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)

Order #	Image: A state of the state	Last orders for Agile Admin - Regic 🗸	~
Last Name	✓	Last orders you sold or maintained	\checkmark
	✓ Exact Match	Barcode	\checkmark
Customer #	✓	Membership (All) 🗸	12
Document #	A	Member #	
	Credit Card Gift Card	List orders for an event	P

Image 3

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

Date Order /f Order Date Org Buyer Type Cty State Changed User Agle, Joa 76459 5/18/2015 32.3 PM Agle Cub AMS - Boudfice Hemitage TN 5/18/2015 32.3 PM agleweb Agle, Joa 76459 5/18/2015 32.3 PM Agle Cub AMS - Boudfice Hemitage TN 5/18/2015 12.5 2/PM agleweb Agle, Joa 76461 5/18/2015 12.48 PM Agle Cub Web - Real Hemitage TN 5/18/2015 12.52 PM agleweb Agle, Joa 76462 5/18/2015 12.48 PM Agle Cub Web - Advanced Hemitage TN 5/18/2015 12.52 PM agleweb Agle, Joa 76461 5/7/2015 11.01 AM Agle Theatre AMS - Boudfice Hemitage TN 5/12/2015 10.11 AM as Agle, Joa 76461 5/7/2015 11.53 AM Agle Theatre AMS - Boudfice Hemitage TN 5/2/2015 11.51 AM as Agle, Joa 76453 4/21/2015 10.56 AM Agle Theatre AMS - Boudfice Hemitage TN 4/21/2015 10.55 AM as Agle, Joa 76433	Exact M	latch	Last orders you Barcode	sold or maintained	×						
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	iry	56420	3/31	1/2015 10:59 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	3/31/2015 11:00 AM	sa	
	ny	56420	3/31.	1/2015 10:59 AM	Agile Theatre	AMS - BoxOffice	Hernitage	IN	3/31/2015 11:00 AM	sa	

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

Agile Club V Web - Retail Optional Customer Classification- V Gift Cards Loyalty Scratch Pad Order Event Catalog	Customer #: 2 Billing Address Joe Agile 4124 Central Pike Hermitage, TN 37076	23541			Shipping Addres Joe Agile 4124 Central Pi Hermitage, TN	s ke 37076
	- 🚑 Item Summary					
Agile Central Pike Club (CPC)	EventName	EventTime	Venue	Price	Fee	Service Fe
Agile ElmHill Theatre (LB)	🗏 🗌 Cloud 9	5/18/2015 8:00 PM	Agile Main Stage			
Education Programs Adult (EPA)	🖃 🔄 3 Rail - Admission					
				\$27.00	\$0.00	\$0.00
	Ticket			\$27.00	\$0.00	\$0.00
	Sales Line Type	ProductGroup		Price	Service Fe	æ
	I Merchandise	Glassware		6 0.00	e0.00	
	Agile Club Mug	Mug - Regular		\$8.00	\$0.00	
	Delivery Fee	Delivery Price Type		Delivery	Fee	
	E-Delivery	Click Here For Delivery Info		\$0.00		
	USPS First Class	Click Here For Delivery Info		\$2.00		
A Search 📓 🖏						
Order #: 76498						
Subtotal: \$89.00						
Ticket Fees: \$0.00						
Service Fees: \$0.00 Order Fees: \$0.00						
Delivery Fees: \$2.00						
Donations: \$0.00						
Order Total: \$91.00					10 et	
Balance Due: \$0.00	🔍 🗆 🚹 🎦 🖓 🤇				\$ \$ \$ @ \$	299

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).

