Theater Manager's
Ticket Exchange and Refund
Quick Reference Guide

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:

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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 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** ![Patrons] button in the tool bar. The Contact List window opens.

    Enter your search criteria and click the **Search** ![icon] button.

Name/Company ▾	like	Hu	🔍

    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 exchanged.
3. Click the **Tickets** ![Tickets button] button. The function selection list opens.
4. Choose **[Exchange the selected tickets]**. The Performance Selection window opens.
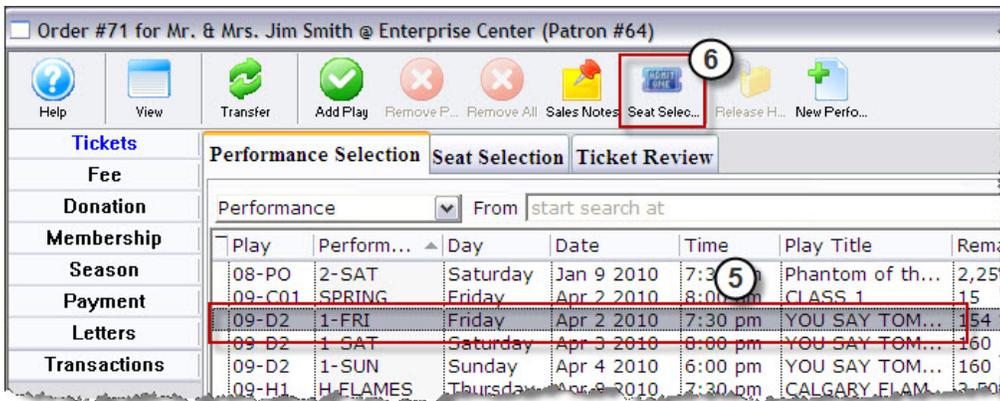
5. Select the list of performances that the patron wants to exchange the tickets for.

6. Click the **Seat Selection** Seat Selec... button or Seat Selection tab. The Ticket Sale Window opens with the information for the selected performance.
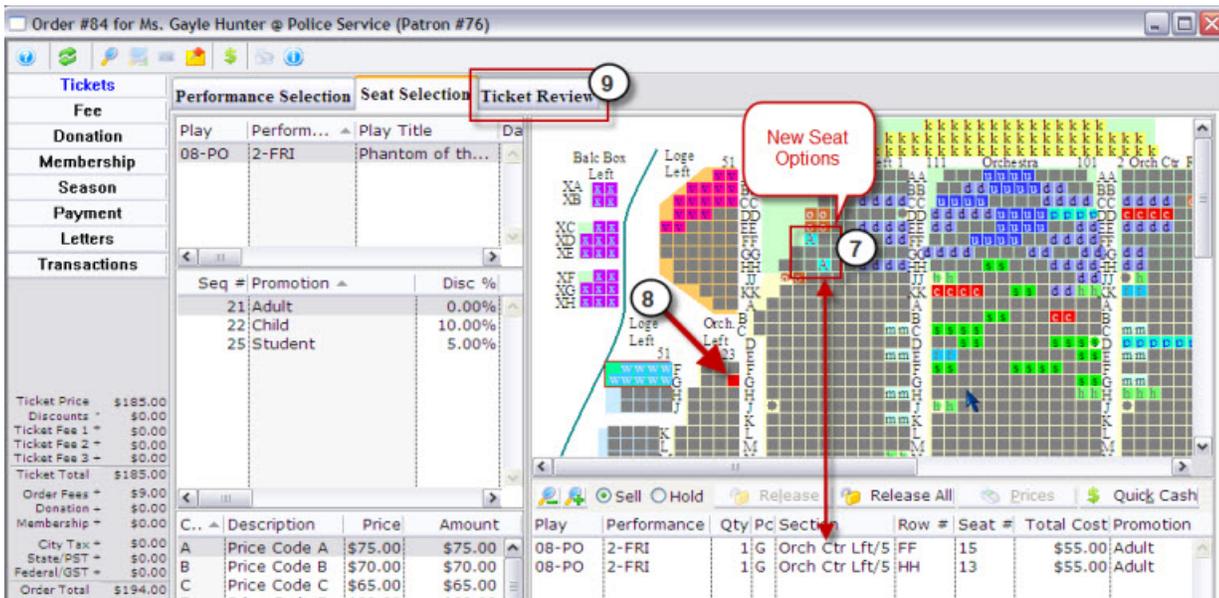
7. Choose the seats that the patron wants to exchange the original tickets for.

