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)

istomer # icument #	Credit Card Gift Card	Barcode Membership (All) Member # 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	Hermitage	TN	5/18/2015 3:33 PM	agileweb
Agile, Joe	76497	5/18/2015 3:23 PM	Agile Club	AMS - Boxoffice	Hermitage	TN	5/18/2015 3:24 PM	sa
Agile, Joe	76480	5/18/2015 12:48 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 12:52 PM	agileweb
Agile, Joe	76462	5/11/2015 4:08 PM	Agile Theatre	Web - Advanced	Hermitage	TN	5/11/2015 4:11 PM	agileweb
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Theatre	AMS - BoxOffice	Hermitage	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	Hermitage	TN	4/23/2015 9:04 AM	sa
Agile, Joe	76435	4/21/2015 10:56 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 11:01 AM	sa
Agile, Joe	76434	4/21/2015 10:33 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 10:55 AM	sa
Agile, Joe	76431	4/21/2015 8:44 AM	Agile Sports	AMS - Advanced	Hermitage	TN	4/21/2015 8:45 AM	sa
Agile, Joe	76430	4/20/2015 5:15 PM	Agile Theatre	AMS - BoxOffice	Hermitage	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	Hermitage	TN	4/20/2015 4:53 PM	agileweb
Agile, Mary	66430	4/16/2015 11:59 AM	Agile Sports	AMS - Advanced	Hermitage	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	Hermitage	TN	4/16/2015 10:38 AM	sa
Agile, Joe	66426	4/16/2015 10:24 AM	Agile Sports	AMS - Advanced	Hermitage	TN	4/16/2015 10:34 AM	sa
Agile, Joe	66422	4/9/2015 3:06 PM	Agile Theatre	Web - Advanced	Hermitage	TN	4/9/2015 3:08 PM	agileweb
Agile, Joe	56421	3/31/2015 11:00 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	3/31/2015 11:03 AM	sa
Agile, Mary	56420	3/31/2015 10:59 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	3/31/2015 11:00 AM	sa

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

Agile Club 🗸	🕕 🐉 Customer #:	23541				
Web - Retail V -Optional Customer Classification-	Billing Address Joe Agile 4124 Central Pike				Shipping Addre Joe Agile 4124 Central P	
Gift Cards Loyalty Scratch Pad Order Event Catalog	Hermitage, TN 37076				Hermitage, TN	37076
	tem Summary					
Agile Central Pike Club (CPC)	EventName	EventTime	Venue	Price	Fee	Service F
Agile Central Pike Mainstage (ACPMS) Agile ElmHill Theatre (LB)	🗏 🗌 Cloud 9	5/18/2015 8:00 PM	Agile Main Stage			
Education Programs Adult (EPA)	🖳 🗐 🗌 3 Rail - Admission					
1 1	Ticket			\$27.00	\$0.00	\$0.00
	Ticket			\$27.00	\$0.00	\$0.00
	Ticket			\$27.00	\$0.00	\$0.00
	Sales Line Type	ProductGroup		Price	Service F	ee
	📮 🗌 1 Merchandise	Glassware				
	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		
Search						
Drder #: 76498						
em Count: 4 Item(s)						
Subtotal: \$89.00 Ticket Fees: \$0.00						
icket Fees: \$0.00 Service Fees: \$0.00						
Order Fees: \$0.00						
Delivery Fees: \$2.00						
Delivery Fees: \$2.00 Donations: \$0.00 Tax: \$0.00						
Delivery Fees: \$2.00 Donations: \$0.00		o 🗢 🗙 💲 😂 💷	<i>@ @</i> M 1		1. st. co	9. 6 . 6

