Policies, Rules, and Regulations for

Student Government(s) and Student Organization(s)

The SBI Ticket Office is your third party, revenue control agent. We serve to safeguard your organization from potential theft and errors in collection. We also provide your organization with the necessary accounting trails required by auditors in their review of the Mandatory Student Activity Fee usage.

I. The SBI Policy: The SBI Ticket Office shall serve as the Revenue Control service for ticket and merchandise sales for your organization.

II. All Ticketing and Merchandise Sales must be set-up with the SBI Ticket Office prior to the completion of the sale. Failure to do so will result in an Administrative Fine.
   a. This includes all sales such as:
      i. Merchandise Sales including but not limited to:
         1. Hats
         2. T-shirts
         3. Sweatshirts
         4. Mugs
         5. Banners
         6. Other tangible objects
      ii. Ticketed/Ticketing/Ticket Sales (any event) including but not limited to:
         1. Parties
         2. Dinners
         3. Movie Nights
         4. Auctions
         5. Conferences
         6. Tournaments
         7. Raffles of any kind
      iii. Exceptions to this policy are to be approved by the Ticket Office Management Team.
           1. Any and all funds collected from these exempted events must be deposited through your student government.

III. GENERAL PROCEDURES FOR ALL MERCHANDISE AND TICKET SALES EVENTS:
   a. Pick-up an SBI Ticket Office Event Data Form at:
i. Your student government
ii. Sub-Board I
iii. The SBI Ticket Office
iv. www.subboard.com/tickets

b. Complete the form
c. Have the form reviewed and signed by the approved individual(s) of your STUDENT GOVERNMENT
d. Schedule an Appointment with a member of the SBI Ticket Office Management Team by calling our office at 645-2353 or visiting our office(s) at 350 Harriman Hall, or 221 Student Union
   i. YOU (organization representative) MUST ATTEND ALL APPOINTMENTS IN PERSON
   ii. All appointments must be setup 24 hours in advance
   iii. Walk up appointments are available at the discretion of the Ticket Office management Team
   iv. Appointments are scheduled between 10am-4 pm, Monday through Friday
   v. Appointments may be held at any location on a UB Campus
e. Bring the completed SBI Ticket Office Event Data Form to your SBI Ticket Office Event Appointment
f. At the SBI Ticket Office Event Appointment, you will receive additional guidelines specific to your sale.
g. At the SBI Ticket Office Event Appointment you will set a closing date. On, or before, that closing date:
   i. All final deposits and unsold merchandise must also be brought for recounting
   ii. You must sign a closing agreement
h. The Ticket Office WILL NOT accept any deliveries from vendors.

IV. PROVISIONS FOR ALL SALES:
   a. May be sold:
      i. In the Box Office
         1. Sales will be conducted at all Box Office Locations
            a. 221 Student Union
            b. 350 Harriman Hall
            c. Hours vary for each location
         2. Payment Options
            a. Cash
            b. Check
            c. Money Order
            d. Credit/Debit Cards with Visa, MasterCard, Discover
      ii. On-Site
         1. Having tickets sold at the door the day of your event.
         2. The Ticket Office will supply an SBI Ticket Office Cashier for On-Site Sales
3. If the SBI Ticket Office is not notified of an On-Site sale at least 10 business days prior to the Event Date:
   a. The SBI Ticket Office may not be able to secure a Cashier.
   b. If a cashier cannot be secured due to a lack of notice, then the organization may:
      i. Let customers in free of charge
      ii. Admit only those who have purchased a ticket prior to the start of the event
      iii. Deny entry to those whom have not already purchased tickets
      iv. NOT charge customers

4. All organization are subject to the On-Site Ticketing Regulations

5. Payment Options
   a. Cash
   b. Check
   c. Money Order

   iii. Online
   1. This allows your organization to sell tickets over the internet
   2. NOT ALL EVENTS AND/OR MERCHANDISE SALES CAN BE SOLD ONLINE
   3. Ticket will be mailed, at the request of the customer, by the Ticket Office or SBI.
   4. Merchandise WILL NOT BE MAILED BY THE SBI TICKET OFFICE OR SBI.
   5. The online design of your organization’s ticket may be different from the Box Office design, this is for operational reasons.
   6. Your event will appear on our website online at the start of the sale
   7. Online sales will be closed:
      a. At the request of the organization representative that set-up the event
      b. At the request of the Student Government Executive Officers in which the organization is a member/recognized
      c. At least 3 hours before the event on a business day that the Ticket Office is open
      d. At 5pm on the last business day prior to the event, should the event occur on a non-business day

