Legend:

- Available ?
- Reserved ?
- Reserved in Shopping Cart ?
- Sold ?
- On Hold ?

CHANGING A RESERVATION

1. Use *Customer Inquiry* from Report Menu to look up the customer name.
2. Select the correct customer name from the search results.
3. A detailed customer history page will pop up for that customer. Scroll down and select the order they are referring to. Click on the **ORDER NUMBER**.
4. Now you can see the Order Details. Scroll down to the bottom of the page and click **RE-OPEN ORDER**.
5. You will then be back at the green shopping cart screen. Here you can change the tickets however you need to. You can change type, number of tickets, or the performance day.
 - a. To change the day of reservation, **release** the appropriate tickets, then hit the **BACK TO SHOPPING** tab, which will take you back to the first screen where you can select a different show time.
 - b. Hit the **SHOPPING CART** tab to add tickets to an order.
 - i. For assigned seating, like in Pote, you may not be able to add tickets in the same vicinity as the original tickets. You may move the whole party to a different spot if the customer has a problem with this.
6. Continue through the rest of the reservation process.

***NOTE:** you may make one order with ticket reservations for more than one night. Just select back to shopping when you are at the Shopping Cart page and order tickets like you would for a different show night.

COMPLETING AN ORDER

*Orders are considered *incomplete* when patron has not paid for their ticket. Orders are considered *open* when all tickets have been released and no new tickets have been reserved in that order.

1. Use *Customer Inquiry* to look up the customer's information. Click on their name and find their reservation.
2. Scroll down on the Order Details page and click **COMPLETE**.
3. Fill in the customer payment information. If they need to change the number of tickets they are buying you can add or subtract tickets by going to the green **SHOPPING CART** tab.
4. Double check all information and click **COMPLETE** when payment is done.
 - a. It is important that you click the correct payment option. Mistakes mess up our book-keeping.
 - b. The CCV number is the 3-digit number on the back of the credit card after the signature box.
5. Continue to the next screen and print the tickets.

TIX REPORT GUIDE

Management Menu

PASSWORD MODIFY: allows you to change and customize your TIX password

OPEN CASH DRAWER: allows you to open a cash drawer for yourself so you can take reservations. This will come up automatically if you start taking a reservation and do not have a cash drawer open yet. Enter '0' for your amount of cash when opening cash drawer.

CLOSE CASH DRAWER: allows you to close your cash drawer at the end of your shift. Before you log out, close your cash drawer.

*BATCH TICKET PRINTING: allows you to select and print all unprinted tickets for a show.

Ticket Sales Menu

BOX OFFICE SALES: to take a reservation

Report Menu

CUSTOMER INQUIRY: allows you to look up a customer by various information and will then allow you to find that customer's orders.

ORDER LOOKUP: allows you to look up an order by order number or last four numbers of the credit card number.

SEAT LOOKUP: allows you to see the Pote seating chart as well as the reserved and held seats. You can click on a seat and be taken to that specific order as well.

*WILL CALL REPORT: lets you see what delivery method each order is using.

*EVENT DETAIL REPORT: allows you to see all orders for a particular show.

*DAILY SALES BY CASHIER REPORT: allows you to see all sales and reservations for one day. You can select an individual cashier, certain cashiers, the internet, or total.

*SALES DETAIL REPORT: allows you to see ALL order information for a selected period of time for an individual show.

*DAILY SALES BY EVENT REPORT: allows you to see all how many tickets were sold for each event, the capacity, the face value, revenue, and total by selected days.

**Only available to Box Office Manager and House Manager*

VOICEMAIL PROCEDURES

1. Grab a pencil and paper to copy down information or enter it straight into the computer.
2. To check for NEW RESERVATIONS, dial 3000, enter the extension number 7309, enter the password 718600, and press 3 to listen.
3. It is important that you complete the order as much as possible before proceeding to the next step.
4. Immediately try to call the person back if they have left incomplete information or unclear messages.
5. You may delete the message if the information is completed and you do not have any questions.
 - a. If you should have questions about a voicemail order, leave a note for or call the UGA, and DO NOT DELETE the message.
6. Enter all the reservations you have taken through voicemail into TIX.

