

Registrar Operations Guide

Venue Register Procedures

Registrar Committee Duties



SILL Venue Registrar Procedures 2025

by Jerry Luhman

Ver4, updated 19 Nov 2024

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The Venue Registrar (VR) is responsible for the season float money, overseeing daily tickets sales and cash received, recording series sales in cash and check, reviewing credit card worksheet and total credit card terminal batch report, and tracking each event's attendance.

1. Preparation before season,

- 1.1. During the first 2 weeks of each season, the Registrar will be in attendance to handle series subscriptions, ticket issues, etc. They will provide on-the-job training also.
- 1.2. For the 2025 season we will use - for the first time - TIX printed tickets for the daily tickets instead of the old daily tickets.
- 1.3. One person is responsible for selling daily tickets with cash or check and providing VR with a sales report on the SILL Worksheet.
- 1.4. One person is responsible for both daily tickets and series tickets with a credit card terminal and providing the VR with a sales report on the SILL Worksheet and terminal batch report.
- 1.5. If the VR has access to a laptop, they can have access to our TIX system. If they prefer the Registrar will provide a printed list of series subscribers for their specific event. This will be emailed to the VR the Sunday before 3rd week.

2. At the first event of each venue, the Registrar will

- 2.1. provide to each VR:
 - 2.1.1. Specific amount of cash for float money, in \$5 and \$10 bills which the VR will sign receipt
 - 2.1.2. 12+ bank deposit slips
 - 2.1.3. a book of the SILL Registrar Worksheet
 - 2.1.4. an amount of daily tickets
- 2.2. in conjunction with the team leader, arrange location of tables for:
 - 2.2.1. selling daily tickets by cash/check
 - 2.2.2. selling daily tickets and series tickets by credit card
 - 2.2.3. distributing "Will Call" tickets the first 2 weeks with Board Members assistance

3. Each pre-lecture setup, VR arrives at least an hour before lecture starts and will:

- 3.1. Fill out the Worksheet, noting the name of VR, date, series (e.g., Venice GI Tues), etc.
- 3.2. Confirm the location of the cash/check seller and the credit card seller.
- 3.3. Check float money for accuracy and give it to the cash/check seller and along with a prepared Worksheet.
- 3.4. Be in proximity to cash/check seller in case someone wants to purchase season subscription. Refer buyers of season subscriptions to credit card station, if possible.
- 3.5. Confirm the credit card seller has:
 - 3.5.1. a prepared Worksheet
 - 3.5.2. a working credit card terminal
 - 3.5.3. series ticket order forms
 - 3.5.4. daily tickets and series tickets
- 3.6. At the 2 test sites for ticket scanning, confirm with team leader one usher has a working TIX scanner.

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4. **During audience arrival,**
 - 4.1. For every season subscription ticket sold or donation made, a mail order form must be completed by the buyer for recording later into our ticketing system.
 - 4.2. After the first 2 weeks, be prepared to hand out unpicked up “Will Call” tickets.
 - 4.3. After the first 2 weeks, have current list of season subscribers. If someone lost ticket confirm they are on the list and tell usher to allow entrance.

5. **Lecture closing,** Ushers/ushers collect all tickets handed into ushers and turn them over 15/20 minutes after lecture starts or when practicable to the VR, along with the clicker count(s).
 - 5.1. After about 15/20 minutes into the lecture review and complete both cash/check and credit card Worksheets:
 - 5.1.1. Record the clicker count to get total attendance: Board members and volunteers are not counted.
 - 5.1.2. Record separately the number of:
 - 5.1.2.1. Flex Passes
 - 5.1.2.2. Trifold Coupon
 - 5.1.2.3. “Friend” tickets
 - 5.2. Do not add other money to the worksheet or deposits. Audio recording sellers will deposit their own money.
 - 5.3. Confirm cash received from cash/check ticket seller matches total of ticket sold. Add all numbers for the total deposit.
 - 5.4. Be sure you have the float money separated for next week and the “new” money matches the number of tickets sold.
 - 5.5. Fill out the bank deposit slip to deposit cash in the bank on the same day as the lecture.
 - 5.6. At the 2 test sites for bar coding reading, check with ticket scanners how things went.
 - 5.7. Email or text picture of the two Worksheets, bank deposit slip and credit card summary to the Registrar.
 - 5.8. Daily Ticket sellers collect Tri-Fold Coupons and “Friend” tickets (if any used) and turn them over to the VR.

6. **At the end of the season,** return float money by depositing it back into the bank on a separate deposit slip and emailing or texting a copy of the deposit slip to the Registrar.

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7. Samples of tickets



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Primary Duty

To manage tickets sales, report ticket and donation revenue, and admittance records

Annual Schedule

January

- First week
 - Attend each event with will call tickets, tickets for sale, order forms, cash for venue registrar
 - Organize Venue Registrar teams
- First week
 - Attend each event with will call tickets, tickets for sale, order forms
- Send weekly report of attendance
- Send monthly ticket sales report

February

- Send weekly report of attendance
- Send monthly ticket sales report
- Confirm next season information from Board Meeting
 - dates
 - venues
 - prices
 - packages
 - other ticket information

March

- Send weekly report of attendance
- Send monthly ticket sales report
- Program tickets in TIX
 - code packages, prices etc.
 - put on sale for the last 2 weeks of the season

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April

- Finalize season attendance and ticket sales report
- Assist in annual budget:
 - tickets revenue estimate
 - registrar costs

May – September

- Weekly or every 2 weeks:
 - check mail box for ticket mail orders
 - record ticket sales and deposit money in bank

October – November

- Weekly or every 2 weeks:
 - check mail box for ticket mail orders
 - record ticket sales and deposit money in bank
- Send monthly ticket sales report
- Organize venue Registrar teams
- Review/update and print worksheet forms and order forms
- Review/update Registrar procedures

December

- Weekly:
 - check mail box for ticket mail orders
 - record ticket sales and deposit money in bank
- Organize venue Registrar teams
- Train Registrar teams
- Arrange Board members to sign up for 1st 2 weeks of January for Will Call help
- Close off tickets for sale online about 21st of December
- Decide how many tickets to order for each series, Flex tickets, daily tickets to have on sale during season
- Arrange TIX to ship tickets
- Send monthly ticket sales report