Sales / Event Staff

What are the prices to the shows?

The prices to the shows can be found on the **Product Availability Page** in the ERM under the TAB of **Products**.

All per ticket prices, per day, per booking prices are displayed on the ERM, after selecting the product.

SPECIAL NOTE: Never let a customer go. If they can't book the show because the price is too expensive ... THEN ASK THEM

1. What they can afford and that you will check to see what you can do.
2. Contact STEVE BALTZOIS or your manager immediately to find the best price we can offer them. Â
3. Also keep in mind that all Event Sales Agents, are allowed to offer a 5% discount without approval. However do not use this freely and be thrifty with who you are applying the discount to.
4. Ensure that you place your 5% Discount Coupon on the ADD NEW Order page.

IMPORTANT INFORMATION REGARDING PRICING FOR PRODUCTS BASED ON QUANTITY PRICING:

In view of the confusion that was being caused with the group pricing costs, we have spent the last week finding a better and easier solution when checking prices and how it displays.

You will now find that the Group Pricing is now calculated internally and you will no longer need to select the group size.Â This will happen automatically by the system based on the quantity of tickets you have entered for the product.

In the **Product Availability Page**,

1. You now will only need to enter the quantity and if the price changes it will notify you of how much and also the reason for the price increase.
    1. Also after the program checks the price, it will then display variables of other possible group size quantity prices for you for easy reference.

For the customer (this is only for the customer),

For the customer on the online customer booking page it will now automatically calculate the price based on the quantity the customer enters in the quantity box in the online booking page for customers.Â This means that the customer will be notified of any changes to prices based on the quantity they selected.Â It will also show them the price based on the quantity size.

I hope this helps everyone so that the pricing check is easier to check and provide prices to customers for.

VERY IMPORTANT:

With the change, you will find some of the show prices have changed.Â If you were quoting a customer a previous price and with the new system the price has increased, do the following

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1. Apologize to the customer.
2. Inform them â€œthat there was an error on our system and it was displaying incorrect pricingâ€.Â
3. Inform them that this is the new correct price.
4. Apologize to the customer again and say that you do apologize for the inconvenience.
    1. Say to the customer that because the error was a computer error, that we would honour the price quoted and that you just need to receive approval from your team supervisor.

    2. Chat on Slack with a Team Supervisor or me of the situation and they will give you the discount amount and Approval Code.

    3. Proceed with the booking, add the discount and in the ORDER COMMENTS, enter the approval code and the Team Supervisors name.Â For example you would write in the ORDER COMMENTS, â€œdiscount approval code = xxxxxxxxx approved by Steve Baltzoisâ€.

    1. **If the customer is okay with the increase price and is happy to proceed, then proceed with adding a new order as normal.**
    2. ***If the customer is not happy with the increased price and wants the original price***

If you are unsure of the new method or you are confused, then contact me directly for support or the Team Supervisors on Slack.

Questions Asked and Answered:

1. David Phillip | 05-May-2020 07:38 |
   1) How much do we charge customer for additional tickets on day?
   2) is there a cancelation fee if customer cancels show?
    a. answered by @barbara.green |06-May-2020 14:01 |
        a. the additional tickets is charged at the same price they were given at the time they made the first purchase.
        b. yes there is a cancellation fee if the customer cancels.Â If the company cancels there is no fee charged.

Attached files:

Unique solution ID: #1139
Author: n/a
Last update: 16-Jun-2015 02:33

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