

Theater Manager's Ticket Exchange and Refund Quick Reference Guide



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Released in conjunction with the screen show

We are striving to create documentation that you will find useful in completing your tasks with Theatre Manager.

This is a DRAFT document based on Theatre Manager 8.21. If you have any questions pertaining to the document, find any errors or omissions or any suggestions to enhance your user experience, please email the details to:

barb@artsman.com

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Exchanging Tickets

Overview

Exchanging tickets can be performed for Festival, Reserved or Traveling Troupe sales, exchanging from one performance to another within the same event, or across events, or from a higher price to a lower price ticket, and from a lower price to a higher price ticket. Theatre Manager calculates the differences of ticket prices, adds on an optional exchange fee and presents the final cost of the ticket exchange. There are no restrictions when exchanging tickets.

The only condition when exchanging tickets is the tickets you select to exchange must exist within the same order number.

The program has security controls that can be set up for each employee or as an organization default.

Exchange Hints

Errors occur during a ticket exchange when:

- The differences in the price of the original ticket and the replacement ticket is not collected or refunded correctly.
- The amount not refunded or collected is waived by Theatre Manager. For more information on Waived Amounts, see the online help [Ticket Sales-Waived Amounts](#).
- The ticket base price and sales promotion for replacement ticket does not match the ticket base price and sales promotion of the original ticket.

Waived Amounts

During a ticket exchange, if the difference between the price of the original ticket and the replacement ticket is not collected or refunded, it is deemed that the amount difference is "waived." For example, this can happen when a patron has a weekend ticket and exchanges for a less expensive weekday performance or if a patron has less expensive weekday performance and upgrades to a weekend performance.

Usually, the difference is not refunded when the new ticket costs less and the difference is collected when the replacement ticket is more expensive.

Difference in prices may not be equal as the value of the original ticket's base price or sales promotion is different than the replacement ticket's base price or sales promotion.

The screenshot shows the 'Transaction Detail: TET Ticket Exchange To' window. It includes a toolbar with icons for Help, Duplicate and Reverse, Delete, Patron, Unpost, and Reverse Debits and Credits. The window is divided into sections: General Information, Transaction Detail, and a table of account entries.

General Information

Type TET Ticket Exchange To	Revenue Date MAR 29 2007 11:05:22 AM
Patron Blaine Abel (18)	G/L Journal # <Assigned when Posted>
Order # 206	Journalized
Date Created MAR 29 2007 11:05:22 AM	Date Updated MAR 29 2007 11:05:22 AM
Created By User Master (12)	Updated By User Master (12)
	Transaction# 303

Transaction Detail

Play 06-003/2-MON @ AUG 6 2007	Print Date
Seat Code Festival Seatin	Print By
Price Code W Ticket not posted - account	Waived \$30.00
Promotion A Regular	Quantity 1
Ticket # 58783	Tax Table None

Account #	Debit	Credit	Description	Account Description
4-0001-000		\$20.00	Ticket Base Pric...	Special Show- Over...
1-1300-000	\$20.00		Accounts Receiv...	Accounts Receivable

UM Entered: MAR 29 2007 11:05:23 AM Last Updated: MAR 29 2007 11:05:23 AM

The transaction detail for a ticket exchange displays the waived amount for each individual ticket (excluding any taxes).

- A negative waived amount indicates revenue not refunded to a patron.

- A positive waived amount indicates revenue not collected from a patron.

Ticket revenue reports general ledger revenue reports display the actual revenue collected from the original sale. The general ledger revenue is not affected by waived amounts because the amount is not actually paid to or collected from patrons.

For example, If the original ticket price was \$20.00 and the patron exchanged the ticket for a \$50.00 ticket thus waiving the \$30.00 difference, the ticket price for the replacement ticket will be \$20.00 and the general ledger will also indicate \$20.00 was received as revenue. However, if the patron chooses to purchase a less expensive ticket, the end result is that the patron paid \$20.00 for the ticket.

Waived amounts do not need to be created during an exchange. If the difference in price between the original ticket and the replacement ticket (the amount that would have been waived) is not going to be refunded or collected, enter the amount due as an exchange fee (positive or negative). The amount that would have been waived is then classified as an exchange service charge. The net amount could then be tracked in the exchange service fee general ledger account and maintains the amounts not refunded or collected from patrons. If actual exchange service charges are collected from patrons, this amount would also be accumulated within the same general ledger account.

Full Exchange of Tickets

Using the full exchange process you have full control over the entire exchange procedure. The patron wants to purchase new tickets to replace the selected tickets. Throughout the process you can back out from exchanging the patron's tickets and the original tickets are still sold to the patron.

To exchange the tickets, you would perform the following steps.



1. Click the **Patron** button in the tool bar. The Contact List window opens.

Enter your search criteria and click the **Search** button.