File View Action Ticket Printer Sales	Mode Support Functions Help	ist Payment	Refund							
Agle Club Veb - Retail Optional Customer Classification- V Grit Cards [Loyab] Soratch Pad [Order Event Catalog	Customer #: 23541 Billing Address Joc Apile 4124 Central Pike Hermitage, TN 37076		Shipping Address Joe Agile 4124 Central Pike Hermitage, TN 37076			Credit Info Credit Limit Available Credit: Account Balance: Deferred Balance:				\$0.00 \$0.00 \$0.00 \$0.00
Agle Central Rike Oub (CPC) Agle Central Rike Manitage (ACPMS) Agle EinHill Theatre (LB) Education Program Adut (EPA)	Start Date Wed. May 20 2015 Inventory Open V Name Day Day Day Day Name Name <t< td=""><td>All Tiers Date Feb 19, 201 Feb 20, 201 Feb 20, 201 Feb 22, 201</td><td>Restricted Prices 2</td><td>D. 22 23 24 24 24 24 24 24 24 24 24 24 24 24 24</td><td>uration 1 0m 1 15m 1 0m 1 0m 1 15m 1 15m 1 15m</td><td>Venue Agle Central Pice Oub Agle Central Pice Oub</td><td></td><td>Org CPC CPC CPC CPC CPC CPC CPC CPC</td><td>Sale Status On Sale On Sale On Sale On Sale On Sale On Sale On Sale On Sale</td><td>~</td></t<>	All Tiers Date Feb 19, 201 Feb 20, 201 Feb 20, 201 Feb 22, 201	Restricted Prices 2	D. 22 23 24 24 24 24 24 24 24 24 24 24 24 24 24	uration 1 0m 1 15m 1 0m 1 0m 1 15m 1 15m 1 15m	Venue Agle Central Pice Oub Agle Central Pice Oub		Org CPC CPC CPC CPC CPC CPC CPC CPC	Sale Status On Sale On Sale On Sale On Sale On Sale On Sale On Sale On Sale	~
Search (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Ter- Sales Line Type vv General Admission - Admission	Price Fer \$30.00 \$0.1 \$20.00 \$0.1 \$28.00 \$0.1 \$18.00 \$0.1	Service Fee Subtotal 00 \$0.00 \$30.00 00 \$0.00 \$20.00 00 \$0.00 \$28.00 00 \$0.00 \$18.00	wailable 419						
Item Court: 4 Item(s) Substata \$\$9.00 Ticktef Fees: \$\$0.00 Gorder Fees: \$\$0.00 Donations: \$\$0.00 Tax: \$\$0.00 Order Foes: \$\$0.00 Delivery Fees: \$\$0.00 Tax: \$\$0.00 Order Foel: \$\$0.00 Jax: \$\$0.00 Balance Due: \$\$0.00 User: sa Temmal: stew87	Cashed In Training Mode						Express Sale	Add	Proceed >	Pay >>

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)

A					Agile Demo -	Sales (DEMO) -	Powered b	y Agile Ticketi	ing				- 0 ×
File View Action Tic	cket Printer Sales	Mode Support Functions H	lelp										
Sales Maintenan	Point Of Sale	Clear Order Override Cust	omer Member	Remove Contact	Item List Payment	Items Payment	Show Cur	ent Items 🔹	Refund				
Agile Club	~	😱 👰 Customer #: 2	3541										
Web Potail	M	S 🖉											
VVCD - I VCLOII		Billing Address				Shipping Address				Credit Info			
Optional Customer Classific	cation V	Joe Agile				Joe Agile				Credit Limit:			\$0.00
Gift Carde Lovalty		4124 Central Fike				4124 Central Fike				Available Credit: Account Balance:			\$0.00
Scratch Pad Order Even	t Catalog	Hermitage, TN 37076				Hermitage, TN 3707	6			Deferred Balance:			\$0.00
		🗧 🖨 Item Summary											
Agile Central Pike Club (C Agile Central Pike Majort	CPC)	Event Name		EventTime	Venue	Price	Fee	Service Fee	e Delivery	Sold For	Transaction	Fulfilled	
Agile ElmHill Theatre (LB	l)	Cloud 9		5/18/2015 8:00 PM	Agile Main St	age			E-Delivery - Click Here For Deliv	ery Info			
Education Programs Adult	it (EPA)	😑 🔄 3 Rail - Admission											
		Ticket				\$27.00	\$0.00	\$0.00			78192	5/18/2015 3:33 PM	
		Ticket				\$27.00	\$0.00	\$0.00			78192	5/18/2015 3:33 PM	
		Ticket				\$27.00	\$0.00	\$0.00			78192	5/18/2015 3:33 PM	
		💻 🔜 Who Do We Think We A	e	2/19/2016 11:00 PM	Agile Central	Pike Club			Print Immediately - Click Here Fo	or Delivery Info			
		3 General Admission	Admission										
		General Admission				\$20.00	\$0.00	\$0.00			78195		
		General Admission				\$20.00	\$0.00	\$0.00			78195		
		General Admission				\$20.00	\$0.00	\$0.00			78195		
								_			-		
		Sales Line Type		ProductGroup		Price	Service	Fee	Delivery	Sold For	Iransaction	Futhiled	
		I Merchandise		Glassware		*0.00	*****			D.F. 17	70400		
		Agile Club Mug		Mug - Regular		\$8.00	\$0.00		USPS First Class - Click Here Fo	or Delivery Into	/8192		
		Delivery Fee		Delivery Price Type		Delivery	Fee				Transaction	I.	
		E-Delivery		Click Here For Delive	ery Info	\$0.00					78192		
		Print Immediately		Click Here For Delive	ery Info	\$0.00					78195		
Search	🔄 🖑 👹 🛛	USPS First Class		Click Here For Delive	ery Info	\$2.00					78192		
Order #: 76498													
Item Count: 7 Item(s)	1												
Subtotal:	\$149.00												
Ticket Fees: Sonice Fees:	\$0.00												
Order Fees	\$0.00												
Delivery Fees:	\$2.00												
Donations:	\$0.00												
Tax: Order Tetel	\$0.00												
Balance Due:	\$151.00	🖌 o 🛟 📜 🗟 🖉	WX (3 8 8 0 0	Q III 🙆 🖉 I	8×99	999	>					Proceed >
liker sa	Terminal: stew87	Cashed In T	raining Mode										
	. Shining . ocowor	oddilod in 1											

