

Box Office Voicemail

Step 1: Log In

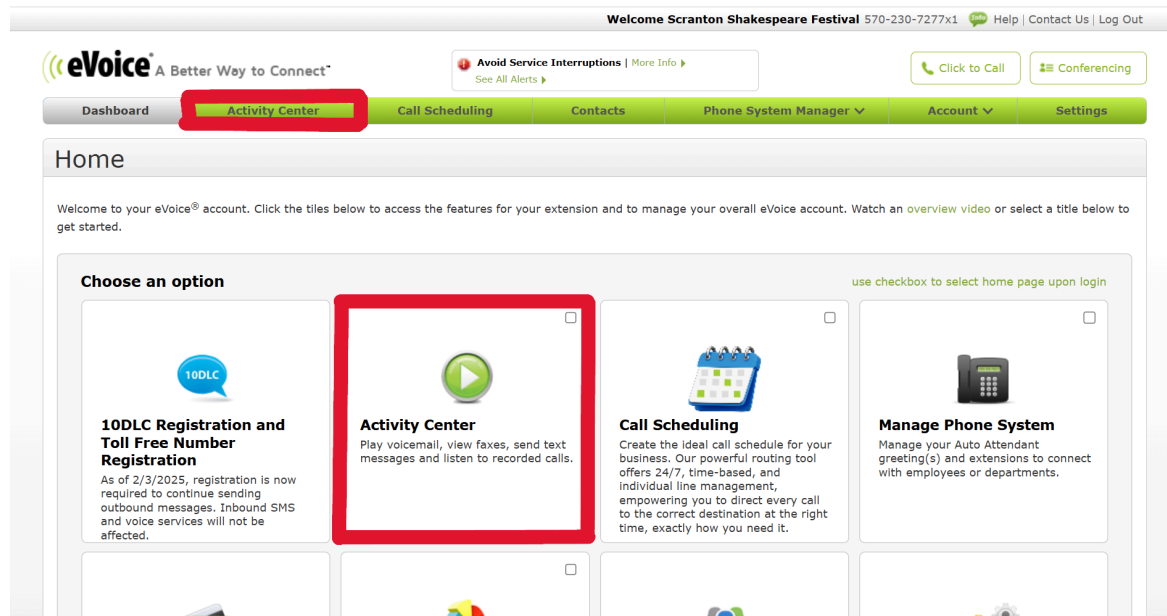
Website Link: [eVoice](#)

Username:

Extension:

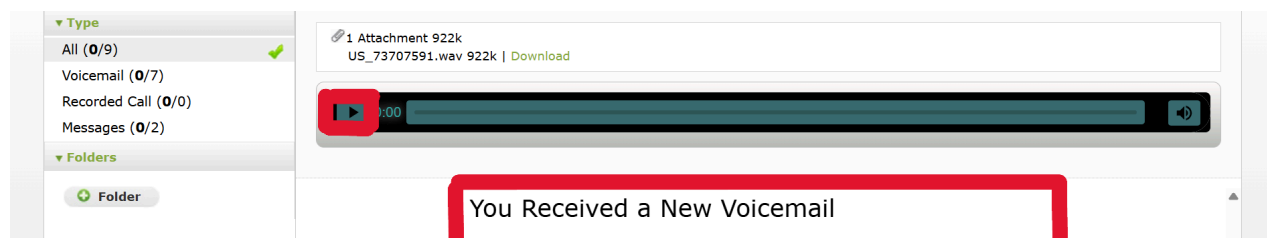
Password:

Step 2: Navigate to “Activity Center”



Step 3: Double Click on a Voicemail Message

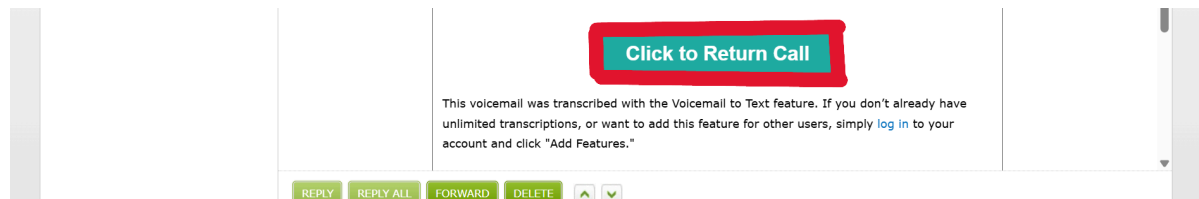
Step 4: Listen to Voicemail / Read Transcript



Step 5: Add Info to the Voicemail Tracker

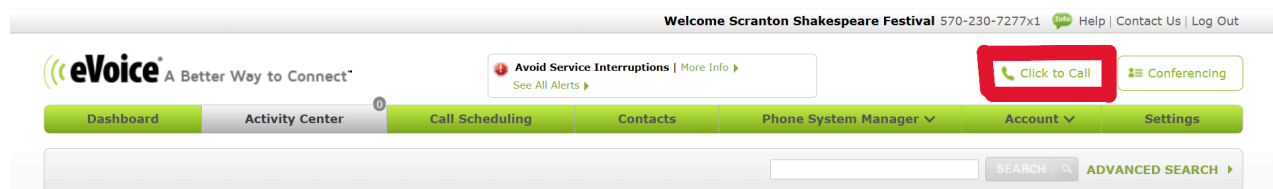
Step 6: Return Call

****Only do this once you are ready to take payment!****

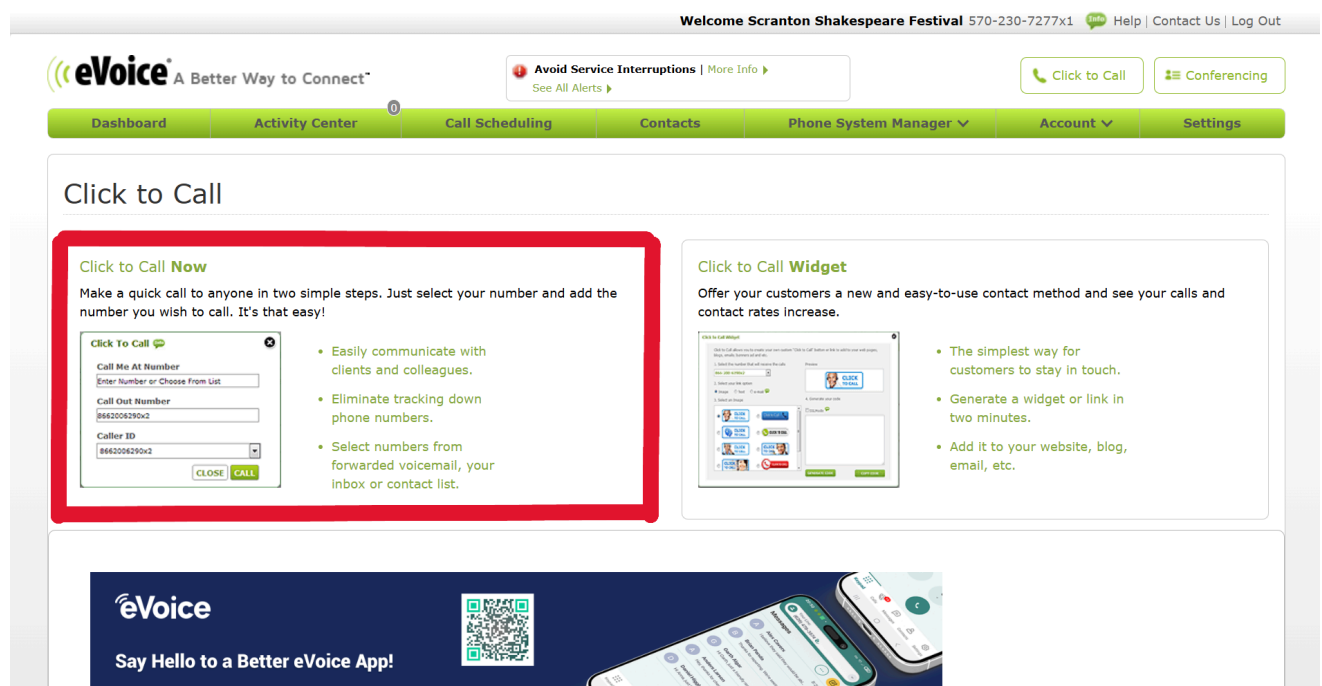


OR

(1) Select “Click to Call”

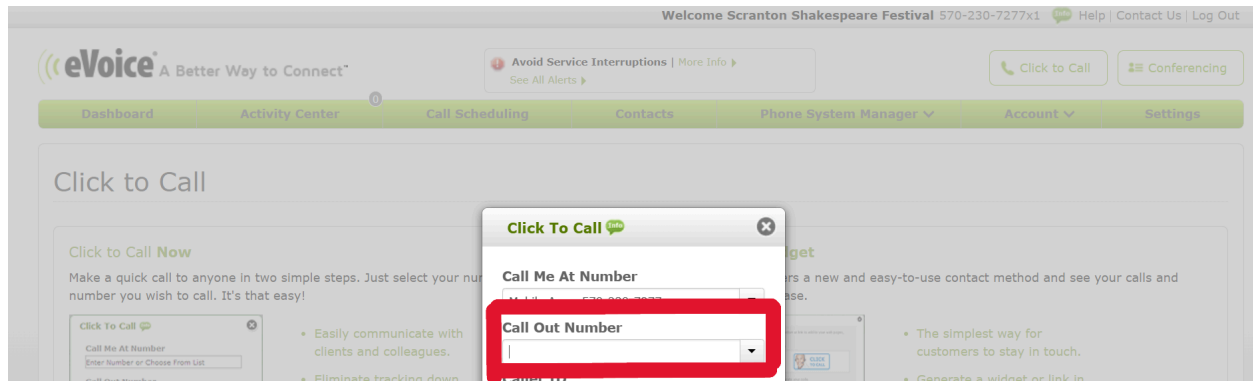


(2) Select “Click to Call Now”



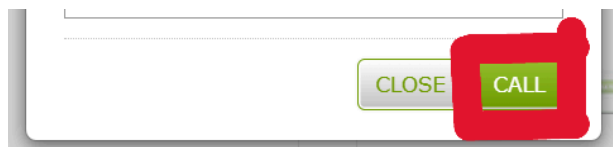
(3) Under “Call Me at Number,” select “Mobile App: [REDACTED]”

(4) Under “Call Out Number,” type in the customer’s phone number



(5) Leave the “Caller ID” field alone

(6) Select “Call”



(7) Wait to receive a response from the customer. If they do not respond, you can use the following script for a voicemail:

“Hello [CUSTOMER NAME], this is the Scranton Shakespeare Festival box office calling back about your request for [NUMBER] ticket(s) to the [TIME] performance of [SHOW] on [DATE]. If you would like a member of our box office staff to book those tickets for you, please call back at your earliest convenience. If you are asked to leave another voicemail, please tell us what times of day are best for us to call you back so we don’t miss each other again. If you prefer to purchase or book the tickets on your own, you can do so through our website, www.scrantonshakes.com/tickets.”

