

# **ASSOCIATED STUDENTS, INCORPORATED**

California State University, San Bernardino

## **Box Office Policy and Procedures**

Adopted by the ASI Board of Directors

Per BD 42-17, May 30, 2017

**Purpose:** The purpose of this policy is to set and standardize operating policies and procedures for the Associated Students, Inc. (ASI) Box Office, and for the procurement, distribution, and accounting of ASI Box Office tickets. This policy is intended to provide guidance and is not intended to cover all possible conditions. For those situations which are not covered here, the ASI employee is expected to use their best judgment.

**Scope:** This policy applies to all ASI Box Office employees. All entities or individuals who wish to use ASI Box Office services must comply with the applicable provisions of this policy.

### **1. Concept of Operations**

- a. The guiding principle for ASI Box Office operations is as follows: The best value in entertainment, sporting, and cultural event tickets for the best price.
- b. In case of any disputes, the ASI Box Office Management Assistant may refer the problem to the ASI Executive Director, or in his/her absence, to the ASI Administrative Coordinator. If the client still feels that their grievance has not been adequately addressed, then the client may refer the matter to the ASI Board of Directors (BoD) for resolution. The BoD's decision is final.
- c. Authorized ASI Box Office patrons and the number of tickets allowed for purchase:

Currently enrolled students, faculty/staff and alumni with current Alumni Association card may purchase no more than ten (10) tickets per student or faculty/staff I.D. (as defined in paragraph 4b) within a twenty four hour period unless otherwise authorized by the Executive Director. Non-students/non-faculty members may purchase tickets for on-campus events only which have been authorized for sale to the general public, with restrictions designated through the ticket for sale contract. For special engagement activities/events/performances, the Management Assistant, with the approval of the ASI Executive Director, may restrict the number of tickets that can be purchased within a twenty four hour period to a reasonable number consistent with the number of tickets available. In the event that the tickets are being sold for another entity, the Management Assistant may restrict the number of tickets as stated above with the approval of the entity offering the tickets. The ASI Executive Director, or in his/her absence,

the ASI Administrative Coordinator, will have the authority to waive the provisions of this paragraph for official campus entities (e.g., the Foundation; university departments; etc.).

- d. Tickets selected for resale and distribution will be reflective of those entertainment, sporting, and cultural events and activities available in the community. In no case will tickets to any "X" rated events or activities be offered through the ASI Box Office.
- e. ASI Box Office operating hours will be posted conspicuously. These hours can be amended by the Management Assistant and/or the ASI Executive Director in response to operational considerations, e.g., conflicting class schedules, employee no-show, etc. Summer operating hours will be set prior to the end of the Spring Quarter. All operating hours will be set by the Management Assistant with the approval of the ASI Executive Director.
- f. The Management Assistant is responsible for posting a work schedule indicating the hours for each ASI Box Office employee to work. Any employee who cannot meet their shift obligation should contact another employee to cover their shift and notify the Management Assistant of the replacement's name. If the Management Assistant is unavailable, notify the ASI Executive Director. If a replacement cannot be found, notify the Management Assistant, or in his/her absence, the ASI Executive Director.
- g. In cases where the ASI Box Office is selling tickets for another organization, pricing will be per the contract or the requirements of that organization. There will be four categories of pricing for ASI products: "students"; "faculty and staff"; "alumni"; and "general admission". If no designation is made then the price for students, faculty and staff, and alumni will be the same.

## 2. Pre-Sale Contracting

- a. The ASI Box Office may accept for sale tickets from legitimate entities on or off campus.
  - (1) Off campus entities: The off campus entities authorized for sale through the ASI Box Office are tickets from major theater chains (e.g., Krikorian Premier Theaters, Edwards Cinema, AMC, Harkins, etc.), theme parks (e.g., Disneyland, Knott's Berry Farm, Six Flags Magic Mountain, SeaWorld, etc.), professional sports teams (e.g., Los Angeles Dodgers, Los Angeles Angels, The Los Angeles Lakers, etc.), or major stage theaters (The Pantages Theater, The Ahmanson, etc.). Off Campus entities authorized to provide the ASI Box Office with tickets for resale to the campus community will be carefully selected. The ASI Administrative Support Coordinator will contract with the off campus

entity and the contract will be reviewed and approved by the ASI Executive Director.

- (2) On campus entities: On campus entities are authorized to use the ASI Box Office to sell tickets to their events provided that they meet all the criteria of paragraph 2b below. Clubs wishing to sell their event tickets through the ASI Box Office must have a current charter from the Office of Student Engagement and be in good standing with the university as verified through the OSE office.
- b. The ASI Box Office will only accept for sale tickets:
- (1) which have been signed over via a properly completed “Acceptance of Tickets for Sale Contract”.
  - (2) which indicate different events in a series (e.g. Comedy Nights) by some distinctive number or pattern for each event.
  - (3) The distribution policy for the ticket sales must be provided *in writing* by the entity before tickets are accepted for sale. Such information as ticket prices and ticket categories (e.g. student, staff/faculty, other) must be included.
- c. If any complimentary tickets are to be distributed by the ASI Box Office, the complimentary ticket numbers must be indicated on the “Acceptance of Tickets for Sale Contract” and the policy for ticket distribution must be given to the ASI Box Office by the entity in writing.
- d. Refunds and ticket exchange policies must be agreed to by the ASI Box Office and the entity in writing before any tickets are accepted for sale by the ASI Box Office. Should there be no ticket or refund exchange agreed to *in writing*, then the ASI Box Office policy of no refunds or exchanges will apply.
- e. Tickets bought from the ASI Box Office may not be exchanged or refunded. Tickets purchased from on campus entities through the ASI Box Office may have tickets refunded or exchanged provided that the entity contracting with the ASI Box Office has specified that the ticket exchange or refund is allotted in writing – see paragraph 2d above.

