Exchanging Tickets

1. [Log in](https://support.agiletix.com/hc/en-us/articles/200617005-Log-In) to the **Sales**.

2.Select the **Maintenance**icon (Image 2)



Image 2

3. Search for the customer by entering the **Order #** or the customer’s **Last Name**. Then click the appropriate green check mark. (Image 3)

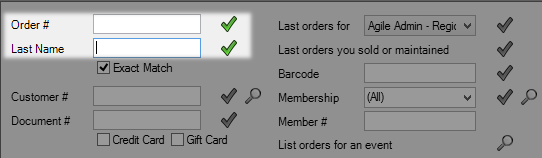


Image 3

4. Double click the correct order to bring up order contents on the **Item Summary** page. (Image 4) (Image 5)

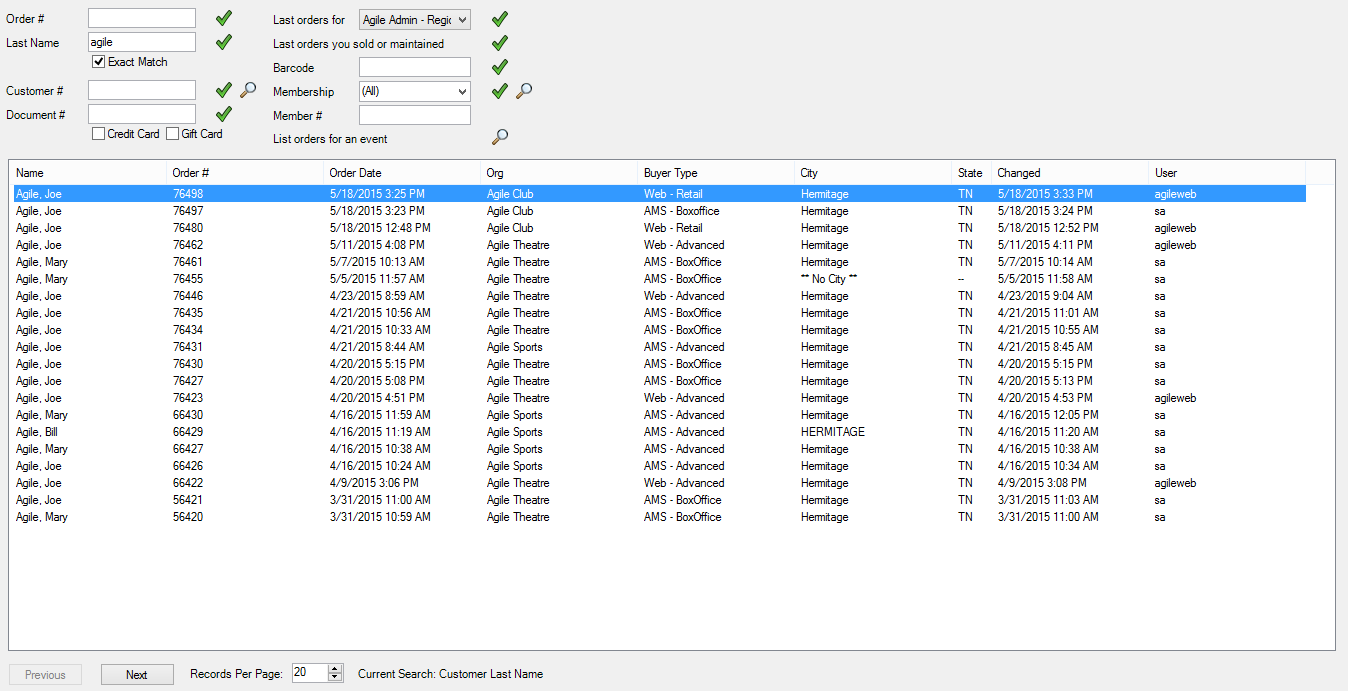
[](https://support.agiletix.com/hc/en-us/article_attachments/202572250/image_1.png)

Image 4

5.While looking at the order select the **Event tab** (Image 5) to the left.