If the customer called to request information, rather than tickets, you should, instead, answer their questions.

Step 7: Update Voicemail Tracker

If you left a voicemail message for the customer: Don’t check anything

If you called the customer and got a response: Check the “Called Back?” box

If you called the customer and sold them tickets: Check the “Called Back?” and “Paid?” boxes

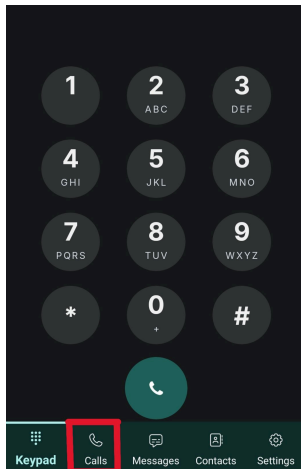
Box Office Voicemail App

Step 1: Download the eVoice App

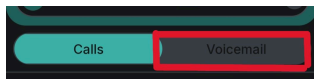
Step 2: Complete the Log-in and Set-Up Process

Checking the Voicemail Messages

Step 1: On the Bottom Menu, Select “Calls”



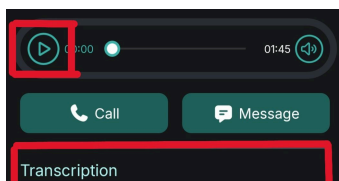
Step 2: Select “Voicemails”



Step 3: Click on the Desired Voicemail Message

Step 4: Play the Voicemail Message and/or Read the Transcript

Note that you can also call the patron back directly from this page



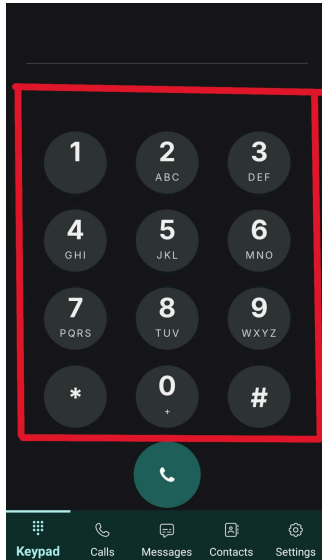
Step 5: Add Info to the Voicemail Tracker

Making Calls

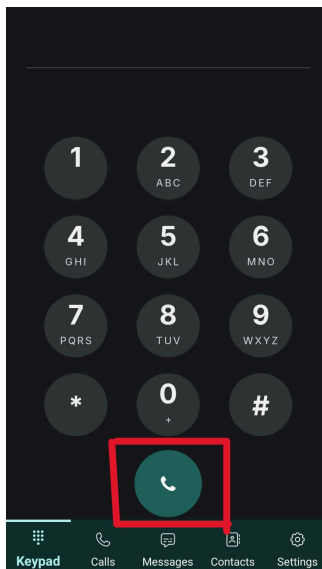
Step 1: Open the EVoice App

This should automatically take you to the “Keypad” page.

Step 2: Type in the Phone Number of the Patron you Wish to Call



Step 3: Select the Phone Icon to Dial



Booking Tickets

Step 1: Log In

Website Link: [Ticket Source](https://www.ticketsource.com/scrantonshakes)

Username: [your username]

Password: [your password]

Step 2: Navigate to the Desired Event

You can either scroll through all the events using the numbers and arrows at the bottom of the page
OR make your life slightly easier and filter by the name of the show

Scranton Shakespeare Festival
www.ticketsource.com/scrantonshakes

Show entries ☐ Include past events Filter dates Filter events

Date	Event	Venue	On Sale	Allocated	
Fri, Jun 19 2026, 7:30PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	14/122	Actions book now
Sat, Jun 20 2026, 7:30PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	6/122	Actions book now
Sun, Jun 21 2026, 1:00PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	9/122	Actions book now
Fri, Jun 26 2026, 7:30PM	Carousel	Shakes@Shepherd - Chur... PA	Yes	8/200	Actions book now
Sat, Jun 27 2026, 2:00PM	Carousel	Shakes@Shepherd - Chur... PA	Yes	9/200	Actions book now

Showing 1 to 5 of 29 events

Step 3: Click “Book Tickets” on the Desired Event

Scranton Shakespeare Festival
www.ticketsource.com/scrantonshakes

Show entries ☐ Include past events Filter dates Filter events

Date	Event	Venue	On Sale	Allocated	
Fri, Jun 19 2026, 7:30PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	14/122	Actions book now
Sat, Jun 20 2026, 7:30PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	6/122	Actions book now
Sun, Jun 21 2026, 1:00PM	Much Ado About Nothing Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	9/122	Actions book now
Fri, Jun 26 2026, 7:30PM	Carousel	Shakes@Shepherd - Chur... PA	Yes	8/200	Actions book now
Sat, Jun 27 2026, 2:00PM	Carousel	Shakes@Shepherd - Chur... PA	Yes	9/200	Actions book now

Showing 1 to 5 of 29 events

Step 4: Input the Desired Number of Each Ticket Type

If booking “Standard (+ Donation)” tickets, add the desired donation per ticket to the base fee and type that number into the text box next to the ticket number dropdown menu. This text box is also circled in red on the “For Musicals” image. For instance, if the customer wishes to donate \$10 on an order of two tickets to see *Carousel*, you can book two “Standard (+ Donation)” tickets priced at \$30 each OR one “Standard” ticket and one “Standard (+ Donation)” ticket priced at \$35.

DO NOT use the “Box Office: Free Ticket” option!

For Musicals:

Event	Carousel				
Venue	Shakes@Shepherd - Church of The Good Shepherd, PA				
Date	Friday, June 26 2026 at 7:30PM				
Section	General Admission				
Select the number of tickets you want to book from the available choices					
Tickets	Standard	\$25.00	0	=	\$0.00
	Standard (+ Donation)	\$30.00	0	=	\$0.00
	Minimum price \$26.00				
	Wheelchair Space	\$25.00	0	=	\$0.00
	Up-Front Seat	\$35.00	0	=	\$0.00
	A reserved seat in the first row of the auditorium. No need to stand in line waiting for a great view!				
	Prime Entry Seat	\$30.00	0	=	\$0.00
	With Prime Entry, you'll be let in first when those auditorium doors open! Get first pick of our non-reserved seats.				
	Box Office: Free Ticket	\$0.00	0	=	\$0.00
	Reserved Seat	\$0.00	0	=	\$0.00
Booking total					\$0.00
Click to view the accessibility information associated with this the event.					

For Plays:

Event	Saint Joan				
Venue	The Shakes Space @ The Marketplace at Steamtown, PA				
Date	Thursday, July 2 2026 at 7:30PM				
Section	General Admission				
Select the number of tickets you want to book from the available choices					
Tickets	Standard (Free)	\$0.00	0	=	\$0.00
	Standard (+ Donation)	\$20.00	0	=	\$0.00
	Minimum price \$20.00				
	Wheelchair Space	\$0.00	0	=	\$0.00
	Up-Front Seat	\$10.00	0	=	\$0.00
	A reserved seat in the first row of the auditorium. No need to stand in line waiting for a great view!				
	Prime Entry Seat	\$5.00	0	=	\$0.00
	With Prime Entry, you'll be let in first when those auditorium doors open! Get first pick of our non-reserved seats.				
	Box Office: Free Ticket	\$0.00	0	=	\$0.00
	Reserved Seat	\$0.00	0	=	\$0.00
Booking total					\$0.00
Click to view the accessibility information associated with this the event.					

If you are talking to a customer over the phone, make sure to explain all of their ticket options to them, including the benefits of “Up-Front Seats” and “Prime Entry Seats.”

Up-Front Seat: “A reserved seat in the first row of the auditorium. No need to stand in line waiting for a great view!” Only \$10 extra.

Prime Entry Seat: “With Prime Entry, you’ll be let in first when those auditorium doors open! Get first pick of our non-reserved seats.” Only \$5 extra.

Step 5: Scroll down and click “Next”

Select the number of tickets you want to book from the available choices

Tickets	Standard (Free)	\$0.00	2	=	\$0.00
	Standard (+ Donation)	\$20.00	0	=	\$0.00
	Minimum price \$20.00				
	Wheelchair Space	\$0.00	0	=	\$0.00
	Up-Front Seat	\$10.00	0	=	\$0.00
	A reserved seat in the first row of the auditorium. No need to stand in line waiting for a great view!				
	Prime Entry Seat	\$5.00	0	=	\$0.00
	With Prime Entry, you'll be let in first when those auditorium doors open! Get first pick of our non-reserved seats.				
	Box Office: Free Ticket	\$0.00	0	=	\$0.00
	Reserved Seat	\$0.00	0	=	\$0.00
Booking total					\$0.00

[Click to view the accessibility information associated with this the event.](#)

« back next »

Step 6: Read the Customer the Ticketing Policy & Check the Tick Box to Confirm

source

Event	Much Ado About Nothing
Venue	The Shakes Space @ The Marketplace at Steamtown, PA
Date	Friday, June 19 2026 at 7:30PM
Section	General Admission
Tickets	2 x Standard (Free)
Total	\$0.00

Please ensure that the customer agrees to the following terms and conditions associated with the event before proceeding.

This reservation is governed by our ticketing policy, available online at scrantonshakes.com/ticketingpolicy. Alternatively, you can speak to a member of our box office team about the details of these terms and conditions by calling (570) 230-7277. We are unable to grant entry to any individual who does not meet the requirements of this policy.

