Box Office Services for RSO’s

STEP 1: Choose the option below that best meets your needs

Option # 1: Advanced Ticket Sales Only
- The box office will sell your tickets during normal business hours (Tues-Sat, 12pm-6pm), in person, online and over the phone.
- Patrons will be able to purchase tickets online (24/7).
- The box office can accept cash, check, Visa, Amex, Discover and MasterCard.
- The box office will provide you with access to reports and patron data as requested.
- Will Call will be printed and compiled for you 2 hours prior to the show by the box office staff.
- During the night of the show, box office can print for you any unsold tickets for you to sell at your event (after the first 100 tickets printed per event, there will be a $5 fee for every additional 100 tickets printed.)
- A final sales report will be provided to you after your event.

Option # 2: Advanced Ticket Sales and Will Call Services (For events at Logan Center)
- The box office will sell your tickets during normal business hours (Tues-Sat, 12pm-6pm), in person, online and over the phone.
- Patrons will be able to purchase tickets online (24/7).
- The box office can accept cash, check, Visa, Amex, Discover and MasterCard.
- The box office will provide you with access to reports and patron data as requested.
- During the night of the show, box office staff will sell your tickets and process Will Call up until show time and a report of final ticket sales will be provided after the event.

Cost for ANY of the above options: 3% of total ticket revenue sold by the Logan Center Box Office (Can be paid after event)

Additional Cost for Option 2: Outside of regular box office hours, there will be a $12 fee per person/per hour for box office staff. (Can be paid after event)

Option # 3: Ticket Printing Only
- The box office will not sell any of your tickets.
- Your desired number of tickets will be printed for pick up, sales and distribution on your own. Patrons will be able to purchase tickets online (24/7).

Cost for Option 3: $5 per 100 tickets printed beyond the initial 100 included free of charge.

STEP 2: Fill out the “Ticket Sales Request Form” or “Ticket Printing Request Form” and submit via email to Josh Johnson, Box Office Manager at jjohnson897@uchicago.edu
Frequently Asked Box Office Questions for RSO’s:

What if our event is free?
- We can set up a RSVP event/Free performance in our ticketing system at no cost.

Can we print tickets with the box office without having the box office sell them for us?
- Yes. But anything more than 100 tickets will incur a $5 fee per 100 tickets printed.

How does my RSO pay the box office fee?
- At the end of your show’s run, communicate with Josh Johnson to pay the agreed upon fee by the end of the next business day.

If my RSO is not an Arts organization, can we still use the UChicago Arts Box Office?
- Yes. While the primary focus of the UChicago Arts Box Office is to provide ticketing services for various arts events across campus and in the community, we are able to provide advanced sale” services for non-arts RSO’s as well, allowing your organization to provide online ticketing as well as advanced sales over the phone or in person at the box office.

How can I reserve space in the Logan Center for an event?
- Email loganops@uchicago.edu for space reservations, rates and availability.

Where can I find the forms that my RSO needs to fill out?
- The forms can be found online here: http://arts.uchicago.edu/uchicago-arts-box-office. You can request them via email by contacting Josh at jjohnson897@uchicago.edu.

Where can I find information on the venues in the Logan Center?
- On the website, in person at the Box Office, or email loganops@uchicago.edu.

Will the box office provide house staff (ushers, house managers) with the 3% fee?
- No. You are responsible for providing ushers and house staff for your event. If you are performing at the Logan Center, you can speak with the Logan Center Operations Staff to inquire about hiring additional Front of House Support for your event.

What kinds of payment does the box office accept?
- The box office accepts cash, checks (Payable to: The University of Chicago), and all four major credit cards.
What are the box office hours?
Tuesday-Saturday from 12pm-6pm (open later during performances).

How far in advance should I get my event information to the box office?
Information is required a minimum of two weeks before the event is to go on sale. More time is appreciated if possible.

As an RSO, are we required to use the box office?
-No, the box office is a resource available to RSOs, but you can still ticket your own events if you wish.

How do our patrons receive their tickets?
-Typically most RSO’s choose “Will Call” for all of their advanced ticket purchases. The box office will provide you with all of the tickets purchased on the day of your event to distribute to your patrons at the door. We are also able to mail tickets to your patrons as well provide they are purchased a minimum of 2 weeks in advance.

-Beginning in 2014/15 we will be able to provide a “Print At Home” ticket option as well.

PLEASE NOTE: with this option, if your event is General Admission seating, you do run the risk of Print At Home tickets fraudulently being printed multiple times.

-The default for RSO events is “Will Call” only. If you wish to take advantage of “Print At Home” or Mail for ticket delivery methods, be sure to inquire about this when submitting your event.
UChicago Arts Box Office
Ticket Printing Request Form (RSO Version)

General Information

RSO:
Main Contact Name:
Email:
Phone:
Second Contact Name:
Email:
Phone:
Advisor:

Date/Time of the ticketed Event(s):

Event Venue/Space Location:

Event Title:

Ticket Prices:
(Student/General Admission/Adult/Child etc.)

Total number of tickets you wish to have printed:

Seat Break Down:
(General Admission versus Reserved. If reserved, please specify a seating configuration.)

Ticket design:
(Is there any additional details you wish to have printed on the ticket beyond what is featured on the sample below?)

University Account # to bill the charges to:
(Full account number should be a total of 10 digits, including the 4 digit sub account number.)
UChicago Arts Box Office
Ticket Sales Request Form (RSO Version)

General Information

RSO:
Main Contact Name:
Email:
Phone:
Second Contact Name:
Email:
Phone:
Advisor:

Date/Time of the ticketed Event(s):

Event Venue/Space Location:

Event Title and Description:

Ticket Prices:
(Student/General Admission/Adult/Child etc.)

Run time of Event:

Is there an Intermission?:

Link to event details for more information:

Age appropriate for:
(i.e. "Appropriate for ages 12 and up")

Total Capacity for Event:

Seat Break Down:
(General Admission versus Reserved. If reserved, please specify a seating configuration.)

Ticket Prices:
(Student/General Admission/Adult/Child etc.)

Event Images for Box Office website:
(Please attach the following as jpeg’s for your event listing on our ticketing website.)

The small thumbnail image displayed on the homepage is 340 x 200 (required)
The slideshow/galleria image at the top of the page is 850 x 340 (optional)
When do you want your tickets to go on sale:
(Is this the same for online sales and in person sales or does this time/date differ?)

Seat holds?
(Please provide how many seats you’d like held for Press, VIP, Staff, etc. All complimentary ticket lists must be provided to the box office by 12pm on the day of the performance.)

Any requirements of Box Office Staff on the night of the event:
(Please note that additional charges apply for box office staff provided outside of our normal business hours of Tuesday-Saturday, 12pm-6pm.)

**Ticket Design:**
(Is there any additional details you wish to have printed on the ticket beyond what is featured on the sample below?)

![Ticket Sample](image)

**Confirmation Letter/Email**
(Please note any specific information you’d like to add for your event.)

**Post Show**
University Account # to transfer funds to:
(Full account number should be a total of 10 digits, including the 4 digit sub account number.)

**Ticket Sales Updates and Post-Show Reports**
Who should the daily updates on tickets sold be sent to (if different or in addition to the main contact above)?

Who should be sent post-show reports (if different or in addition to main contact above)?

Would you like to receive your patron’s contact info after the event(s)?
(This would include name, address, phone and email)