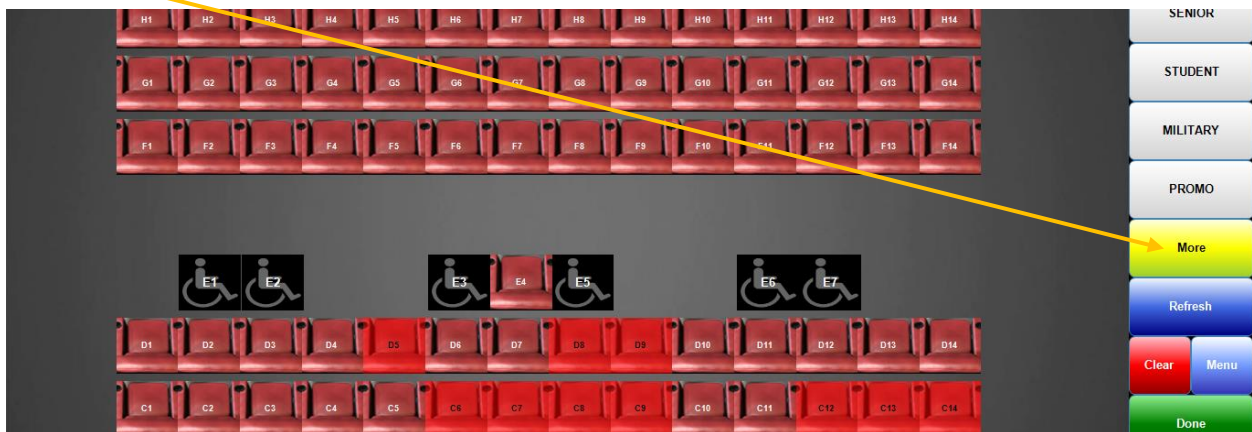


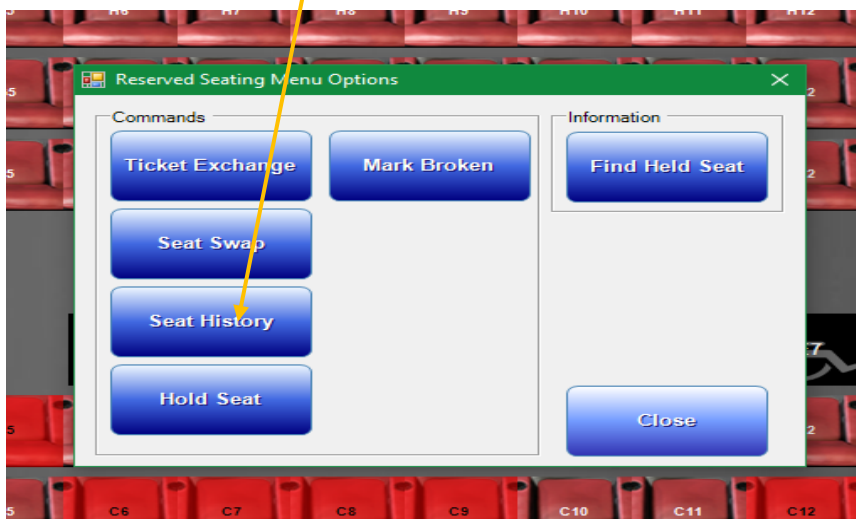
## If Credit Card is not present or available to verify:

In the instance where a guest is not sure which card they used, or if they are unsure whether they paid with cash or credit, and all you have is a ticket stub, you can check the seat history on the purchase.