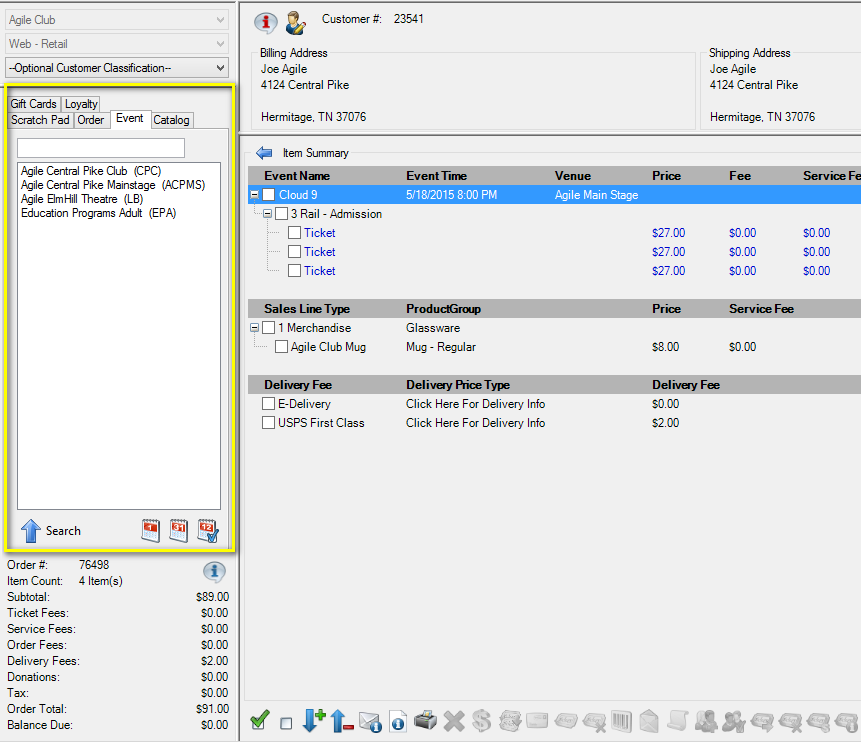
[](https://support.agiletix.com/hc/en-us/article_attachments/202618294/hte11.png)

Image 5

6. Select the**line item** you wish to sell to. Then select the event or show from the list on the right. Add the quantity of tickets for your new event.  (Image 6).