8. Payment Options
   a. Credit card

   b. All changes to sales must be provided in writing, and approved by the student government

   c. Refunds shall be conducted by the organization NOT the SBI Ticket Office or SBI

V. The On-Site Ticketing Regulations are as follow:
a. Organizations will meet the Ticket Office agent at the event site at the scheduled time, and will maintain contact with the Ticket Office agent throughout the sales period of the event.
b. The Ticket Office agent is not responsible for:
   i. Maintaining control
   ii. Ripping tickets,
   iii. Giving out/putting on wrist bands,
   iv. Stamping hands,
   v. Monitoring the door,
   vi. Selling merchandise which has not been properly set-up with the Ticket Office.
c. A club representative will be present for the duration of the event/sale to:
   i. Collect tickets,
   ii. Maintain control,
   iii. Monitor the admittance of patrons
d. Organizations cannot change ticket prices or any other event information at the event. As per the Event Data Form, any changes must be submitted in writing prior to the date of the event.
e. If there is a Complimentary Ticket List for the event, it will be clearly written or typed and given to Ticket Office Management Team prior to the event.
f. The ticket stock, as well as any cash collected, is the property of the Ticket Office and will be held in trust for the organization.
g. Should any person(s) from the organization or outside of the organization attempt to take money, tickets, or any property held in trust from the cashier, The Ticket Office will seek legal action.
h. If any event is cancelled, organizations must notify the SBI Ticket Office two business days prior to the event.
i. The SBI Ticket Office will be in compliance with SBI, University and SUNY Trustees policies; in addition to Federal, State, and Local Laws. Should a violation in any policy/law occur causing the closing/cancellation of an event/sale, the Ticket Office will hold all funds acquired until further notice.
j. At the completion of the event, a club member will escort the Ticket Office agent to their vehicle/method of transportation.

VI. ADDITIONAL PROVISIONS FOR MERCHANDISE ONLY:

a. Consignment Sales
   i. You (the individual, not the organization) must sign an agreement for personal liability of the dollar value of the items to be sold.
   ii. Payment options
      1. Cash
      2. Check
      3. Money Order

b. When YOU receive the merchandise from the vendor
   i. Make an appointment with the SBI Ticket Office.
ii. The Ticket Office will not accept direct deliveries from your vendors.

iii. Bring Merchandise

iv. Bring vendor invoice/packing slip

v. Merchandise will be counted against the vendor invoice/packing slip
   1. Organization Representative must be present for count
   2. Organization representative has a right to count merchandise, before and after the Ticket Office performs its count, in the presence of the Ticket Office Management Team

vi. Ticket Office shall return all merchandise to the organization at the completion of the count

vii. Merchandise may be given to the Ticket Office for sale, provided the sale has been set-up with the Ticket Office as a Box Office Sale

c. Sale period may not exceed a period of 6 months.
   i. This time limit exists because you are allowed the privilege of not charging sales tax.

d. All sales must be documented with receipts by the conclusion of the sale period.

e. All merchandise that has not been sold may be, with the approval of your government:
   i. Given away
   ii. Destroyed
   iii. Resold

f. If merchandise is resold, the sales dates can start no earlier than 60 business days after the closing date of the previous sale

VII. OPTIONS FOR SELLING MERCHANDISE.

a. Pre-Sale - Collect the funds PRIOR to receiving the merchandise.

b. Post Sale – Collect the funds AFTER receiving the merchandise.