☐ Check the box to confirm that the customer has read (or has had read to them) and agreed to the terms and conditions outlined above •

Additional questions

Have you been to a Scranton Shakes event before? •

« back next »

Step 7: Navigate the Drop Down Menu to Identify the Customer's Frequency of Patronage

The screenshot shows the Source ticketing system interface. At the top, the Source logo is visible. Below it, event details are listed: Event (Much Ado About Nothing), Venue (The Shakes Space @ The Marketplace at Steamtown, PA), Date (Friday, June 19 2026 at 7:30PM), Section (General Admission), Tickets (2 x Standard (Free)), and Total (\$0.00). A disclaimer states: "Please ensure that the customer agrees to the following terms and conditions associated with the event before proceeding." Below this, a text box explains the reservation policy. A checkbox is present for confirming terms and conditions. The "Additional questions" section is highlighted with a red box, showing the question "Have you been to a Scranton Shakes event before?" with a dropdown menu set to "Select...". At the bottom, there are "« back" and "next »" buttons.

source

Event Much Ado About Nothing
Venue The Shakes Space @ The Marketplace at Steamtown, PA
Date Friday, June 19 2026 at 7:30PM
Section General Admission
Tickets 2 x Standard (Free)
Total \$0.00

Please ensure that the customer agrees to the following terms and conditions associated with the event before proceeding.

This reservation is governed by our ticketing policy, available online at scrantonshakes.com/ticketingpolicy. Alternatively, you can speak to a member of our box office team about the details of these terms and conditions by calling (570) 230-7277. We are unable to grant entry to any individual who does not meet the requirements of this policy.

☐ Check the box to confirm that the customer has read (or has had read to them) and agreed to the terms and conditions outlined above •

Additional questions

Have you been to a Scranton Shakes event before? Select... •

« back next »

This screenshot shows the dropdown menu for the question "Have you been to a Scranton Shakes event before?". The menu is open, displaying four options: "This is my first time", "Select..." (highlighted in blue), "I've been a few times", and "I come every year!".

This is my first time
Select...
I've been a few times
I come every year!

Note: If you are booking free tickets from a voicemail message, you can simply select “This is my first time.”

Step 8: Click “Next”

This screenshot shows the Source ticketing system interface, identical to the one in Step 7. The "Additional questions" section is highlighted with a red box, showing the question "Have you been to a Scranton Shakes event before?" with a dropdown menu set to "Select...". At the bottom, the "next »" button is highlighted with a red box.

source

Event Much Ado About Nothing
Venue The Shakes Space @ The Marketplace at Steamtown, PA
Date Friday, June 19 2026 at 7:30PM
Section General Admission
Tickets 2 x Standard (Free)
Total \$0.00

Please ensure that the customer agrees to the following terms and conditions associated with the event before proceeding.

This reservation is governed by our ticketing policy, available online at scrantonshakes.com/ticketingpolicy. Alternatively, you can speak to a member of our box office team about the details of these terms and conditions by calling (570) 230-7277. We are unable to grant entry to any individual who does not meet the requirements of this policy.

☐ Check the box to confirm that the customer has read (or has had read to them) and agreed to the terms and conditions outlined above •

Additional questions

Have you been to a Scranton Shakes event before? Select... •

« back next »

Step 9: Select the Customer's Payment Method

NOTES:

- (1) If booking free tickets for a play, change the "In-house booking fee" to \$0
- (2) If booking charged tickets over the phone, always select "SQUARE: Paid Ticket (Square)" under "Payment Options"
- (2) If booking charged tickets over the phone, add the tickets into an order on Square and change the "in-house booking fee" to match the additional cost on Square. If the customer asks why it is more expensive over the phone than online, you can tell them that this is our Box Office service fee.

Event: Much Ado About Nothing
Venue: The Shakes Space @ The Marketplace at Steamtown, PA
Date: Friday, June 19 2026 at 7:30PM
Section: General Admission
Tickets: 2 x Standard (Free) \$0.00

[change ticket selection](#) [remove ticket selection](#)

In-house booking fee \$ 2.98

Booking total \$2.98

Payment options
Select how your customer will pay for their booking

☐ CASH : Paid Ticket (Cash)
☐ SQUARE : Paid Ticket (Square)
☐ CHECK : Paid Ticket (Check)

Additional notes to be associated with the booking

Step 10: Select "Checkout"

Event: Much Ado About Nothing
Venue: The Shakes Space @ The Marketplace at Steamtown, PA
Date: Friday, June 19 2026 at 7:30PM
Section: General Admission
Tickets: 2 x Standard (Free) \$0.00

[change ticket selection](#) [remove ticket selection](#)

In-house booking fee \$ 2.98

Booking total \$2.98

Payment options
Select how your customer will pay for their booking

☐ CASH : Paid Ticket (Cash)
☒ SQUARE : Paid Ticket (Square)
☐ CHECK : Paid Ticket (Check)

Additional notes to be associated with the booking

[continue shopping](#) [checkout »](#)

Step 11: Fill out the Customer's Information, then Select "Book Tickets"

NOTES:

- (1) You are required to, at minimum, provide the customer's first and last name
- (2) If the customer would like to receive their tickets digitally, ask them to provide their email address, then check the tick box for "Send a booking confirmation email with eticket to the customer."

Contact Telephone Number
518813211

Email Address
pww.hmsw.2017@gmail.com

☒ Send a booking confirmation email with eticket to the customer

How did you hear about this event?
Instagram

I would like to receive updates from Scranton Shakespeare Festival about their products, services and future events via

☐ Email
☐ Post
☐ SMS Text Message

You can opt out from receiving updates at any time

[clear customer details](#)

Your personal information is maintained in accordance with [TicketSource's Customer Data Privacy policy](#).

1

[« back](#) [book tickets](#)

Step 12: Booking Confirmation

You did it! You should see a screen similar to the screenshot below.

If booking tickets over the phone take note of the Booking Reference and the Booking Total. DO NOT CLOSE THIS TAB! Move directly over to Square to collect payment. DO NOT tell the customer their Booking Reference until you have collected payment!

ticket source

That's it! Your booking is confirmed.

Choose a print option below to print the customer's tickets. A copy of the eticket has also been emailed to the customer at pww.hmsw.2017@gmail.com.

Booking Reference: UJUMWU

Event	Much Ado About Nothing	
Venue	The Shakes Space @ The Marketplace at Steamtown, PA	
Date	Friday, June 19 2026 at 7:30PM	
Section	General Admission	
Tickets	2 x Standard (Free)	\$0.00
In-house booking fee		\$2.98
Booking total		\$2.98

Additional Information

Venue Location: The Shakes Space is located inside The Marketplace at Steamtown on the ground floor, opposite Electric City Dentistry, in Unit 122. You can view a map of the space at this link: <https://www.themarketplaceatsteamtown.com/directory>

Refreshments: Delicious snacks, drinks and confectionery will be available at our concession stand. No outside food or drink is permitted inside the theatre.

Taking Card Payment

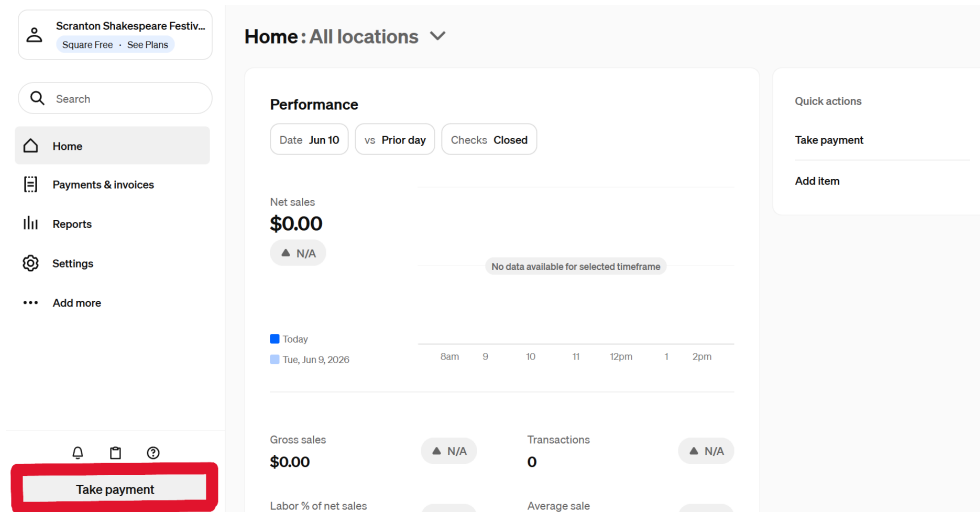
Step 1: Log In

Website Link: [Square](#)

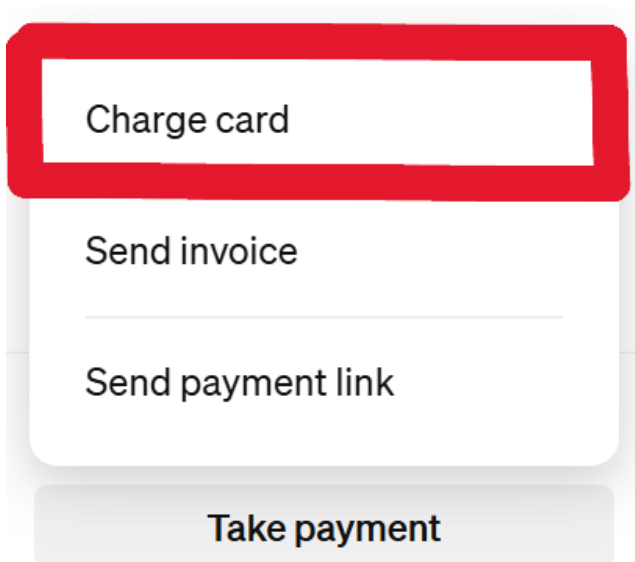
Username:

Password:

Step 2: Select “Take Payment”



Step 3: Select “Charge Card”



Step 4: Select “Box Office” in the Upper Left Drop Down Menu

×

⚙

Merch/Concessions ^

\$0.00

Create order

Reset

Charge

Box Office

Quick charge

Itemized sale

Donations

Merch/Concessions

Transaction details

③ Amount

Tax \$0.00

Total \$0.00

Note

Payment details

Split payment

☞ Manually enter card 3.5% + 15¢ ←

Step 5: Choose “Itemized Sale”

×

⚙

Box Office v

\$0.00

Create order

Reset

Charge

Quick charge

Itemized sale

Transaction details

+ Add an item or amount ⓘ

Tax \$0.00

Total \$0.00

Note

Payment details

Split payment

☞ Manually enter card 3.5% + 15¢ ←

Step 6: Select the Desired Show in the “Add an Item or Amount” Drop Down Menu

If the customer is purchasing tickets for more than one production, you will have to add an additional item.

