

Polk State College Procedure

Subject	Reference	Date	Number
Ticket Sales	Board Rule 2.02	01/09/2001	6043

- I. Purpose
To establish a uniform procedure for the sale of tickets to Polk State College functions.
- II. Procedure
 - A. Single tickets to theatrical performances may be sold by Cultural Events or at the Fine Arts Box Office. They will not be sold at both places at the same time. All such sales will be accounted for on a daily report, the format of which will be designed by the College Business Office. Copies of this report will be forwarded to the appropriate departments.
 - B. Series tickets to the Special Performance Series will be sold by Cultural Events. The Business Office will be informed of the number of series tickets sold in order that the proper number of single tickets may be removed from the number available for sale.
 - C. Tickets may be purchased by mail or in person and tickets may be reserved by telephone. Payments for tickets may be made by cash, check, Visa Card, or Master Card.
 - D. The following procedures are to be observed in the sale of the tickets:
 1. If seats are not reserved, inform the customer of the fact. If seats are reserved, aid the customer in selecting a seat in a suitable location.
 2. When seats are reserved, mark off the seating chart the seat sold as soon as the customer makes a seat selection and has agreed to the sale.
 3. Remove appropriate stub from ticket as ticket is paid for and delivered to the customer.
 4. Tickets ordered by telephone are to be put into a ticket envelope. Write the customer's name and the date of the performance on the envelope and place it in an alphabetical file. Inform the customer of the latest time to pick up and pay for tickets. Do not remove stubs from the tickets until they are paid for.
 5. Tickets ordered by telephone and paid by Visa Card or Master Card will have the stubs removed and will be placed in a ticket envelope along with the customer's copy of the credit card charge slip. The credit card charge slip will contain the following information:
 - a. Customer's name
 - b. Customer's charge card type and account number
 - c. Expiration date of card
 - d. Customer's address

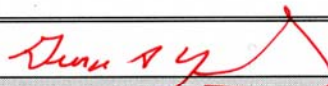
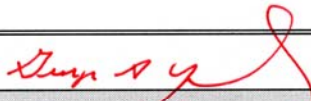
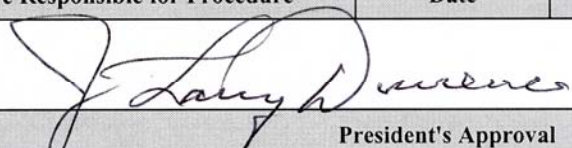
- e. Customer's telephone number
 - f. Amount of charge
 - g. Date of sale
6. In any case, where tickets are issued without payment, there must be authorization. There may be three types of cases where tickets are issued without payment.
- a. Tickets to PSC students for theatrical performances produced by the Drama Department. Any student must present a valid PSC Identification Card in order to receive a free ticket.
 - b. Tickets to PSC faculty and staff for Drama Department productions. Satisfactory identification must be furnished.
 - c. Complimentary Tickets. The President or President's designate is responsible for authorizing the types and numbers of complimentary tickets. The appropriate administrator (Associate Vice President for Development and Planning) will obtain this authorization and provide it to the Business Office. These may be withdrawn by the producer of the performance or they may be picked up by the person receiving the ticket upon presentation of a complimentary pass signed by the producer.

A sheet will be prepared for each of the above cases. Persons receiving free tickets will sign the appropriate sheet and the reverse side of the ticket stub. For those complimentary tickets withdrawn by the producer, the producer may sign for the tickets withdrawn, indicating on the sheet the persons who are to receive the tickets.

E. Daily Sales will be reconciled by comparing cash and credit card charge slips to the stubs removed from tickets sold and to the number of tickets removed from stock each day. Tickets ordered by telephone and not paid will be considered still in stock. The sales report will be completed daily and returned to the Business Office. Cash and credit card charge slips will be turned in to the cashier.

HISTORY: Adopted: December 21, 1984
 Revised: January 9, 2001

DISTRIBUTION: All holders of PSC Procedures Manual

	<i>1/16/2001</i>		<i>1/16/2001</i>
Executive Responsible for Procedure	Date	President's Staff Member's Approval	Date
			<i>1/18/2001</i>
President's Approval			Date