



Ford Partners Consignment Training

2017 Summer Season

What is consignment?

- ▶ An online method to sell tickets directly to your fans, on site at events & classes
- ▶ Hold & sell premium seats to loyal buyers
- ▶ Hold up to 150 tickets at a time (up to 50% of any pricing tier)
- ▶ No convenience fees (facility/programming fees still apply)
- ▶ Automatically released **2 weeks before show** (unless cleared with box office in advance)



What's the procedure?

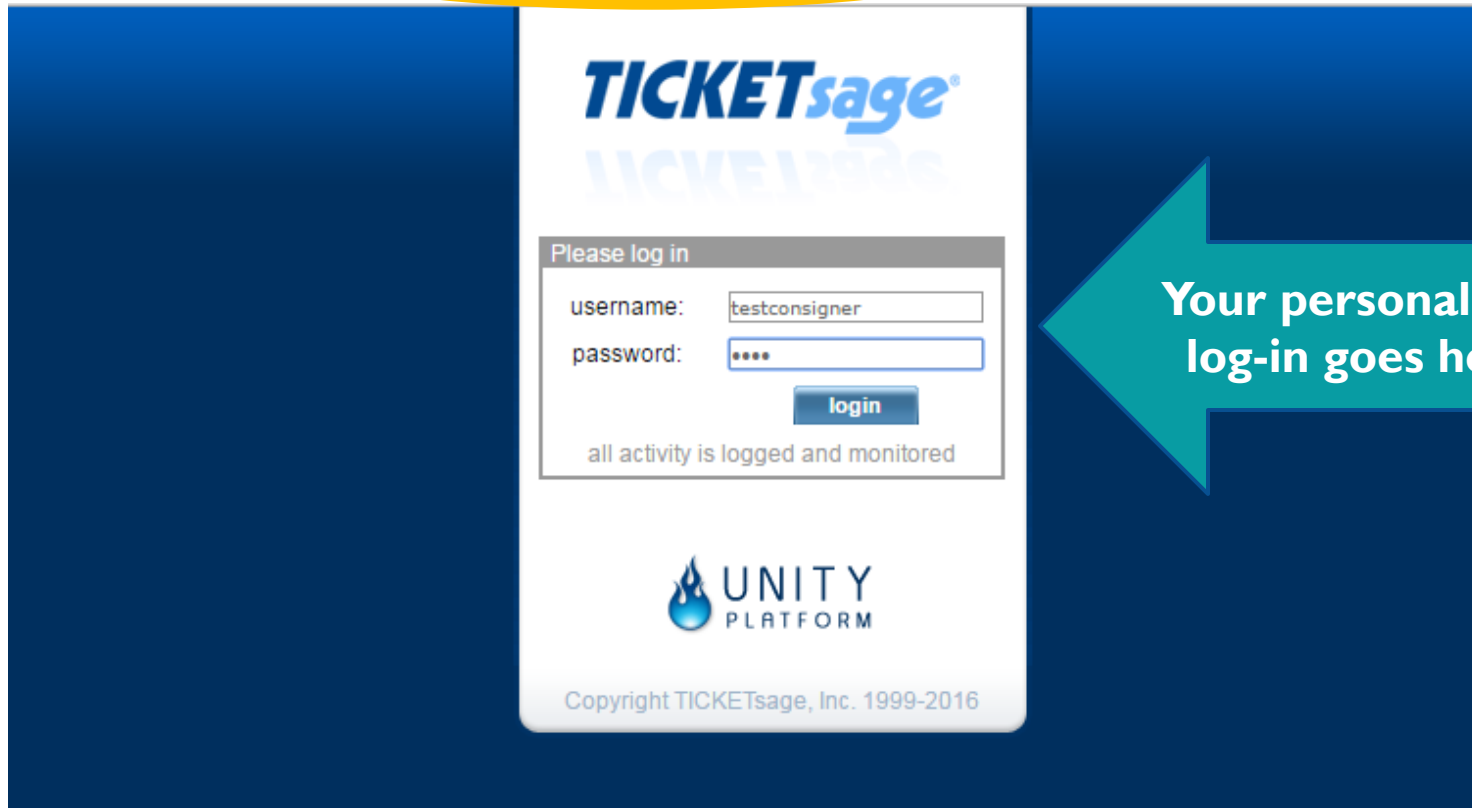
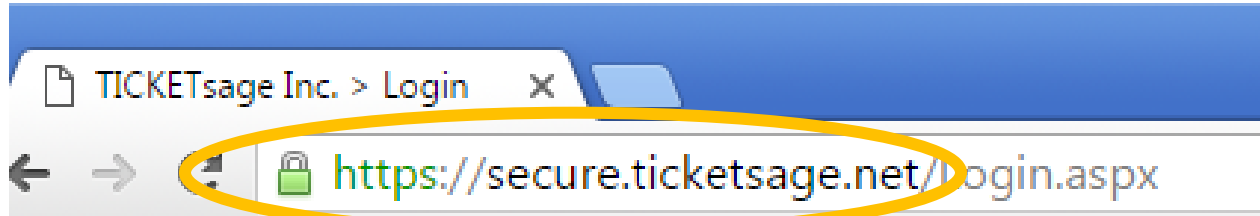
- ▶ Sell online through TICKETSage, tickets are emailed or held at will call
- ▶ Your login credentials show only your event
- ▶ Sell from your designated producer holds or sell any open seats
- ▶ Multiple payment method options
 - ▶ Cash or check only—money up front
 - ▶ Credit card—included in your settlement
- ▶ Per County policy, no sales/credit card payment via other ticketing systems, websites, PayPal, Square, etc.



