

Box Office Student Staff (BOSS) Informational Printouts for 21-22 Season Staff Members

More precise, detailed information can be found in the Box Office Handbook, but these basic printouts located in the Box are all also located here.

How to Log in

<u>Computer:</u>	<u>TicketReturn:</u>	<u>ShowTix4u:</u>
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Opening and Closing Procedure

When the box office opens, please:

- Wipe down the armrests, keyboard, mouse, card reader, and phone with the wipes located in the PPE box.
- Turn on the computer.
- Plug in the SRedKey card reader and printer.
- Ensure printer is turned on and ready.
- Sign the PCI compliance log after affirming that the card reader is functioning properly.
- Open the door and set up the Plexiglass.

When the box office closes, please:

- Close the door and remove the Plexiglass.
- Log out of all services (if you have logged into your VSU email, it will remain open unless you sign out of it directly).
- Unplug the SRedKey card reader.
- Sign the PCI compliance log after affirming that the card reader has been stowed properly.
- Turn off and unplug the printer.
- Turn off the computer.
- Wipe down all surfaces that you may have had contact with. Thank you!

Tickets

Adult: The standard ticket for adults coming to see a show.

Non-VSU Students: Tickets for students in primary school, secondary school, and non-VSU colleges or universities. Offered at a discounted rate.

Senior: Tickets for those over 55 years of age. We do not ID. Offered at a discounted rate.

Group: Tickets for groups that have a minimum of 10 people. Offered at a discounted rate. We do offer up to 2 comps per group, for the group leader and bus driver. The group must be paid for in 1 single transaction (no individuals paying individually) at least 48 hours in advance.

Comp: Tickets for those on our given comp lists, VSU Theatre & Dance alumni, VSU Theatre & Dance prospective students, and some others as seen on a case-by-case basis. Free.

VSU Student: Tickets for VSU students. Paid for by tuition. Need deposit if reserved in advance.

Member: Tickets for those who have purchased memberships or patronages for our season. Admissions tracked in the members' spreadsheet.

Ticket Abbreviations:

A	Adult
S	Non-VSU Student
Z	Senior (Age 55+)
G	Group (10+ People)
C	Comp
V	VSU Student
X	Member

Ticket Type Prices:

Ticket Type:	Price:	
	Play	Musical
Adult	\$17	\$19
Non-VSU Student	\$13	\$14
Senior	\$16	\$17
Group (10+)	\$12	\$13
Comp	\$0	\$0
VSU Student	\$0 (\$5 Deposit)	\$0 (\$5 Deposit)
Member	\$0	\$0

VSU Student Ticket Procedure

If a VSU student is reserving tickets in advance, **they must present their ID or give their 870#** as proof of being a student, and **they must deposit 5\$**.

They will get the deposit back with their ticket the night of the show. The money stays in the envelope with all of their ticket information.

We can only accept cash.

If a student only has a \$10 or \$20 – we cannot make change. We do not hold cash in the box office. We will keep the bigger bill as a deposit. They will get it back the night of the show.

Every 5\$ can reserve up to **4** student tickets in one transaction.

All 4 students must be present with their ID during the transaction.

Difference Between Print, Will Call, & On Hold Tickets

Print: The customer **has paid** and purchased tickets for the next show in our season. Tickets will be printed and stored in envelopes in their respective bins.

Will Call: The customer **has paid**, and the show is far away in timeframe. No tickets are printed. Tickets will be printed when we are closer to the show.

On Hold: The customer **has NOT paid**. No tickets will be printed at all. An empty envelope will be created if the show is near. This envelope will act as a placeholder for box office staff until the ticket is paid.

Stubs

Ticket stubs remain intact until the ticket is picked up by the customer.

When the customer picks up the ticket, the staff member must rip the stub off at the perforation and place the stub in the bin with its respective ticket type. If the ticket is picked up in advance, keep the stub in the respective envelope.

Stubs are used to determine settlement. They are important because that is how we determine how much money is coming into the box office, and what kind of tax the ticket type requires.

Envelopes

Envelopes hold tickets and VSU student deposits.

They have a special format so that we can quickly sort tickets for each night.

Last Name, First Name	Show Title	Sample, Ima	9 to 5
# of Ticket/Ticket Type	Money Due	2A, 1V	\$34
Day, Month Date		Thursday, September 23rd	
Seat Locations		C13-C15	

Printer Information

The printer must be plugged in, turned on, and plugged in to the computer.

Only print tickets when we are nearing the show, otherwise put the customer in will call (we do not have the space to manage a year's worth of tickets).

When printing, rip the ticket at the perforation in an upward motion. This will prevent the printer from becoming jammed.

If the printer is not printing, check these steps in TicketReturn to ensure you're printing from the right printer:

- 1 Login to your account.
- 2 Click Services.
- 3 Go to User Preferences.
- 4 Ensure that the selected printer is:
Ticket Printer –TR SVC-VSU Theatre BOCA300-1
- 5 Save.

Phone Information

To transfer a call:

- Press the button under the LCD screen labeled “Transfer.” This button only shows up while on call.
- Enter the party extension (the main office extension is 2914 or enter the last four digits of the VSU number you are transferring to).
- Inform the receiver why the caller needs to be transferred.
- Hit “Transfer” a second time to send the customer through.

To put a call on hold:

- Press the “Hold” button under the LCD screen. This button only shows up while on call.
- Press “Hold” again to resume the call.

In order to make calls from the box office phone, you must dial:

- (229) Area Code: 8-xxx-xxxx
- Different Area Code: 81-(xxx)-xxx-xxxx

Frequent Phone Referrals:

- Music Main Office: 229.333.5804
- Valdosta Symphony Orchestra Season Ticket Point Person: Maggie Vallatton: (229) 333-2150 | mlrodgers@valdosta.edu
- Sports: Fans can purchase tickets in the VSU Ticket Office, located in The P.E. Complex on Sustella Avenue, or over the phone (229-333-SEAT (7328)) until 3:00 p.m. the day before a game.

Other Notes:

Please do NOT put food trash in the garbage can, or giant roaches will come from the depths. Thank you for not being a roach overlord!

21-22 Contact List	
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VSU Non-Emergency UPD	229.333.7816
VSU Emergency UPD	229.259.5555