

# Exchanging Tickets

1. [Log in](#) to the Sales.

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

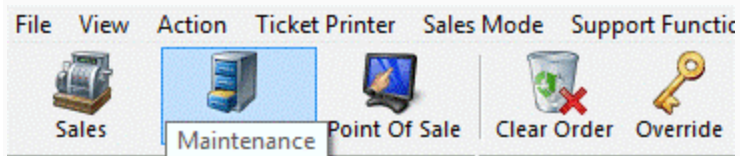


Image 2

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

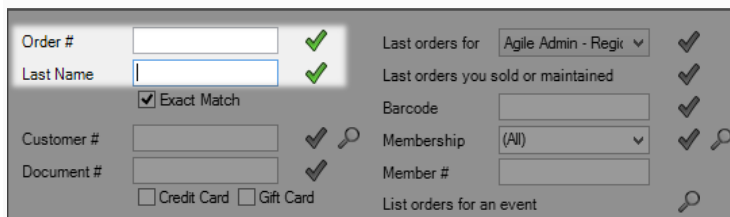
A screenshot of a search form. The form has several input fields and checkboxes. On the left side, there are fields for 'Order #' and 'Last Name', both with green checkmarks to their right. Below these are 'Customer #' and 'Document #' fields, also with green checkmarks. There are checkboxes for 'Exact Match', 'Credit Card', and 'Gift Card'. On the right side, there are dropdown menus for 'Last orders for' (set to 'Agile Admin - Regio'), 'Last orders you sold or maintained', 'Barcode', 'Membership' (set to '(All)'), and 'Member #'. There are also search icons (magnifying glasses) next to several of these fields.

Image 3

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

Order #  ✓ Last orders for  ✓

Last Name  ✓ Last orders you sold or maintained  ✓

Exact Match Barcode  ✓

Customer #  ✓ Membership  ✓

Document #  ✓ Member #  ✓

Credit Card  Gift Card List orders for an event  ✓

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, Joe	76498	5/18/2015 3:25 PM	Agile Club	Web - Retail	Hemitage	TN	5/18/2015 3:33 PM	agileweb
Agile, Joe	76497	5/18/2015 3:23 PM	Agile Club	AMS - BoxOffice	Hemitage	TN	5/18/2015 3:24 PM	sa
Agile, Joe	76480	5/18/2015 12:48 PM	Agile Club	Web - Retail	Hemitage	TN	5/18/2015 12:52 PM	agileweb
Agile, Joe	76462	5/11/2015 4:08 PM	Agile Theatre	Web - Advanced	Hemitage	TN	5/11/2015 4:11 PM	agileweb
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	5/7/2015 10:14 AM	sa
Agile, Mary	76455	5/5/2015 11:57 AM	Agile Theatre	AMS - BoxOffice	** No City **	-	5/5/2015 11:58 AM	sa
Agile, Joe	76446	4/23/2015 8:59 AM	Agile Theatre	Web - Advanced	Hemitage	TN	4/23/2015 9:04 AM	sa
Agile, Joe	76435	4/21/2015 10:56 AM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	4/21/2015 11:01 AM	sa
Agile, Joe	76434	4/21/2015 10:33 AM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	4/21/2015 10:55 AM	sa
Agile, Joe	76431	4/21/2015 8:44 AM	Agile Sports	AMS - Advanced	Hemitage	TN	4/21/2015 8:45 AM	sa
Agile, Joe	76430	4/20/2015 5:15 PM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	4/20/2015 5:15 PM	sa
Agile, Joe	76427	4/20/2015 5:08 PM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	4/20/2015 5:13 PM	sa
Agile, Joe	76423	4/20/2015 4:51 PM	Agile Theatre	Web - Advanced	Hemitage	TN	4/20/2015 4:53 PM	agileweb
Agile, Mary	66430	4/16/2015 11:59 AM	Agile Sports	AMS - Advanced	Hemitage	TN	4/16/2015 12:05 PM	sa
Agile, Bill	66429	4/16/2015 11:19 AM	Agile Sports	AMS - Advanced	HERMITAGE	TN	4/16/2015 11:20 AM	sa
Agile, Mary	66427	4/16/2015 10:38 AM	Agile Sports	AMS - Advanced	Hemitage	TN	4/16/2015 10:38 AM	sa
Agile, Joe	66426	4/16/2015 10:24 AM	Agile Sports	AMS - Advanced	Hemitage	TN	4/16/2015 10:34 AM	sa
Agile, Joe	66422	4/9/2015 3:06 PM	Agile Theatre	Web - Advanced	Hemitage	TN	4/9/2015 3:08 PM	agileweb
Agile, Joe	56421	3/31/2015 11:00 AM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	3/31/2015 11:03 AM	sa
Agile, Mary	56420	3/31/2015 10:59 AM	Agile Theatre	AMS - BoxOffice	Hemitage	TN	3/31/2015 11:00 AM	sa

