



**UtahStateUniversity**

**CAINE SCHOOL OF THE ARTS  
PRODUCTION SERVICES**

**Caine School of the Arts Production Services**

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**To:** Everyone

**From:** Jarrod Larsen, Director, CSA Production Services

**Date:** March 15, 2008

**Subject:** CSA Box Office operation

Here is an outline of how the new CSA Box Office will operate. Please read through it and direct any questions to me (435-797-3041 or [jarrod.larsen@usu.edu](mailto:jarrod.larsen@usu.edu)). Thanks.

Setup

- Each event, and each night of an event, is setup individually. All price codes, discounts and methods of delivery are setup at this time. Once the event, price codes and methods of delivery are setup, they cannot be changed. While tickets can go on sale at any time after the event is created, as a general rule, all tickets will go on sale in the box office and online one month before the date of the event.
- The base ticket prices and scaled price plans need to be decided before the event is setup.
- All major credit cards are accepted.
- Methods of delivery include;
  - o Print now (for in person box office or walk up sales)
  - o Will Call (typically for phone or internet orders, will be at the venue box office the night of the event)
  - o Mail (a mail delivery fee is charged)
  - o Email/Print at home (typically for phone or internet orders)
  - o Other delivery options may be setup as needed with the appropriate fees.

Day-to-day and night of the show

- The standard operating hours for the CSA Box Office will be 10:00am to 5:30pm Monday-Friday.
- Walk up ticket sales will be available 1 hour before the start time of the event in the appropriate venue.
- Online sales are 24/7 but will end 2 hours before the start time of the event.

## Settlement

- After the event, ticket sales, minus applicable fees, will be transferred to the appropriate Banner index as soon as all funds have been appropriated by the CSA Box Office. This could take up to 14 days.
- Ticket sales reports will be delivered to the producing department with a copy of the journal entry to transfer the funds to the appropriate Banner index.

## Fees/Charges

- For most producing organizations, Utah State sales tax must be paid on all tickets sold to any event. The current sales tax rate is 6.55%. The producing organization is responsible for any Utah State sales tax due.
- All credit card sales are subject to credit card processing fees. The rate is 3.5%+\$0.25/transaction. This will be deducted from the total ticket sales for the event.
- The CSA Box Office will add a \$1.00 operation fee to every ticket. This fee should be included in the face value of the ticket.
- All tickets sold online are subject to a \$1.50/ticket convenience fee.

## Other

- The \$1.00 box office operation fee will be included in the advertised face value of the ticket.
- The \$1.50 online convenience fee can also be included in the face value of the ticket. This means a pre-purchased online ticket will cost as much as a walk up ticket, encouraging online presales. For walk up tickets, that extra \$1.50/ticket will go to the producing organization. For organizations that do not want to add this fee to the face value of the tickets, online ticket sales will have an additional \$1.50/ticket fee added at the time of payment.