Name/Company

The Contact List window displays the patrons matching your entry. Highlight the Patron and double-click to open the Patron window.

Mr. & Mrs. Jim Smith @ Enterprise Center (#64) ** \$130.15 Balance Owing ** [Company 1]

Household Members: Mr. & Mrs. Jim Smith (#64), Enterprise Center

Mobile: (250) 667-0766
Home: (250) 449-2875
Winter: (520) 883-4771
Home: (250) 449-2896
Home: jim.smith@enterprisecenter.ca
Home: jim.smith@enterprisecentre.com

Home: BOX 33, 502 4th Street, Midway BC V0H 1M0
Winter: 2333 W Irvington Pt, Cactus Gardens, Tucson AZ 85715, USA

Ticket	Donation	Play	Mail List	Membership	Relation	Order	Payment	Letter	Season	Tran	St
Status	Order #	Play	Performance	Play Title	Section/Row/Seat	Qty	Total Cost	Pc	Pro		
	82 08-PO	2-FRI	Phantom of th...	Balc Center/2/UH/114	1	\$70.00	B	Ad			
	82 08-PO	2-SAT	Phantom of th...	Balc Center/2/UH/113	1	\$70.00	B	Ad			
	82 08-PO	2-SAT	Phantom of th...	Balc Center/2/UH/114	1	\$70.00	B	Ad			
	76 09-D2	1-FRI	YOU SAY TOM...	1/8/1	1	\$31.50	A	Sub			
	76 09-D2	1-FRI	YOU SAY TOM...	1/8/2	1	\$31.50	A	Sub			
	76 09-D1	1-FRI	FIDDLER ON T...	1/8/1	1	\$31.50	A	Sub			
	76 09-D1	1-FRI	FIDDLER ON T...	1/8/2	1	\$31.50	A	Sub			

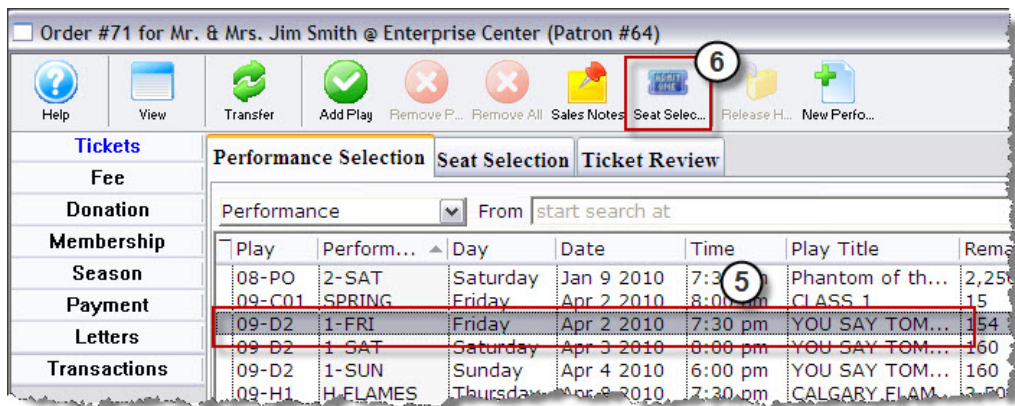
Legend: = part of season pkg. BLUE = you owe patron RED = patron owes you MAGENTA = reservation only

Buttons: Tickets, Detail, Refund, Print, Un-Print, Map

Options:

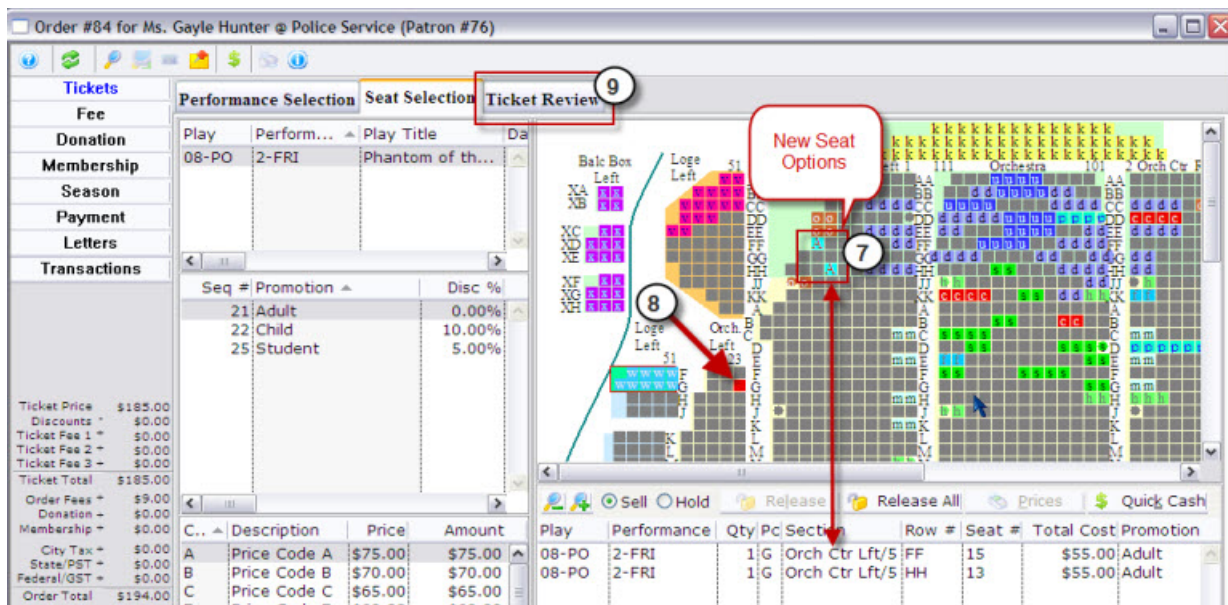
- Purchase new tickets for the patron
- Add new tickets to the selected order
- Exchange the selected tickets
- Change the selected tickets's price and/or sales promotion
- Return the selected tickets to the box office for resale
- Pay for tickets in the first selected order