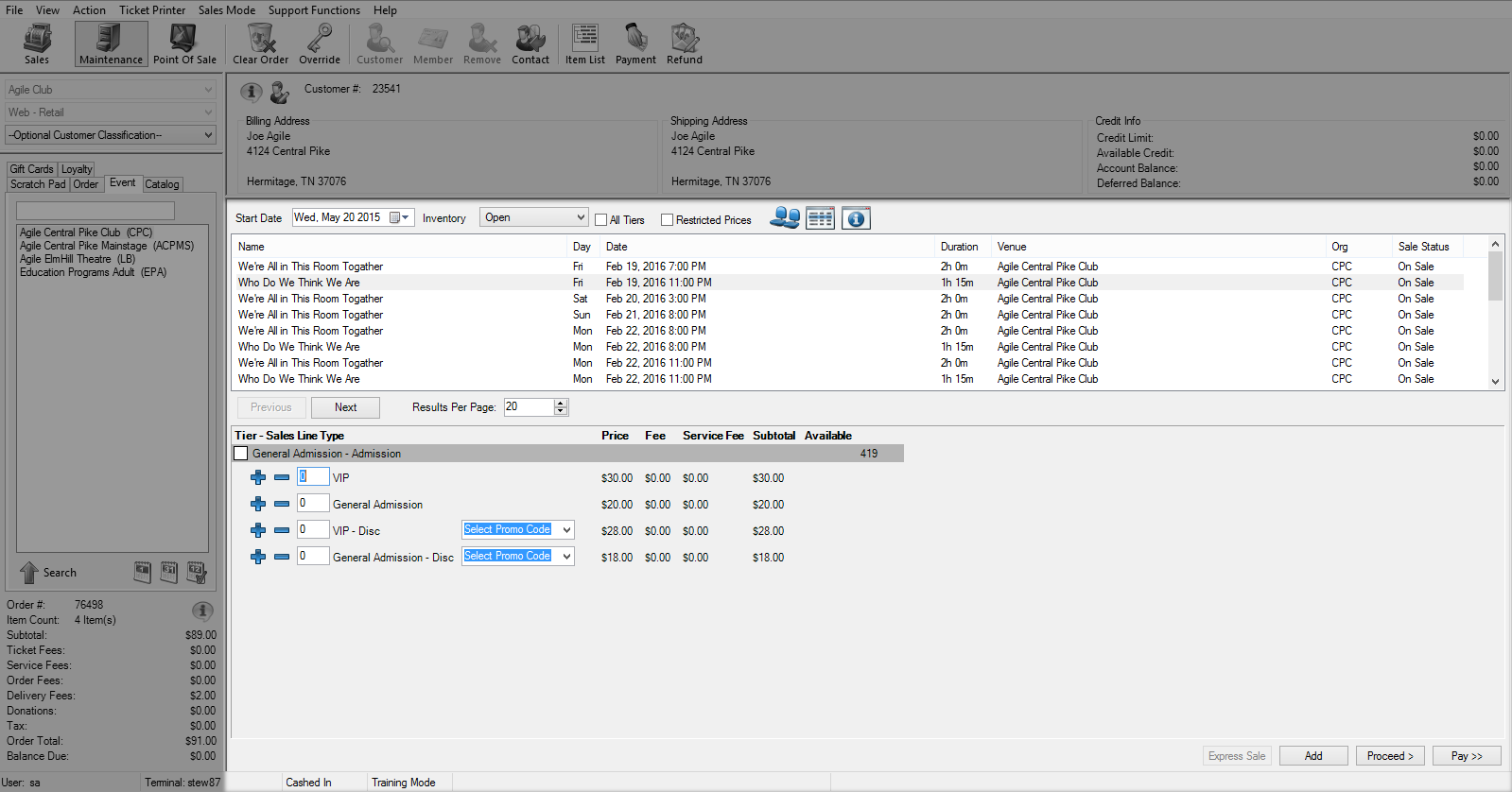
[](https://support.agiletix.com/hc/en-us/article_attachments/202511904/image_3.png)

Image 6

7. Click Proceed to get to the **Item Summary** list. The order will now have the original tickets as well as the new tickets. (Image 7)