The screenshot shows the 'Transaction details' screen with a total of \$0.00. A red box highlights the 'Add an item or amount' dropdown menu. The menu lists several shows with their respective price counts:

Show	Prices
Alice by Heart	6 Prices
Carousel	6 Prices
Gala XV	4 Prices
Henry V	4 Prices
Jesus Christ Superstar	6 Prices
Much Ado About Nothing	5 Prices
Saint Joan	4 Prices

Step 7: Select the Desired Ticket Type

NOTES:

- (1) The “(Credit)” ticket type costs account for the processing fee.
- (2) If the customer needs more than one ticket type, you will have to add an additional item.

The screenshot shows the 'Much Ado About Nothing' ticket selection screen. A red box highlights the 'Variations' section, which lists five ticket types with their prices and selection status:

Ticket Type	Price	Selection
Up-Front Seat (Cash)	\$10.00	☐
Up-Front Seat (Credit)	\$11.14	☐
Prime Entry Seat (Cash)	\$5.00	☐
Prime Entry Seat (Credit)	\$5.97	☐
Standard (+ Donation)	Variable price	☒

Below the variations, there is a 'Price' field set to \$0.00 and a 'Price type' dropdown menu set to 'Per item'.

Step 8: Scroll Down and Select the Desired Performance Date

If the customer is purchasing tickets for more than one performance date you will have to add an additional item.

×

Much Ado About Nothing

Save

Item note

Note

Performance Date Selection

June 19 (7:30pm)

•

June 20 (7:30pm)

○

June 21 (1pm)

○

July 21 (7:30pm)

○

Step 9: Click “Save”

×

Much Ado About Nothing

Save

Item note

Note

Performance Date Selection

June 19 (7:30pm)

•

June 20 (7:30pm)

○

June 21 (1pm)

○

July 21 (7:30pm)

○

Step 10: Adjust the “Qty” Text Box to Reflect the Desired Number of Each Ticket Type

×

🔍

Box Office ▾

\$0.00

Create order

Reset

Charge

Item	Qty	Total
Much Ado About Nothing \$0.00 Standard (+ Donation) June 19 (7:30pm)	2	\$0.00
Add discount		
Add service charge		
Tax		\$0.00
Add tip		
Total		\$0.00

Note
Tickets:
2 x Standard (Free): \$0.00
In-house booking fee: \$2.98
Booking total: \$2.98

118 / 500

Step 11: Copy the Booking Confirmation into the “Note” Section under “Total”

Edit the text of the Booking Confirmation to fit the following structure:

A copy of the eticket has also been emailed to the customer at pvw.hmsw.2017@gmail.com

Booking Reference: UJUMWU

Booking Name: Pamela White

Event: Much Ado About Nothing

Venue: The Shakes Space @ The Marketplace at Steamtown, PA

Date: Friday, June 19 2026 at 7:30PM

Section: General Admission

Tickets:

2 x Standard (Free): \$0.00

In-house booking fee: \$2.98

Booking total: \$2.98

× 🔍 Box Office ▾ \$0.00 Create order Reset Charge

Item	Qty	Total
Much Ado About Nothing \$0.00 Standard (+ Donation) June 19 (7:30pm)	2	\$0.00
Add discount		
Add service charge		
Tax		\$0.00
Add tip		
Total		\$0.00
Note Tickets: 2 x Standard (Free): \$0.00 In-house booking fee: \$2.98 Booking total: \$2.98		

Step 12: Scroll Down, then Enter the Customer's Credit Card Information under "Manually Enter Card"

×

⚙

Box Office ▾

\$0.00

Create orderResetCharge

Payment details

Split payment

☞

Manually enter card

3.5% + 15¢ ←

☞

Card number

MM/YY

CVV

☞

Manually enter gift card

☞

Record cash payment

☞

Record other payment

☞

Send payment link

Fulfillment details

Add pickup

Step 13: Enter Fulfillment Details

Enter the customer's name and the date and time of the performance.

×

⚙

Box Office ▾

\$0.00

Create orderResetCharge

☞

Card number

MM/YY

CVV

☞

Manually enter gift card

☞

Record cash payment

☞

Record other payment

☞

Send payment link

Fulfillment details

Add pickup

☞

Manually enter card

3.5% + 15¢ ←

←

Done

Add pickup

Pickup details

Name

Enter an order name

Date

Wed Jun 10 2026

Time

01:55 PM

⌚

Add pickup

Step 14: Select “Charge”



Box Office ▾

\$2.98

Create orderResetCharge

☰ Manually enter card3.5% + 15¢

Card numberMM/YVCVV

❗ Enter a valid card number.

📺 Manually enter gift card

📷 Record cash payment

⋮ Record other payment

📄 Send payment link

Fulfillment details

Add pickup

Step 15: Send Receipt to Customer Email

Cancelling Tickets

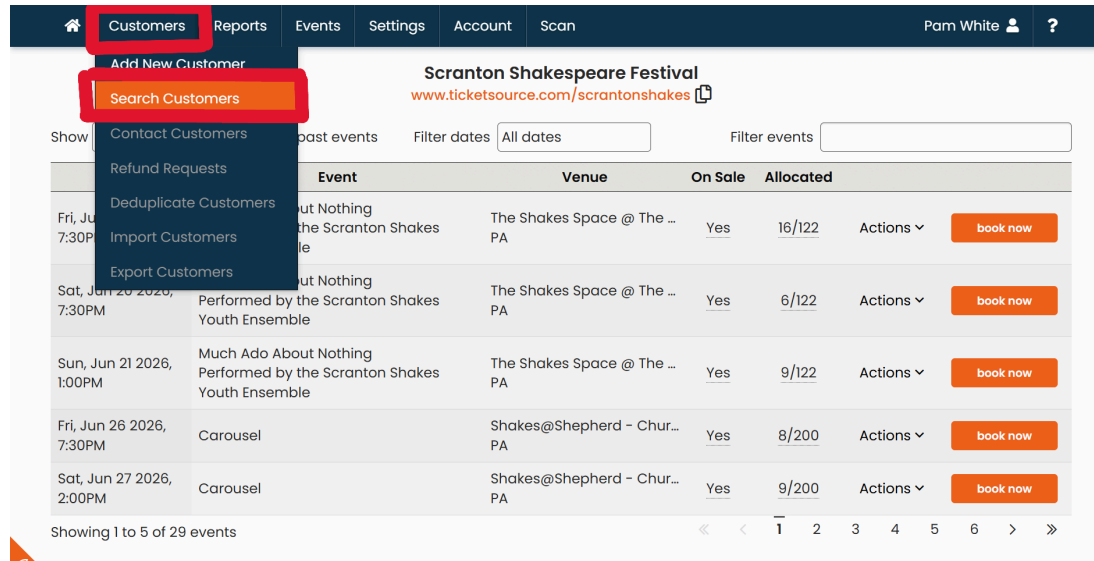
Step 1: Log In

Website Link: [Ticket Source](#)

Username: [your username]

Password: [your password]

Step 2: Choose “Search Customers” in the “Customers” Drop-Down Menu

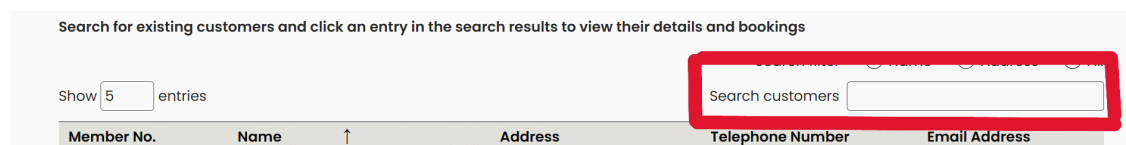


The screenshot shows the Ticket Source dashboard with the 'Customers' menu open. The 'Search Customers' option is highlighted in orange. Below the menu, a table of events is visible, including 'Much Ado About Nothing' and 'Carousel'.

Event	Venue	On Sale	Allocated	Actions
Much Ado About Nothing	The Shakes Space @ The ... PA	Yes	16/122	book now
Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	6/122	book now
Much Ado About Nothing	The Shakes Space @ The ... PA	Yes	9/122	book now
Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	9/200	book now
Carousel	Shakes@Shepherd - Chur... PA	Yes	8/200	book now
Carousel	Shakes@Shepherd - Chur... PA	Yes	9/200	book now

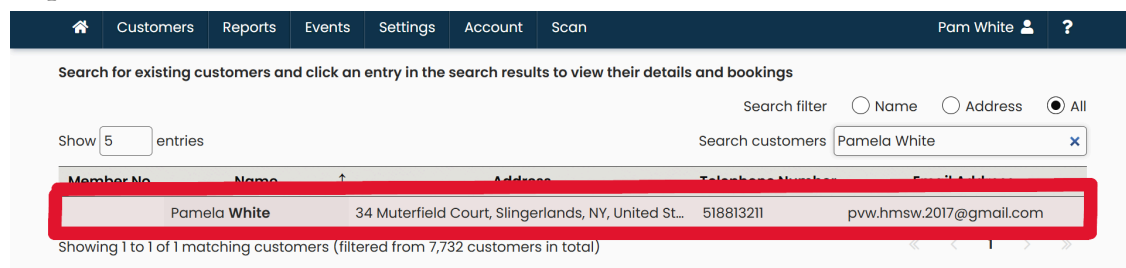
Step 3: Type the Customer’s Name into the “Search Customers” Text Box

If there is more than one customer with the name you have searched, verify their address, telephone number, or email address.



The screenshot shows the 'Search Customers' text box with the name 'Pamela White' entered. The text box is highlighted with a red box.

