Changing A Delivery Method In An Existing Order

1. Log in to Sales. (Image 1)

🔺 Login (D	MO) - Powered by Agile Ti	x
Username		
Password		
Domain	agiledemo	
	● Sales ○ Admin ○ Gate Contro	ol
	Login]

Image 1

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



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

Order #	✓	Last orders for Agile Admin - Regio	 ✓
Last Name		Last orders you sold or maintained	\checkmark
	✓ Exact Match	Barcode	\checkmark
Customer #	✓ ✓ ✓	Membership (All)	v 🖌 🔎
Document #	✓	Member #	
	Credit Card Gift Card	List orders for an event	\sim

Image 3

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

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, Joe	76559	6/9/2015 2:14 PM	Agile Theatre	Web - Advanced	Hemitage	TN	6/9/2015 2:16 PM	agileweb
Agile, Joe	76552	6/4/2015 11:02 AM	Agile Theatre	Web - Advanced	Hermitage	TN	6/4/2015 11:05 AM	agileweb
Agile, Joe	76520	5/22/2015 12:18 PM	Agile Travel	Web - Retail	Hermitage	TN	5/22/2015 12:20 PM	agileweb
Agile, Joe	76518	5/22/2015 11:09 AM	Agile Travel	Web - Retail	Hermitage	TN	5/22/2015 11:10 AM	agileweb
Agile, Joe	76501	5/20/2015 3:54 PM	Agile Travel	Web - Retail	Hermitage	TN	5/20/2015 3:56 PM	agileweb
Agile, Joe	76500	5/20/2015 3:52 PM	Agile Travel	Web - Retail	Hermitage	TN	5/20/2015 3:52 PM	agileweb
gile, Joe	76498	5/18/2015 3:25 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 3:33 PM	agileweb
gile, Joe	76497	5/18/2015 3:23 PM	Agile Club	AMS - Boxoffice	Hermitage	TN	5/18/2015 3:24 PM	sa
lgile, Joe	76480	5/18/2015 12:48 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 12:52 PM	agileweb
gile, 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	\$ 3
gile, Mary	76455	5/5/2015 11:57 AM	Agile Theatre	AMS - BoxOffice	** No City **	-	5/5/2015 11:58 AM	sa
gile, Joe	76446	4/23/2015 8:59 AM	Agile Theatre	Web - Advanced	Hermitage	TN	4/23/2015 9:04 AM	sa
gile, Joe	76435	4/21/2015 10:56 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 11:01 AM	sa
gile, Joe	76434	4/21/2015 10:33 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 10:55 AM	sa
gile, Joe	76431	4/21/2015 8:44 AM	Agile Sports	AMS - Advanced	Hermitage	TN	4/21/2015 8:45 AM	sa
gile, Joe	76430	4/20/2015 5:15 PM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/20/2015 5:15 PM	sa
gile, Joe	76427	4/20/2015 5:08 PM	Agile Theatre	AMS - BoxOffice	Hermitage	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

Image 4

5.Click on the green check mark at the bottom of the screen to select all items within the

order. (Image 5)

Biling Address Mary Agile 4124 Central Pike Hermitage, TN 37076		Shippin Mary A 4124 C Hermit	g Address gile entral Pike age, TN 37076				Credit Info Credit Limit: Available Credit: Account Balance: Deferred Balance:	\$C \$C \$C \$C
tem Summary								
EventName	Event Time	Venue	Price	Fee	Service Fee Delivery	Sold For	Transaction Fulfilled	
✓ Bride Flight	9/18/2015 1:45 PM	Central Pike Cinema			Will Call - No Charge			
Ceneral Admission - General Admission								
Student / Senior Licket			\$8.00	\$0.00	\$0.00		/814/	
Incket			\$10.00	\$0.00	\$0.00		/814/	
Delivery Fee	Delivery Price Type		Delivery Fee				Transaction	
✓ Will Call	No Charge		\$0.00				78147	

Image 5

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

(Image 6)



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)

A	Agile Ticketing	×
Some of the Which ticke	selected items have already been fu ts should be affected by this change?	lfilled.
Warning: Pr	essing All will invalidate any already	fulfilled tickets.
	All	Cancel

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)

A	Change Delivery Methods		×
Desired Method Select For All:	Print Immediately - No Charge - \$0.00	~	Show All
Deliverable Items Bride Flight	Print Immediately - No Charge - \$0.00 E-Delivery - No Charge - \$0.00 Will Call - No Charge - \$0.00 Will Call - No Charge - \$0.00		~
		OK	Cancel

Image 8

8. Your new delivery method should now be displayed on the screen within the order. Once

verified select Proceed (Image 9)

🗢 Item Summary										
EventName	EventTime	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled	
Bride Flight	9/18/2015 1:45 PM	Central Pike Cinema				E-Delivery - No Charge				
🖃 🗌 2 General Admission - General Admission										
Student / Senior Ticket			\$8.00	\$0.00	\$0.00			78147		
Ticket			\$10.00	\$0.00	\$0.00			78147		
Delivery Fee	Delivery Price Type		Delivery Fee		_		_	Transaction		 _
E-Delivery	No Charge		S0.00					78263		
🖌 🗆 🚹 🖵 🖉 🖉 🦛 🗶 🛞				9	Ф Ф					Proceed >

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)

🕦 🐉 Customer #: 2	23640				
Billing Address			Shinning Address	Credit Info	
Many Agilo			Mapy Agile		0.00
A124 Central Bike			4124 Central Rike	Credit Limit.	\$0.00 00.00
4124 Central Fike			4124 Central Pike	Available Credit:	\$0.00 e0.00
Hermitage, TN 37076			Hermitage, TN 37076	Account Balance: Deferred Balance:	\$0.00
Payment Information	Summary Info	-			Current Payments
Amount 0.00	Transaction Number: 78263				
Cash 🗸	Cuburuli 60.00				
Document Number	Subiolal. \$0.00				
	Ticket Fees: \$0.00				
Cond Holdes Norms	Service Fees: \$0.00				
Card Holder Name	Order Fees: \$0.00				
	Delivery Freed				
Expiration Date	Derivery rees. 30.00				
(Mo.) V (Year) V	Donations: \$0.00				
Security Code	Tax: \$0.00				
Security Code	Total: \$0.00				
T M I A P	Minimum Due: \$0.00				
Training Mode Active					
	/				
		Payment Lotal: Current Balance Duc:			\$0.00
Apply Payment Finalize	\$1 \$5 \$10 \$20	\$50 \$100 Exact Ch	ange		Void Selected
Cashed In 1	Training Mode				

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.