Previous Next Records Per Page: 20 Current Search: Customer Last Name

Image 4

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

Agile Club

Web - Retail

--Optional Customer Classification--

Gift Cards | Loyalty

Scratch Pad | Order | **Event** | Catalog

Agile Central Pike Club (CPC)  
 Agile Central Pike Mainstage (ACPMS)  
 Agile ElmHill Theatre (LB)  
 Education Programs Adult (EPA)

Search

Customer #: 23541

**Billing Address**  
 Joe Agile  
 4124 Central Pike  
 Hermitage, TN 37076

**Shipping Address**  
 Joe Agile  
 4124 Central Pike  
 Hermitage, TN 37076

**Item Summary**

Event Name	Event Time	Venue	Price	Fee	Service Fee
<input checked="" type="checkbox"/> Cloud 9	5/18/2015 8:00 PM	Agile Main Stage			
<input type="checkbox"/> 3 Rail - Admission					
<input type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00
<input type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00
<input type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00
Sales Line Type	ProductGroup	Price	Service Fee		
<input type="checkbox"/> 1 Merchandise	Glassware				
<input type="checkbox"/> Agile Club Mug	Mug - Regular	\$8.00	\$0.00		
Delivery Fee	Delivery Price Type	Delivery Fee			
<input type="checkbox"/> E-Delivery	Click Here For Delivery Info	\$0.00			
<input type="checkbox"/> USPS First Class	Click Here For Delivery Info	\$2.00			

Order #: 76498

Item Count: 4 Item(s)

Subtotal: \$89.00

Ticket Fees: \$0.00

Service Fees: \$0.00

Order Fees: \$0.00

Delivery Fees: \$2.00

Donations: \$0.00

Tax: \$0.00

Order Total: \$91.00


Balance Due: \$0.00

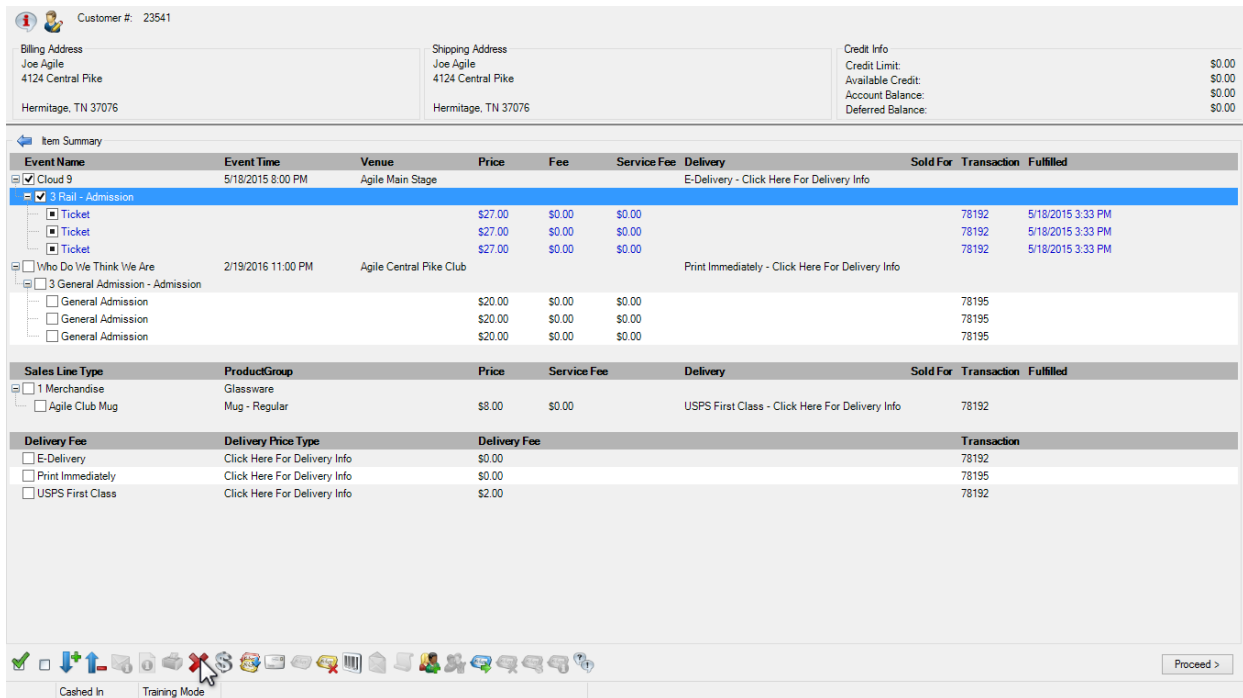
Image 5

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).