PHONE CALLS

1. As much as possible, please answer the phone before the 3rd ring to make sure the customer does not hang up (the voicemail will pick up after the 4th ring).
2. The correct answering procedure is (in a friendly upbeat voice)

“Hi! This is _____ with the Theatre Simpson Box Office. How may I help you?”

3. It is our goal, throughout the entire transaction, to present a friendly, helpful, demeanor to every one of our customers.
4. If you are not sure how to do something when on the phone, do not be afraid to put the customer on hold—however, do not put them on hold for long. Try to get as much information from them as you can to make an order, and then contact someone who can help you after you hang up with the customer. Make sure you have the customer’s phone number in case you need to call them back!

MAILING

1. Campus Mail: if the patron would like their tickets mailed to them, put their name and campus box number on an envelope, put in the tickets including the receipt ticket, and place in the mail tray *unsealed*.
 - a. Make sure you have a box number for campus mail; they may give you their home address. If this happens and they have left, look up their name in the directory search on the Simpson College website to find their box number. If you cannot find it, leave a note for the UGA and/or closer.
2. Standard Mail: if the customer has requested standard mail, which is only available until the Wednesday before a Friday show, address an envelope with their name and address and place the envelope with tickets in the mail tray *unsealed*. The closer will take care of the rest.
 - a. There is a \$1 fee for standard mail.

PROBLEM SOLVING IN THE BOX OFFICE

In the Case of Box Office “Emergencies”:

1. Try to figure out the problem *yourself* FIRST. Check the **Box Office Manual**. The answer may be there. Check for signs posted around the Box Office that has reminders you may have overlooked. (Examples may be printer problems, mixed up reservations, people not showing up for BO hour).
2. If you really cannot figure it out: Contact Box Office Manager.
3. Then: Contact House Manager.
4. Cannot get a hold of them either: Contact Undergraduate Assistant.
5. If you really cannot get a hold of anybody Contact Tom Woldt, Audience Services supervisor.

Frequent Problems in the Box Office / Reminders:

Openers:

- Unlock cabinet below the customer service window so that the cash box is accessible.
- Make sure the ticket printer is **ON**.

Everybody:

- Don't forget to sign in. (If you do not the UGA does not know if you showed up for your hour.)
- **NEVER CLICK “QUICK”!!!!**
- For Assigned (Pote) reservations, “Best” sell option is the easiest unless customer voices a preference in seating.
- File printed tickets in **alphabetical order** on the **proper** performance dates.
- *****You will NOT be able to print tickets until they are paid for*****
- Print Tickets on Completion → **ALWAYS select DATAMAX PASSTHROUGH!!!!**
- If you experience any **printing problems** take these steps *before* you give up and leave a note or call UGA:
 - o Check to see if the printer is on / plugged in.
 - o Did you click DATAMAX PASSTHROUGH??
 - o Re-open the order and try to print the ticket again. (Sometimes this helps).
 - o Is it an order that has not been paid for???
 - o Is the printer out of tickets???
 - o THEN call UGA OR the Box Office Manager. THEN leave a note.
- **Remember the Box Office and House Managers are good problems solvers too if UGA cannot be found.**
- Company Comp tickets for yourself must be ordered and initialed on the sheet by *another* box office worker.
- **All changes in Box office hours must be cleared with the UGA first.**
- At the end of your shift, close your cash box, log out of TIX AND the computer. (If you do not, the computer will lock us out and only the previous user can open it with their password).
- Always refer back to the **Box Office Manual** on how to take orders and procedures for late arrivals.

