Athletics - Vendini Ticket Seller

Eastern Oregon University
<u>Athletics Department</u>
Cash Handling Procedures

Any individual involved in the collection, control, and deposit of amounts received by the University from cash sales, credit card sales, concession sales, and any other sources, must be trained on the following cash handling policies and procedures.

<u>CASH BOX HANDLING PROCEDURES</u>

<u>BEFORE EVENT</u>
1. Initial cash box setup for events   Business Manager

2. Ticket Sellers at event/verifies beginning cash   Ticker Sellers

<u>AFTER EVENT</u>

3. Balancing cash box after event   Ticket Sellers

4. Verification of ending balance after event
   (a ticket seller can't verify the cash in their own box)   Ticket Sellers

5. Reconciliation ending cash box balances   Asst. AD

<u>NEXT BUSINESS DAY</u>
6. Deposit preparation   Business Manager

7. Verify that deposit reconcile with ticket sale   Finance & Admin
   reports

8. Verification of deposit   AD/Asst. AD

9. Physical Deposit at Cashier's Office <u>or</u> US Bank   EOU
   Security

<u>DAY DEPOSIT RECEIPT IS RECEIVED</u>
10. Verifying deposit receipt from Cashier or US Bank, with   Business Manager
    with deposit record in Banner

EVENT TICKET SALE PROCEDURES

Every individual attending the event will be required to have a scannable ticket from vendini. That ticket will either be printed at home and brought to the box office with the attendee, or the ticket will be printed at the box office at the point of sale.

Event Attendee	Ticket Sale Option	Amount	Rate Verification	Vendini Action Required
EOU Students	At the door only	comp	Verify attendee has current EOU ID	Print & Scan Comp Ticket
EOU Faculty & Staff	At the door only	comp +1	Verify attendee has current EOU ID	Print & Scan Comp Ticket
Reserved	Online or at the door	$10 or $15 (football)	no requirement	Print & Scan Ticket, or just scan if attendee has mobile or print at home ticket
General Admission	Online or at the door	$6 ($10 football)	no requirement	Scan Ticket, or Print & Scan Ticket
Non EOU Student	At the door only	$4 ($5 football)	Verify attendee has current campus ID	Print & Scan Ticket
Youth (ages 6-18)	Online or at the door	$4 ($5 football)	Honor system	Print & Scan Ticket, or just scan if attendee has mobile or print at home ticket
Military	Online or at the door	$4 ($5 football)	Honor system	Print & Scan Ticket, or just scan if attendee has mobile or print at home ticket
Senior	Online or at the door	$4 ($7 football)	Honor system	Print & Scan Ticket, or just scan if attendee has mobile or print at home ticket
Children 5 & Under	At the door only	comp	Honor system	Print & Scan Comp Ticket
Presentation Passes	At the door only	comp	Verify attendee has current pass	Print & Scan Comp Ticket

Accepting forms of payment for entrance:
- Cash - *Athletics is currently developing specific handling procedures*
- Check - *Athletics is currently developing specific handling procedures*
- Credit Card - *Athletics is currently developing specific handling procedures*

PENDING: Athletics is developing specific departmental procedures for troubleshooting about and what to do if issues arise.

TICKET AGENT ACCESS MAINTENANCE

The Athletics Department will be responsible for maintaining access for users in the Ticket Agent system.

Employee/Student Title	Vendini Access
Assistant Athletics Director	Full Access (main)
Business Manager	Full Access (backup #1)
Finance & Administration	Full Access (backup #2)
Sports Information Director	Ticket Agent Access
Assistant to Sports Information Director	Ticket Agent Access
Ticket Sellers	Ticket Agent Access

ACCESS MAINTENANCE
PENDING: Athletics is developing written procedures for account maintenance. This wil include a timeframe for when to cut-off old accounts, and when to do routine reviews of current access.

TROUBLESHOOTING

Vendini Contact

Phone: (800) 901-7173 Option 2
Email: support@vendini.com
Live Chat: https://support.vendini.com/customer/portal/chats/new
9:00AM ET - 9:00PM ET Monday - Friday

Vendini After Hours Support Team

+1 (800) 901-7173   Option 4
Evenings, Weekends & Holidays

Online Support Center

https://support.vendini.com/

TRAINING VIDEOS

Training Website: http://training.vendini.com/

Required Training Videos for Ticket Sellers:
- Processing A Ticket Sale
- Orders: Edit, Refund, and Exchange
- Thermal Ticket Printing
- TicketAgent Reports