2. Highlight the tickets to be exchanged.
3. Click the **Tickets** button. The function selection list opens.
4. Choose **[Exchange the selected tickets]**. The Performance Selection window opens.



5. Select the list of performances that the patron wants to exchange the tickets for.

6. Click the **Seat Selection** button or **Seat Selection** tab. The Ticket Sale Window opens with the information for the selected performance.



7. Choose the seats that the patron wants to exchange the original tickets for.

8. Note the red seats indicating the location of the previous seats.

9. Click the **Ticket Review** button.

Order #84 for Ms. Gayle Hunter @ Police Service Patron #76)

10

Tickets

Fee

Donation

11 Membership

Season

Payment

Letters

Transactions

Ticket Price \$185.00
 Discounts - \$0.00
 Ticket Fee 1 + \$0.00
 Ticket Fee 2 + \$0.00
 Ticket Fee 3 + \$0.00
 Ticket Total \$185.00
 Order Fees + \$9.00
 Donation + \$0.00
 Membership + \$0.00
 City Tax + \$0.00
 State/PST + \$0.00
 Federal/GST + \$0.00
 Order Total \$194.00
 Currency + \$0.00
 Prior - \$80.00
 Future - \$0.00
 Balance Due = \$114.00
 Commission \$3.00

Performance Selection Seat Selection Ticket Review

Play	Performance	Qty	Pc	Section	Row #	Seat #	Total Cost	Promotion
08-PO	1-FRI	1	A	Orch Left/5	G	23	\$75.00	Adult
08-PO	2-FRI	1	G	Orch Ctr Lft/5	FF	15	\$55.00	Adult
08-PO	2-FRI	1	G	Orch Ctr Lft/5	HH	13	\$55.00	Adult

- is exchange from and
 + is exchange to

★ = new sale ✖ = refund - = exchange from + = exchange to

10. Click the **Confirm** button to complete the ticket exchange.

11. Click the **Payment** button.

12. Click the **Accept Payment** or **Print Tickets** button. The tickets and any other items have been purchased.

Choosing **Accept Payment** finalizes the exchange, choosing **Print Tickets** finalizes the exchange and prints the new tickets. The original tickets are returned to inventory when either button is clicked. They can now be purchased again.

Past Event Ticket Exchange

Exchanging tickets from a past event to a future event is similar to a full exchange--you are purchasing new tickets to replace the tickets about to be exchanged. At any time throughout the process, you can back out from performing the exchange and original tickets will still be sold to the patron.



13. Click the **Patron** button in the tool bar. The Contact List window opens.

Enter your search criteria and click the **Search** button.

like

The Contact List window displays the patrons matching your entry. Highlight the Patron and double-click to open the Patron window.

14. Highlight the tickets to be exchanged.

•Ticket	•Donation	•Play	•Mail List	•Membership	•Relation	•Order	•Payment	•Letter	•Task	•Season	•Tran	•Stat	Giving	Cart
Status	Order #	Play	Performance	Play Title	Section/Row/Seat	Qty	Total Cost	Pc	Promotion	Desc-External				
	71 08-PO	1-SAT	Phantom of th...	Dress Circ Ctr/2/DA...	1	\$55.00	G	Adult						
	71 08-PO	1-SAT	Phantom of th...	Dress Circ Ctr/2/DA...	1	\$55.00	G	Adult						
	82 08-PO	2-FRI	Phantom of th...	Balc Center/2/UH/113	1	\$70.00	B	Adult						
	82 08-PO	2-FRI	Phantom of th...	Balc Center/2/UH/114	1	\$70.00	B	Adult						
	82 08-PO	2-SAT	Phantom of th...	Balc Center/2/UH/113	1	\$70.00	B	Adult						
	82 08-PO	2-SAT	Phantom of th...	Balc Center/2/UH/114	1	\$70.00	B	Adult						
	76 09-D2	1-FRI	YOU SAY TOM...	1/8/1	1	\$31.50	A	Subscription						Dinner Theatre
	76 09-D2	1-FRI	YOU SAY TOM...	1/8/2	1	\$31.50	A	Subscription						Dinner Theatre

