Changing A Delivery Method In An Existing Order

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

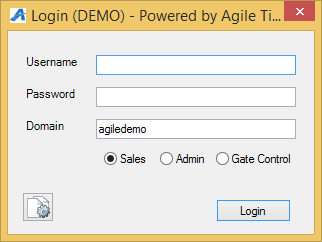


Image 1

2. Select **Maintenance** on the top toolbar.(Image 2)

[https://support.agiletix.com/hc/en-us/article_attachments/202664500/maintenance_button.png](https://support.agiletix.com/hc/en-us/article_attachments/202664500/maintenance_button.png)

3. Search for the customer by entering an **Order #** or **Last Name.**(Image 3)

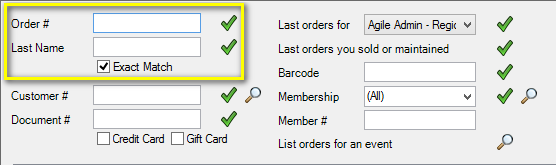
[](https://support.agiletix.com/hc/en-us/article_attachments/202609334/order_number_last_name.png)

Image 3

4.Double click on the order you want to change. (Image 4)

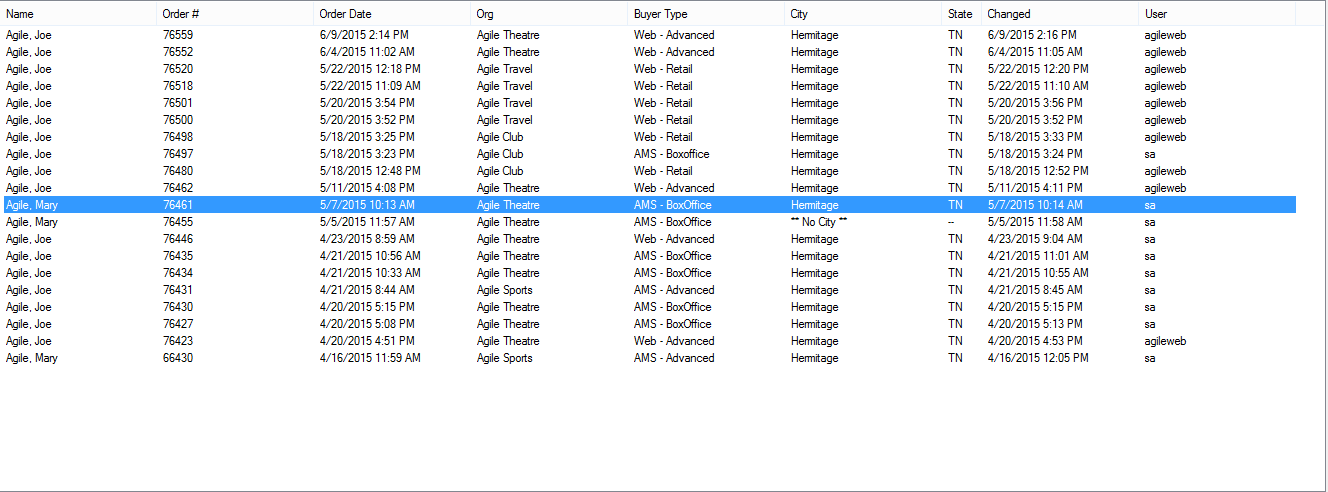
[](https://support.agiletix.com/hc/en-us/article_attachments/202664550/select_the_order.png)

Image 4

5.Click on the **green check mark** at the bottom of the screen to select all items within the order. (Image 5)