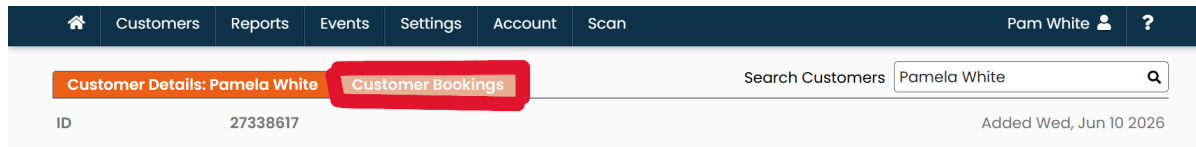
Step 4: Click on the Desired Customer



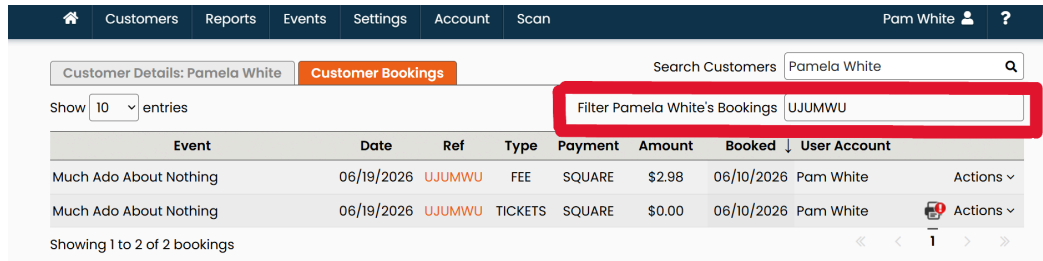
The screenshot shows the search results for 'Pamela White'. The customer's details are highlighted with a red box. The details include the member number, name, address, telephone number, and email address.

Member No.	Name	Address	Telephone Number	Email Address
	Pamela White	34 Muterfield Court, Slingerlands, NY, United St...	518813211	pvw.hmsw.2017@gmail.com

Step 5: Navigate to “Customer Bookings”



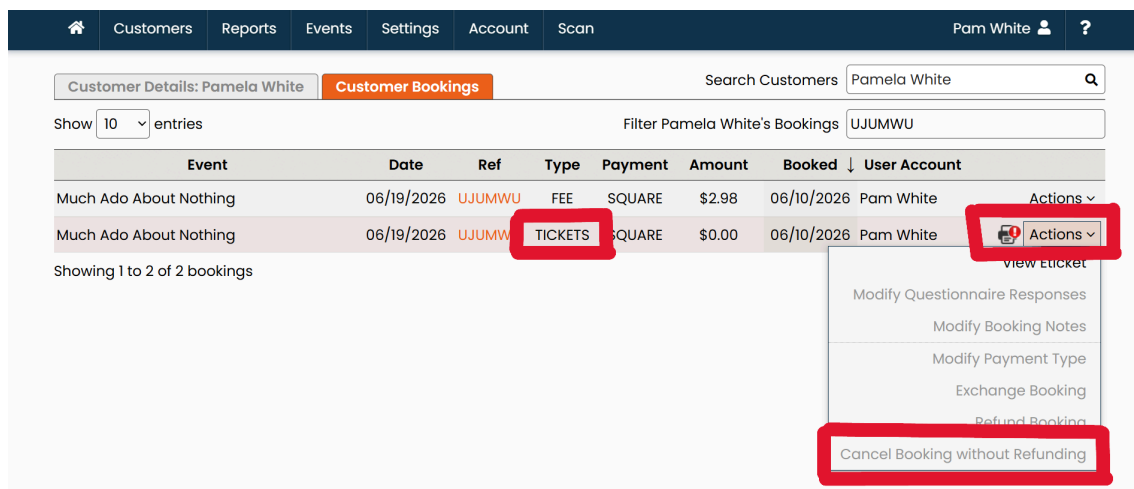
Step 6: Type the Customer’s Booking Reference into the “Filter [NAME]’s Bookings” Text Box



Step 7: Cancel the Booking

- (1) Make sure you are editing the box that says “TICKET” under “Type”
- (2) Hover over the “Actions” dropdown menu on the right side of the box
- (3) Choose “Cancel Booking without Refunding.” If you are unable to choose this option, you must ask Jonathan to update your permissions in Ticket Source.
- (4) If the customer paid for their tickets, remind them that our bookings are non-refundable, so their reservation has been cancelled, but they will unfortunately not receive any money back.

NOTE: For free ticket orders, “Cancel Booking without Refunding” may not be an option. In this case, you can complete the process for “Refunding Tickets.”



Refunding Tickets

NOTE: These processes only apply to individual refund requests. If a performance is cancelled, we have to process the refunds differently in order to also refund the patrons' booking fees.

Ticket Source

Step 1: Share the Details of the Refund Request with Jonathan

You **MUST** obtain permission from Jonathan before processing any refunds!

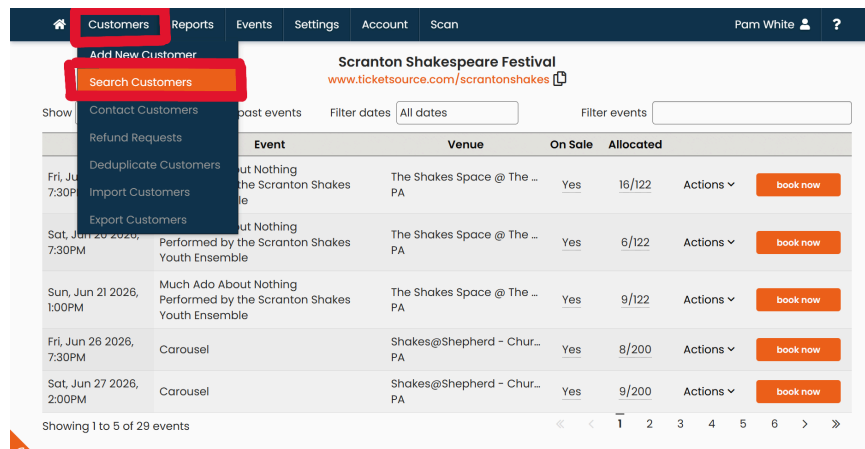
Step 2: Log In

Website Link: [Ticket Source](https://www.ticketsource.com/scrantonshakes)

Username: [your username]

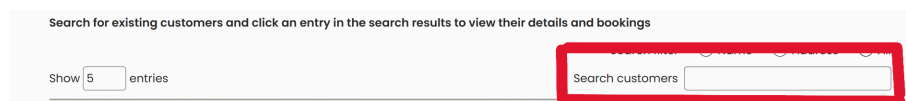
Password: [your password]

Step 2: Choose “Search Customers” in the “Customers” Drop-Down Menu



Step 3: Type the Customer's Name into the “Search Customers” Text Box

If there is more than one customer with the name you have searched, verify their address, telephone number, or email address.



Step 4: Click on the Desired Customer

Customers Reports Events Settings Account Scan Pam White ?

Search for existing customers and click an entry in the search results to view their details and bookings

Search filter ☐ Name ☐ Address ☒ All

Show 5 entries

Search customers Pamela White

Member No.	Name	Address	Telephone Number	Email Address
	Pamela White	34 Muterfield Court, Slingerlands, NY, United St...	518813211	pvw.hmsw.2017@gmail.com

Showing 1 to 1 of 1 matching customers (filtered from 7,732 customers in total)

Step 5: Navigate to “Customer Bookings”

Customers Reports Events Settings Account Scan Pam White ?

Customer Details: Pamela White Customer Bookings Search Customers Pamela White

ID 27338617 Added Wed, Jun 10 2026

Membership Number

First Name Pamela

Last Name White

Address 34 Muterfield Court
Slingerlands
NY

Country United States

Postal/Zip Code 12159

Telephone Number 518813211

Email Address pvw.hmsw.2017@gmail.com

The customer would like to receive updates from Scranton Shakespeare Festival about their products, services and future events via

Step 6: Type the Customer’s Booking Number into the “Filter [NAME]’s Bookings” Text Box

Customers Reports Events Settings Account Scan Pam White ?

Customer Details: Pamela White Customer Bookings Search Customers Pamela White

Show 10 entries

Filter Pamela White's Bookings UJUMWU

Event	Date	Ref	Type	Payment	Amount	Booked	User Account	
Much Ado About Nothing	06/19/2026	UJUMWU	FEE	SQUARE	\$2.98	06/10/2026	Pam White	Actions
Much Ado About Nothing	06/19/2026	UJUMWU	TICKETS	SQUARE	\$0.00	06/10/2026	Pam White	Actions

Showing 1 to 2 of 2 bookings

Step 7: Select “Refund Booking”

- (1) Make sure you are editing the box that says “TICKET” under “Type”
- (2) Hover over the “Actions” dropdown menu on the right side of the box
- (3) Choose “Refund Booking.” If you are unable to choose this option, you must ask Jonathan to update your permissions in Ticket Source.

The screenshot shows the 'Customer Bookings' page for Arden Brown. A table lists bookings with columns: Event, Date, Ref, Type, Payment, Amount, Booked, and User Account. The 'Actions' dropdown menu is open for the first row, showing options: View Ticket, Modify Questionnaire Responses, Modify Booking Notes, Exchange Booking, Refund Booking (highlighted with a red box), and Cancel booking without refunding.

Event	Date	Ref	Type	Payment	Amount	Booked	User Account
Saint Joan	07/24/2026	GHKX78	TICKETS	TS	-\$20.00	06/14/2026	Pam White
Jesus Christ Superstar	07/25/2026	MP3JJF	TICKETS	TS	\$70.00	06/10/2026	
Carousel	07/25/2026	M7HJE6	TICKETS	TS	\$70.00	06/10/2026	
Saint Joan	07/24/2026	A87RJW	TICKETS	TS	\$20.00	06/10/2026	
Saint Joan	07/24/2026	GHKX78	TICKETS	TS	\$20.00	06/10/2026	
Henry V	07/23/2026	JVB44Q	TICKETS	TS	\$20.00	06/10/2026	

Step 8: Refund the Order

NOTE: You have the option to cancel only part of an order if the customer accidentally purchased more tickets than they needed but still want to attend the performance.

The 'Refund Booking' modal dialog is displayed over the bookings table. It contains a 'PLEASE NOTE' section, a 'Booking Reference: GHKX78' label, and a section titled 'Choose from the refund options available below:'. The options are: 'Refund the booking: \$20.00' (selected with a radio button), 'Refund part of the booking:' (unselected), and two checkboxes for 'GHKX78/1: Up-Front Seat: \$10.00' and 'GHKX78/2: Up-Front Seat: \$10.00'. At the bottom are 'refund booking' and 'close' buttons.