= part of season pkg. BLUE = you owe patron RED = patron owes you MAGENTA = reservation only GRAY = contains archived tickets

Tickets Detail Refund Print Un-Print Map

15. Click the **Tickets** button and choose **Exchange the selected tickets**.

Tickets Detail Refund

Purchase new tickets for the patron

Add new tickets to the selected order

Exchange the selected tickets

Change the selected tickets's price and/or sales promotion

Return the selected tickets to the box office for resale

Pay for tickets in the first selected order

16. A warning window opens. Click the **Yes** button.

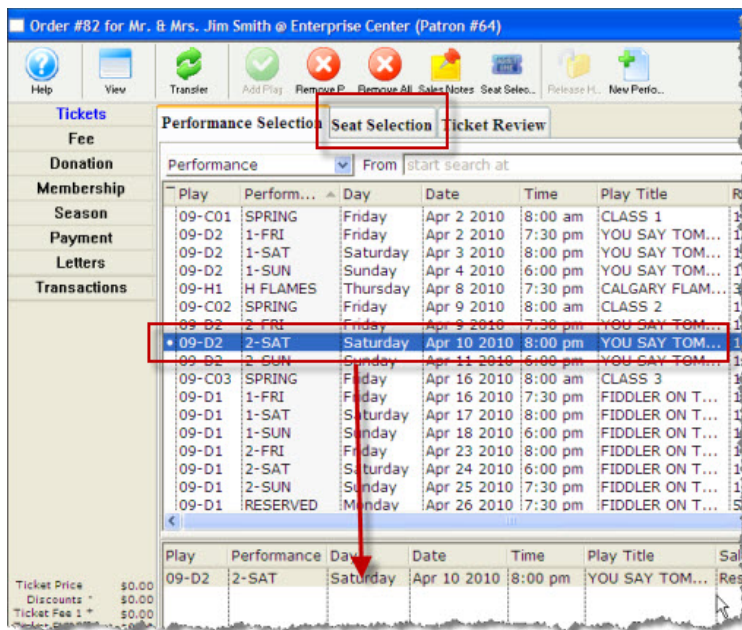
Ticketing Warning

Warning: Some tickets selected are for plays prior to today's date.

Continue with your request?