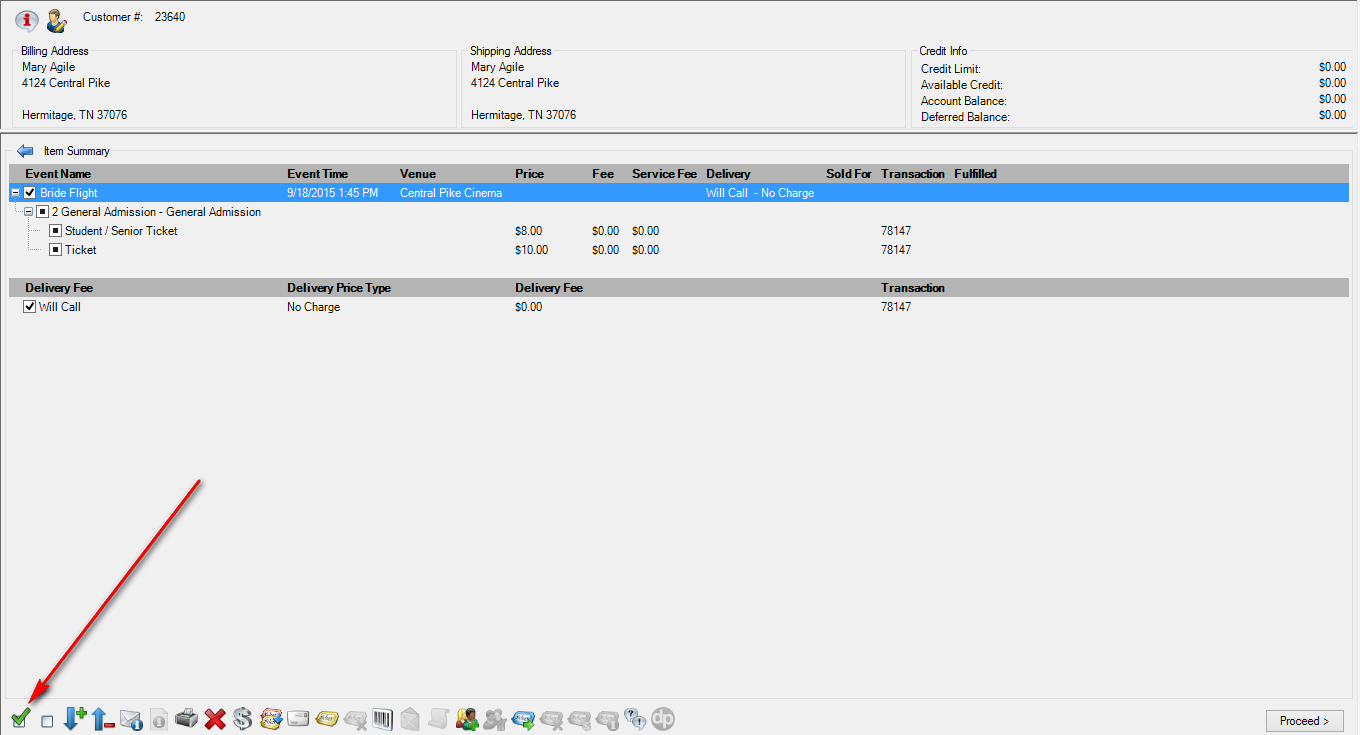
[](https://support.agiletix.com/hc/en-us/article_attachments/202609354/select_all_in_order.png)

Image 5

6. Once all items are selected, click on the **Envelope** icon at the bottom of the screen. (Image 6)

[https://support.agiletix.com/hc/en-us/article_attachments/202609364/select_the_envelope.png](https://support.agiletix.com/hc/en-us/article_attachments/202609364/select_the_envelope.png)

Image 6

**\*\*Note:** If your 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” so the delivery method can be changed. (Image 7)

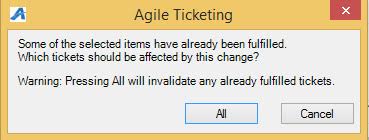


Image 7

7. The **Change Delivery Methods** window will appear click on the show all button and then select the desired delivery method from the drop down menu. Once you have made your selection click **OK**. (Image 8)

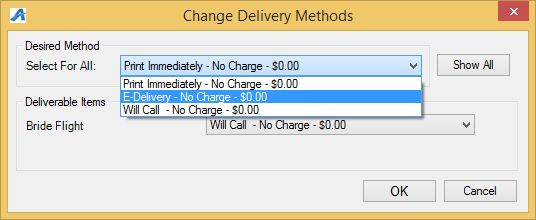


Image 8

8. Your new delivery method should now be displayed on the screen within the order. Once verified select **Proceed**   (Image 9)

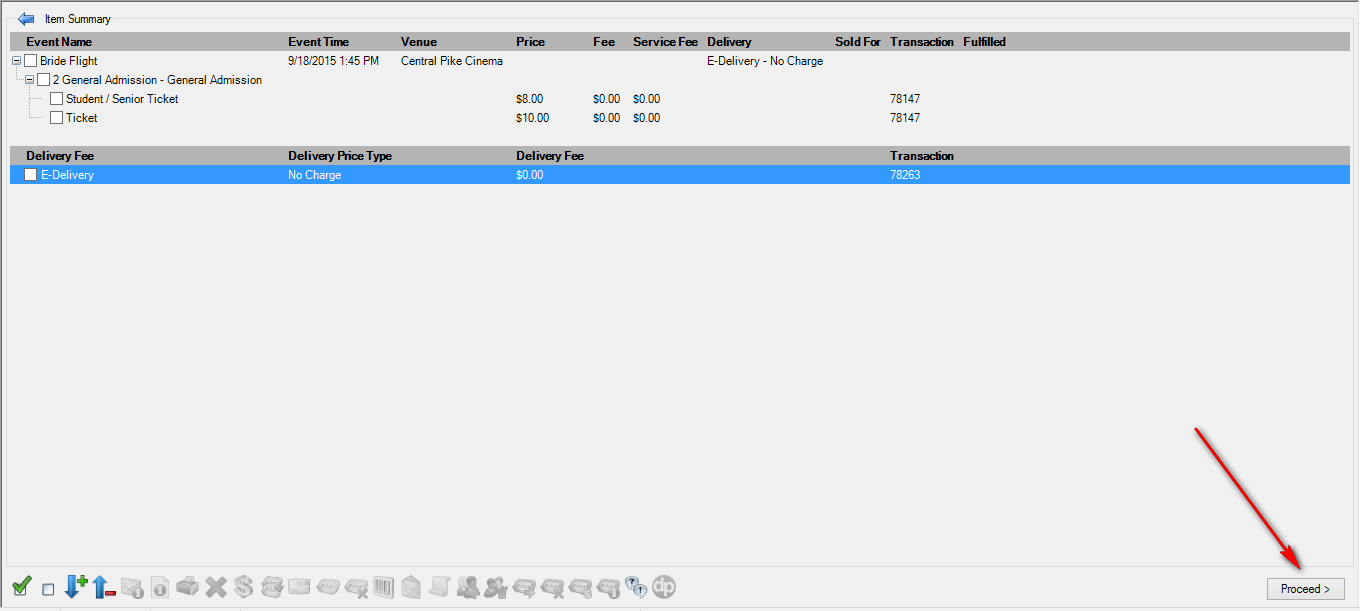
[](https://support.agiletix.com/hc/en-us/article_attachments/202664490/new_delivery_method.png)