PLEASE NOTE: If you have cancelled this event, do not process a refund here as booking fees are non-refundable on discretionary refunds. To ensure full refunds are processed for a cancelled event, choose the Events > Cancel Event menu option.

Booking Reference: GHKX78

Choose from the refund options available below:

- ☒ Refund the booking: \$20.00
- ☐ Refund part of the booking:
 - ☐ GHKX78/1: Up-Front Seat: \$10.00
 - ☐ GHKX78/2: Up-Front Seat: \$10.00

refund booking close

Square

Step 1: Share the Details of the Refund Request with Jonathan

You MUST obtain permission from Jonathan before processing any refunds!

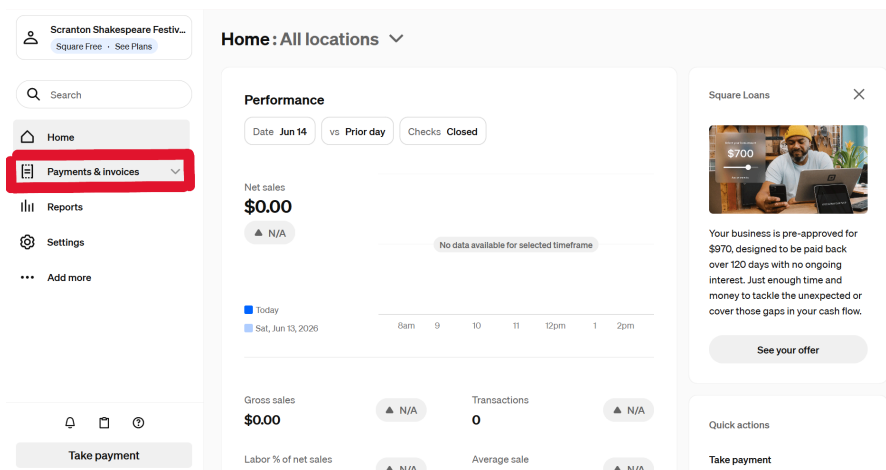
Step 2: Log In

Website Link: [Square](#)

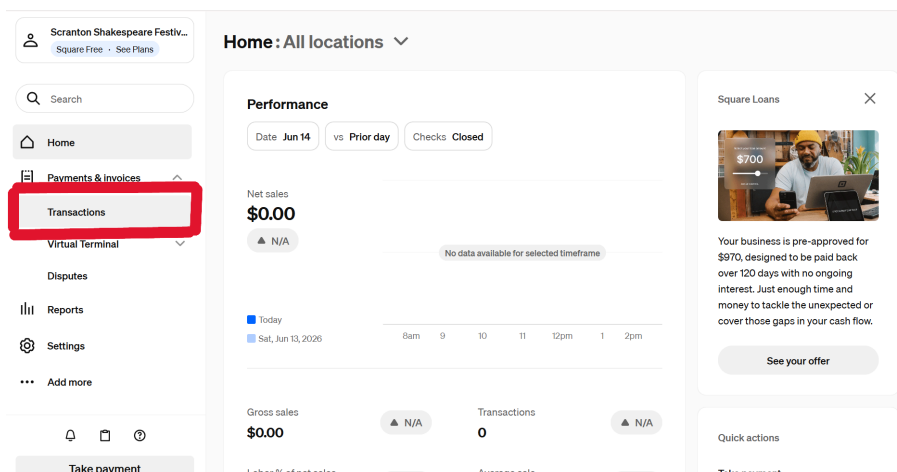
Username:

Password:

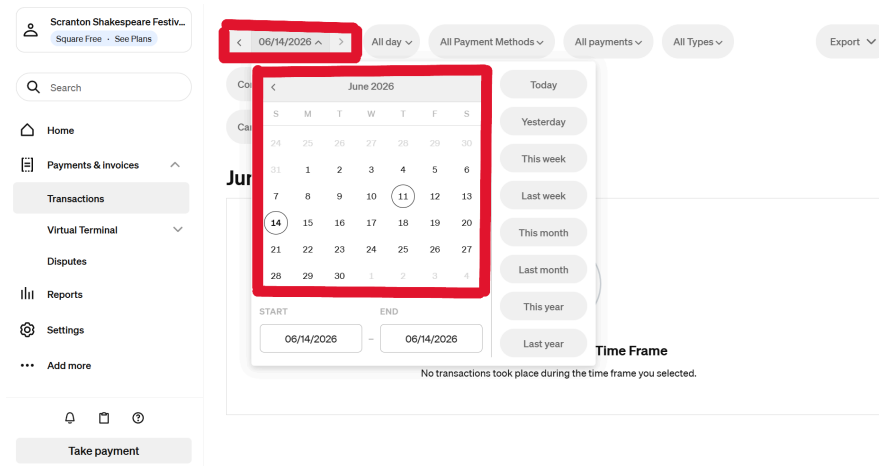
Step 3: On the Left Menu, Click “Payments & Invoices”



Step 4: In the Dropdown Menu, Select “Transactions”

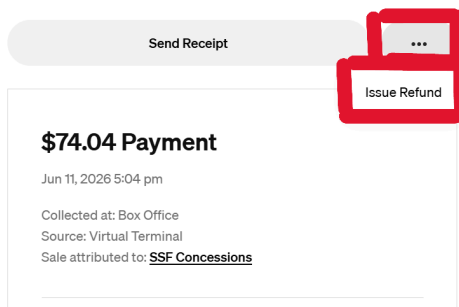


Step 5: Use the Calendar Filter to Select the Date of the Transaction



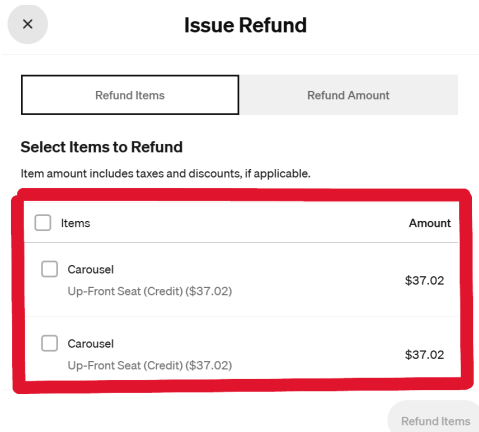
Step 6: Click on the Desired Transaction

Step 7: In the Ellipses Dropdown Menu, Select “Issue Refund”

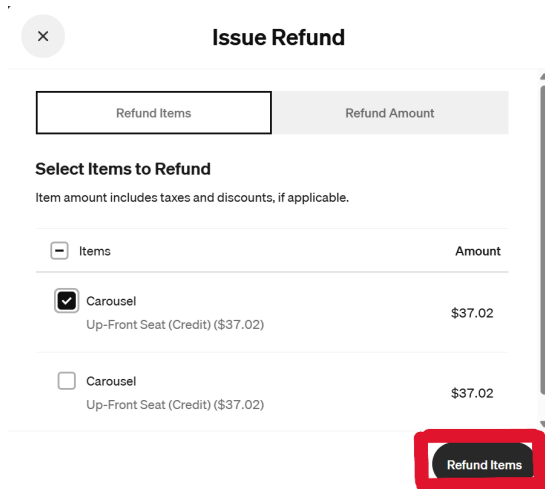


Step 8: Select the Individual Tickets You Need to Refund

NOTE: If you need to refund a specific amount not equal to a full ticket, you can use the “Refund Amount” tab instead of the “Refund Items” tab shown below.



Step 9: Click “Refund Items”



Issue Refund

Refund Items Refund Amount

Select Items to Refund
Item amount includes taxes and discounts, if applicable.

☐ Items	Amount
☒ Carousel Up-Front Seat (Credit) (\$37.02)	\$37.02
☐ Carousel Up-Front Seat (Credit) (\$37.02)	\$37.02

Refund Items

Step 10: Cancel the Tickets in Ticket Source

Step 11: Notify the Patron via the Box Office Email that their Refund has been Processed

Sending E-Tickets

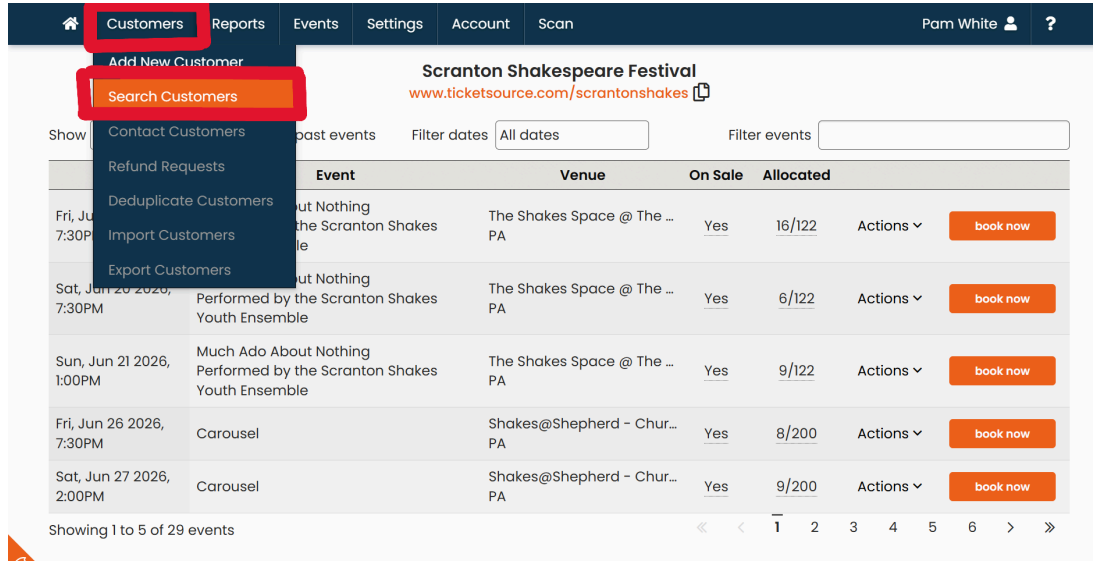
Step 1: Log In

Website Link: [Ticket Source](https://www.ticketsource.com/scrantonshakes)

Username: [your username]

Password: [your password]

Step 2: Choose “Search Customers” in the “Customers” Drop-Down Menu

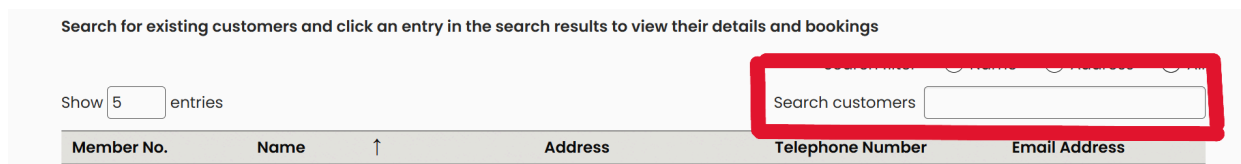


The screenshot shows the Ticket Source dashboard for the Scranton Shakespeare Festival. The 'Customers' menu is open, and the 'Search Customers' option is highlighted in orange. Below the menu, a table of events is visible, including 'Much Ado About Nothing' and 'Carousel'.