RETURNS OR EXCHANGES

Theatre Simpson Ticket Policies

Click the link on the Simpson Theatre Page on the Simpson website or go to <http://simpson.tix.com> to reserve tickets at any time of day after the box office opens. You will have the option to pay with credit or debit card and may have your tickets mailed to you so long as they are booked prior to a certain date. In an effort to provide the best possible customer service to our patrons, Theatre Simpson will utilize the following ticket procedures and policies.

Ticket pickup and delivery

Tickets must be picked up no later than 30 minutes prior to the performance (7:00 pm for a 7:30 show and 12:30 pm for a 1:00 show). Any ticket not picked up by these times may be released and resold.

A mailing option is available to both on campus and off campus patrons. Standard mail for off campus patrons will be charged an additional fee of \$1.00 for shipping. Make sure the address you enter to make your reservation matches the one you wish your tickets sent to. These options have a limited timeframe of availability. ***Please note:** if you do not have a campus box or office you should not select campus delivery when reserving online.*

Students, faculty, and staff should be prepared to show a valid Simpson ID for their complimentary tickets when placing a reservation in person, picking up an order, or upon entering the theatre.

On-campus groups, such as classes that are required to attend, should coordinate their ticket order through the instructor. If time allows, these tickets will be delivered to the instructor. Other student group orders of 10 or more tickets will be held at the box office to be picked up on the performance date between 6:00 and 7:00 pm or between 11:30 am and 12:30 pm for matinees.

Off-campus patrons (purchases) may send their payment by check if their reservation is placed at least three days prior to the performance. We will then send tickets by mail if time allows, or patrons may pick up their tickets in person at the BPAC.

Mailing address: Theatre Simpson's Box Office, 701 N C Street, Indianola IA 50125.

Exchanges

Exchanges of tickets already received by the patrons will be allowed at the BPAC, with the following criteria:

The patron makes the exchange in person

The patron has his/her tickets in hand

The exchange is made prior to 4:30 on the performance date

Refunds

Once the box office has received payment, **NO REFUNDS WILL BE ISSUED.**

GENERAL PATRON INFORMATION

Children under the age of 5 are not allowed in the audience for any performance.

The house opens 30 minutes prior to the start of the show.

Cameras and recording devices are prohibited in the auditorium.

Please make sure all paging devices, cell phones, and alarms are turned off.

Please no texting during a performance.

Restrooms are located on the main and upper lobby level.

Only production staff members are allowed in the back stage areas.

Parking

Parking is now available on the south side of the new addition to BPAC. In the event of parking lot overflow, patrons should park in the lot by Memorial Park (1 ½ blocks west of the theatre). Because our productions start on time, patrons should allow adequate time for parking.

DIRECTIONS TO BPAC

Blank Performing Arts Center is located at the corner of *D Street and Detroit, Indianola, IA.*

From North Des Moines Area:

Take I-80 E to HWY 65/69 S exit (Altoona Exit). Head South on bypass to Indianola / Simpson College Exit. Continue South on 65/69 into Indianola. Hwy becomes Jefferson in town. Take a right on Iowa (light by Walgreens and Hy-Vee). Head West on Iowa. Take a left on D Street. BPAC on right hand side of street. Parking is South of the building.

From South Des Moines:

Continue South on 65/69 (SE 14th Street) into Indianola. Hwy becomes Jefferson in town. Take a right on Iowa (light by Walgreens and Hy-Vee). Head West on Iowa. Take a left on D Street. BPAC on right hand side of street. Parking is South of the building.

From West Des Moines Area:

Take I-35 S to Des Moines Airport / Hwy 5 S exit. Head South on bypass to Indianola / Simpson College Exit (Hwy 65/69 S exit). Continue South on 65/69 into Indianola. Hwy becomes Jefferson in town. Take a right on Iowa (light by Walgreens and Hy-Vee). Head West on Iowa. Take a left on D Street. BPAC on right hand side of street. Parking is South of the building.