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

9. Click the **Ticket Review** Ticket Review tab.

10. Click the **Confirm** [Confirm icon] button to complete the ticket exchange.

11. Click the **Payment** [Payments] button.

12. Click the **Accept Payment** [$ Accept Payment] or **Print Tickets** [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.

    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.

15. Click the **Tickets** button and choose **Exchange the selected tickets**.
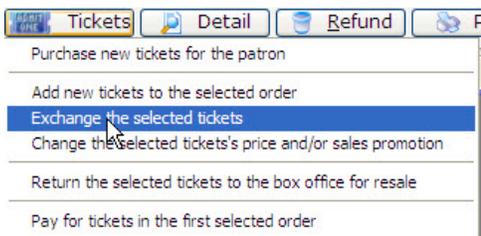
16. A warning window opens. Click the **Yes** button.
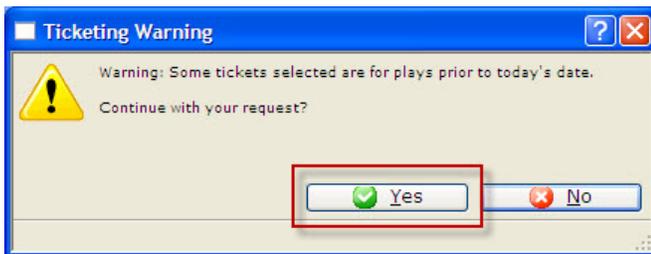

17. The Order Window opens to the **Performance Selection** tab. Locate the Play you are exchanging to.
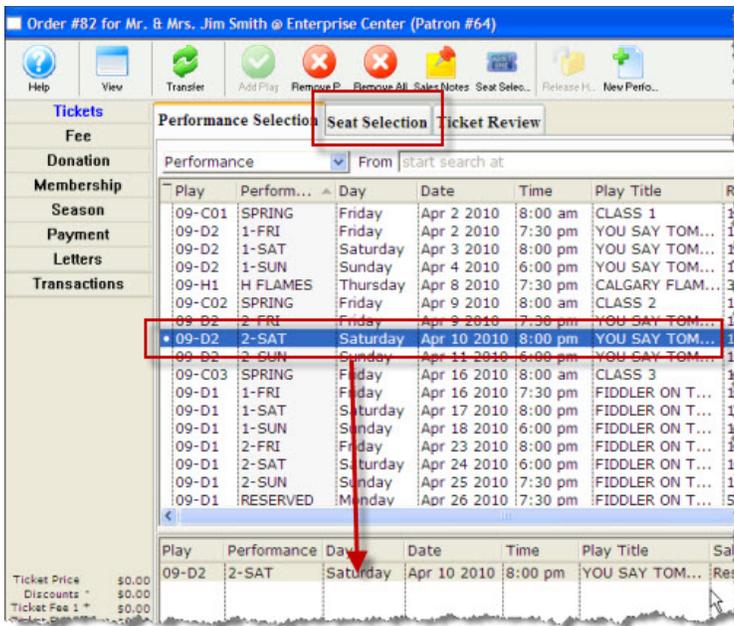
18. Select the list of performances that the patron is exchanging the tickets for.