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

Ustomer #: 23541											
Billing Address			Shipping Address				Credit Info				
Joe Agile			Joe Agile				Credit Limit:				\$0.00
4124 Central Pike		4	4124 Central Pike				Available Cred	lit:			\$0.00
Hermitage, TN 37076		H	Hermitage, TN 37()76			Account Balan Deferred Balar	ce: nce:			\$0.00 \$0.00
두 Item Summary											
EventName	Event Time	Venue	Price	Fee	Service Fee	Delivery		Sold For	Transaction	Fulfilled	
Cloud 9	5/18/2015 8:00 PM	Agile Main Stage				E-Delivery - Click Here For Delive	ery Info				
🗆 🖬 🗹 3 Rail - Admission											
 Ticket 			\$27.00	\$0.00	\$0.00				78192	5/18/2015 3:33 PM	
 Ticket 			\$27.00	\$0.00	\$0.00				78192	5/18/2015 3:33 PM	
 Ticket 			\$27.00	\$0.00	\$0.00				78192	5/18/2015 3:33 PM	
💷 🗌 Who Do We Think We Are	2/19/2016 11:00 PM	Agile Central Pik	ce Club			Print Immediately - Click Here For	Delivery Info				
🗐 🗌 3 General Admission - Admission											
General Admission			\$20.00	\$0.00	\$0.00				78195		
General Admission			\$20.00	\$0.00	\$0.00				78195		
General Admission			\$20.00	\$0.00	\$0.00				78195		
Sales Line Type	ProductGroup		Price	Servie	e Fee	Delivery		Sold For	Transaction	Fulfilled	
I Merchandise	Glassware										
1 Merchandise Agile Club Mug	Glassware Mug - Regular		\$8.00	\$0.00		USPS First Class - Click Here For	r Delivery Info		78192		
I Merchandise Agile Club Mug	Glassware Mug - Regular		\$8.00	\$0.00		USPS First Class - Click Here For	r Delivery Info		78192		
I Merchandise Agile Club Mug Delivery Fee	Glassware Mug - Regular Delivery Price Type	_	\$8.00 Deliver	\$0.00	_	USPS First Class - Click Here For	r Delivery Info		78192 Transaction	_	_
I Merchandise Agile Club Mug Delivery Fee E-Delivery	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info	_	\$8.00 Deliver \$0.00	\$0.00 / Fee	_	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192		_
I Merchandise Agile Club Mug Delivery Fee E-Delivery Print Immediately	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info	_	\$8.00 Deliver \$0.00 \$0.00	\$0.00 / Fee	_	USPS First Class - Click Here For	r Delivery Info	_	78192 Transaction 78192 78195	_	_
I Merchandise Agile Club Mug Delivery Fee F-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info	-	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00 / Fee	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192	_	_
1 Marchandise Aglie Club Mug Delivery Erbelivery Frict Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info	-	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00 / Fee	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192	-	
1 Merchandise Agile Club Mug Delivery Fee E-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info	-	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00 / Fee	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192	-	_
1 Merchandise Agile Club Mug Delivery Fee E-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info	-	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192	-	
1 Marchandise Agile Club Mug Delivery Fee E-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Phice Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info		\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192	-	_
1 Merchandise Agile Club Mug Delivery Fee E-Delivery Print Innexistely USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info	-	\$3.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00		USPS First Class - Click Here Fo	r Delivery Info		78192 Transaction 78192 78195 78192		_
1 Marchandise Aglie Club Mug Delivery Froelivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info		\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00	-	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192		
1 Marchandise Agile Club Mug Delivery Fee E-Delivery Print Immediately USPS First Class	Glassware Mug. Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info		\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00		USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192		
1 Merchandise Agile Club Mug Delivery Fee De-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info	-	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00	_	USPS First Class - Click Here For	r Delivery Info	_	78192 Transaction 78192 78195 78192		_
1 Marchandise Agile Club Mug Delivery E-Delivery Print Immediately USPS First Class	Glassware Mug - Regular Delivey Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info	_	\$8.00 Deliver \$0.00 \$0.00 \$2.00	\$0.00		USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192		
I Marchandise Aglie Club Mug Delover E-Deliver Print Immediately USPS First Class	Glassware Mug - Regular Delivery Price Type Click Here For Delivery Info Click Here For Delivery Info Click Here For Delivery Info) 🚖 🎩 🗸	\$8.00 Deliver \$0.00 \$0.00 \$2.00	50.00 Y Fee	ð	USPS First Class - Click Here For	r Delivery Info		78192 Transaction 78192 78195 78192		Proceed >