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	Contact Item List Payment Refund			
Agle Club v Web - Retail v Gott Cards Loyaty Grit Cards Loyaty Scratch Pad Order Event Catalog	Customer #: 23541 Billing Address Joc Apile 4124 Certral Pike Hermitage, TN 37076	Shipping Address Joc Agile 4124 Central Fike Hermitage, TN 37076		Credit Info Credit Limit: Available Credit: Account Balance: Deferred Balance:	\$0.00 \$0.00 \$0.00 \$0.00
Aglie Central Pike Club (CPC) Aglie Central Pike Mainstage (ACPMS) Aglie BimHill Theatre (LB) Education Programs Adult (EPA)	Start Date Wed, May 20 2015 🐨 Inventory Open Name Were All in This Room Togather Who Do We Think We Are Were All in This Room Togather	✓ All Tiers Restricted Prices 20 20 20 20 40 Fir Feb 13, 2016 7:00 PM Fir Feb 13, 2016 7:100 PM Sat Feb 20, 2018 2:00 PM	Duration Venue 2h 0m Agle Central Pike 1h 15m Agle Central Pike 2h 0m Agle Central Pike	Club CPC	Sale Status On Sale On Sale On Sale
	Weire All in This Room Together Weire All in This Room Together Who Do Weirhnik We Are Weire All in This Room Together Who Do We Think We Are Provious Next Results Per Page. 22	Sun Feb 21, 2016 8:00 PM Mon Feb 22, 2016 8:00 PM Mon Feb 22, 2016 8:00 PM Mon Feb 22, 2016 11:00 PM Mon Feb 22, 2016 11:00 PM	2h 0m Agile Central Pike 2h 0m Agile Central Pike 1h 15m Agile Central Pike 2h 0m Agile Central Pike 1h 15m Agile Central Pike	CPC CPC Dub CPC Dub CPC Dub CPC Dub CPC	On Sale On Sale On Sale On Sale On Sale
	Tier - Sales Line Type General Admission - Admission	Price Fee Service Fee Subtotal Availab	e 419		
Search 🖲 🗐 👺	Image: Select From the select	320.00 30.00 30.00			
Order #: 76438 Item Count: 4 Item(s) Subtotal: \$89.00 Tricket Fees: \$0.00 Service Fees: \$0.00 Delivery Fees: \$2.00 Dorations: \$30.00					
Donations: \$0.00 Tax: \$0.00 Order Total: \$91.00 Balance Due: \$0.00 User: sa Terminal: 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		Agil	e Demo - Si	ales (DEMO) - Po	wered by	Aaile Ticketin	a				- 🗇 🗙
File View Action Ticket Printer Sales	Mode Support Functions Help	/ gii		(<u> </u>					
Sales Maintenance Point Of Sale	🕵 🦧 🕹 🖉	ber Remove Contact	t Payment	Items	Show Curre		efund				
Agle Oub V Web - Retal V -Optional Customer Classification- V Gift Cards Loyaby Scratch Pad Order Scratch Pad Order Event	Customer #: 23541 Billing Address Joe Agile 4124 Central Pike Hermitage, TN 37076		4	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
	👍 Item Summary										
Agile Central Pike Club (CPC)	EventName	Event Time \	/enue	Price	Fee	Service Fee	Dalivary	Sold For	Transaction	Eulfilled	_
Agile Central Pike Mainstage (ACPMS) Agile ElmHill Theatre (LB) Education Programs Adult (EPA)	Cloud 9		Agile Main Stage	3			E-Delivery - Click Here For Deliv				
	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 A	Agile Central Pik	ce 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 F	æ	Delivery	Sold For	Transaction	Fulfilled	
	1 Merchandise	Glassware					-				
	Agile Club Mug	Mug - Regular		\$8.00	\$0.00		USPS First Class - Click Here Fo	or Delivery Info	78192		
	Delivery Fee	Delivery Price Type		Delivery Fee	,				Transaction	i i i i i i i i i i i i i i i i i i i	
	E-Delivery	Click Here For Delivery Info		\$0.00					78192		
	Print Immediately	Click Here For Delivery Info		\$0.00					78195		
👚 Search 🛛 🛄 🕎	USPS First Class	Click Here For Delivery Info		\$2.00					78192		
Order #: 76498 Item Count: 7 Item(s) Subtolal: \$149.00 Ticket Fees: \$0.00 Service Fees: \$0.00 Order Fees: \$0.00 Delivery Fees: \$2.00 Donations: \$0.00 Tax: \$0.00											
Order Total: \$151.00	🖌 o 🛟 🔭 🚛 🖏 🗑 🐗 🗙	\$88000			0.						Proceed >
Balance Due: \$0.00					3-0-0						Floceed 3
User: sa Terminal: stew 87	Cashed In Training Mode				-						

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)

