

NPU's

These need to be done BEFORE End of Day

Log into "Internet Ticketing .com"

Click on "Reports" → "Tickets" → "Uncollected Tickets"

Date Range → Make sure that you "Change the Date"

Filter By → "Exclude Transactions that were Refunded before the Performance has started"

Click "Run"

Uncollected Tickets from 01/01/2020 to 01/01/2020 (Example date)

MAKE SURE THE DATE IS CORRECT!

Click "Export" → "Excel" → Excel Sheet will appear on bottom left of computer screen

Open Excel Sheet → Save Excel Sheet as: (example) RV14, NPU Log, 01.01.20 in your Nightly Email Folder → Also PRINT a Copy for NPU Envelope with the NPU Tickets for the Audit Packet.

Please Note: All the Transaction Numbers show up in the same box → **You will need to separate the Transaction numbers onto their own lines on the Excel Sheet**

REFUNDING THE TICKETS – Do Not Refund Booking Fee!

"Please note that the Refund is one Transaction & Reselling the NPU back is the 2nd Transaction"

Go to a POS Station → Using the excel NPU Log use the "Transaction Number" to look up the sale of the tickets. (Having this with you will also make sure you match the correct Dollar Amount for the NPUs)

From the "Transaction Screen" → Print the Tickets Out → In the Same Screen Highlight the Lines for the Tickets Again → (DO NOT Highlight the Booking Fee) → Click "Refund Lines" → **DO NOT CLICK "REFUND TRANSACTION" ONLY Refund the Tickets → Put in the Dollar Amount for that Transaction & then Hit "Cash Button" → Staple your Refund slip on top of the Ticket.**

Repeat until ALL NPUs have been completed.

Once ALL NPUs have been Refunded & Cashed Out → Go to "MISC TAB" on POS & Enter the Dollar Amount of the Refunded Tickets using the NPU Buttons with the Dollar Amounts & it Matches your NPU Excel Sheet Dollar Amount.