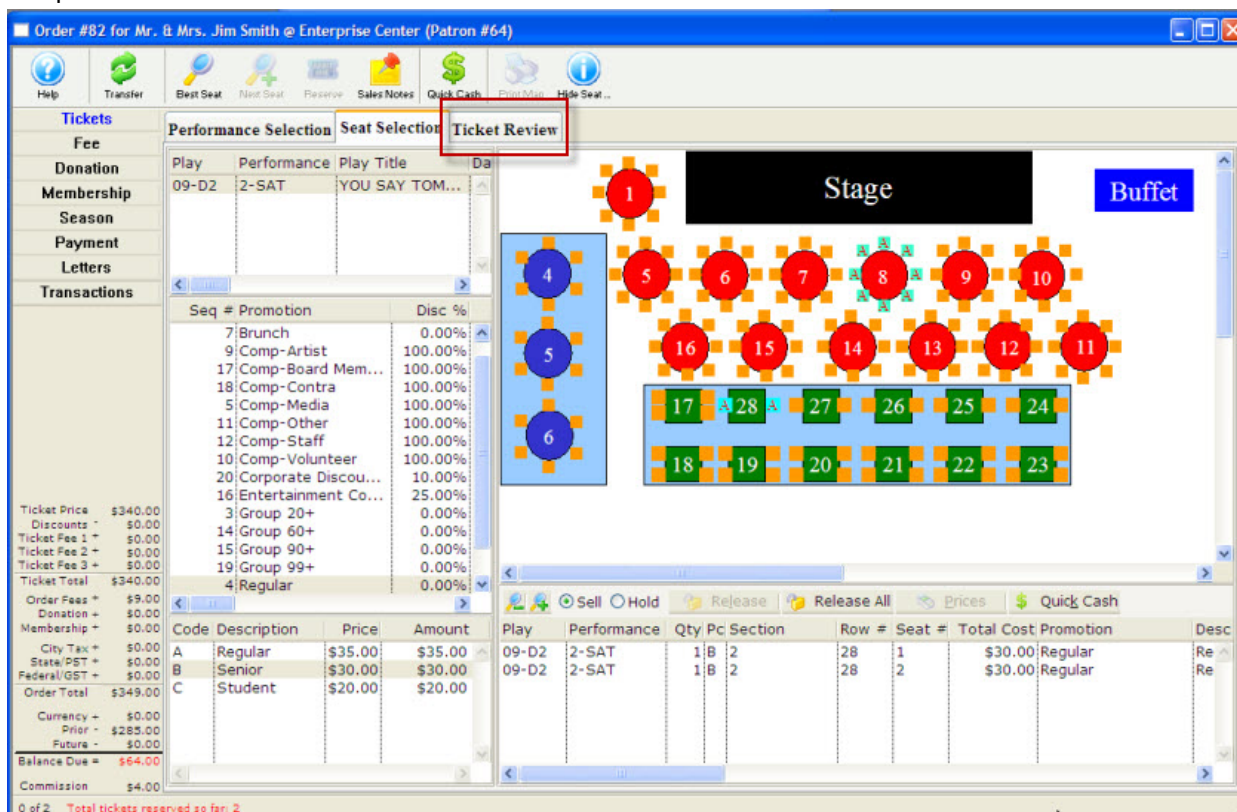
Yes No

17. The Order Window opens to the **Performance Selection** tab. Locate the Play you are exchanging to.



18. Select the list of performances that the patron is exchanging the tickets for.

19. Click the **Seat Selection** **Seat Selection** tab. The Ticket Sale Window opens with the information for the selected performance.



20. Choose the tickets that the patron wants to exchange the original tickets for.

21. Click the **Ticket Review** **Ticket Review** tab.

Play	Performance	Qty	Pc	Section	Row #	Seat #	Total Cost	Promotion	Date Printed	Play Title	Date
09-D2	2-SAT	1	B	2	28	1	\$30.00	Regular		YOU SAY TOM...	Apr 10 201
09-D2	2-SAT	1	B	2	28	2	\$30.00	Regular		YOU SAY TOM...	Apr 10 201
08-PO	2-FRI	1	B	Balc Center/2	UH	114	\$70.00	Adult		Phantom of th...	Jan 8 2010
08-PO	2-FRI	1	B	Balc Center/2	UH	113	\$70.00	Adult		Phantom of th...	Jan 8 2010
08-PO	2-SAT	1	B	Balc Center/2	UH	114	\$70.00	Adult		Phantom of th...	Jan 9 2010
08-PO	2-SAT	1	B	Balc Center/2	UH	113	\$70.00	Adult		Phantom of th...	Jan 9 2010

22. Click the **Confirm** button to complete the ticket exchange. The tickets that the patron is exchanging will appear with a red minus symbol and the new tickets will appear with a green plus symbol.
23. Click the **Payments** button.

Order Information

PO Reference # ☐ Send Invoice

Sold By

Why did Patron buy?

