



# BOX OFFICE BOOK OF KNOWLEDGE



---

REVISED APRIL 2016



---

# Contents

PAGE	SECTION	PAGE	SECTION
3	Important Information	20	Adding seats/finalizing existing transactions
4	Start of shift	21-23	Troubleshooting
5	What comes with the Box Office float		
6	Ticket Types and who qualifies		
7-9	Concession tickets		
10-12	Booking and selling tickets		
13	Operating the EFT machine		
14-15	Finding a patron		
16	Reprinting tickets and vouchers		
17	End of shift procedures		
18	Reconciling PatronBase		
19	Closing the shift		

**IF AT ANY STAGE YOU ARE HAVING DIFFICULTIES WITH A PATRON, BE IT IN REGARDS TO TICKETING PLEASE REFER THEIR COMPLAINT TO THE FOH MANAGER.**

**IF YOU ARE FEELING THREATENED IN ANYWAY THERE IS A PANIC BUTTON TO THE RIGHT HAND SIDE OF THE CASH DRAWER.**

**IF YOU FEEL YOUR WELFARE IS IN JEOPARDY LEAVE THE BOX OFFICE AREA IMMEDIATELY AND CALL THE POLICE**



## Important Information

- **All ticketing issues must be referred to your FoH Manager.**  
Please note any issues on your Box Office reconciliation sheet, including any actions taken. It assists the daytime staff greatly if concise notes are recorded at the time of the transaction.
- **No Refunds.**  
**All ticket sales are final.** The **only** exception to this is if a performance is cancelled and this will be arranged by the daytime office staff. **Volunteers are not authorised to issues refunds.**
- **No Exchanges\***  
\*Unless arranged by the daytime office. Exchanges must be made prior to the ticketed performance.
- **Complimentary tickets can only be authorised by the FoH Manager.**  
Cast and crew complimentary tickets can only be booked by daytime office staff prior to the performance. Refer anyone requesting complimentary tickets to the FoH manager.  
**Any complimentary tickets issued after obtaining FoH manager approval must be documented on the Box Office Reconciliation.**
- **Do not sell tickets to other performances.**  
Please refer patrons wishing to purchase tickets to other performances to the daytime office staff on 6257 1950, or to [www.canberrarep.org.au](http://www.canberrarep.org.au).



## Start of Shift

1. Attend the Pre-Show briefing by FoH Manager, who will inform you of any special ticketing deals.
2. Collect float, Box Office paperwork and Tickets from FoH Manager.
3. Turn on the power for the Box Office. This is the beige cord in the powerpoint in the bottom right hand corner of the counter.

This will turn on the overhead lights, desk lamp, EFTPOS console, ticket printer and laptop.

4. Count the float and check your paperwork. Any discrepancies need to be noted on the reconciliation sheet and advised to the FoH Manager.
5. Switch the computer on using the large button located top centre of the keyboard.
6. Double click on the PatronBase Box Office Icon and log in using ID: **BO** Password: **474222**
7. The seating plan shown will be the current performance.
8. You are now ready to sell tickets to patrons.





## What comes with the box office float?

Now that you have the float bag and box of tickets from the FOH Manager you will have noticed a bundle of papers. These reports are invaluable if everything doesn't go as planned:

- **House Report.**

The first sheet should be a **House Report**. This one page document will summarise the number of seats that have been prepaid. This document will also have the show title, date and time and detail and wheelchair and group bookings. Please check the time and date on the house report the correct performance.

- **Seating List**

The **Seating List** can be a multi-page report. This document is the list of all the prepaid patrons (in surname alphabetical order) attending that performance, their contact info, and details of tickets purchased.

**If a patron's tickets are not in the box, check the Seating List to see if they should be at that performance. If a patron is not on that list, then they are not booked in for that performance.**

Refer **any** ticketing issues to your FoH manager. Refer to Page 17 if you need to reprint a ticket.

- **Seating Plan**

The third sheet will be a copy of the seating plan as it appears on Patron Base. This is for your reference should the box office PC be down for any reason. Sold tickets will be shown in blue, and available seats in green. Wheelchair seats (available in the front row only) will have a blank space next to the booked seat.