How to Sell Consignment in TICKETsage...

Step by step process

1. Log in to TICKETsage



The screenshot shows the TICKETsage login page. The page features the TICKETsage logo at the top. Below the logo is a login form with the following fields and elements:

- A header: "Please log in"
- A "username:" label followed by an input field containing "testconsigner".
- A "password:" label followed by a masked input field (dots).
- A "login" button.
- A footer: "all activity is logged and monitored".

At the bottom of the page, there is the "UNITY PLATFORM" logo and the copyright notice "Copyright TICKETsage, Inc. 1999-2016". A large teal arrow points from the right side of the page towards the login form, with the text "Your personalized log-in goes here" inside it.



2. Select your event by clicking on the date.

TICKETsage

SALES ORDERS PATRONS TOOLS REPORTS

SINGLE TICKETS SEASON TICKETS RETAIL DONATIONS SHOPPING CART

List View Calendar View Quick Sale Expired

TAIKOPROJECT + Quetzal present Concrete Saplings

A creative collaboration with Grammy Award-winning Chicano rock band Quetzal, blending live taiko drumming and son jarocho music.

VIP (Reserved): \$50, includes premium seating

Tier 1: \$38
Tier 2: \$25

☰ **Friday, July 08, 2016 8:00 PM** TAIKOPROJECT + Quetzal present Concrete Saplings

This is a link



3. See your show description, pricing, and 3D map

TICKETsage

signed as: testconsigner ? ✕

SALES ORDERS PATRONS TOOLS REPORTS

Search

SINGLE TICKETS SEASON TICKETS RETAIL DONATIONS SHOPPING CART

TAIKOPROJECT + Quetzal present Concrete Saplings [Change]

default performance

Date	Time	Venue
Friday, 8 July 2016	8:00 PM	Ford Theatres

A creative collaboration with Grammy Award-winning Chicano rock band Quetzal, blending live taiko drumming and son jarocho music.