Image 7

8. Check mark next to the event that will be removed from the order and click the  to remove these tickets from the order. (Image 8)



Customer #: 23541


Billing Address: Joe Agile, 4124 Central Pike, Hermitage, TN 37076

Shipping Address: Joe Agile, 4124 Central Pike, Hermitage, TN 37076

Credit Info: Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, Deferred Balance: \$0.00

Item Summary

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input checked="" type="checkbox"/> Cloud 9	5/18/2015 8:00 PM	Agile Main Stage				E-Delivery - Click Here For Delivery Info			
<input checked="" type="checkbox"/> Rail - Admission									
<input checked="" type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00		78192	5/18/2015 3:33 PM	
<input checked="" type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00		78192	5/18/2015 3:33 PM	
<input checked="" type="checkbox"/> Ticket			\$27.00	\$0.00	\$0.00		78192	5/18/2015 3:33 PM	
<input type="checkbox"/> Who Do We Think We Are	2/19/2016 11:00 PM	Agile Central Pike Club				Print Immediately - Click Here For Delivery Info			
<input type="checkbox"/> 3 General Admission - Admission									
<input type="checkbox"/> General Admission			\$20.00	\$0.00	\$0.00		78195		
<input type="checkbox"/> General Admission			\$20.00	\$0.00	\$0.00		78195		
<input type="checkbox"/> General Admission			\$20.00	\$0.00	\$0.00		78195		
Sales Line Type	ProductGroup	Price	Service Fee	Delivery	Sold For	Transaction	Fulfilled		
<input type="checkbox"/> 1 Merchandise	Glassware								
<input type="checkbox"/> Agile Club Mug	Mug - Regular	\$8.00	\$0.00	USPS First Class - Click Here For Delivery Info	78192				
Delivery Fee	Delivery Price Type	Delivery Fee	Transaction						
<input type="checkbox"/> E-Delivery	Click Here For Delivery Info	\$0.00	78192						
<input type="checkbox"/> Print Immediately	Click Here For Delivery Info	\$0.00	78195						
<input type="checkbox"/> USPS First Class	Click Here For Delivery Info	\$2.00	78192						

Toolbar:  Proceed >

Cashed In Training Mode

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)

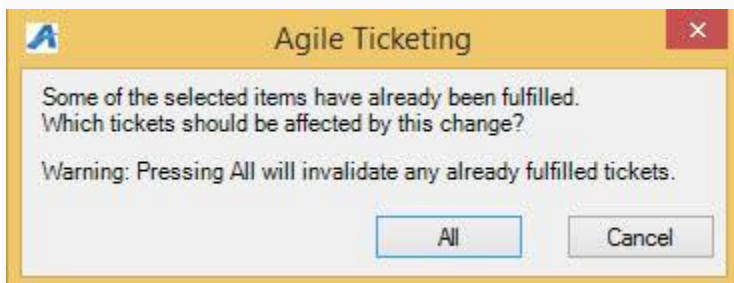




Image 9

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)





 Customer #: 23541

<b>Billing Address</b> Joe Agile 4124 Central Pike  Hermitage, TN 37076	<b>Shipping</b> Joe Ag 4124 C  Hermit
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<b>Payment Information</b> Amount <input type="text" value="0.00"/> (Choose Method) <input type="button" value="v"/> Document Number <input type="text"/> Card Holder Name <input type="text"/> Expiration Date (Mo.) <input type="button" value="v"/> (Year) <input type="button" value="v"/> Security Code <input type="text"/>  <span style="color: red;">Training Mode Active</span>	<b>Summary Info</b> Transaction Number: 78196 Subtotal: \$33.00 Ticket Fees: \$0.00 Service Fees: \$0.00 Order Fees: \$0.00 Delivery Fees: \$0.00 Donations: \$0.00 Tax: \$0.00 Total: \$33.00 Minimum Due: \$33.00	Payment Total: Current Balance Due:
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Image 11

11. After Finalizing, you may 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.*