

Box Office Instruction Manual

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Running the Box Office in Jewett Step by Step

Module 1: Getting Started/Set Up

- 1) When you arrive for your shift, go up to the Performing Arts Office and grab the **box office** cash box and the computer from the safe. The code for the safe is [REDACTED]

NOTE: *There are two cash boxes in the safe. Be sure to grab the one that says **BOX OFFICE**, (the other one is for Theatre Society) that one will only be used if we have concessions for a show.*

- 2) Once you've gathered all the necessary materials for your shift, make your way over to where the performance is being held.
- 3) After you are set up at the box office, log onto the computer. The password is [REDACTED]
- 4) On the left side of the screen there are two Chrome icons that link directly to the **cash box ledger** and the **ticketing site** when you click on them.
- 5) Pull up the cash box ledger first and count the money that is in the cash box at the start of your shift.
- 6) Next pull up the ticketing site with the other link
- 7) That link will bring you to the page shown below (*figure 1*). Just click login, you don't need to create your own account.

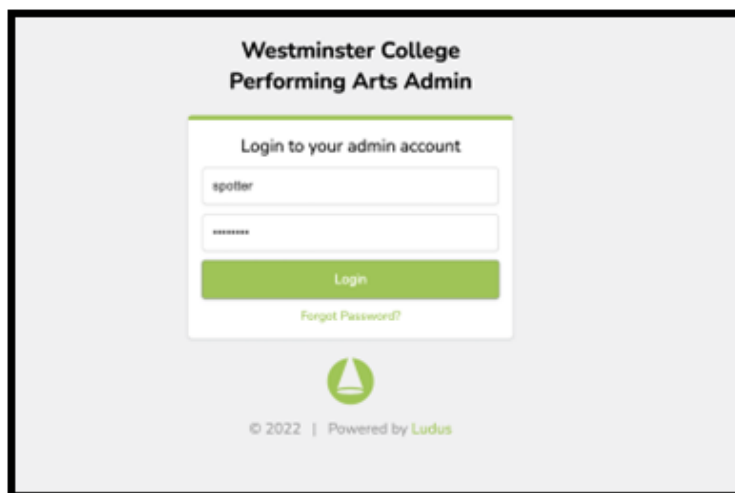


figure 1

8) After you log into Ludus it will bring you to the page below. There are two tabs you should have open for a performance, **Box Office View**, and the **Check in tab**. See *figure 3 and 4* on page 3.

NOTE: *It doesn't show it now but on the day of your shift there will be the little computer screen icon next to the performance date and time. That is what you click on to get to the Box Office View.*