Event	Venue	On Sale	Allocated
Much Ado About Nothing	The Shakes Space @ The ... PA	Yes	16/122
Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	6/122
Much Ado About Nothing	The Shakes Space @ The ... PA	Yes	9/122
Performed by the Scranton Shakes Youth Ensemble	The Shakes Space @ The ... PA	Yes	9/200
Carousel	Shakes@Shepherd - Chur... PA	Yes	8/200
Carousel	Shakes@Shepherd - Chur... PA	Yes	9/200

Step 3: Type the Customer’s Name into the “Search Customers” Text Box

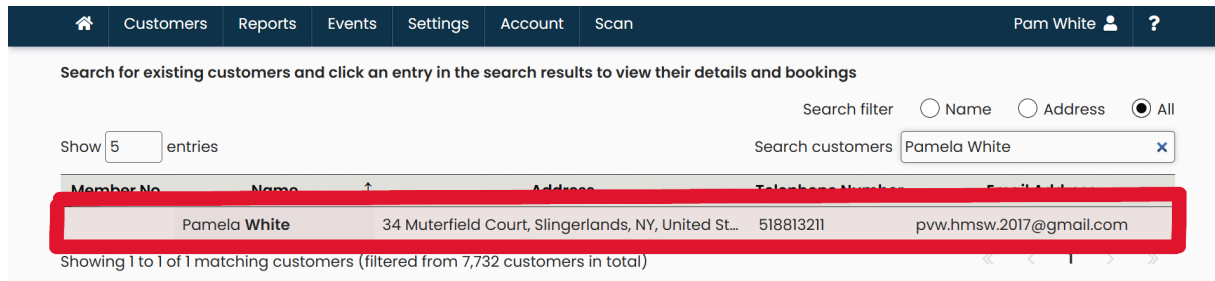
If there is more than one customer with the name you have searched, verify their address, telephone number, or email address.



The screenshot shows the 'Search Customers' text box with the search filter set to 'Name'. The search results table is visible, showing columns for Member No., Name, Address, Telephone Number, and Email Address.

Member No.	Name	Address	Telephone Number	Email Address
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Step 4: Click on the Desired Customer



The screenshot shows the 'Search Customers' text box with the search filter set to 'All'. The search results table is visible, showing columns for Member No., Name, Address, Telephone Number, and Email Address. The customer 'Pamela White' is highlighted in the results.

Member No.	Name	Address	Telephone Number	Email Address
	Pamela White	34 Muterfield Court, Slingerlands, NY, United St...	518813211	pvw.hmsw.2017@gmail.com

Step 5: Navigate to “Customer Bookings”

Customer Details: Pamela White **Customer Bookings** Search Customers Pamela White

ID 27338617 Added Wed, Jun 10 2026

Membership Number

First Name Pamela

Last Name White

Address 34 Muterfield Court
Slingerlands
NY

Country United States

Postal/Zip Code 12159

Telephone Number 518813211

Email Address pww.hmsw.2017@gmail.com

The customer would like to receive updates from Scranton Shakespeare Festival about their products, services and future events via

Step 6: Type the Customer’s Booking Reference into the “Filter [NAME]’s Bookings” Text Box

Customer Details: Pamela White **Customer Bookings** Search Customers Pamela White

Show 10 entries Filter Pamela White's Bookings UJUMWU

Event	Date	Ref	Type	Payment	Amount	Booked	User Account
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Step 7: Access the E-Ticket

- (1) Make sure you are editing the box that says “TICKET” under “Type”
- (2) Hover over the “Actions” dropdown menu on the right side of the box
- (3) Choose “View E-Ticket”

Customer Details: Pamela White **Customer Bookings** Search Customers pamela white

Show 10 entries Filter Pamela White's Bookings

Event	Date	Ref	Type	Payment	Amount	Booked	User Account
Much Ado About Nothing	06/19/2026	UJUMWU	FEE	SQUARE	\$2.98	06/10/2026	Pam White
Much Ado About Nothing	06/19/2026	UJUMWU	TICKETS	SQUARE	\$0.00	06/10/2026	Pam White

Showing 1 to 2 of 2 bookings

View E-Ticket

Modify Questionnaire Responses

Modify Booking Notes

Modify Payment Type

Exchange Booking

Refund Booking

Cancel Booking without Refunding

Step 8: Select “Email E-Ticket”

The screenshot shows the Eticket interface for a customer named Pamela White. The interface includes a sidebar with navigation links (Customers, Reports, Eticket) and a main content area. The main content area displays a list of bookings for the event "Much Ado About Nothing". Below the list, there are three buttons: "download eticket", "print eticket", and "email eticket". The "email eticket" button is highlighted with a red box. A "close" button is also visible at the bottom right of the main content area.

Step 9: Verify the Customer’s Email Address, then Select “Yes”

The screenshot shows the Eticket interface with a confirmation dialog box open. The dialog box is titled "ticketsource" and contains the text: "Are you sure you want to email the ticket to pvw.hmsw.2017@gmail.com?". Below the text are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red box. The background interface shows the same booking list and navigation elements as in Step 8.

Exchanging Tickets

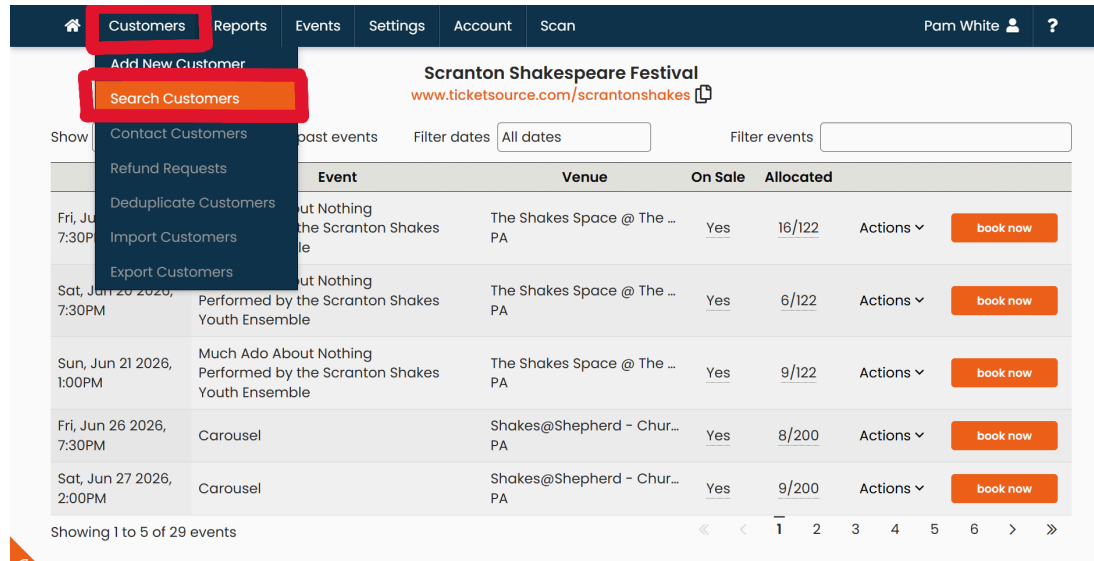
Step 1: Log In

Website Link: [Ticket Source](#)

Username: [your username]

Password: [your password]

Step 2: Choose “Search Customers” in the “Customers” Drop-Down Menu

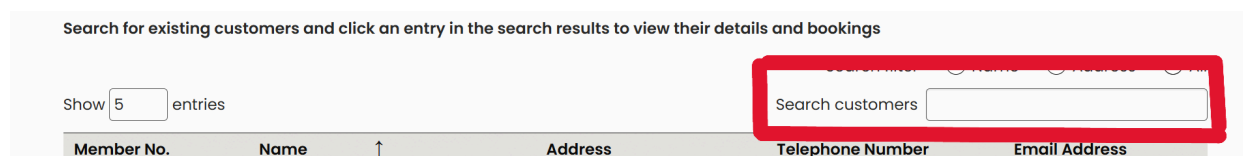


The screenshot shows the Ticket Source dashboard for the Scranton Shakespeare Festival. The 'Customers' menu is open, and the 'Search Customers' option is highlighted in orange. The dashboard also displays a table of events with columns for Event, Venue, On Sale, and Allocated.

