

Ticket Office Guidelines

The Ticket Office shall serve as a point of contact for ticket and merchandise sales for Governments and Organizations that are party to the University Tickets Contract

I. General

a. Setting up an event

- i. The Event Data Form must be completed, signed by your government E-Board, and handed in to the ticket office no less than seven (7) days before the start of the sale to ensure all of the details of the sale are correct prior to the start of the sale.
- ii. Event Data Forms can be:
 1. Picked up from the Ticket Office or From Student Government Office
 2. Requested through the Student Unions UB Linked page
 3. For Student Association Organizations: Student Association Website
- iii. Once the event is created, the link to the sale will be emailed to the representative on the Event Data Form.
- iv. Any changes to the details of an event/sale must be provided in writing by the representative or government E-Board member, with E-Board signatures.

b. Closing out an event

- i. Event Performance Reports will be generated and sent to FSA and Student Government Treasurers the Friday of the week following the close of the event. This is to ensure that the funds are transferred to the correct account in a timely manner.

c. Other Provisions

- i. If there is a complimentary ticket list for the event, it must be clearly written or typed and given to the Ticket Office Management Team prior to the sale. Any changes to this list must be approved and signed by the Student Government.
- ii. If any event is cancelled, the Ticket Office must be notified two (2) business days prior to the event.
- iii. The Ticket Office does not provide ticket stock for your event. If there are physical tickets to an event, they must be supplied by the organization.
- iv. If there is to be a redistribution of unclaimed physical tickets, a meeting including the Ticket Office and the appropriate government E-Board members/administrators must occur at least one week prior to the re-distribution.
- v. Student Organizations may choose to use the UTIX Hardware to scan tickets without a ticket office agent present. These scanners may be picked up the business day prior to the event and are to be returned the next business day after the event. An equipment loan form shall be filled out by the representative responsible for the hardware.
- vi. All refunding shall occur utilizing the software
- vii. Refunds shall be approved by the government or organization and coordinated through the Ticket Office if it occurs prior to the end of the sale.
- viii. Merchandise will be refunded and resold or returned to the respective government
- ix. Resale of a refunded item may occur for the purpose of replenishing the loss from the refund. Such sale must follow the original sales parameters

II. Tickets may be sold:

a. At the Ticket Office at 221 Student Union

- i. Payment options:
 1. Check
 2. Visa, MasterCard, Discover Credit/Debit cards

- b. On Campus (North, South, or Downtown Campus)
 - i. The Ticket Office will supply a Ticket Office Agent for on-site sales if the Ticket Office is notified of an on-site sale at least seven (7) days prior to the event date.
 - ii. Events scheduled without proper notice (7 days) will not be guaranteed staff.
 - iii. Events outside of normal business hours
 - 1. Will have an hourly student staff rate
 - iv. Payment options:
 - 1. Visa, MasterCard, Discover Credit/Debit cards
- c. Online
 - i. This allows your organization to sell tickets or merchandise over the Internet.
 - ii. Your event will appear on the Ticket Office website at the start of the sale.
 - iii. Payment Options:
 - 1. Visa, MasterCard, Discover Credit/Debit cards
 - 2. Customers will receive a confirmation email that will serve as the receipt.
- d. Off Campus
 - i. The Ticket Office will supply a Ticket Office Agent for on-site sales if the Ticket Office is notified of an on-site sale at least seven (7) business days prior to the event date.
 - ii. Events scheduled without proper notice (7 days) will not be guaranteed staff.
 - iii. Any off-campus event that is staffed by the Ticket Office is subject to the following:
 - 1. Hourly rate based on the staff's current wage
 - 2. Transportation costs for staff to and from the event, including, but not limited to, Uber, Lyft, or mileage reimbursement
 - 3. This is to be billed to the Student Government
 - iv. Organizations will meet the Ticket Office Agent at the event site at the scheduled time, and will maintain contact with the Ticket Office Agent throughout the sales period of the event
 - v. An event representative will be present with the Ticket Office Agents for the duration of the event/sale to:
 - 1. Monitor the line to help ensure the safe timely admittance of patrons
 - 2. Assist in answering questions about the event, club, or organization

III. Merchandise

- a. Setting up a merchandise sale
 - i. The Merchandise Data Form must be completed, signed by your government, and handed in to the Ticket Office no less than seven (7) days prior to the start of the sale.
- b. Options for selling merchandise
 - i. Pre-sale – funds are collected prior to the order being placed
 - 1. After the order arrives, the Ticket Office will count the merchandise against the order to check for accuracy
 - 2. Once the count has been verified, the merchandise may be distributed
 - ii. Post-sale – funds are collected after the order has been placed
 - 1. Before the sale goes live, the Ticket Office shall count the merchandise so that the correct number of items is made available
- c. Return of unclaimed merchandise to your student government 2 weeks after end of sale or end of semester.