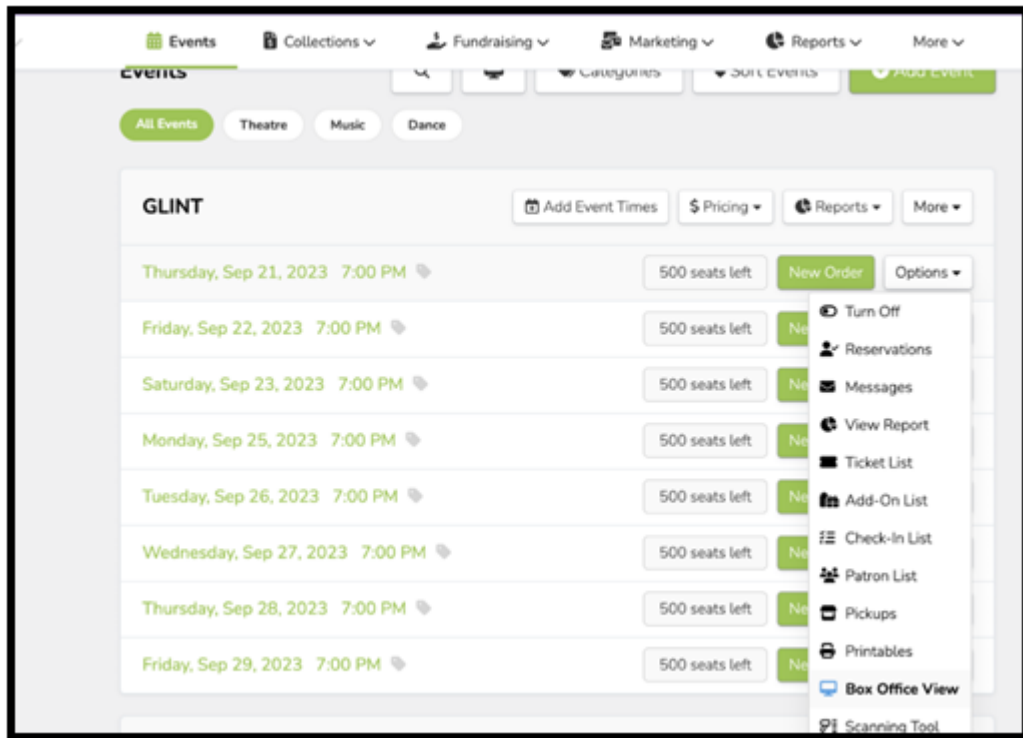


figure 2

Box Office View:

The screenshot shows the 'Box Office View' for the event 'GLINT' on Thursday, September 21, 2023, at 7:00 PM. The interface includes a 'Tickets' section with a dropdown menu currently set to '0'. Below this is a 'Patron Information' section with a note: 'All fields are optional. A blank name will be recorded as "No Name"'. The form contains fields for First Name, Last Name, Email, Phone Number, Street Address, City, and Zip Code. On the right side, there is a 'Cart' section with an 'Update' button and a message: 'Click Update to add new tickets to the cart.' The top navigation bar includes 'GLINT' and 'Previous Purchases'.

figure 3

Check in tab:

The screenshot shows the 'Check in tab' for the event 'GLINT' on Thursday, September 21, 7:00 PM. The interface features a navigation bar with 'Ludus' and various menu items like 'Events', 'Collections', 'Fundraising', 'Marketing', and 'Reports'. Below the navigation, there are tabs for 'Tickets 0', 'Add-Ons 0', and 'Check-ins 0/0'. A 'Scanning Tool' section includes a 'Submit' button and a 'Select all' option. Two large colored boxes display the counts: '0 Not Checked-In' (grey) and '0 Checked-In' (green). Below these are options to 'Sort By Last Name' and a search bar labeled 'Search by any keyword...'. A message states: 'No tickets have been purchased for this time, yet.' At the bottom, there is a 'Check-In' button and a 'Select tickets above to check-in' instruction.

figure 4

Module 2: Ringing Up Tickets

9) Go to Box Office view, that is where you ring up tickets for audience members who haven't bought them online.

- Patrons with a Westminster ID and K-12 students get free admission, so you will just need to click that option, the number of tickets being purchased and then hit update on the right side. Since those tickets are free you can select either the cash or credit option when checking them out because it will be free either way.

10) For anyone else you will just select the General Admission option and however many tickets they are purchasing.

11) Once you have selected the number of tickets, hit the update button on the right side of the screen. That will pull up their cart.

12) Ask them if they will be paying with cash or a card. If they are paying with a card, make sure you click the credit button first then swipe their card.

The screenshot displays a ticket purchasing interface. At the top, it shows the event details: "Cartoon by Steve Yockey" and "Thursday, November 10 @ 7:30 PM - Opening Party following the Performance". There is a search icon and a link to "Previous Purchases".

The "Tickets" section contains several options with quantity dropdowns:

- Westminster ID \$0.00 (0)
- K-12 Student \$0.00 (0)
- General Admission \$15.00 (2)
- Wheelchair - General Admissiom \$15.00 (0)
- Wheelchair Companion - General Admission \$15.00 (0)

The "Cart" section shows the current items:

- General Admission \$15.00 G.A.
- General Admission \$15.00 G.A.