19. Click the **Seat Selection** Seat Selection tab. The Ticket Sale Window opens with the information for the selected performance.
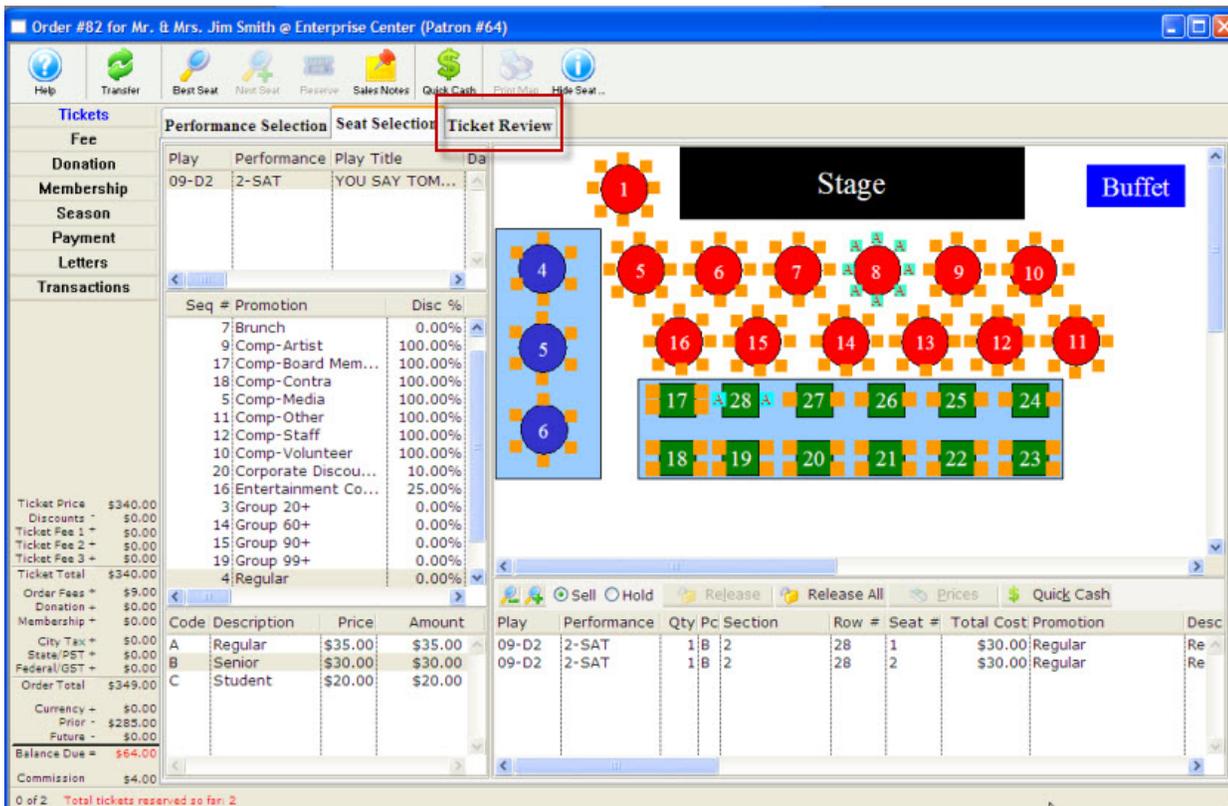
20. Choose the tickets that the patron wants to exchange the original tickets for.

21. Click the **Ticket Review** Ticket Review tab.
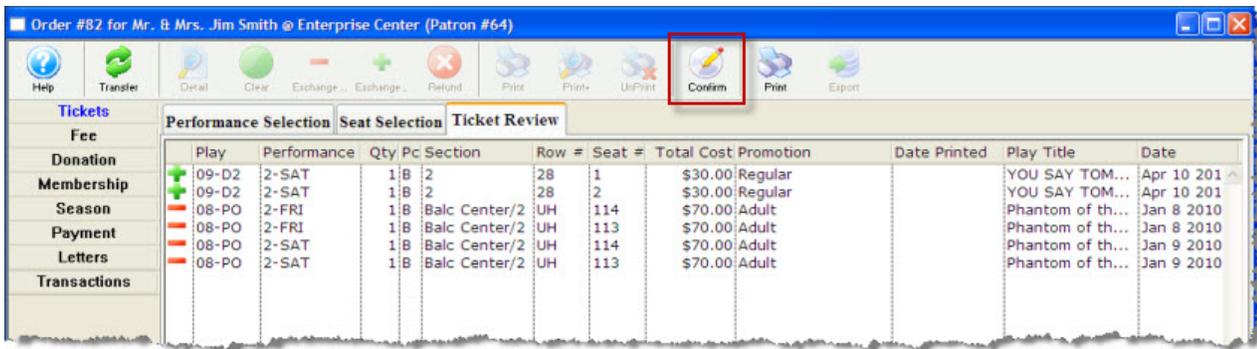
22. Click the **Confirm** ![Confirm] button to complete the ticket exchange. The tickets that the patron is exchanging will appear with a red minus symbol and the new tickets will appear with a green plus symbol.