Postal Code

Payment Information

Payment Method

Payment Amount

Credit Card # Expiry

Authorization # ☐ Force Duplicate Transactions

CID #

Name on Card

Order Comments

Ticket Comment

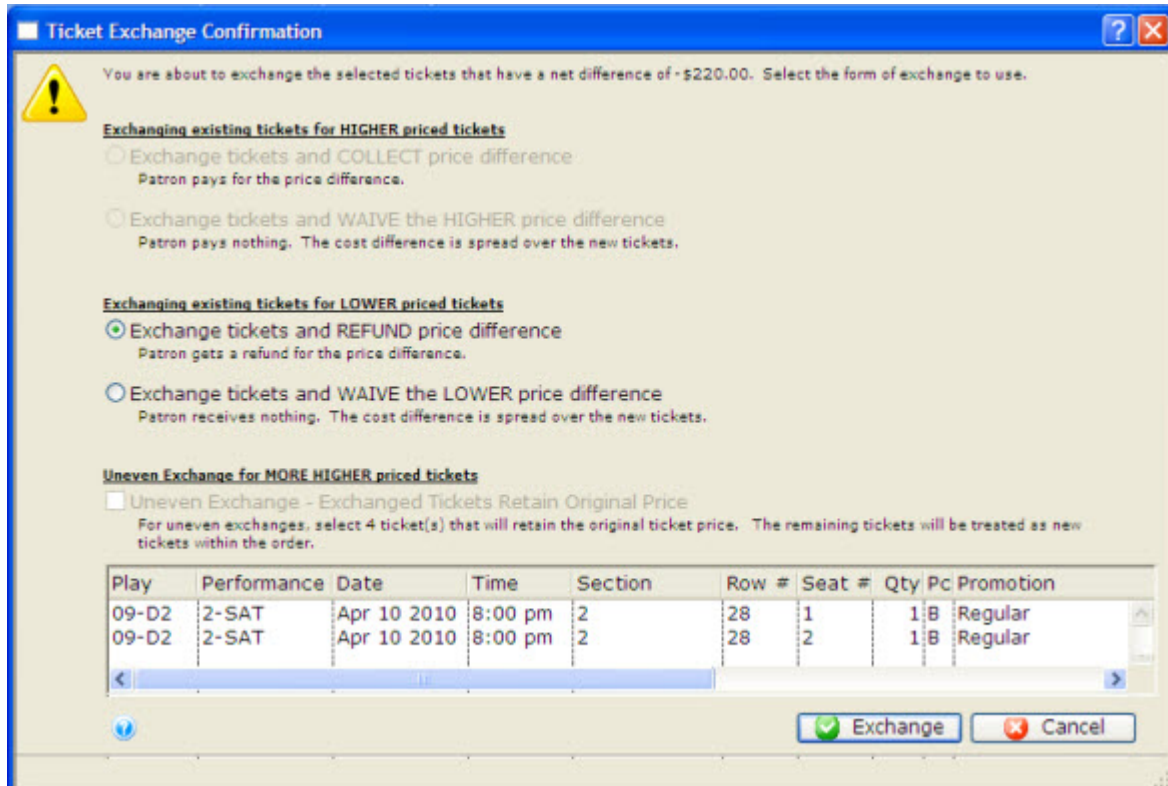
Order Notes

24. Enter the appropriate information in the Details Order Information, Ticket Handling, Ticket Printing and Order Comments sections.
25. Choose the Payment Method from the drop down list.
26. Once you have selected the payment method, verify the price and enter the payment details.
27. Click the Accept Payment button, this accepts the entered payments. If the order is paid in full the tickets are printed and the order window closes. Alternatively,
- You can click the Print Tickets button to print special information on the ticket For example, birthday wishes, complimentary tickets from, etc.
28. When complete, you are returned to the Patron window.


Ticket Exchange Confirmation

Depending on your ticket exchange policies, this window displays the options available when there is a difference in pricing.

For more information on uneven ticket exchanges, please see the on line help [Uneven Ticket Exchange](#)



Ticket Exchange Confirmation

 You are about to exchange the selected tickets that have a net difference of - \$220.00. Select the form of exchange to use.

Exchanging existing tickets for HIGHER priced tickets

☐ Exchange tickets and COLLECT price difference
Patron pays for the price difference.

☐ Exchange tickets and WAIVE the HIGHER price difference
Patron pays nothing. The cost difference is spread over the new tickets.

Exchanging existing tickets for LOWER priced tickets

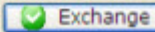
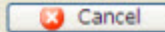
☒ Exchange tickets and REFUND price difference
Patron gets a refund for the price difference.

☐ Exchange tickets and WAIVE the LOWER price difference
Patron receives nothing. The cost difference is spread over the new tickets.

Uneven Exchange for MORE HIGHER priced tickets

☐ Uneven Exchange - Exchanged Tickets Retain Original Price
For uneven exchanges, select 4 ticket(s) that will retain the original ticket price. The remaining tickets will be treated as new tickets within the order.

Play	Performance	Date	Time	Section	Row #	Seat #	Qty	Pc	Promotion
09-D2	2-SAT	Apr 10 2010	8:00 pm	2	28	1	1	B	Regular
09-D2	2-SAT	Apr 10 2010	8:00 pm	2	28	2	1	B	Regular


 


Refunding Tickets

Theatre Manager calculates the refund amount from the ticket prices the tickets were sold for, calculates a portion of the exchange fee, adds in the order fee and presents the user with the final cost of the ticket refund. The portion of the exchange fee is only calculate if the tickets selected for refund were part of an exchange. If they were not on the payment window the exchange fee will not be refunded. The only condition when refunding tickets is the tickets selected must exist within the same order number. There are security controls within Theatre Manager that can be set up for each employee or as an organization default. Some of the controls are:

- Allowing refunds for performances of past performances.
- Allowing refunds for printed tickets.
- Refund ticket when higher performance security and refund tickets when lower performance security.
- Allowing order, exchange, and ticket fees to be refunded.

To refund a ticket, you perform the following steps:

1. Click the **Patron**  button in the tool bar. The Contact List window opens.

Enter your search criteria and click the **Search**  button.

like

The Contact List window displays the patrons matching your entry. Highlight the Patron and double-click to open the Patron window.