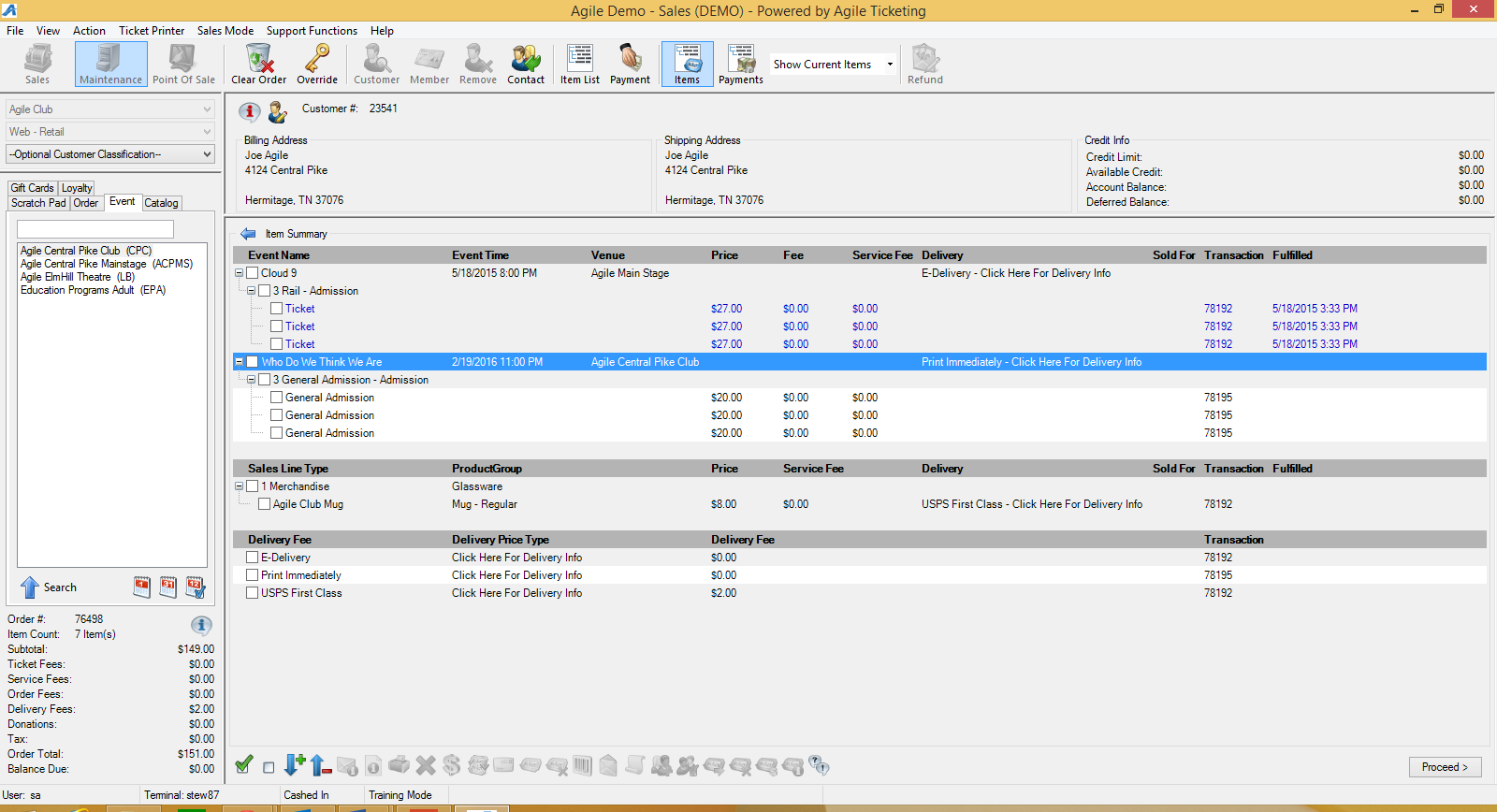
[](https://support.agiletix.com/hc/en-us/article_attachments/202511914/image_4.png)

Image 7

8. Check mark next to the event that will be removed from the order and click the https://support.agiletix.com/hc/en-us/article_attachments/202618304/Red_X.png to remove these tickets from the order.  (Image 8)