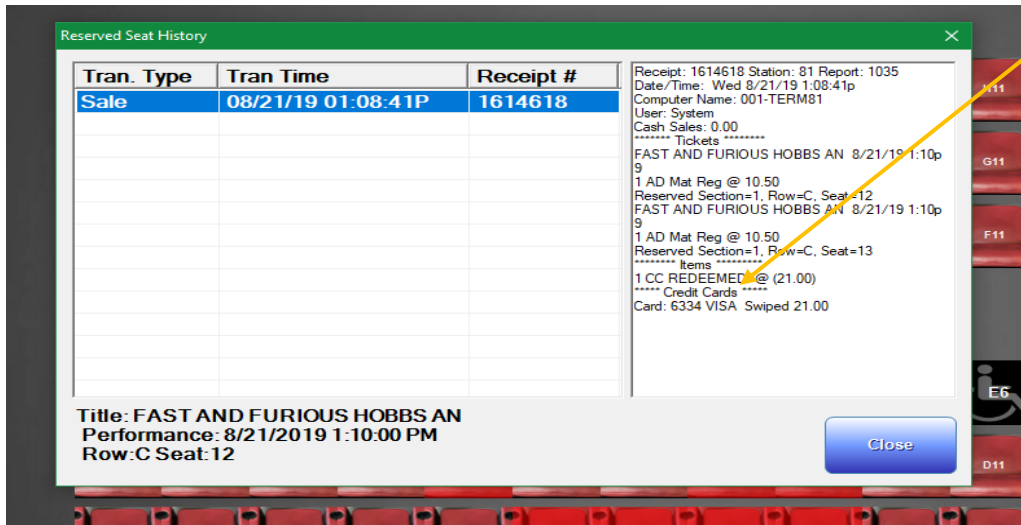
If you have reserve seating, select the title as you would to sell a ticket and pick seats. From there select menu.



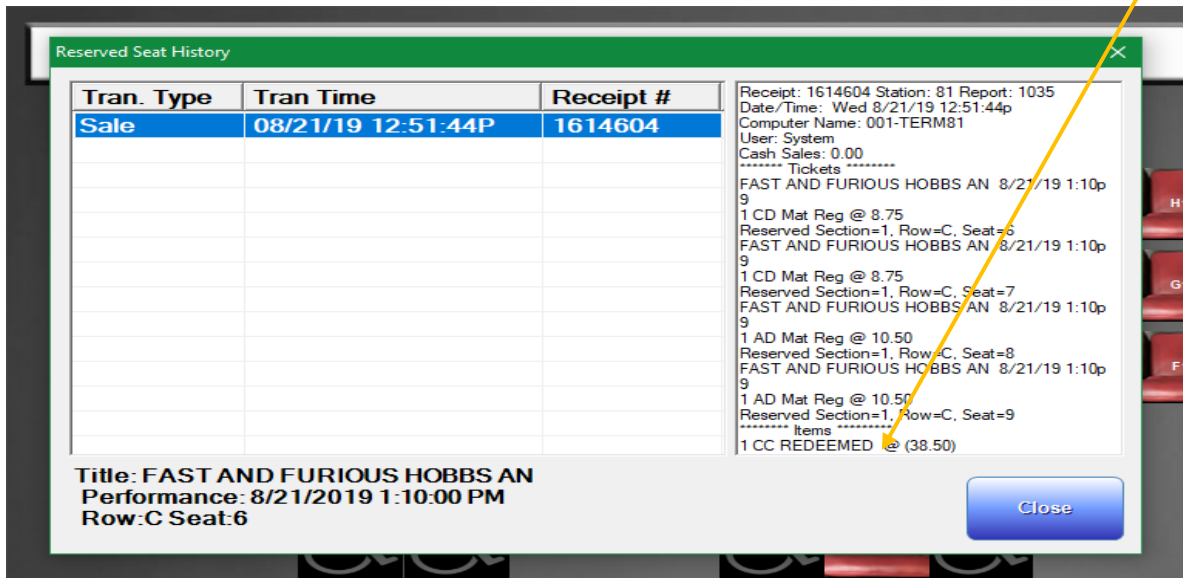
Next choose seat history.



Once you have chosen seat history the complete history of this seat, along with other seats will show up. You will then need to match the last 4 digits of the guest's card number with the card on the screen.



If it is an online purchase, you will not see the last 4 digits, however you can now search your NPUs.



If you are ever unsure, do not give cash back and do not refund to another credit card. Gather all the information as outlined in the SOP: Credit Card Purchases and Refund Eligibility and follow the SOP for Corporate Refund Requests. Explain to the guest it could take up to 14 days for the refund to be processed.