### 3. Change Fund

- a. The ASI Box Office change fund must amount to a total of \$225.00 at all times. \$100.00 is allocated per shift for immediate register functioning. \$125.00 is used to replenish the register fund when deemed necessary.

- b. Change fund procedures must be in compliance with CSUSB campus Cash Handling Policy.

#### 4. Ticket Sales Procedures

- a. Tickets will be sold over the counter during normal business hours. The ASI Box Office will not sell “at-the-gate tickets”.
- b. Identification requirements for determining eligibility to purchase tickets:
  - (1) A California State University, San Bernardino (CSUSB) student photo ID card showing the bearer's photograph.
  - (2) A current faculty/staff CSUSB photo ID showing the bearer's photograph.
  - (3) A current CSUSB Alumni Association ID card.
  - (4) A letter of appointment as temporary faculty/staff with a valid picture driver's license.
- c. The ASI Box Office will not lend any tickets to non-ASI entities for sales.
- d. Customers purchasing tickets through the ASI Box Office will be required to fill out and sign the ASI Box Office Customer Log. The ASI Box Office Customer Log shows the following data:
  - (1) A statement in which the customer acknowledges that all sales are final; there are no exchanges or refunds; the customer acknowledges they know the expiration date(s) for the tickets they have purchased.
  - (2) The date of the ticket purchase, the name of the customer, the method of payment, the customer type (student, staff and faculty, or alumni), a telephone number where the customer can be reached, the name of the theater/theme park/venue ticket they are purchasing, the amount of tickets being purchased, the expiration date of the ticket, and the customer's signature.
- e. The amount of cash on hand in the ASI Box Office will be adequate to do business for the shift.
- f. Tickets may be purchased with a personal check under the following conditions:
  - (1) The check may not exceed \$260.00 and must be for the exact amount of the purchase.

- (2) Identification requirements:
  - (a) A current California driver's license.
  - (b) The driver's license number and the expiration date will be recorded on the check.
  - (c) The person's student or staff I.D. number must be recorded on the check.
- (3) The person presenting a check for payment must be the person whose name appears on the check. In other words, an individual may *not* purchase tickets with another person's ID and check.
- (4) If CSUSB Student Financial Services (SFS) receives a dishonored check (returned check) notification from the bank, then SFS will contact ASI and ask that ASI contact the Payor, and attempt to collect from the Payor. There is also a fee associated with returned checks, and SFS will ask ASI to contact the Payor, and attempt to collect the fee from the Payor. If ASI can't get in touch with, and recover the returned check debts from the Payor, then the amount of the dishonored check and the associated fee may be passed on to ASI.
- g. Tickets whose total sale price exceeds \$260.00 may be purchased with permission by the ASI Executive Director with a cashier's check, money order, a State of California check, or a CSUSB Foundation check provided these instruments are made out to the ASI Box Office for the exact amount of the purchase. ASI Box Office employees will not allow the purchaser to break down the purchase cost into two personal checks in order to circumvent the \$260.00 limit.
- h. No third party checks will be accepted for the purchase of tickets; this includes payroll checks.

## 5. Post Sale Procedures

- a. At the end of each employee's shift, the employee leaving shall count the change fund, count the tickets, reconcile their shift total and fill out the "Daily ASI Box Office Shift Reconciliation Form" or "Break Reconciliation Form". The incoming employee will verify the money and ticket count and fill out a new "Daily ASI Box Office Shift Reconciliation Form" or confirm the "Break Reconciliation Form".
- b. Employees are responsible for reconciling their shift on the Daily ASI Box Office Shift Reconciliation Form.

- c. The Management Assistant will reconcile sales receipts on a daily basis.
- d. The Management Assistant will make arrangements with the Bursar's Office to have the courier service pick up deposits. The frequency of the deposit will be determined based on criteria stated in the CSUSB campus cash handling policy.
- e. Upon reaching the threshold required to make a deposit as stated in paragraph 4d above, the Management Assistant will complete the reconciliation procedure to be verified by the ASI Administrative Coordinator and Executive Director. Following approval the Management Assistant will prepare the deposit slip and notify the Bursar's Office by telephone that courier service is required.

#### 6. Donating Tickets.

- a. Periodically, various campus entities (OSE or the Department of Housing and Residential Education) may ask the ASI Box Office to donate tickets to support charitable events, award dinners, etc. Tickets may be donated provided the following provisions are met:
  - (1) Only CSUSB students can be recipients.
  - (2) No off-campus entities will be considered.
  - (3) No clubs or student organizations will be considered for donated tickets since clubs may go through the Club Allocation Budget to receive funding to purchase tickets for events.
  - (4) The ASI Executive Director, or in his/her absence, the ASI Administrative Coordinator must review and approve the request. The number and type of tickets donated will be recorded in a memo for the weekly report.

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