Below the cart items are three payment options: Credit (\$33.10), Cash (\$30.00), and Comp (\$0). There are also buttons for "Donation", "Discount", and "Student".

The "Patron Information" section includes fields for First Name, Last Name, Email, Phone Number, Street Address, City, and Zip Code. A note states: "All fields are optional. A blank name will be recorded as 'No Name'."

figure 5

13) Figure 6 shows what will pull up when you select credit. Once you swipe the card it will auto fill in the information and then you just have to click pay.

NOTE: After you select pay a little notification will pop up in the right corner of the screen. It will say something like do you want to save this information, make sure you hit NEVER.

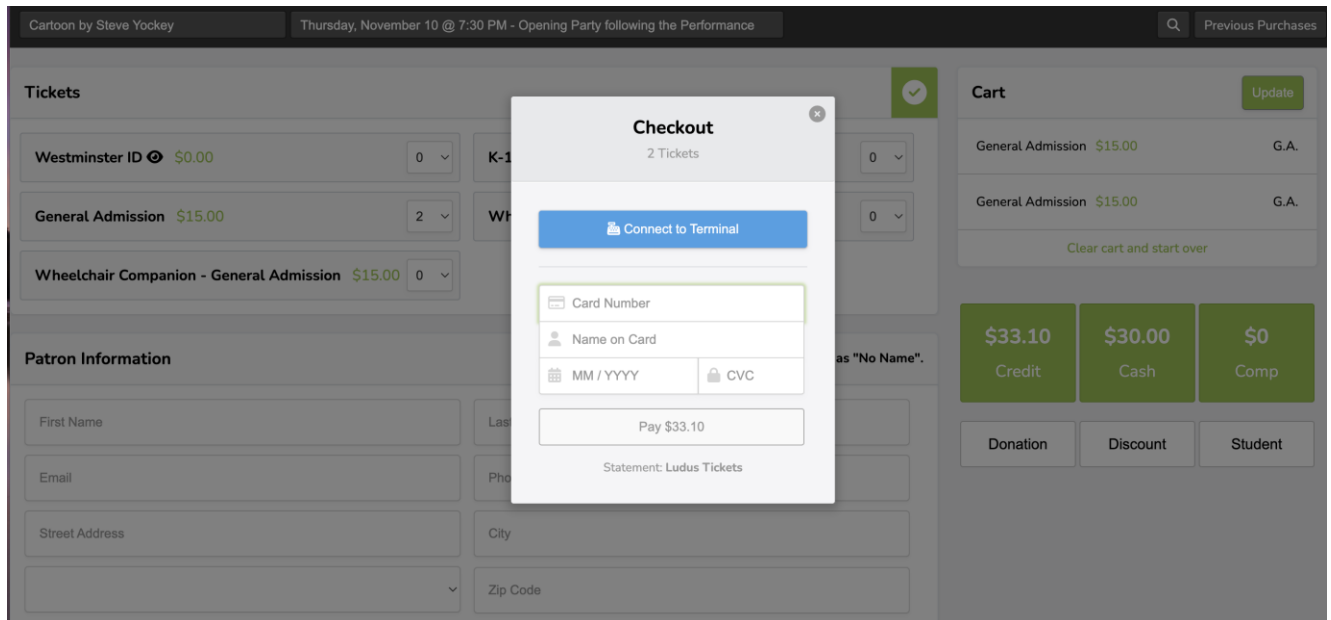


figure 6

13. Finally at the end of your shift count the money in the cash box and put that into the ledger. Then exit out of all the tabs and bring the cash box and computer back to the safe.

NOTE: The key for getting into the Performing Arts Office is in the smallest pocket on the laptop bag. There are multiple keys on there, but the one that has the letter "T" on it is the one that opens the office doors.

If I missed anything or you have any questions about the box office, feel free to email me!

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