Billing Address Joe Agile 4124 Central Pike		Joe Agi 4124 C	entral Pike				Credit Info Credit Limit: Available Credit: Account Balance:				\$0.0 \$0.0 \$0.0
Hermitage, TN 37076		Hermita	age, TN 37076				Deferred Balance	e:			\$0.0
두 Item Summary											
EventName	Event Time	Venue	Price	Fee	Service Fee			old For 1	Transaction	Fulfilled	
Cloud 9	5/18/2015 8:00 PM	Agile Main Stage				E-Delivery - Click Here For Delivery	y 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			1	78192	5/18/2015 3:33 PM	
Who Do We Think We Are	2/19/2016 11:00 PM	Agile Central Pike Club				Print Immediately - Click Here For D	Delivery Info				
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			7	78195		
Sales Line Type	ProductGroup	_	Price	Service Fe	2 0	Delivery	So	old For 1	Transaction	Fulfilled	
1 Merchandise	Glassware				-						_
Agile Club Mug	Mug - Regular		\$8.00	\$0.00		USPS First Class - Click Here For I	Delivery Info		78192		
Delivery Fee	Delivery Price Type		Delivery Fe	в				T	Transaction		
E-Delivery	Click Here For Delivery Info		\$0.00					7	78192		
Print Immediately	Click Here For Delivery Info		\$0.00					7	78195		
	Click Here For Delivery Info		\$2.00					7	78192		
USPS First Class											
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USPS First Class											
USPS First Class											
USPS First Class	\$ 8) (2) - 5 - 4 - 54	କ୍ଟକ୍ଟ୍	1 - G %							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					
	selected items have ts should be affected		filled.			
Warning: Pr	essing All will invali	date any already f	fulfilled 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)

Sales Maintenance Point Of Sale	Clear Order Override Customer Member Remove Cont	act Item List Payment Items Payme	Show All Details	- Refund	
iques and Garden Show of Nashville \vee	🕕 🐉 Customer #: 2438267 Contact I	nfo: 2438268 - Laura Crawford			
b - Standard 🗸 🗸	Billing Address	Shipping Address		Credit Info	
ustomer Classification Not Available-	Olive Branch Design, Inc	Olive Branch Design, Inc		Credit Limit:	\$0.0
	5908 Brittany Valley Road	5908 Brittany Valley Road		Available Credit:	\$0.0
mbership Package Scratch Pad Order				Account Balance:	\$0.0
talog Donation Event Gift Card	Louisville, KY 40222	Louisville, KY 40222		Deferred Balance:	\$0.0
	tem Summary				
Antiques & Garden Show (AGS)	EventName	EventTime	Venue Price	Fee Service Fee Delivery	Sold
	2015 Antiques and Garden Show of Nashville	1/30/2015 10:00 AM - 2/1/2015 4:00 PM	Music City Center	Print At Home - I	No Charge
	-= 4 BB Farm: Kreis Beall/Suzanne Kasler 1/31/15 11AM -	Le. Auto Comps Exist			
	Ticket		\$50.00	0 \$0.00 \$1.00	
	Ticket		\$50.00	0 \$0.00 \$1.00	
	Ticket		\$50.00	0 \$0.00 \$1.00	
	Ticket		\$50.00	D \$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 \$0.00 \$1.00	
	Ticket		\$50.00		
	Ticket		\$50.00		
	Ticket		(\$50.0		
	Ticket		(\$50.0		
	Ticket		(\$50.0	(A) A set of the se	
	Ticket		(\$50.0		
	4 Run of Show - Admission		(200.0	io) 30.00 (31.00)	
	Package (Auto)		\$0.00	\$0.00 \$0.00	
	Package (Auto)		\$0.00		
			\$0.00		
	Package (Auto)				
	Package (Auto)		\$0.00		
	Package (Auto)		\$0.00		
	Package (Auto)		\$0.00		
	Package (Auto)		\$0.00		
	Package (Auto)		\$0.00		
👕 Search 🛛 💌 🕎	Package (Auto)		\$0.00		
	Package (Auto)		\$0.00		
ler #: 4100563	Package (Auto)		\$0.00		
n Count: 8 Item(s) 🔍	Package (Auto)		\$0.00	\$0.00 \$0.00	
total: \$200.00 ket Fees: \$0.00					`
vice Fees: \$4.00	Delivery Fee	Delivery Price Type	Deliv	ery Fee	\
ler Fees: \$0.00	Print At Home	No Charge	\$0.00		\
ivery Fees: \$0.00					\ \
ations: \$0.00	<				
:: \$0.00					
ler Total: \$204.00 ance Due: \$0.00	🖌 o 👫 🔓 🖏 🗿 🐗 🗙 💲 🎯 🖛 🤕	PP & & L & M & 9			Proceed >

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	78196		
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: Current Balance Due:	
Apply Payment Finalize	\$1 \$5 \$1	0 \$20	\$50 \$100 Exact 0	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.