2. Highlight the tickets to be refunded.

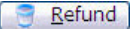
•Ticket	•Donation	•Play	•Mail List	•Membership	•Relation	•Order	•Payment	•Letter	•Task	•Season	•Tran	•Stat	Giving	Cart
Status	Order #	Play	Performance	Play Title	Section/Row/Seat	Qty	Total Cost	Pc	Promotion	Desc-External				
	76 09-D2	1-FRI	YOU SAY TOM...	1/8/2	1	\$31.50	A	Subscription	Dinner Theatre E					
	82 09-D2	2-SAT	YOU SAY TOM...	2/28/1	1	\$30.00	B	Regular						
	82 09-D2	2-SAT	YOU SAY TOM...	2/28/2	1	\$30.00	B	Regular						
	76 09-D1	1-FRI	FIDDLER ON T...	1/8/1	1	\$31.50	A	Subscription	Dinner Theatre E					
	76 09-D1	1-FRI	FIDDLER ON T...	1/8/2	1	\$31.50	A	Subscription	Dinner Theatre E					
	108 09-H2	H STARS	DALLAS STARS	21/A/15	1	\$50.00	A	Regular						
	108 09-H2	H STARS	DALLAS STARS	21/A/16	1	\$50.00	A	Regular						

= part of season pkg. **BLUE** = you owe patron **RED** = patron owes you **MAGENTA** = reservation only **GRAY** = contains archived tickets

All Tick...

All Years

2 of 19 2 ticket(s) selected. Value: \$100.00

3. Click the **Refund**  button. The Order window opens to **Tickets > Refund** tab, displaying the tickets you have selected to refund.



NOTE:

Only tickets with the same order number can be refunded at the same time.

Order #108 for Mr. & Mrs. Jim Smith @ Enterprise Center (Patron #64)

Help Transfer Detail Clear Exchange ... Exchange ... Refund Print Print+ UnPrint **Confirm** Print Export

Tickets

Fee

Donation

Membership

Season

Payment

Letters

Transactions

Ticket Price \$100.00
 Discounts - \$0.00
 Ticket Fee 1 + \$0.00
 Ticket Fee 2 + \$0.00
 Ticket Fee 3 + \$0.00
 Ticket Total \$100.00
 Order Fees + \$9.00
 Donation + \$0.00
 Membership + \$0.00
 City Tax + \$0.00
 State/PST + \$0.00
 Federal/GST + \$0.00
 Order Total \$109.00
 Currency + \$0.00
 Prior - \$109.00
 Future - \$0.00
 Balance Due = \$0.00
 Commission \$0.00

Performance Selection Seat Selection Ticket Review

Play	Performance	Qty	Pc	Section	Row #	Seat #	Total Cost	Promotion	Date Printed
09-H2	H STARS	1	A	21	A	15	\$50.00	Regular	
09-H2	H STARS	1	A	21	A	16	\$50.00	Regular	

★ = new sale ✖ = refund - = exchange from + = exchange to

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NOTE:

To convert the refund to a donation, see Converting Refunded Tickets into a Donation, page 16.

- Click the **Confirm** button.

Order #108 for Mr. & Mrs. Jim Smith @ Enterprise Center (Patron #64)

Help Transfer Detail Clear Exchange ... Exchange ... Refund Print Print+ UnPrint

Tickets

Fee

Donation

Membership

Season

Payment

Letters

Performance Selection Seat Selection Ticket Review

Play	Performance	Qty	Pc	Section	Row #	Seat #	Total
Tickets have been removed from the order							

- Click the **Payment** button.
- Choose the **Refund Method** from the Drop down list.
- Enter any other relevant information.

Order #108 for Mr. & Mrs. Jim Smith @ Enterprise Center (Patron #64)

Help Payment Print Tickets

Tickets Fee Donation Membership Season **Payment** Letters Transactions

Details Create Post Dated Contractual Notes Prior Payments

Order Information

PO Reference # school/group/corp sales ☐ Send Invoice

Sold By 12 User Master

Why did Patron buy? Forgot to ask

Postal Code 85715

Payment Information

Refund Method Cash

Refund Amount \$-100.00

Cash Tendered \$-100.00

Foreign Tendered \$0.00

Change \$0.00

Order Comments

Ticket Comment prints on tickets for this order only - as in compliments of....

Order Notes Mr Smith will be out of town on this date. Authorized by John Doe (assitant Manager)

Ticket Handling

Hold for Pickup

Mail to Patron

Hold for Will

Hold @ Door

Ticket Printing

Mark Ticket as

Print Address

Cut each tick

Cut after last

Do not cut tick

Payment Source

Internet/Web

Telephone Or

Mail Order

Patron Pres

Ticket Price \$0.00
 Discounts \$0.00
 Ticket Fee 1 \$0.00
 Ticket Fee 2 \$0.00
 Ticket Fee 3 \$0.00
 Ticket Total \$0.00
 Order Fee \$9.00
 Donation \$0.00
 Membership \$0.00
 City Tax \$0.00
 State/PST \$0.00
 Federal/GST \$0.00
 Order Total \$9.00
 Currency \$0.00
 Prior \$109.00
 Future \$0.00
 Balance Due \$-100.00
 Commission \$0.00

Created: FEB 18 2010 4:29:27 PM, Last Updated: FEB 19 2010 10:54:39 AM, Edits: 3

Order comments should be entered when refunds are issued indicating the reason for the refund and the supervisor who authorized the refund. This information will assist in reviewing the daily activity to insure the refund was processed correctly and was authorized.