From Hwy 92 (South, East, or West of Indianola):

On Hwy 92 (2nd Ave in Indianola) turn North (right if coming from West, left if coming from East) on D Street. Continue North on D until Detroit. BPAC is on the corner of D and Detroit. Parking is south of the building.

WAITING LISTS PROCEDURES*

(Please inform the Audience Services UGA and/or the faculty supervisor as soon as possible if/when a waiting list must be started.)

1. Waiting lists may be found in a file in the black filing cabinet. Get one out before patrons begin arriving if the show looks close to selling out.
2. Inform the patron that although the show is presently sold out, we make every effort to assure that each person who wants to can get in to see the show.
 - a. Also ask the patron if any of the other performances, which are not sold out, could suit their schedule.
3. Take down their name, phone number, and how many tickets needed on the waiting list and inform them that is what you are doing. Returned tickets will be reassigned in the order of the list (first come, first served).
4. Inform the customer that if tickets are returned prior to the performance day/night, we will try to reach people on the waiting list by phone, with the first person reached having first chance at the new tickets.
5. Advise the patron that we will re-offer any tickets not picked up by one-half hour before the performance (7:00 or 12:30) to people on the waiting list who are present in the BPAC lobby.
 - a. Since it is likely that there will be tickets available, encourage them to arrive in the lobby by 6:45, and check in with the box office staff.
 - b. If they are willing to wait, we will make every possible effort to get them a seat.
6. If you decide to seat them follow these procedures:
 - a. Use "no-show" tickets. Look up the customer's, who did not show up at the ½ hour, name or order #. Reopen the order and release the tickets. Make a new reservation for the Waiting List customer.

*** This information applies the most to Barnum, rarely in Pote. In most cases, Pote can always up more seats from being held in the TIX online seating chart!!! Do not use the word SOLD OUT in reference to Pote.**

ADA RESERVATIONS AND SEATING

We have ADA seating and elevator access to both Pote and Barnum theatres. In order to arrange for that seating, please contact directly by email, tsboxoffice@simpson.edu.

If a customer comes to the box office window or calls, workers should take all customer information down, inform the UGA, and then UGA will take care of reservations from there.

MARKETING BOX OFFICE HOURS

As there is no longer a BSC and there is considerably less traffic in the temporary student center, we are going to try a new marketing technique for the run of this show. Below is a description of the new system.

Hopper Hours:

11:00 time slot will start out at the Pfeiffer lunch line handing out flyers. When the line has died down, move to Hopper and hand out flyers there to everyone who comes in.

12:00 time slot will start in Hopper and spend whole hour there handing out flyers.

Lunch Line Hours:

From 11:30 am - 12:30 pm you will hand out flyers to the long lunch line and anyone coming and going around the library area.

The Lunch Line person is in charge of checking the standing sandwich board that will be located by a light pole outside of Dunn Library. It will be chained to the pole or ground, but as people are stupid, check to see if it has been stolen. Also look to see if it has been damaged, or if signs are missing or look yucky because of weather.

Flyers will be sitting in the box office on the big desk. You will need to pick them up before your box office hour, "sign in," and proceed to your assigned position. When you have completed your box office hour, return the leftover cards to the theatre, and "sign out." If the pile is getting small or there are none left, let me know right away. Having no cards there is not an excuse for you to skip your hour.

The point of this job is to get our shows names and times out there! So you must be AGGRESSIVE yet friendly in handing out the cards and explaining to people what the play and Theatre Simpson is all about. Try to keep your encouragement and explanations of the play appropriate. Saying "Come see *Women Beware Women* because there is sex and murder in it!" or "see me without hardly any clothes on" etc, is not appropriate. Something like "Come see Thomas Middleton's revenge tragedy with all it's exciting action" is probably more like it. Stress that people can reserve their tickets online at the link on the card, and that it is FREE for Simpson students and faculty.