## Ticket Types and who qualifies

- **Adult**  
Default ticket type to use if no concessions or other discounts apply.
- **Concession**  
Seniors—For ACT residents this is on the reverse of their MyWay card.  
Pension/Healthcare Card holders  
Full-time students
- **Preview**  
All tickets on a Preview night are a single price. Please note however that **there are multiple 2 for 1 specials available**. Cast and crew are given 2 for one vouchers to distribute. Patrons must surrender a voucher if using this offer. **Friends of the National Library, CMAG members, employees of Australian Parliament House, and employees of the Australian War Memorial** may also claim 2 for 1 on Preview shows only. **2 for 1 tickets should be processed as the Preview Voucher ticket type.**
- **Member**  
For current REP members. Members must show a current member card, otherwise bringing up the patron's name on system will indicate if they're a current member.
- **Entertainment Voucher**  
This ticket type is used to identify the complimentary ticket claimed when presenting an Entertainment book voucher. The patron must purchase the most expensive ticket; the complimentary ticket can only be of equal or lesser value.
- **Under 30s Door Sale**  
This ticket type is for pre-show door sales only. If in doubt of a patron's age, please ask to see ID. If a full-time student presents an ID but is over 30, they will only qualify for concession.



## Concession tickets

When a patron is picking up pre-paid tickets, please do a quick check of the tickets to see if any of the tickets are Concession tickets. If any of the tickets are concession tickets, please ask to see a valid Concession card. If you are unsure of what offer the concession cards get, please refer to “Types of Concession Accepted by REP” on pages 7 & 8 of this book.

### Patrons are informed at time of booking that Concession cards must be presented

If the patron has purchased tickets at the concession rate and they do not have proof of concession, they will have to pay the difference between a concession ticket and a full priced ticket. To change the ticket type, click “Patrons” and then “double click” the name of the booking.

Select any of the seats within the booking and click on the drop down menu in the “Book Type” column. Select the new ticket type and proceed as you would for a normal transaction.

The screenshot shows the Canberra Repertory Society software interface. At the top, there is a menu bar with '7 - Canberra Repertory Society - Op...', 'on Reports Windows PatronBase', 'Delete', and 'Undo'. Below the menu bar are buttons for 'Book', 'Wait List', 'Patrons', 'Xfer/Add', 'Hold', and 'Unselect'. The 'Patrons' button is circled in red. Below the buttons is a table with the following data:

Title	Date	Start	Area	Row	Seat	Book Type	Price	Paid	Type
Speaking in Tongues	4 May 2012	8:00 PM	ALL	H	5	Adult	\$0.00	<input checked="" type="checkbox"/>	Stan
Speaking in Tongues	4 May 2012	8:00 PM	ALL	H	6	Concession		<input checked="" type="checkbox"/>	Stan
Speaking in Tongues	4 May 2012	8:00 PM	ALL	H	7	Group 10+ Member		<input checked="" type="checkbox"/>	Stan

The dropdown menu for 'Book Type' is open, showing the following options: 'Adult', 'Concession', 'Group 10+ Member', 'Comp', '4 Show - Concession', '4 Show - Full', and '5 Show - Concession'.



# Concessions accepted by REP

## Member's Card



**Ticket Type: Member**

Member's Rate for Card Holder and any # of Guests - This offer only valid on Wednesdays and Thursdays.  
Fridays, Saturdays and Sundays only Two(2) tickets per Member at Member's price.  
If you do not recognise the person, ask to see their CURRENT Member Card or search for them in the system (Page 14).

## Senior's Card



**Ticket Type: Concession**

Only applies to the Cardholder. ACT Cards do not have the name on the card, NSW Cards do. Patrons MUST show their Card to receive discount.

## Student Card



**Ticket Type (if under 30): Under 30 Door**

**Ticket Type (if over 30): Concession**

Student discount ONLY for FULL TIME University, Tertiary Institutions (CIT, TAFE) and High School Students  
STUDY LOADING WILL BE SHOWN ON CARD.

## Pension/Healthcare Card



**Ticket Type: Concession**

Check Expiration Date. Only applies to the person whose name is on the card.



### Companion Card



This card entitles the Cardholder to **one** complimentary ticket for **the cardholder's carer**. The cardholder themselves must purchase at least one ticket to obtain the complimentary ticket.

