

## Comp Tickets and Offline Sales Procedure

Sales that are not purchased by members directly on the web site need to be manually handled by the office. So far, we have found three instances where this occurs:

1. Membership sign-ups via the paper form. Check or credit card number is provided with this form. Normally, this occurs only during the Fair.
2. Some members refuse to purchase on the web site and will call into the office with their credit card number or mail a check.
3. Comp tickets.

For paid purchases (#1 and #2), the established office procedure is to imitate the member (a WordPress feature) and make the purchase for them. Depending upon the payment:

- If the office is provided credit card information, then that card is used for the purchase.
- If the office is provided a check then the office will:
  - Send the check to the OCWS Accountant who will then deposit the check into the OCWS bank account.
  - On the web site, the purchase payment will be reflected through a coupon labeled: offline payment. The accounting reports will show that this coupon was used for payment and is the only indicator that purchase payment was made outside of the normal web site process.

For Comp tickets (#3), the procedure will be:

1. For each event the office will contact each Board member, the event's committee chair and the lawyer and determine how many tickets they need. The committee chair will also need to provide the office with the event's committee members' names and number of tickets requested for each (1 or 2 tickets.)
2. The office will purchase the above tickets using the member imitate method. The office will use the coupon labeled, comp, for payment. Each member will then receive an email from the web site with their tickets as confirmation.
3. If any comp ticket is not used (i.e., the member did not show), then the office will remove the ticket. This is to prevent the event from receiving payment for no-show comp tickets.