NOTE:

To not refund the order or exchange fee remove them in the **Fees** window..

8. Click the Create Refund  Create Refund button.

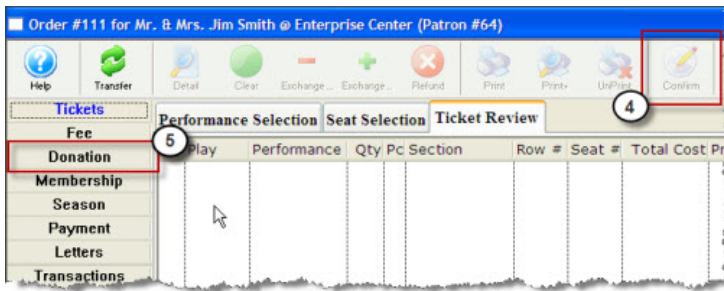
Theatre Manager will return the ticket(s) for resale and you are returned to the Patron Household Window.

Other Refund functions you can view in the online help are:

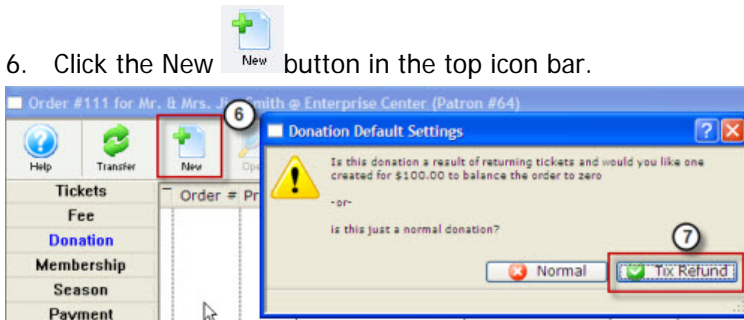
- [Refunding Tickets to a Gift Certificate](#)
- [Refunding from the Play and Dates Window](#)
- [Refunding from the Ticket List Window](#)

Converting Refunded Tickets into a Donation

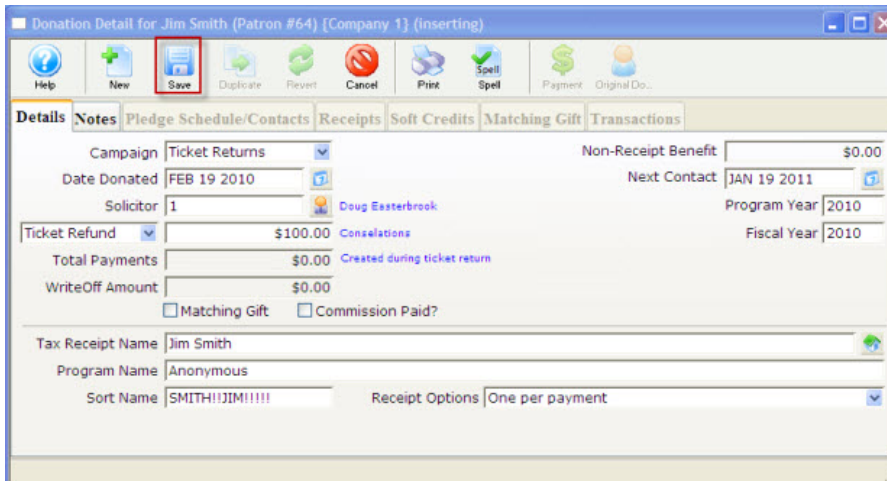
A patron may not be able to attend an upcoming event, but rather than a refund, they want to donate to your organization. You perform the same first 4 steps.



4. Click the **Confirm** button. This releases the seats you are refunding back to the Box Office. The order now has an outstanding CREDIT balance.
5. Click the **Donations** button.



7. The **Donation Default Settings** dialog opens. It asks you to choose if this is a Normal donation or a Tix Refund. Choose **Tix Refund**.



8. A new Donation Detail window opens with the information from the tickets displayed. Enter or change the donation information as appropriate. Click the **Save** button.
9. Close the **Donation** window. The Order window is displayed. The balance in the lower left corner is zero.
10. Close the Order window to complete the transaction.

Theatre Manager will have refunded the tickets from the patrons account and converted the value of those tickets into a donation. The tickets will then be returned so they can be sold to other patrons.