**Ticket Type: Companion Card**

### MEAA (Equity) Card



Check Expiration Date. Only applies to the person whose name is on the card.

**Ticket Type: Concession**

### Entertainment Voucher



An entertainment voucher entitles the holder to one additional complimentary ticket with the purchase of a standard ticket. The voucher must be surrendered to the box office.

**Ticket Type: Entertainment Book**

### Privileges Card



Concession Rate for Card Holder and **any amount of guests on Wednesdays and Thursdays**.

On Fridays, Saturdays and Sundays the cardholder may only purchase two tickets at Concession rates.

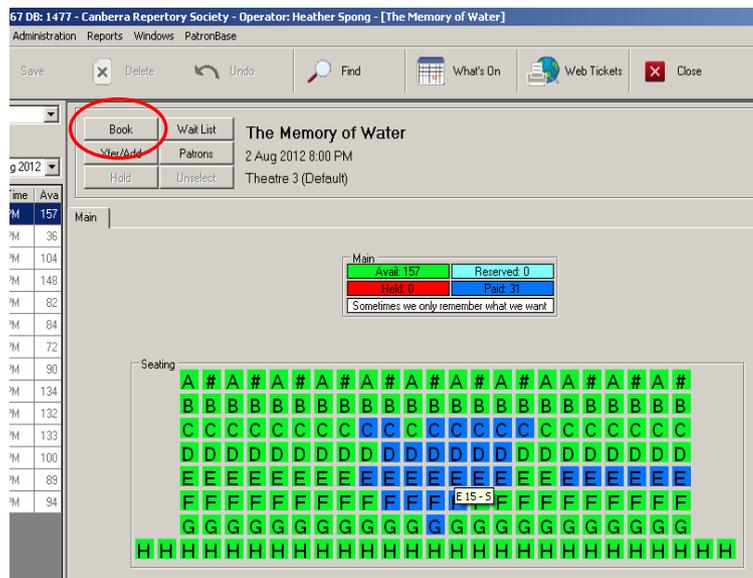
**Ticket Type: Concession**

In addition to these discounts, on Wednesday and Thursday performances, **Friends of the National Library**, employees of **Australian Parliament House**, and employees of the **Australian War Memorial** may purchase **any number of concession tickets upon presentation of their ID**.



# Booking and selling tickets

- Show the patron either the hardcopy Seating Plan or the laptop screen so they can choose their seats.
- Select the chosen seats by clicking on them in the Venue Map.
- Click on “Book” in the top left corner of the Venue Map.
- The sale window will now pop up.

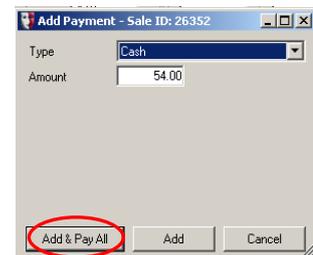
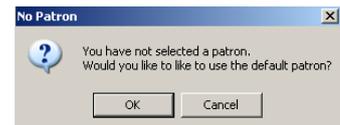




1. Tickets default to the 'Adult' price. If other ticket types are required, use the drop box next on the individual tickets lines, or use the 'Book Type' button in the lower right hand corner of the window.

Some ticket types will have a pop-up message requesting you to confirm that the patron is entitled to that ticket type; concession and member tickets for example. Click OK after confirming entitlement.

2. Once the correct ticket types are selected, hit 'Confirm'. You will be receive the text box shown here asking if you want to us the default patron. Click OK and the 'Door Sale' Patron will be automatically selected. **If the Patron is paying by EFTPOS do not proceed further with the sale until the payment has been approved.**
3. Click Complete. You will now be taken to the "Add Payment" window. Patrons can either pay by Cash or EFTPOS. EFTPOS transactions include Savings, Cheque and Credit accounts. Click the drop down menu and select the payment method. Click "Add & Pay All" and the "Print" Window will pop up. Click "OK" to print the tickets.



If Patrons wish to split payments i.e. One person wants to pay by EFTPOS and the other with Cash— Select one type of payment and type in the amount. Click "Add." The payment window will close. Process the outstanding amount by clicking the "Pay" button. To finalise the sale and print the tickets, click the button with the picture of the printer. Another screen will pop up. Either click "OK" or press enter to finalise the sale and print the tickets.



