**Selling Tickets at SPO**

* Make sure you are logged in to Tix. User name SPO; password is in computer memory.
* Click Ticket Sales
* Find out how customer will be paying (There is a $1.50 per ticket charge to use a debit/credit card. Be sure they know this before proceeding.)
* Select One:
	1. Box Office for debit/credit card sales.
	2. Comp Sales if they have a voucher.
	3. Fax Order Sales for cash/check sales
	4. Phone Order for order taken over the phone.
* Select the date the customer wants.
* Select the section they want. Be sure they understand the pricing.
* Select their seats by clicking the empty squares.
* Click “Add to Cart.” This will take you to the shopping cart window.
* (Ballet Arts members get a total of 2 Premium seats for $21. Select “Discount $21” from the pull down menu under “Type/Price/Fee”)
* Confirm date, time, and price with customer. Click Check Out. This will pull up the customer lookup window.
* Type in their last name in the “last name” box and hit “Lookup”. If they are in the system, you will be able to select them. Confirm that their information is correct. If not, you will need to enter their information. Please try to get a valid email address; this is how we market our shows.
* Next is the billing shipping page. If you need to update a customer’s information, click on “click here.” If it is a comp order, note that here in “order notes.” (Sponsor or winner of give-away). Then hit “continue.”
* This will pull up the Payment Page. Select Method of Payment. A check requires that you enter a check number. Enter the debit/credit card numbers manually; CCV# is not required by expiration date is.
* If you need to make a change to the order, click on the shopping cart in the upper right corner.
* Hit “complete.” On the next page, be sure the “print tickets” box is checked and print the tickets. Place tickets in an envelope and give to customer. The first ticket that prints is a receipt. If it is a phone order, place the envelope in the will call box. Tell the customer that the tickets will be at the will call table right inside the front door at the Civic Center. Be sure to put cash and/or checks in the cash box.