Event	Venue	On Sale	Allocated
But Nothing	The Shakes Space @ The ...	Yes	16/122
Performed by the Scranton Shakes	PA		
Sat, Jun 20 2026, 7:30PM		Yes	6/122
Much Ado About Nothing	The Shakes Space @ The ...	Yes	9/122
Performed by the Scranton Shakes	PA		
Sun, Jun 21 2026, 1:00PM		Yes	8/200
Carousel	Shakes@Shepherd - Chur...	Yes	9/200
Fri, Jun 26 2026, 7:30PM		Yes	9/200
Carousel	Shakes@Shepherd - Chur...	Yes	9/200
Sat, Jun 27 2026, 2:00PM		Yes	9/200

Step 3: Type the Customer’s Name into the “Search Customers” Text Box

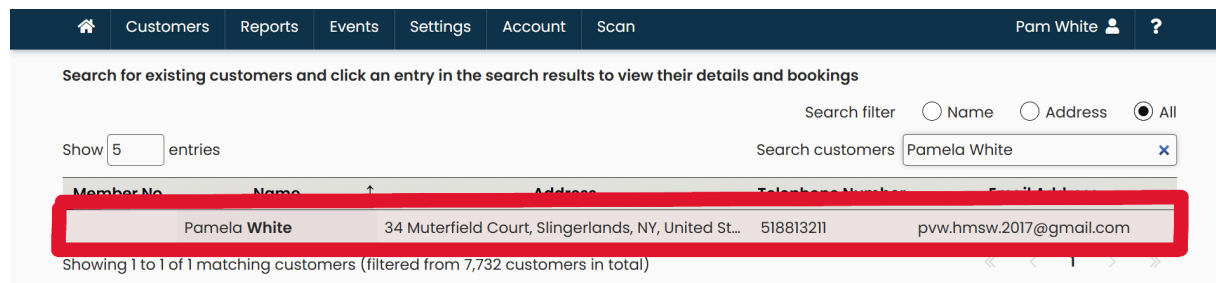
If there is more than one customer with the name you have searched, verify their address, telephone number, or email address.



The screenshot shows the 'Search Customers' text box with the name 'Pamela White' entered. The text box is highlighted with a red border. Below the text box is a table with columns for Member No., Name, Address, Telephone Number, and Email Address.

Member No.	Name	Address	Telephone Number	Email Address
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Step 4: Click on the Desired Customer



The screenshot shows the 'Search Customers' results. The search filter is set to 'All', and the search results show one customer: Pamela White. The customer's details are highlighted with a red border.

Member No.	Name	Address	Telephone Number	Email Address
	Pamela White	34 Muterfield Court, Slingerlands, NY, United St...	518813211	pww.hmsw.2017@gmail.com

Step 5: Navigate to “Customer Bookings”

Customer Details: Pamela White **Customer Bookings** Search Customers Pamela White

ID 27338617 Added Wed, Jun 10 2026

Membership Number

First Name Pamela

Last Name White

Address 34 Muterfield Court
Slingerlands
NY

Country United States

Postal/Zip Code 12159

Telephone Number 518813211

Email Address pww.hmsw.2017@gmail.com

The customer would like to receive updates from Scranton Shakespeare Festival about their products, services and future events via

Step 6: Type the Customer’s Booking Reference into the “Filter [NAME]’s Bookings” Text Box

Customer Details: Pamela White **Customer Bookings** Search Customers Pamela White

Show 10 entries

Filter Pamela White's Bookings UJUMWU

Event	Date	Ref	Type	Payment	Amount	Booked	User Account	
Much Ado About Nothing	06/19/2026	UJUMWU	FEE	SQUARE	\$2.98	06/10/2026	Pam White	Actions
Much Ado About Nothing	06/19/2026	UJUMWU	TICKETS	SQUARE	\$0.00	06/10/2026	Pam White	Actions

Showing 1 to 2 of 2 bookings

Step 7: In the “Actions” Drop-Down Menu, Select “Exchange Booking”

Customer Details: Pamela White **Customer Bookings** Search Customers pamela white

Show 10 entries

Filter Pamela White's Bookings CKCABH

Event	Date	Ref	Type	Payment	Amount	Booked	User Account	
Much Ado About Nothing	06/19/2026	CKCABH	FEE	SQUARE	\$1.49	06/12/2026	Pam White	Actions
Much Ado About Nothing	06/19/2026	CKCABH	TICKETS	SQUARE	\$0.00	06/12/2026	Pam White	Actions

Showing 1 to 2 of 2 bookings (filtered from 6 total bookings)

- View Ticket
- Modify Questionnaire Responses
- Modify Booking Notes
- Modify Payment Type
- Exchange Booking**
- Refund Booking
- Cancel Booking without Refunding

Step 8: Select “Book Now” for the New Desired Performance

Your customer's current booking

Booking Reference	CXCABH
Event	Much Ado About Nothing
Venue	The Shakes Space @ The Marketplace at Steamtown
Date	Friday, June 19 2026 at 7:30PM
Section	General Admission
Tickets	1 x Standard (Free)

Choose an alternative event or date to exchange your customer's tickets

Upcoming Events

Filter Events All Dates

	Much Ado About Nothing The Shakes Space @ The Marketplace at Steamtown PA Fri, Jun 19 2026, 7:30PM	BOOK NOW
	Much Ado About Nothing The Shakes Space @ The Marketplace at Steamtown PA Sat, Jun 20 2026, 7:30PM	BOOK NOW
	Much Ado About Nothing The Shakes Space @ The Marketplace at Steamtown	

Step 9: Make Sure the Correct Number of Each Ticket Type is Selected, the Select “Next”

Whenever possible, do NOT exchange to a different ticket type! Explain to the patron that we are unable to refund their original booking and they will have to pay full price for the new ticket *in addition to* the cost of their original ticket should they wish to change ticket types.

Tickets	Standard (Free)	\$0.00	1	\$0.00
	Standard (+ Donation)	\$20.00	0	\$0.00
	Minimum price \$20.00			
	Wheelchair Space	\$0.00	0	\$0.00
	Up-Front Seat	\$10.00	0	\$0.00
	Prime Entry Seat	\$5.00	0	\$0.00
	With Prime Entry, you'll be let in first when those auditorium doors open! Get first pick of our non-reserved seats.			
	Box Office: Free Ticket	\$0.00	0	\$0.00
	Reserved Seat	\$0.00	0	\$0.00
Booking total				\$0.00

Click to view the accessibility information associated with this the event.

[« back](#) [next »](#)

Step 10: Verify the Ticket Information, Check the Terms and Condition Box, & Select “Next”

source

Event	Much Ado About Nothing
Venue	The Shakes Space @ The Marketplace at Steamtown, PA
Date	Saturday, June 20 2026 at 7:30PM
Section	General Admission
Tickets	1 x Standard (Free)
Total	\$0.00

Please ensure that the customer agrees to the following terms and conditions associated with the event before proceeding.

This reservation is governed by our ticketing policy, available online at [scrantonshakes.com/ticketingpolicy](https://www.scrantonshakes.com/ticketingpolicy). Alternatively, you can speak to a member of our box office team about the details of these terms and conditions by calling (570) 230-7277. We are unable to grant entry to any individual who does not meet the requirements of this policy.

☒ Check the box to confirm that the customer has read (or has had read to them) and agreed to the terms and conditions outlined above

Additional questions

Have you been to a Scranton Shakes event before?

This is my first time

[« back](#) [next »](#)

Step 11: Set the “In-House Booking Fee” to \$0.00, then Select “Checkout”

Event	Much Ado About Nothing	
Venue	The Shakes Space @ The Marketplace at Steamtown, PA	
Date	Saturday, June 20 2026 at 7:30PM	
Section	General Admission	
Tickets	1 x Standard (Free)	\$0.00
change ticket selection remove ticket selection		
In-house booking fee		\$ 0.00
New booking total		\$0.00
Less your customer's current booking total		-\$0.00
Amount due today		\$0.00
Additional notes to be associated with the booking		
 1		checkout »

Step 12: Verify the Customer's Information, then Select “Exchange Tickets”

Contact Telephone Number	518813211
Email Address	pvw.hmsw.2017@gmail.com
☒ Send a booking confirmation email with eticket to the customer	
How did you hear about this event?	
I would like to receive updates from Scranton Shakespeare Festival about their products, services and future events via	
☐ Email	
☐ Post	
☐ SMS Text Message	
You can opt out from receiving updates at any time	
clear customer details	
Your personal information is maintained in accordance with TicketSource's Customer Data Privacy policy.	
 1	« back exchange tickets

Step 13: Tell the Customer their New Booking Reference



That's it! Your booking is confirmed.

Choose a print option below to print the customer's tickets. A copy of the eticket has also been emailed to the customer at pvw.hmsw.2017@gmail.com.

Booking Reference	MPEEF7
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Event	Much Ado About Nothing	
Venue	The Shakes Space @ The Marketplace at Steamtown, PA	
Date	Saturday, June 20 2026 at 7:30PM	
Section	General Admission	
Tickets	1 x Standard (Free)	\$0.00
Booking total		\$0.00

Additional Information

Venue Location: The Shakes Space is located inside The Marketplace at Steamtown on the ground floor, opposite Electric City Dentistry, in Unit 122. You can view a map of the space at this link: <https://www.themarkplaceatsteamtown.com/directory>

Refreshments: Delicious snacks, drinks and confectionery will be available at our concession stand. No outside food or drink is permitted inside the theatre.

Parking: Validated Parking is available in the parking garage of The Marketplace at Steamtown, regular (paid) street parking is also available. We suggest allowing extra time for parking and then walking to the performance space. Please pay attention to all signs, parking regulations and time

Special Ticket Types

Reserved Seat

This ticket type should only be used for Silver and Gold donors. If someone reaches out asking to have their tickets upgraded to “Premium Seating,” “Reserved Seating,” or some equivalent, complete the following steps:

Step 1: Log into Ticket Source

Step 2: Search for the Patron and their Order Number

Step 3: View the E-Ticket and Ensure that the Ticket Type is “Early Access Ticket.” Each Ticket Should be Priced at \$25.

Step 4: Start a New Order for the Patron

Step 5: Add the Same Number of Tickets as Were Originally Purchased to the Cart Using the “Reserved Seat” Ticket Type

Step 6: When Prompted to Add a Note to the Order, use the Format “Exchanged from [CUSTOMER NAME]’s Early Access Order -- Booking Reference: [ORIGINAL BOOKING REFERENCE] ([SILVER/GOLD] Donor).”

Step 7: Add the Customer to the Order. Make Sure to Check the Box to Send them an E-Ticket.

Step 8: Finalize the New Booking and Share the New Booking Reference with the Customer.

Step 9: Return to the Original Early Access Booking and Select “Cancel Booking without Refunding” in the “Actions” Menu

Box Office: Free Ticket

This ticket type should only be used for Company Comp Tickets. Generally, we will only process these orders on the night of each performance as part of Front of House and on-site Box Office Manager duties.

Step 1: Log in to Ticket Source

Step 2: Start a New Order

Step 3: Add No More than ONE (1) “Box Office: Free Ticket” to the Cart

Step 4: Add the Company Member’s Information to the Order and Complete the Booking