**Sale 26352 (Confirmed)**

Bus/Last Name: Sale  
First Name: Door  
Phone: Home: 62474222 Bus: 62474222  
Post Code: 2601 ID:  
e-Mail:

ACTON 2601  
ACT

Use the complete button to finalise payment and print tickets.

Use the Pay button to complete sales where you don't need to print tickets.

Complete  
Pay  
Cancel  
History  
Fees  
Export  
Seat Report

Referral Source Contact

2 Seats (\$54.00) | 0 Products (\$0.00) | 0 Vouchers (\$0.00) | (Credit) | 4 Payments (\$0.00) | Communication |

Title	Date	Start	Area	Flow	Seat	Book Type	Price	Paid	Type	Printed	Attendee
The Memory of Water	2 Aug 2012	8:00 PM	ALL	F	10	Preview	\$27.00	<input type="checkbox"/>	Standard	0	<Unspecified>
The Memory of Water	2 Aug 2012	8:00 PM	ALL	F	11	Preview	\$27.00	<input type="checkbox"/>	Standard	0	<Unspecified>

Change ticket types either through the above drop-down menu, or the Book Type button.

History  
Transfer  
Release  
Book Type

Sale Total: \$54.00  
Balance: \$54.00



## Operating the EFT machine

1. Swipe or Insert the card into the EFTPOS Machine. If you accidentally swipe a chip card, the machine will tell you to "Use Chip Reader."
2. Enter the full amount including cents i.e. enter \$76 as 7600. Press OK.
3. Press the yellow button for the account type. Left Button CHQ (Cheque) Middle Button SAV (Savings) Right Button CR (Credit)
4. For CHQ and SAV transactions, ask the patron to enter their PIN. Some CR transactions will use a PIN also. If a patron uses a signature for CR, press OK after the account type has been selected. The EFTPOS machine will print the receipt for the patron to sign. Compare the signature on the back of the card with the receipt. If the signature is correct press "OK" to complete the sale.
5. Two copies of the receipt will be printed. The first copy is the "Merchant Copy." If it is a CR sale please ask the patron to put their phone number on it and spike the receipt. The second copy of the receipt is for the patron's records.

**WE DO NOT DO CASH OUT.**

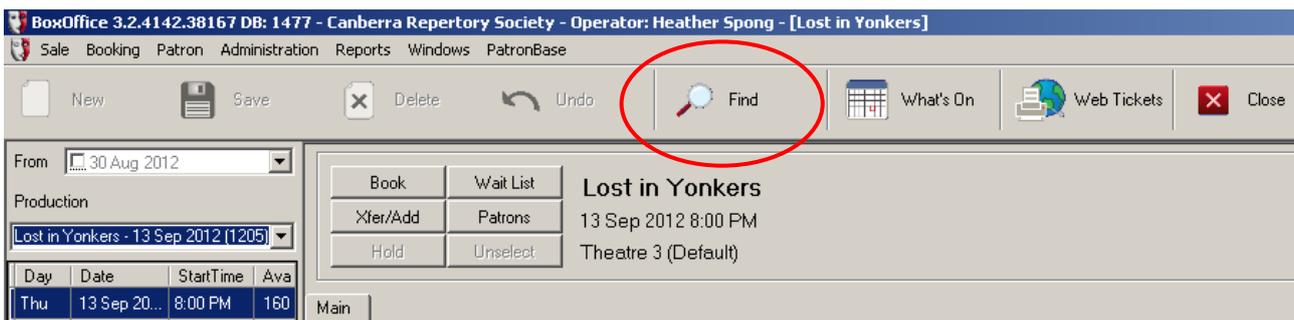


If you are in doubt of the signature, such as the signature has worn off the back of the card or the signatures are completely different, ask to see another form of ID. If the Patron refuses to show another form of ID please ask for another form of payment and notify the FOH Manager.