VIP (Reserved): \$50, includes premium seating

Tier 1: \$38

Tier 2: \$25

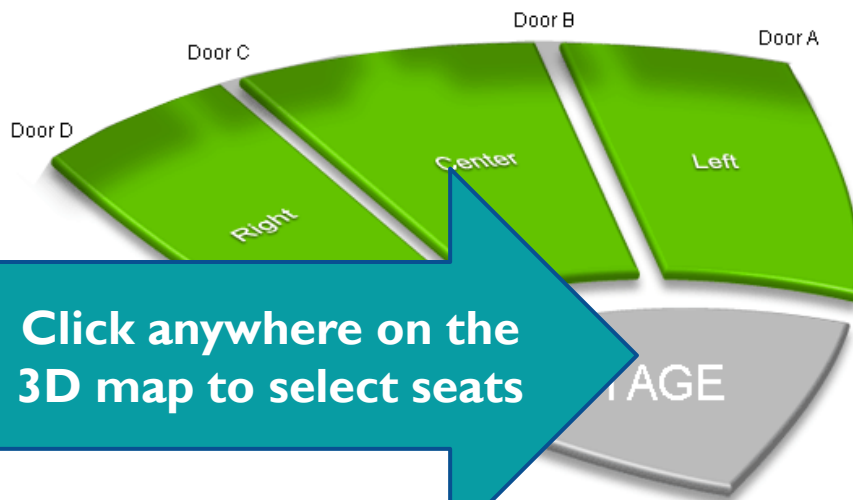
Modes
Consignment

Shopping Cart
Single: 1 - \$38.00
Clear Checkout

Best Available
Tier 1
Preferences
count: 1 add

Choose a Section

Click a section to see detailed availability and make your selection.



Click anywhere on the 3D map to select seats

Section: Ford Theatres
965 available

Tier 1	\$0.00 - \$38.00	511 available (53%)
Tier 2	\$0.00 - \$25.00	407 available (42%)
VIP	\$0.00 - \$50.00	47 available (5%)
Sold		1 (0%)
Held		5 (1%)

4. Once you've clicked on the 3D map, select your seats (they'll turn yellow) & add to cart.

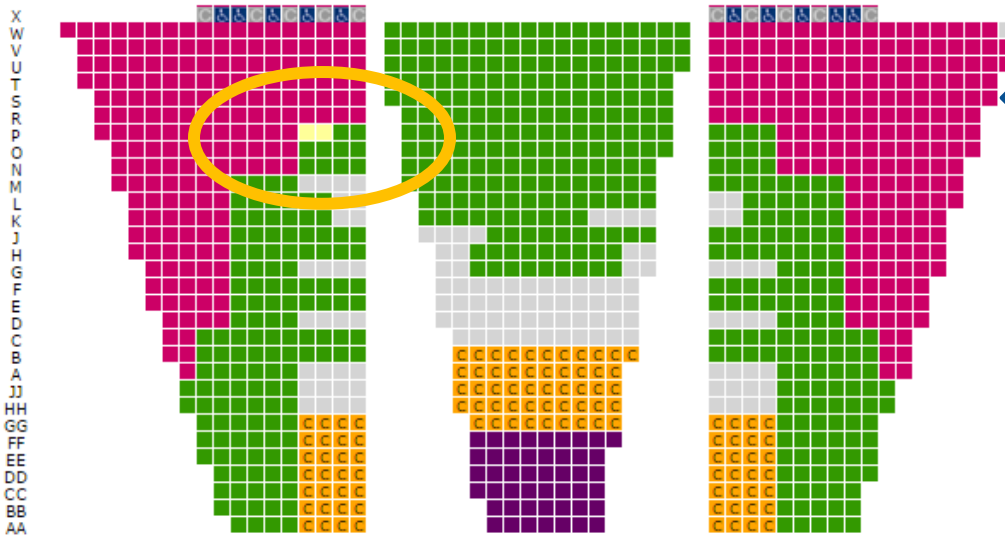
Section: Ford Theatres [\[Change\]](#) Default Section

Performance	Date	Time	Venue
TAIKOPROJECT + Quetzal present Concrete Saplings	Friday, 8 July 2016	8:00 PM	Ford Theatres

Choose seats

Hold mouse over a seat for more information. Click seats to select them. Then click [Add to Cart] to purchase them.

2 Selected



May sell your consignment holds or any open seats. Any seat in color is available.

Modes
Consignment

Shopping Cart
Shopping Cart is empty

Manage Holds
hold block
Custom
hold type
Consignment

[Apply] [release]



Consignment Holds



Producer or Ford Holds (unavailable)



Wheelchair & Companion only

VIP Tier 1 Tier 2 Wheelchair accessible Companion seat Sold Held Unpaid Unp

Add + Go to Cart

Scroll further down the screen for prices...