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)

A	Agile	Ticketing	×
Some of the Which ticke	selected items have ts should be affected	e already been full d by this change?	illed.
Warning: Pr	essing All will invali	idate any already i	ulfilled tickets.
		All	Cancel

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)

File View Action Ticket Printer	Sales Mode Support Functions Help			*0	
Sales Maintenance Point Of	sale Clear Order Override Customer Member Remove Contact	Item List Payment Items Payment	Show All Details	• Refund	
Antiques and Garden Show of Nashville	V Customer #: 2438267 Contact Info:	2438268 - Laura Crawford			
Web - Standard	×				
Customer Classification Not Available	Billing Address	Shipping Address		Credit Info	00.00
-customer classification not Available-	5908 Brittany Valley Boad	5908 Brittany Valley Boad		Available Credit:	\$0.00
Membership Package Scratch Pad Ord	er			Account Balance:	\$0.00
Catalog Donation Event Gift Card	Louisville, KY 40222	Louisville, KY 40222		Deferred Balance:	\$0.00
	🗧 🚑 Item Summary				
Antiques & Garden Show (AGS)	EventName	EventTime	Venue Price	Fee Service Fee De	livery Sold Fo
	2015 Antiques and Garden Show of Nashville	1/30/2015 10:00 AM - 2/1/2015 4:00 PM	Music City Center	Pri	nt At Home - No Charge
	-= 4 BB Farm: Kreis Beall/Suzanne Kasler 1/31/15 11AM - Le.	Auto Comps Exist			
	Ticket		\$50.00) \$0.00 \$1.00	
	Ticket		\$50.00	\$0.00 \$1.00	
	Ticket		\$50.00	\$0.00 \$1.00	
	Ticket		\$50.00	\$0.00 \$1.00	
	0 Lecture: Diane Keaton 1/30/15 11:00 AM - Lecture	Auto Comps Exist			
	Ticket		\$50.00	0 \$0.00 \$1.00	
	Ticket		\$50.00) \$0.00 \$1.00	
	Ticket		\$50.00	0 \$0.00 \$1.00	
	Ticket		\$50.00) <u>\$0.00</u> <u>\$1.00</u>	
	Ticket		(\$50.0	0) \$0.00 (\$1.00)	
	Ticket		(\$50.0	0) \$0.00 (\$1.00)	
	Ticket		(\$50.0	0) \$0.00 (\$1.00)	
	Ticket		(\$50.0	0) \$0.00 (\$1.00)	
	🖙 🗔 4 Run of Show - Admission				
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
👚 Search 🛛 🖼 🕅	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
Order #: 4100563	Package (Auto)		\$0.00	\$0.00 \$0.00	
Item Count: 8 Item(s)	Package (Auto)		\$0.00	\$0.00 \$0.00	
Subtotal: \$20	0.00				Δ.
Service Fees: \$	Delivery Fee	Delivery Price Type	Deliv	ery Fee	
Order Fees: St	00 Print At Home	No Charge	\$0.00		
Delivery Fees: \$	0.00				
Donations: \$.00				
Tax: \$.00				~ ^
Order Total: \$204		n III (h II (k st	<i></i>		Proceed
Darance Due: \$1					rioceed >
User: broubos Terminal: AT	S-ROUBOS Cashed In				

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)

🚺 🐉 Customer #:	23541			
Billing Address				Shippin
Joe Agile				Joe Ag
4124 Central Pike				4124 C
Hermitage, TN 37076				Hermit
Payment Information	Summary Info		1	
Amount 0.00	Transaction Number:	70100	I	
(Choose Method) V	0.14.4.1	/8196		
Document Number	Subtotal:	\$33.00		
	Ticket Fees:	\$0.00		
Card Holder Name	Service Fees:	\$0.00		
	Order Fees:	\$0.00		
Expiration Date	Delivery Fees:	\$0.00		
(Mo.) V (Year) V	Donations:	\$0.00		
	Tax:	\$0.00		
Security Code	Total:	\$33.00		
Training Mode Active	Minimum Due:	\$33.00		
			Payment Total:	
Apply Payment Finalize	\$1 \$5 \$1	0 \$20	\$50 \$100 Event (hange
reply replicing rindize	91 95 91	420		andrigo

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.