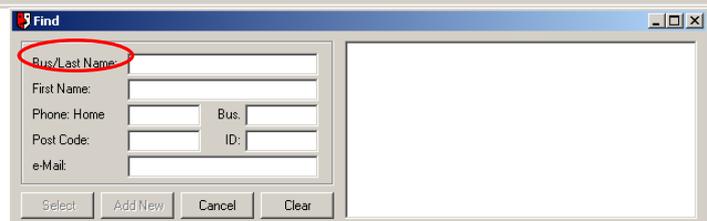


## Finding a patron in the system

If a Patron approaches you and says they have tickets for tonight's show and there are no tickets for them in the box and after checking the Patron List, they are not there either, you will now need to search for their booking in the system. At the top of the screen, there is a magnifying glass with the word "Find." Click this button and the Find screen will pop up.



Ask for the last name for the **Booking** (as there are group bookings made by a single person and all tickets are under that name). Enter this name in the Bus/Last Name field.





All patrons with the same surname will appear in the box on the right hand side of the window. If there are multiple entries for the same name ask the patron for other details such as phone number or address. Double click the required name and the other fields in the “Find” window will auto-fill. Click Select and the Patron’s information will pop up in a new window.

Click the “Sale History” tab which will show all the transactions the Patron has made. Double click the required show and the standard Sale screen will pop up.

Check the date for the show. If the Patron has indeed come to the wrong show please inform the patron that they have come to the wrong show. If their booked show was **prior** to today’s date then their ticket has been deemed “used” and there is nothing you can do. If the patron is booked in for a show after today’s date then at your and the FOH Manager’s discretion **AND** if seats are available transfer new tickets to the patron’s sale. If a subscriber’s card shows a different date to the booking, please transfer new tickets as this would have been an office error.

All information about conditions of sale can be found on the REP website and a copy of these terms is printed out and stored under the cash draw.



## Reprinting tickets & vouchers

If a patron has left their tickets at home or they are on the Seating List and their tickets are not in the box, you can reprint their tickets.

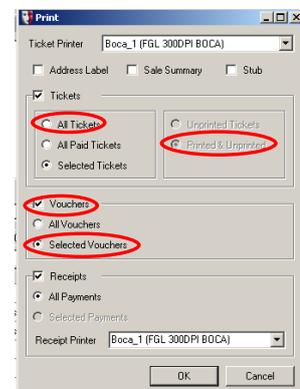
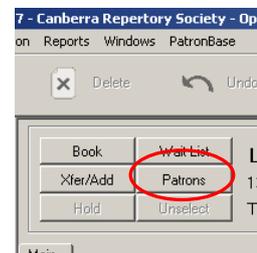
Click "Patrons" and "double click" the booking name to bring up the sale. Check to see if the booking has any Program Vouchers by looking at the tabs at the top of the screen. If there are vouchers it will show in the "Vouchers" tab. Click this tab and select the voucher for the corresponding show.

Go back to the seats by clicking the "Seats" tab and select the seats that need to be reprinted. If there are multiple seats, you must hold the "Ctrl" key on the keyboard when you click the seats.

13 Seats (\$383.00)	0 Products (\$0.00)	6 Vouchers (\$30.00)	(Credit)	2 Payments (\$413.00)	Communication		
< all performances (6) >							
Title	Date	Start	Area	Row	Seat	Book Type	Price

Highlight the tickets to be reprinted and click the  and the "Print" window will pop up.

Select "All Tickets" and then "Printed & Unprinted." If there are vouchers to be printed, click "Vouchers" and the "Selected  Vouchers." Click "OK" and the tickets and vouchers will be printed.



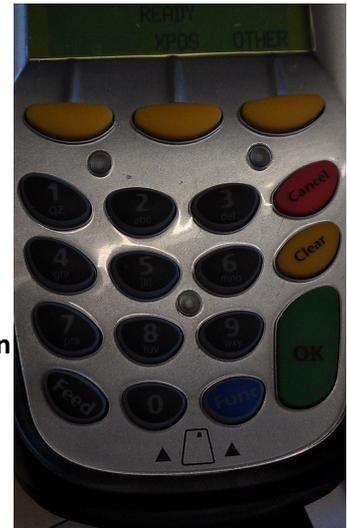


## End of shift

**Please note that these steps must be followed, even if no sales have been made.**

### Reconciling EFTPOS Machine

1. Press blue **"Func"** button
2. Press **1** to select "EFTPOS"
3. Press **2** to select "Totals"
4. Enter Password: 474222 then press **"OK"**
5. Press **4** to select Shift Totals (Option 4 is not shown on the screen)
6. Press **1** to Print Totals
7. The machine will ask if you wish to Clear Totals. Press **Left Yellow Button** to "Proceed." A receipt will be printed. Transfer the total sales shown onto the Reconciliation sheet and attach the Shift Totals printout with the merchant receipts in the space provided.
8. Press the red **"Cancel"** button to return the EFTPOS machine to the home screen ready for the next shift.



