

HALLS-Events Billing FAQ's

Projects are set up in ArtsVision to capture events that occur around the Lincoln Center campus. The projects are primarily entered in ArtsVision by the Venue Sales team. Each event will be flagged with the appropriate status which may include:

- Confirmed
 - Estimate
 - Ready to Bill
 - Cancelled
 - Calendar-no Billing
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- Who do we invoice?
 - Outside Licensees

OLIC are required to have a signed contract, COI-certificate of insurance, and pre-payment of estimated charges. The payment is due 3 days prior to the start of the event. Once the event has occurred an invoice will be created for the remaining charges and forwarded to the venue sales team so they can pursue the licensee.
 - Internal LC Programming Departments

Projects/Events are not paid via check, but rather via g/l coding (internal-99) that is provided by the licensee. It is the responsibility of the Venue Sales Manager to secure the internal coding during the event negotiation process.

In some instances, the internal licensee (LCDP, LCMP, etc.) will have their sponsors co-sponsor or provide reimbursement for an event. The Venue Sales Manager will secure g/l coding (external-00).
 - Constituents

The LCPA Constituents are NYCB, NYPH, Chamber Music society, NYPL, Film Society, Julliard, Metropolitan Opera, CNG/WNET, JAZZ, SAB
 - Maintenance

The maintenance status is used to capture facility repairs on the LCPA campus. Each will have a billing status of Calendar-No Billing
 - When do we invoice?

A preliminary invoice is generated once a project is marked Ready-to-Bill by the Venue Sales Manager after all charges are final.

At that time, the Billing Coordinator will distribute a preliminary invoice to representatives from Venue Sales, Front of House, Production and Operations. Each

group will review the invoice and provide their approval on the charges listed. When all approvals are received, a final invoice will be generated and sent to the licensee.

- What is the billing cycle?

The HALLS Financial close is on the 20th day of each month. Each month a note is forwarded to sales, production and front of house contacts providing a date by which all projects must be flipped to a status of Ready-to-Bill. This change will alert the Billing Coordinator to create a preliminary invoice. This is then distributed to each group to review the charges listed and provide their approval. Once the approvals are received, a FINAL invoice is generated in ArtsVision and pulled into Epicor for billing. The FINAL invoice is then sent to the event manager who will forward to their contact.

- When are Box Office Receipts applied to invoices?

In the days following an event, the Box Office team will forward a preliminary settlement package that lists the box office receipts and producer tickets associated with the event. The Billing Coordinator will apply the Box Office receipt total to the customer invoice which will reduce the balance due. If the net amount due on the invoice shows a credit balance, a refund will be forwarded to the licensee.

- What is required to have an overpayment refunded to a licensee?

Once an invoice is finalized and shows that the licensee has overpaid or is due payment of the box office settlement amount, the Billing Coordinator will reach out to the Venue Sales Manager to confirm the address and contact of the person who should receive the refund. If the licensee is new, a W-9 form will be requested. The package will be prepared and submitted to senior finance managers for signature/approval.

Refund payments are cut on Tuesday and Thursday of each week by the Accounts Payable team.

The refund can be in the form of a check or ACH. When the final invoice is sent, a note advising a refund is due should be included confirming the type of refund and requesting a W-9 (if new).

- Where should our licensees send payments?

Make checks payable to:
Lincoln Center for the Performing Arts, Inc.
Attn: Events Billing Manager
70 Lincoln Center Plaza, 9th Floor
New York, NY 10023-6583

Wire Information: J.P. Morgan Chase, ABA No. 021000021 A/C 061-021709

- How do I contact the Halls Billing team?
 - By e-mail - eventsbilling@lincolncenter.org
 - By phone - 212.875.5348