

# Sheffield Students Union Tickets in Advance (TIA)

## Account Rules: For Societies, Clubs and Committees

### What is a TIA account?

If your Society, Committee or Club want tickets for Students' Union events or Club nights, you may be able to set up a 'Tickets in Advance' (TIA) account. This means you can sign them out before you pay. The same rules apply for signing out tickets for your own events, if these are put on sale in the Box Office.

### What do I do?

1. Complete a Ticket in Advance (TIA) form (from the Activities and Sports Zone or Entertainments department).
2. Ensure the form is properly authorised\*:
  - a) By the Social Secretary (if Clubs) or Treasurer (if Societies) AND;
  - b) By Activities and Sports Zone staff (for issues of less than 20 Tickets), or the Entertainments department (for issues of over 20 Tickets)
3. Take the form to the Box Office and collect the tickets
4. Ensure if the form identifies returns are allowed, you return unsold tickets by the date stated (these need to be credited back to the TIA account)
5. Ensure money from sales of those tickets is paid into your TIA account within 3 working days of the Event. (NB Use a Credit slip and code to XBTIXS/XXX)
6. Check your TIA balance by looking at the account "on line" (instructions to do this are found ...).
7. Query with Activities Information desk, Club Sport, or Finance if you have any queries on the account.

\*Staff authorisation will depend on the status of your TIA account. Additional issues will not be authorised when proceeds from tickets sales have not been paid in as required.

### Frequently Asked Questions:

#### *1. What are TIA accounts?*

Once tickets are issued, the full cost will be charged to a TIA account.

Societies	XBTIXS/XXX
Committees	385000/XXX
Clubs	XCTIXS/XXX

#### *2. How do I set one up?*

These are set up when a TIA issue has been authorised

#### *3. How do I pay money in?*

Use a Credit Slip (available in the Activities and Sports Zone/Finance), record your TIA account number, and take this (and the money) to the Cash Office.

*4. Can I keep the money securely on the night of the event?*

You can obtain a sealable bag from the Box Office to temporarily hold the Cash in their Safe. You will need to call into Finance within the next 3 working days to count and bank the money. Check the seal number has not changed

*5. What are the transactions in my TIA account?*

There will be a charge for the full cost of the tickets. There will be credit for any refunds made. There will be credit for any ticket sales proceeds that have been paid in. If the transactions have been properly dealt with, this will leave a zero balance.

*6. What happens to the income if it's a Society or Club event?*

The income will be transferred direct from Box Office once the event has concluded. It will be transferred to the account requested. Box Office will confirm the final Sales figure before transfer. This process would happen regardless of whether or not there have been any TIAs concerning the event.

*7. Do all TIAs (for SU events/club nights) allow refunds?*

No. It will be clear if it does as a deadline date and time will be provided. If given, the deadline must be observed so that tickets may be sold via other channels. Refunds will not be authorised if the deadline is missed.

*8. Where is our ROAR contribution? (only applicable for Sport Sheffield Clubs)*

This is held in a XCROAR/XXX account. This will be released at the end of year once the TIA account balance is clear ie all ticket sales proceeds paid in.

*9. Is there a deadline for paying money in?*

Yes, all ticket money re preceding week needs to be paid into Cash Office by 5pm Monday. This will ensure there are no delays or problems with subsequent issues. Note the correct money needs to be paid in to clear the account.