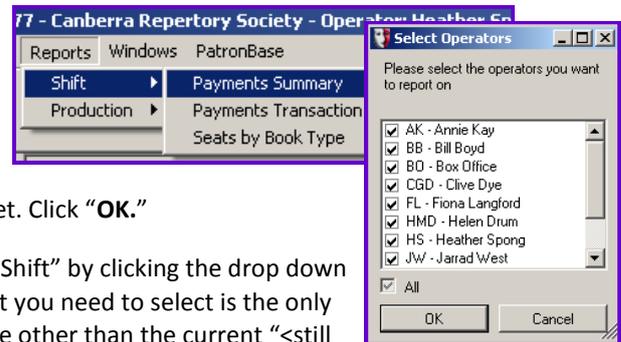


# Reconciling PatronBase

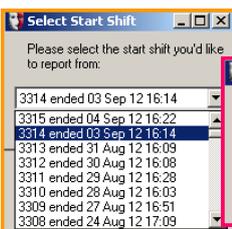
1. At the top of the screen click on "Administration". A drop down menu will appear. Select "Shift" and the "Open Shift" pop up box will appear.



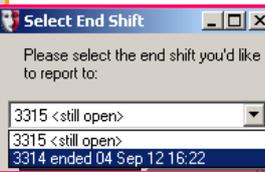
2. Select at the top of the screen "Reports" and a drop down menu will appear. Select "Shift" then "Payments Summary." In the "Select Operators" window click the box next to "All" then double click BO-Box Office. This step means tickets booked online will not show on the reports for your shift.



3. In the "Select Start Shift" window that will now pop up use the drop down menu to select the second shift number.



Note the shift number on your Rec sheet. Click "OK."



4. "Select End Shift" by clicking the drop down menu. The shift you need to select is the only option available other than the current "<still open>" shift. Click "OK." In the next window click "No."





## Adding seats to an existing booking

To change a booking (if for example the patrons want to change their selected seats), simply select the seats that they wish to have and click "Xfer/Add." A screen will pop up asking for the Sale ID and the number showing will be the current sale and either press Enter or Click "OK." The seats will now transfer to the sale. A pop up screen will appear about fees as there are no fees simply click "OK" or press Enter. Change the "Book Type" on the new seats to the required category. Highlight the incorrect seats and click "Release" on the Right hand side of the screen. If more than one seat needs to be released, you must hold the "Ctrl" key on the keyboard when you click the seats.

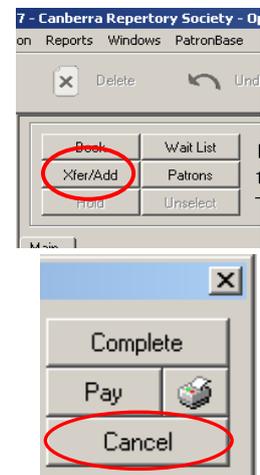
Proceed with the sale as normal to print tickets.

If the sale needs to be cancelled for any reason and **NO** payment has been entered simply click "Cancel" in the top Right hand corner of the sales window to release the seats and delete the sale.

If tickets have been purchased and the patron has to leave before the show finishes i.e. Family emergency or Health reasons, then they will have to contact the office to organise transferring their tickets to another performance/show.

**Tickets will not be transferred if a patron decides to walk out of, or prematurely leave a production.**

Please DO NOT imply that refunds will be given as refunds are **NOT** offered except if the show/performance is cancelled. Our refund policy is printed on the back of the tickets and on our website and a copy of which is under the cash drawer.