Ford Theatres

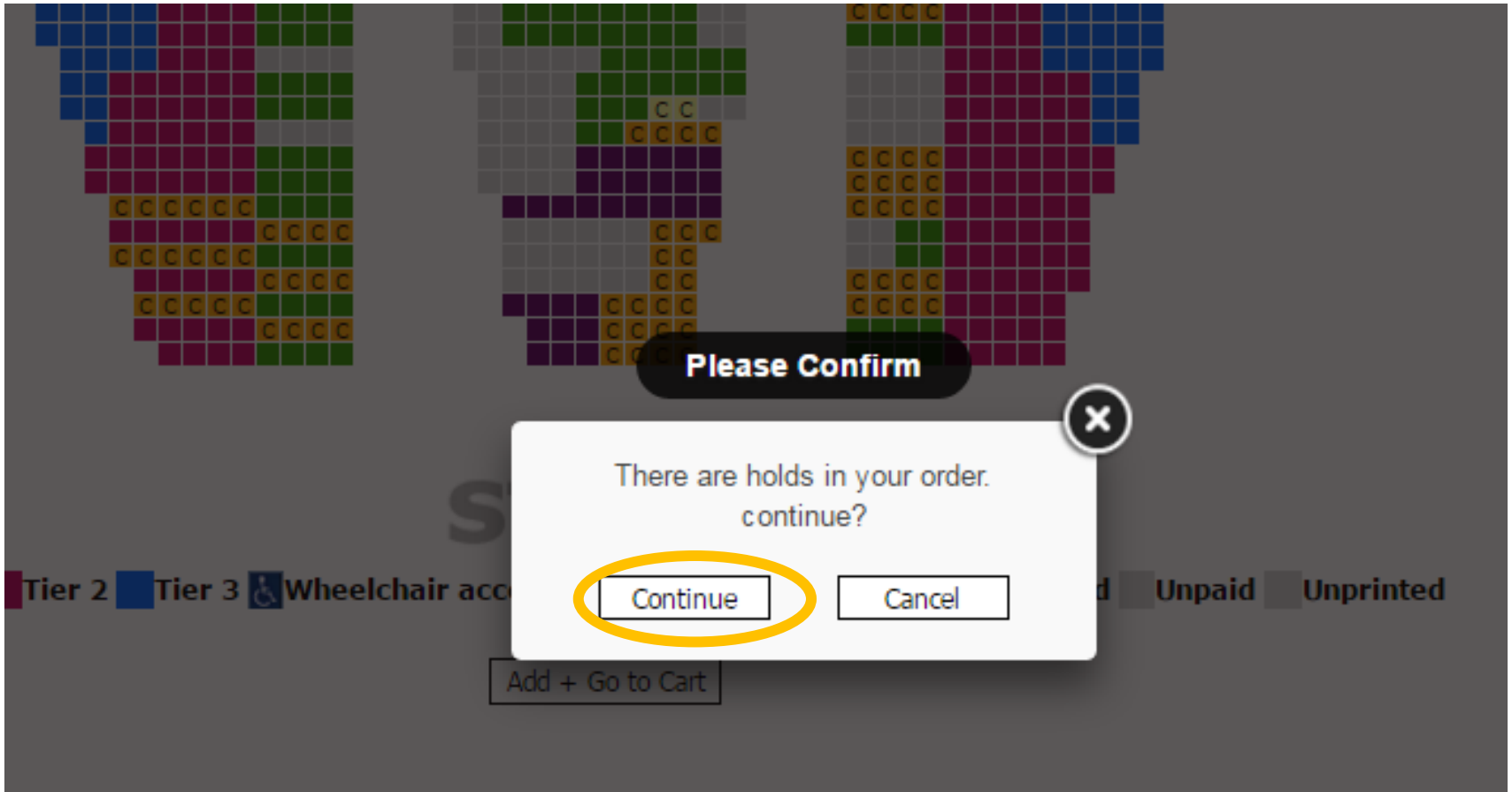
VIP	\$50.00		
Regular		\$38.00	\$25.00

click a section to switch views

[go back to main 3D view]



If you select consignment holds...



