

Billy Geltmaker

From: Billy Geltmaker
Sent: Wednesday, November 25, 2015 11:56 AM
To: Brandywine 14 Theatre; Blankenbaker 14 Theatre; Northgate 14 Theatre; Jason Beck (JasonB@XscapeTheatres.com); 'keving@xscapetheatres.com'; 'LeeB@XscapeTheatres.com'
Cc: 'sbgwell (scottb@patokacapital.com)'; Monica Kidwell
Subject: SOP - Gift Card Sales - Revised 11-25-15

Subject: SOP - Gift Card Sales

Effective Immediately – any gift card purchases of \$50.00 or more, the policy is, the purchaser must provide a valid ID and the names on the ID and Credit Card have to match before the purchase can be processed. If a guest is paying in cash all bills \$10.00 or higher must be checked for counterfeit.

Gift Cards are to be handled as follows

1. No more than 1 box of 500 at the Box Office at one time. If stored in Box Office then they must be kept in a secure place with only management having a key.
2. All cards are to be used in sequential order starting with the lowest number first.
3. A customers are to receive a receipt with each Gift Card purchase.
4. All Refunds/Voids on Gift Cards are to be done by Management and documented legibly on the refund log and signed by Management.
5. If there is any question on a gift card that management is not able to answer, for example when card was used, amount on card, etc. take down the customers information and tell them you will get back to them as soon as possible. Email the Operations Manager (Billy) & copy the VP of Ops (Scott) immediately and he will check the history on the card and get back to you as soon as possible. Once he gets back to you then you can contact the customer. If it takes more than 24 hrs. for an answer email again or if important call with a follow-up email.
6. If multiple gift cards are purchased for example the customer needs ten - \$10.00 gift cards each transaction must be done separately so each gift card gets its own receipt and a manager will need to be present.
See process for Ticketsoft Theatres ONLY below for Multiple cards purchased in 1 transaction.
7. All Holiday gift cards are to be placed inside the small popcorn bags provided to you by the home office. Please keep track of the amount you have so reorders can be placed in a timely manner if needed. Suggest rubber banding them in Qty's of 50 or 100 and only giving the Box Office a set amount. Inventory on these bags will be done weekly since they will only be used for Gift Cards.

*Ticketsoft Locations ONLY

The below process is to be used for multiple Gift Card transactions at Ticketsoft locations Only

- 1) Swipe and add \$\$ to each card
- 2) Press FINISH when all cards have been swiped and funds added
- 3) Review cards are correct in right column
- 4) Accept payment and complete sale
- 5) A gift card receipt is printed for each card charged/re-charged
- 6) If the patron would like an additional receipt for the sale you can press RECEIPT button
- 7) If patron wishes for a receipt per card, the option is available in card balances.

Cashiers should be checking card balances (#7) after each sale and prior to handing to patrons to confirm proper balances are on the cards.