VIII. Additional Provisions for Pre-Sale Merchandise Sale:

a. Pick up a Receipt book at the SBI Ticket Office during appointment.

b. Collect the money for the merchandise and give each customer a completed receipt.

c. At the conclusion of the sale:
   i. Make another appointment with the SBI Ticket Office.
   ii. Deposit all remaining funds collected
   iii. Sign Closing Agreement

d. Distribute Merchandise
   i. Ticket Office will only distribute merchandise at the point of sale

IX. Additional Provisions for Post-Sale Merchandise Sale:

a. Merchandise shall serve as receipts

b. Make an appointment with the SBI Ticket Office to close out the consignment, if one is open.
   i. Bring any unsold merchandise.
   ii. Merchandise will be recounted
   iii. Merchandise will be return to the organization after the recount

c. Sign Closing Agreement
X. All funds will be deposited into your revenue account after the Signing of the Closing Agreement.

XI. PROCEDURES FOR TICKET SALES ONLY
   a. The SBI Ticket Office provides the ticket stock.
   b. Tickets are provided to your organization for:
      i. Admission
      ii. Admittance
      iii. Attendance
      iv. Raffles
   c. All tickets must have printed on the face:
      i. The Event Name
      ii. Event Date
      iii. Event Location
      iv. Price
      v. Fees
   d. Each ticket is a receipt and no further documentation is required.

XII. Vendor Fair/Paid Tabling Policy
   a. Table rentals are run through the Ticket Office.
   b. Shall be sold as a ticketed event
   c. Student Organizations will provide the Ticket Office with a list of all the organizations who were invited/asked/propositioned to attend.
   d. Vendors will purchase, in advance, a table for the event.
      i. If the vendor needs to be invoiced:
      ii. Student Organization must obtain a Table Agreement form.
      iii. Student Organization shall have the Vendor complete the form and return it to the Ticket Office prior to the event.
      iv. The Ticket Office will keep a copy of the form, the original will be sent to the Student Government office.
      v. The Student Government will prepare a control sheet and send it to the SBI Corporate Office.
      vi. The Ticket Office will maintain a list of the vendors who have paid and/or have submitted their Table Agreement Form, for the event.
   vii. Day of the event:
      1. A representative from the Ticket Office will go to the venue and verify the vendors who are attending.
      2. If a vendor comes to the event and has not completed a Table Agreement Form and/or has not paid, they will be required to complete the Table Agreement Form and/or pay.
      3. The list of vendors will then be sent to the Student Government.
      4. The Student government will be notified of any vendors who has not paid in advance for their table and/or who has not signed Table Agreement form.
5. The Student Government and Sbi Ticket Office may take disciplinary action against the Student Organization, if any vendors fail to pay for their table rental, collectively and/or separately.

XIII. Executive Officers, or their appointees, of a Student Government have the authority to:
   a. Set-up events on behalf of an organizations under their jurisdiction
   b. Place any event on hold, which has been set-up by any of the organizations under their jurisdiction
   c. Cancel any event, which has been set-up by any of the organizations under their jurisdiction
   d. Make adjustments, in writing, to any event, which has been set-up by any of the organizations under their jurisdiction

XIV. Executive Committee of SBI may:
   a. Place any event on hold
   b. Cancel any sales for an event
   c. Make changes to these policies, rules, and/or regulations

XV. Fines and Fees
   a. All organizations are subject to any and all fines and fees.
   b. An organization may be assessed one (1) or more fines or fees per event/sale.
   c. Fines or fees may only be waived by a member of the SBI Ticket Office Management Team
   d. All fines shall be deducted from the revenue collected from the sale in which the fine was assessed.
   e. Should the fines exceed the revenue, the organization shall be held responsible for payment of the remaining balance.
   f. Multiple Organizations may be fined for a single violation committed by any of the event organizers or their representatives.
   g. Appeals to any and all fines:
      i. Must be made in writing and submitted to the SBI Ticket Office Management Team.
      ii. Shall be reviewed by the Management Team
      iii. Shall host a hearing to listen to all parties arguments.
      iv. Shall be ruled upon no later than ten (10) business days after all documents have been received and all hearings have concluded.
      v. All rulings may be appealed to the Executive Committee.
      vi. The Executive Committee shall set its own guidelines for reviewing the rulings of the SBI Ticket Office Management Team
   h. Late Fine:
      i. Shall be imposed on those organizations that meet any of the following:
         1. Set-up a Ticketed Event less than ten (10) Business Days prior to their on-sale date.
         2. Make further deposits for a Ticketed Event beyond the signing of the Closing Agreement.
3. Set-up Merchandise Sale less than five (5) Business Days prior to their on-sale date, where the Ticket Office Staff sells the merchandise (or its equivalent) on behalf of the organization.