23. Click the **Payments** [Payment] button.
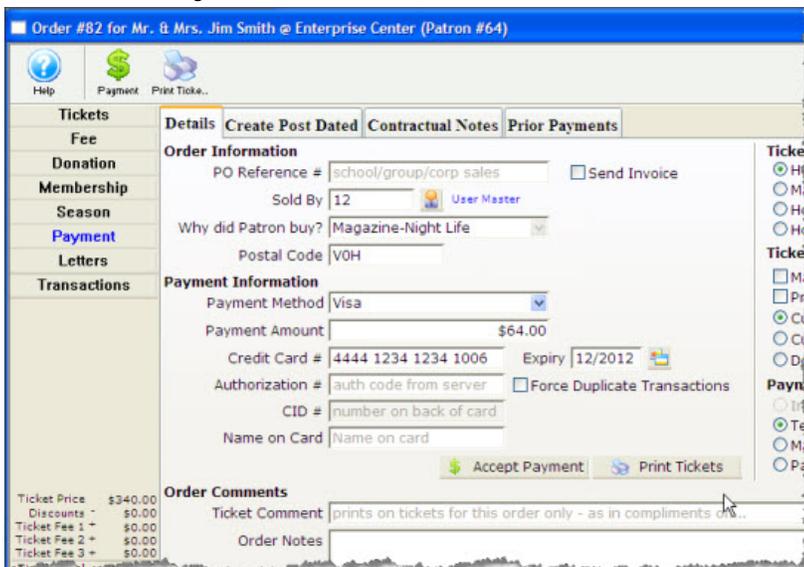
24. Enter the appropriate information in the Details Order Information, Ticket Handling, Ticket Printing and Order Comments sections.

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 [$ 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 [☞ Print Tickets] button to print special information on the ticket For example, birthday wishes, complimentary tickets from, etc.
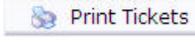
28. When complete, you are returned to the Patron window.

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

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** ![Patrons] button in the tool bar. The Contact List window opens.

   Enter your search criteria and click the **Search** ![icon] button.

   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.

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

| ![Theatre mask icon] | **NOTE**: | Only tickets with the same order number can be refunded at the same time. |