4. General admission example

Impro Theatre presents **L.A. Noir UnScripted** [\[Change\]](#)



Date	Time	Venue
Saturday, 14 October 2017	8:30 PM	Ford Theatres

Presenting a theatrical experience unlike any other, **Impro Theatre** starts with audience suggestions to create completely improvised, full-length world's greatest writers. With *L.A. Noir UnScripted*, the Impro's cadre of characters makes the dark and seedy underbelly of 1940s and '50s an improvised tale of seduction and murder. Starting with audience suggestions, this comedy homage embraces the film noir world of femme spontaneous play filled with music, moxie and mayhem. *L.A. Noir UnScripted* has a cast of 14 actor-improvisers and a live jazz quartet improv and will only be seen by those who are at the Ford on this night.

Writing about Impro Theatre, *American Theatre magazine* said, "These virtuosic talents simply are as superhuman as they seem. These seric trained, can write on their feet better than many writers can type at a desk. Impro's work has taught me to demand more from the theatre." Theatre, "Amazing! One of the funniest evenings in town. The troupe spins an entire play into comedy gold right before your eyes."

General Admission: \$40

Please enter the number of tickets you wish to request for this event. Then add them to your cart

GA General Admission (\$40.00)

1188 available

GA Wheelchair Accessible/Companion (\$40.00)

1188 available

Add to cart

Enter Qty. of seats and
hit Add to Cart

5. Shopping Cart

Shopping Cart

SINGLE TICKETS

	Ticket	Date	Event	Disc./Fees	Type	Price	Discount	Fee	Extended	
1	Ford Theatres-W-36	Friday, 8 July 2016, 8:00 PM	TAIKOPROJECT + Quetzal present Concrete Saplings		Regular	\$ 25.00	\$ 0.00	\$ 0.00	\$25.00	✕
2	Ford Theatres-W-34	Friday, 8 July 2016, 8:00 PM	TAIKOPROJECT + Quetzal present Concrete Saplings		Regular	\$ 25.00	\$ 0.00	\$ 0.00	\$25.00	✕

Single Tickets Subtotal: \$50.00

[Buy More](#) [Delete All](#)

Order Subtotal: \$50.00
Order Discounts: \$0.00
Order Fees: \$0.00
Grand Total: \$50.00

Discount Code:

Add discount codes here



5. Shopping Cart (cont.)

Patron/ Billing Details

Title: [Dropdown] First Name: [Text] Last Name: [Text]

Address: [Text] City: [Text] State: [Dropdown]

Zip: [Text] Email: [Text]

How did you hear about us? [Text]

I have read and agree to the [Terms of Payment](#), [Terms of Use](#), [Privacy and Security Policy](#)

Order Details

Delivery Method: [Print At Home] Payment Methods: [Please Select]

Order Balance: [Text] Balance: 100.00

add comment [Text]

process order [Button]

How did you hear about us = Ford Artist + Check the box

Print at Home Default

Select consignment (cash/check) or credit card

6. Select Consignment payment (Cash or Check)

Order Details

Delivery Method: Print at Home (Free) ▾ Payment Methods: Please Select ▾

Consignment Transaction [remove]

Please enter amount collected in the box to the right. It should match your balance.

Order Balance

add comment

Balance: 80.00

process order

Remove-
If you
accidentally
add the
wrong
payment
type



6. Select Credit Card payment

Order Details

Delivery Method: Print at Home (Free) Payment Methods: Please Select

Credit Card Transaction [remove]

Cardholders Name First Name Last Name

Accepted Card Types VISA MasterCard DISCOVER AMERICAN EXPRESS

Card Number Card Number

Expiration Date Month Year

CVV Number CVV Number

Total 80.00

Order Balance Balance: 0.00


add comment


process order



7. Order confirmation/Print at Home

Print at home

Click here to print tickets and close this window. 