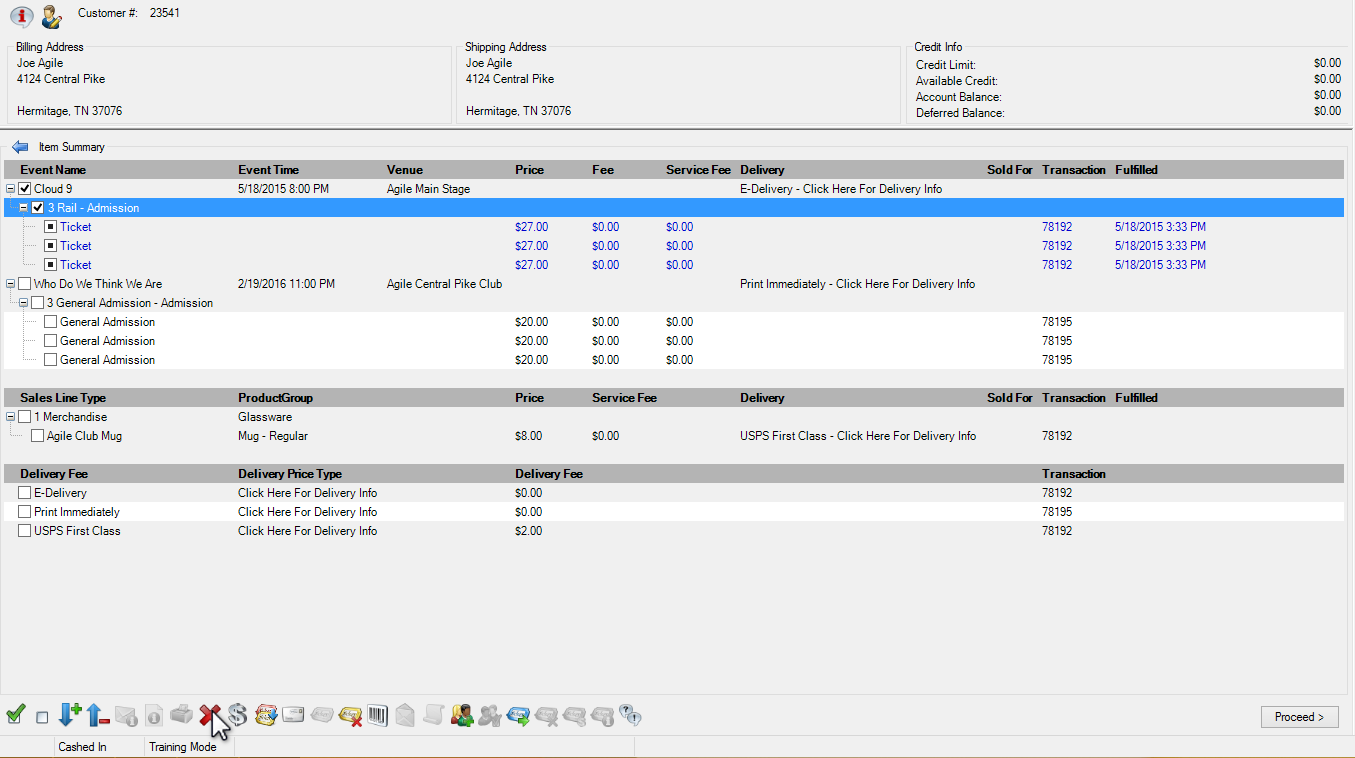
[](https://support.agiletix.com/hc/en-us/article_attachments/202511924/image_5.png)

Image 8

**\*\*Note:**If the original tickets have already been printed there will be a pop up warning. That states some of the selected items have already been fulfilled go ahead and click all to void out that transaction. (Image 9)

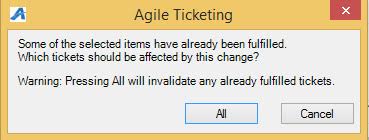


Image 9

9. once you have removed the items from the order and have confirmed the new tickets you are now ready to **Proceed** to the payment screen. (Image 10)