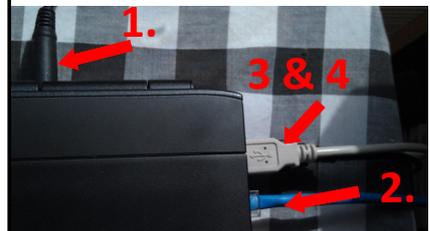




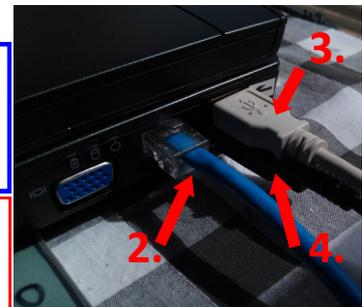
## Troubleshooting the computer

1. Make sure everything is plugged in.  
This includes the blue network cable (1),  
black power cable(2),  
and in the USB ports the beige printer cable (3) and the black mouse/  
keyboard cable (4).
2. Close any open programs and restart the computer — “Start” -> “Turn  
Off Computer” -> “Restart.” Open up PatronBase as normal.

**These 2 steps will generally solve most of the computer issues**



If the computer is frozen — which means it isn't responding to the mouse or keyboard — Press and hold the on/off button until the computer turns off. Wait 30 seconds and then restart the computer. If you get a message about starting the computer in “Safe” mode follow the on screen instructions and change the option to “Normal” mode. Open up PatronBase as normal.



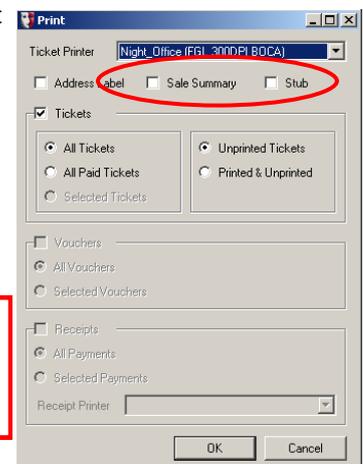
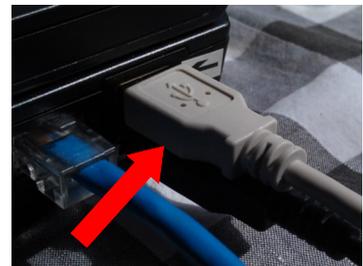
If these procedures do not solve the problem, please turn off the computer and process the sales manually. All the information you need to process sales manually is in the paperwork you received at the start of your shift. Inform your FOH Manager of the problem, report the issue on the Rec Sheet and leave a note for the next Box Office Volunteer that you were having issues with the computer.

**The EFT machine is not linked to the PC, therefore EFT and cash transactions can**



## Troubleshooting the printer

1. Make sure that everything is plugged in correctly at both ends. The printer cable is the Beige USB cable and it **must** be plugged into the top USB Port on the right hand side of the computer. The correct port is marked with an arrow.
2. Make sure that the ticket printer is selected in PatronBase. The printer is named "Night\_Office" in the Print window of PatronBase.
3. Make sure the ticket stock is loaded correctly. Refer to page 13 for the correct ticket loading procedure.
4. Turn the Printer off at the switch at the back, count to 30 and turn it back on.



If these procedures do not solve the issue, please leave the printer on and write out the tickets by hand. Inform your FOH Manager, report the issue on the Rec Sheet, and leave a note for the next Box Office Volunteer that the printer is having issues.



## Troubleshooting the EFT machine

### **CASH AND CREDIT CARD SALES ONLY!**

The nearest ATMs for patrons to get cash out is at the **SPAR** on Marcus Clarke St (Closes at 9pm Weeknights, 9:30pm on Saturdays and 5pm Sundays) near Chicken Gourmet or the **Uni Bar** on the corner of University Ave and London Circuit. It is about a 20 minute round trip if walking.

For Credit Cards use the “Click Clack” machine and the Sales Vouchers under the bench. Follow the instructions on the front page of the Sales Voucher.

When destroying the cover sheet after imprinting, make sure you do it in full view of the patron. Recommended method of destruction is tearing the cover sheet several times.

The “Click Clack” **CANNOT** be used for Savings or Cheque Account transactions.

Please make sure that you check the expiration date of the card and tick the “Check Validity Date” box.

Make sure you get the patron to PRINT their name and contact phone number on the back of the GREEN Merchant copy of the Sales Voucher after you have removed the cover sheet.

The patron gets the YELLOW Cardholder Copy of the Sales Voucher.