PRINT-AT-HOME TICKET

GRAND REOPENING SEASON JULY 8 - OCT 15, 2016

FORDTHEATRES.ORG

Ford
LA'S FRESHEST STAGE


Impro Theatre presents L.A. Noir UnScripted

DATE/TIME	Saturday, October 14, 2017 8:30 PM
VENUE	Ford Theatres
PRICE LEVEL	\$40.00
TICKET TYPE	General Admission

**NO REFUNDS OR EXCHANGES.
TICKET CANNOT BE REPLACED IF LOST OR STOLEN.**

Ford Find yourself at the Ford

DOOR	GA
ROW	GA
SEAT	GA
ORDER #	19544660



19544225

7. Order confirmation, cont.

Order Confirmation

Your order has been processed. Your order number is [19544660](#)

[If your tickets did not print already, click here to try again.](#)

Order Summary for: Ann Jensen [3928460 - 27786047](#)

It's good practice to give patrons their order #.

Thank you for purchasing tickets from the Ford Theatres! Below is a receipt for your order.

If you have selected the print-at-home delivery method and have not yet printed your tickets, please select the link below or open an email beginning two hours before show time. Please present valid ID at the window. If you have selected to receive your tickets by mail, you will receive a **Know Before You Go** email from us before your event detailing everything you need to know before your arrival at the Ford.

Delivery Method: Print at Home (Free)

Quantity:(2)

GA-GA-GA Impro Theatre presents L.A. Noir UnScripted 'October 14, 2017 8: 30 PM General Admission \$40.00

GA-GA-GA Impro Theatre presents L.A. Noir UnScripted 'October 14, 2017 8: 30 PM General Admission \$40.00

Payment

Payment Type:Consignment

Amount :\$80.00

Subtotal	\$80.00
Fees	\$.00
Balance Fees	\$.00
Discounts	\$.00
Total	\$80.00
Paid	\$80.00
Due	\$.00

You will receive a **Know Before You Go** email from us before your event detailing everything you need to know before your arrival at the Ford.

To learn more about visiting the Ford, including parking and shuttle options, [click here](#). To learn more about dining and picnicking at the Ford, contact the Box Office at 323-461-3673 or boxoffice@arts.lacounty.gov.

Thank you,
The Ford Theatres

8. Email receipt

Sent to the email address you entered at checkout; emailed from Ford Theatres <boxoffice@lacounty.gov>

From: Ford Theatres <boxoffice@arts.lacounty.gov>
To: Jensen, Ann
Cc:
Subject: ORDER#19544660 - CONFIRMATION
Order#19544660.pdf (410 KB)

Mon 2/6/2017 5:41

Your order has been processed. Your order number is [19544660](#)

[If your tickets did not print already, click here to try again.](#)

Order Summary for Ann Jensen - 2018160 - 02/06/17

Thank you for purchasing tickets from the Ford Theatres! Below is a receipt for your order.

If you have selected the print-at-home delivery method and have not yet printed your tickets, please select the link below or open and print the attachment(s). If you have selected Will Call, your tickets will be available for pick up on the night of the show, beginning two hours before show time. Please present valid ID at the window. If you have selected to receive your tickets by mail, you should receive your tickets within 10 days via USPS Priority Mail. We hope you enjoy the show!

Delivery Method: Print at Home (Free)

Quantity:(2)

GA-GA-GA Impro Theatre presents L.A. Noir UnScripted 'October 14, 2017 8: 30 PM General Admission \$40.00

GA-GA-GA Impro Theatre presents L.A. Noir UnScripted 'October 14, 2017 8: 30 PM General Admission \$40.00

Payment

Payment Type:Consignment

Amount :\$80.00

Subtotal	\$80.00
Fees	\$.00
Balance Fees	\$.00
Discounts	\$.00
Total	\$80.00
Paid	\$80.00
Due	\$.00

You will receive a **Know Before You Go** email from us before your event detailing everything you need to know before your arrival at the Ford. In the meantime:

Questions

Can I add/remove holds?

- ▶ You cannot edit holds within your log-in
- ▶ We're happy to adjust your holds at any time; just contact the box office



Can I refund tickets if I make a mistake?

- ▶ Unfortunately, no. You are not able to issue refunds/returns due to County policy.
- ▶ If there's been a mistake, please contact the box office and we'll take care of it.



What's Next?

What's Next?

1. Read/sign Consignment Agreement
2. We'll set up/send your log in credentials
3. Start selling as soon as tickets go on sale

Set up a call or meeting for consignment support!