Image 9

9. If this is an even exchange and no money is due click **Finalize** to complete the changes made. If there is a balance due or a refund owed to the customer process the payment/refund to finalize the order. (Image 10)

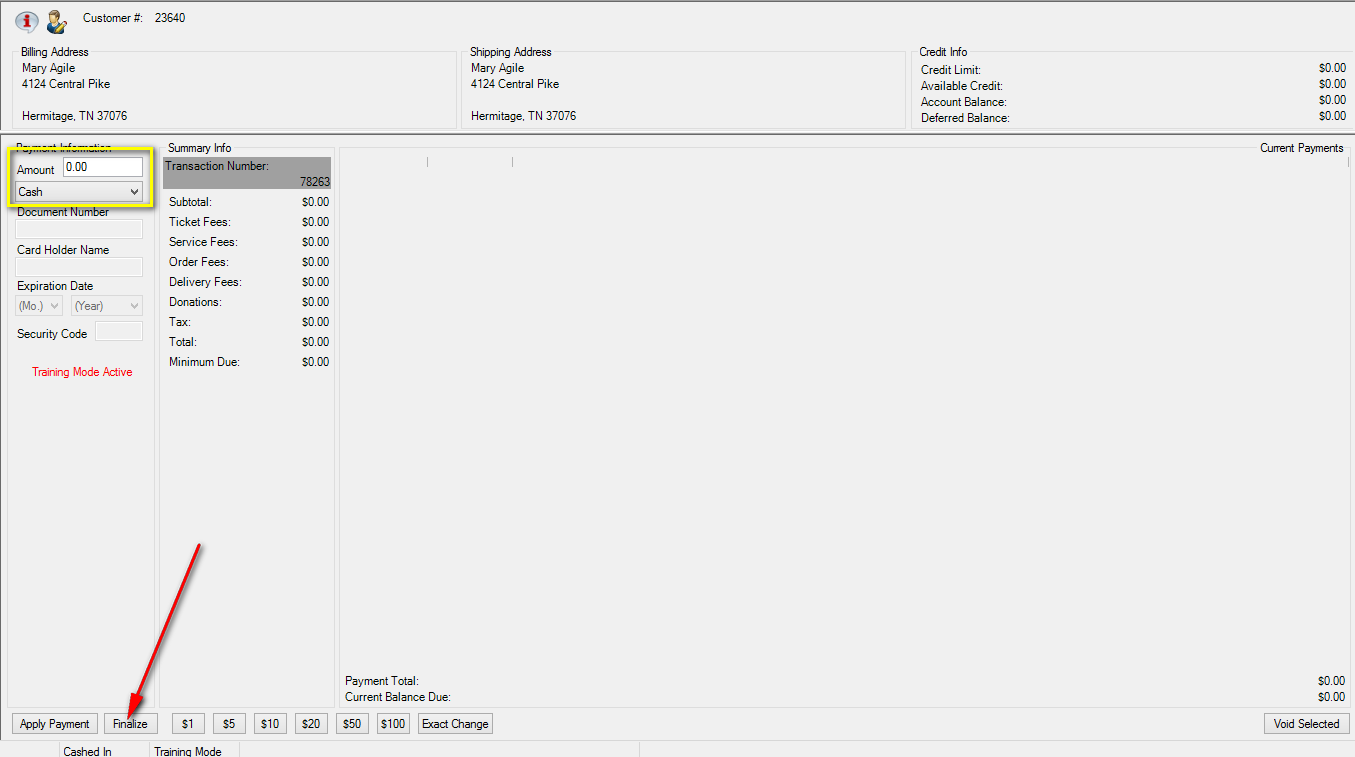
[](https://support.agiletix.com/hc/en-us/article_attachments/202664480/finalize_money.png)

Image 10

**\*\*\*Note:** When your changes have been finalized you may get a confirmation pop-up screen. This will allow you to send a confirmation and/or print at home ticket(s) to the customer.