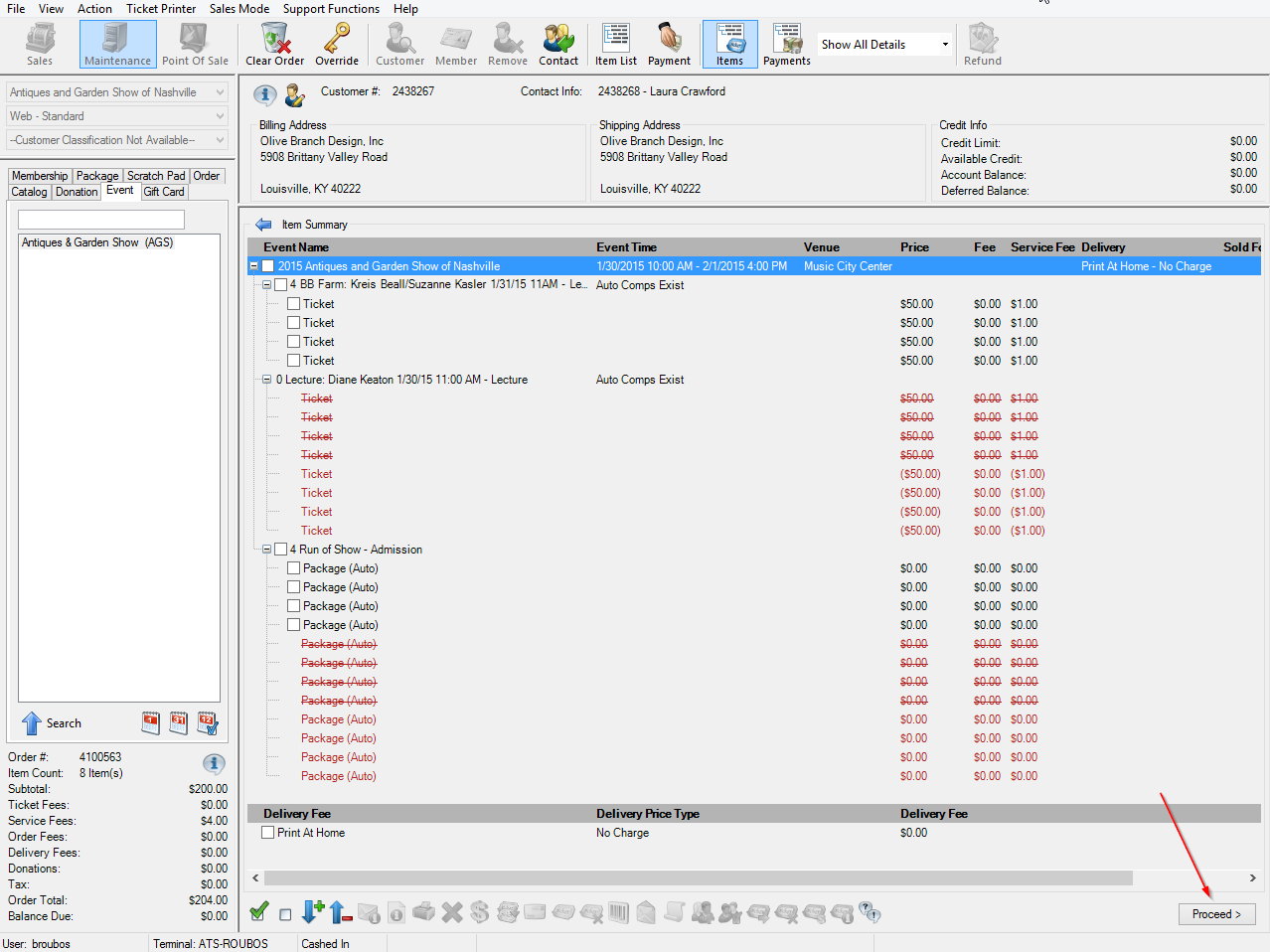
[](https://support.agiletix.com/hc/en-us/article_attachments/202572260/image_6.png)

Image 10

 10. If it is a even exchange and there is no money due select **Finalize** to complete the exchange. IF there is a balance due of a refund owed to the customer process the payment/refund to finalize the order. (Image 11)

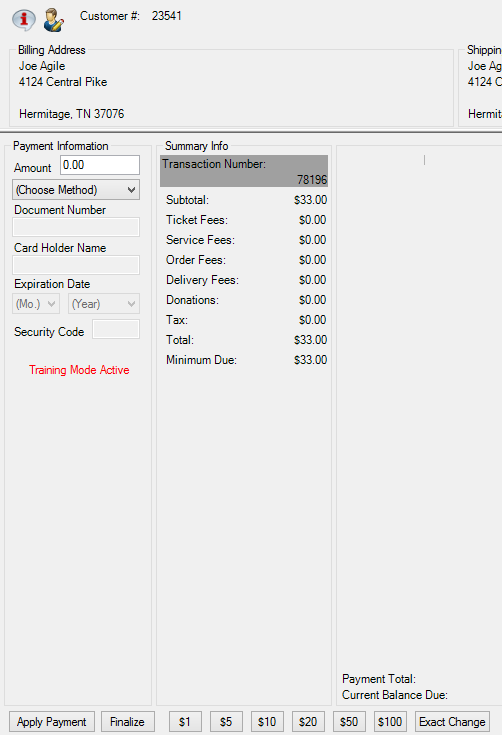


Image 11

11. After Finalizing,you many get a confirmation popup screen this will allow you to send a confirmation and/or a print at home ticket(s) to the customer.

*\*\*If at any time, you believe you have made a mistake or cannot complete the transaction, you can select the****Clear Order****icon at the top of the screen. This reverts the transaction back to its original state.*