4. Make further deposits for a Merchandise Sale beyond the signing of the Closing Agreement.

   ii. All Merchandise Sales which are Consignment ONLY Sales are exempt from late fines.

   iii. All Merchandise Sales which are Uniforms are exempt from late fines.

   1. Uniforms are those articles of clothing or equipment mandated, by the collegiate league that the organization in question is a registered member, for use during competition.

i. Late Fine Schedule

   i. Ticket Sales

   1. Late Set-up Fine - $20 for each business day under ten (10) business days from the on-sale date. Shall not exceed $200

   2. Late Closing Fine – 10% of each deposit made after the signing of the Closing Agreement, shall have no limit.

   ii. Merchandise Sales

   1. Set-Up Late Fine - $20 for each business day under five (5) business days from the on-sale date. Shall not exceed $100

   2. Closing Late Fine – 10% of each deposit made after the signing of the Closing Agreement. Shall have no limit.

j. Administrative Fines – Shall be imposed on those organizations that violate any and/or all of these rules and regulation except where another fine has been assessed.

   i. The fine shall be $75 for each violation.

k. Ticket Fee –

   i. 10% of the face value of the ticket up to, but not exceeding, $1.00 for box office sold tickets

   ii. 10% of the face value up to, but not exceeding, $2.00 for on-line/internet sold tickets.

   iii. Fee may be:

   1. added to your ticket face value

   2. a part of the face value.

l. Reprint Ticket Stock Fine – Shall be imposed on an organization that request a reprint of tickets for any event due organization error, or changes within their control

   i. Shall be waived if conditions which mandate a reprint are outside of the control of the organization and/or student government

   ii. The fine shall be $0.50 Per Ticket

m. Convenience Fee

   i. Rate(s) set by SBI

   ii. To be paid by online customers

   iii. May be paid by organizations, with a signed contract
n. Mailing Fee
   i. Rate(s) set by SBI
   ii. Incurred by customer if (s)he wishes to have their tickets and only tickets mailed.
      iii. May be paid by organizations, with a signed contract

o. Fees are NON-REFUNDABLE.

XVI. Definitions
   a. Box Office – the Physical location(s) of the Ticket Office
   b. Business Day – a day that the SBI Ticket Office is open for general sales
   c. Consignment – to give, transfer, or deliver into the hands or control of the organization or their agent.
   d. Deposit – the turning over of funds
   e. Event – an activity held by an organization
   f. Event Close – when all paperwork has been signed by an organization to inform and verify that the sales of an event have been completed.
   g. Event Set-up- when all paperwork needed by the ticket office is completed and submitted to a member of the management team.
   h. Executive Committee – the collection of the elected Executive Officers of SBI
   i. Fee – costs incurred by organization and/or customer
   j. Fines – costs assessed on an event or sale due to policy and/or procedure violations
   k. Merchandise – a tangible good or its equivalency.
   l. Merchandise Sale – An activity in which a tangible good or its equivalency is sold.
   m. On-Site – the physical location or the sale occurring at the physical location of the event
   n. Online – the World Wide Web or internet
   o. Organization – a permanently, temporary, or otherwise recognized student group which falls under the jurisdiction of one of the University at Buffalo’s recognized Student Governments.
   p. Sale – the process of exchanging goods and/or services for financial gains.
   q. SBI - Sub-Board I, Inc.
   r. Ticket – an object used for regulation of admission, admittance, attendance, registration, or raffle.
   s. Ticket Office Management Team – Any Director, Assistant Director, Manager, or Assistant Manager, whom is an employee of SBI, whose duties it is to oversee the operation(s) of the SBI Ticket Office.
   t. Ticketed/Ticketing/Ticket Event – A function or activity which utilizes tickets or its equivalency as the method of regulation for admission, admittance, attendance, or registration.
   u. Violation(s) – Failure to adhere to the rules as outlined