| | **NOTE**: | To convert the refund to a donation, see Converting Refunded Tickets into a Donation, page 16. |
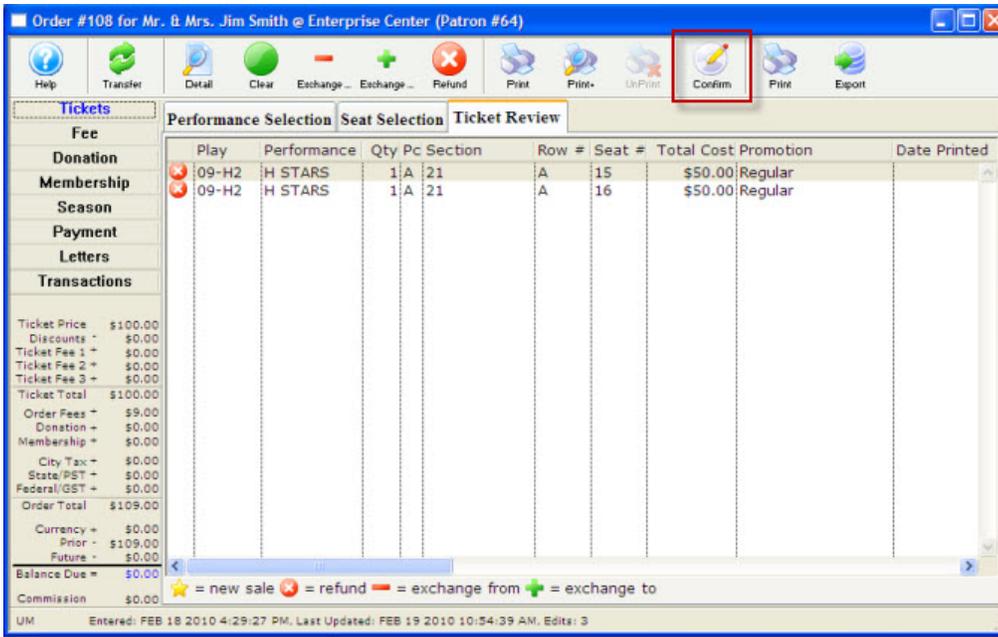
4. Click the **Confirm** button.
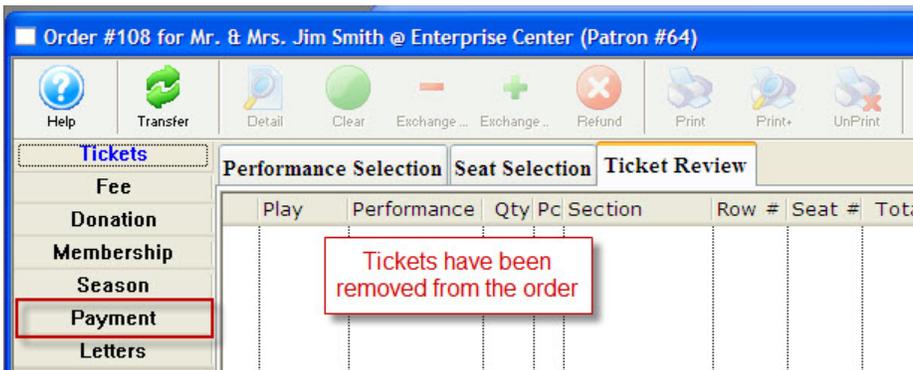
5. Click the **Payment** ⬚Payment button.
6. Choose the **Refund Method** from the Drop down list.
7. Enter any other relevant information.

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** Fee 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** 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** Donation button.

6. Click the New New button in the top icon bar.

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** Tix Refund.
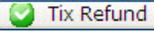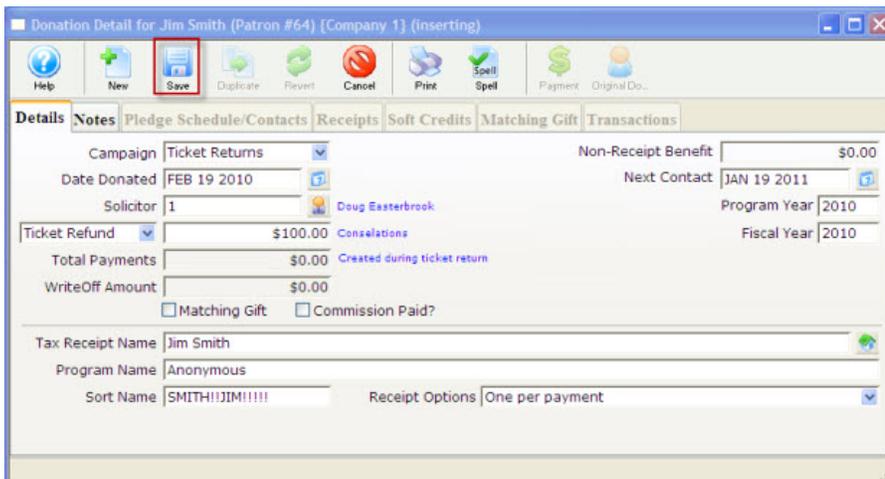
8. A new Donation Detail window opens with the information from the tickets displayed. Enter or change the donation information as appropriate. Click the **Save** Save button.

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.