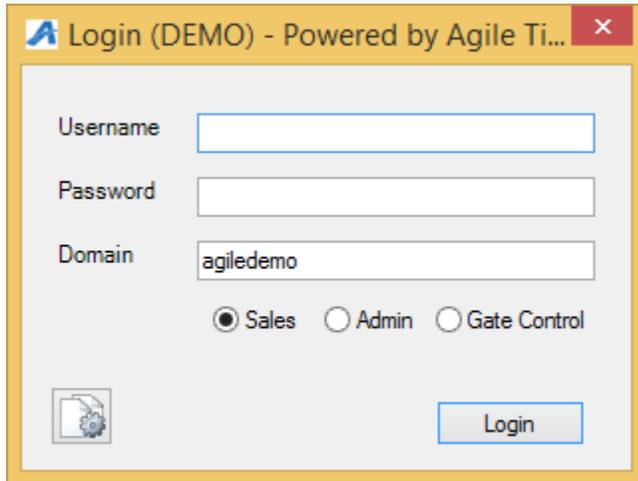


# Changing A Delivery Method In An Existing Order

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



Username

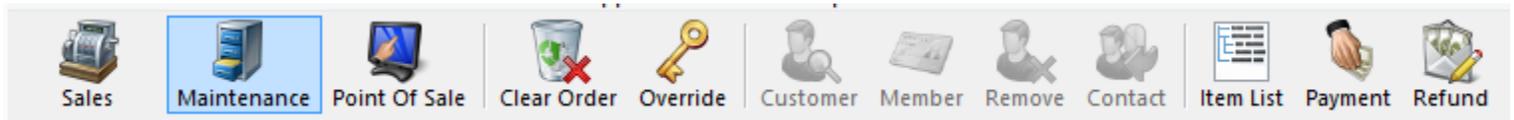
Password

Domain

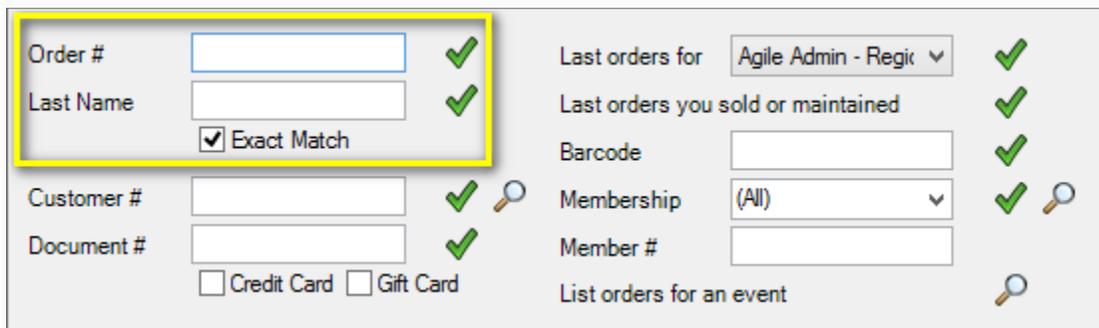
Sales  Admin  Gate Control

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 Name  ✓

Exact Match

Customer #  ✓ 🔍

Document #  ✓

Credit Card  Gift Card

Last orders for  ✓

Last orders you sold or maintained  ✓

Barcode  ✓

Membership  ✓ 🔍

Member #  🔍

List orders for an event 🔍

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
Agle, Joe	76559	6/9/2015 2:14 PM	Agle Theatre	Web - Advanced	Hermitage	TN	6/9/2015 2:16 PM	agleweb
Agle, Joe	76552	6/4/2015 11:02 AM	Agle Theatre	Web - Advanced	Hermitage	TN	6/4/2015 11:05 AM	agleweb
Agle, Joe	76520	5/22/2015 12:18 PM	Agle Travel	Web - Retail	Hermitage	TN	5/22/2015 12:20 PM	agleweb
Agle, Joe	76518	5/22/2015 11:09 AM	Agle Travel	Web - Retail	Hermitage	TN	5/22/2015 11:10 AM	agleweb
Agle, Joe	76501	5/20/2015 3:54 PM	Agle Travel	Web - Retail	Hermitage	TN	5/20/2015 3:56 PM	agleweb
Agle, Joe	76500	5/20/2015 3:52 PM	Agle Travel	Web - Retail	Hermitage	TN	5/20/2015 3:52 PM	agleweb
Agle, Joe	76498	5/18/2015 3:25 PM	Agle Club	Web - Retail	Hermitage	TN	5/18/2015 3:33 PM	agleweb
Agle, Joe	76497	5/18/2015 3:23 PM	Agle Club	AMS - Boxoffice	Hermitage	TN	5/18/2015 3:24 PM	sa
Agle, Joe	76480	5/18/2015 12:48 PM	Agle Club	Web - Retail	Hermitage	TN	5/18/2015 12:52 PM	agleweb
Agle, Joe	76462	5/11/2015 4:08 PM	Agle Theatre	Web - Advanced	Hermitage	TN	5/11/2015 4:11 PM	agleweb
Agle, Mary	76461	5/7/2015 10:13 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	5/7/2015 10:14 AM	sa
Agle, Mary	76455	5/5/2015 11:57 AM	Agle Theatre	AMS - BoxOffice	** No City **	-	5/5/2015 11:58 AM	sa
Agle, Joe	76446	4/23/2015 8:59 AM	Agle Theatre	Web - Advanced	Hermitage	TN	4/23/2015 9:04 AM	sa
Agle, Joe	76435	4/21/2015 10:56 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 11:01 AM	sa
Agle, Joe	76434	4/21/2015 10:33 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 10:55 AM	sa
Agle, Joe	76431	4/21/2015 8:44 AM	Agle Sports	AMS - Advanced	Hermitage	TN	4/21/2015 8:45 AM	sa
Agle, Joe	76430	4/20/2015 5:15 PM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/20/2015 5:15 PM	sa
Agle, Joe	76427	4/20/2015 5:08 PM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/20/2015 5:13 PM	sa
Agle, Joe	76423	4/20/2015 4:51 PM	Agle Theatre	Web - Advanced	Hermitage	TN	4/20/2015 4:53 PM	agleweb
Agle, Mary	66430	4/16/2015 11:59 AM	Agle 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)

Customer #: 23640

<b>Billing Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Shipping Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Credit Info</b> Credit Limit: \$0.00 Available Credit: \$0.00 Account Balance: \$0.00 Deferred Balance: \$0.00
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Item Summary

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input checked="" type="checkbox"/> Bride Flight	9/18/2015 1:45 PM	Central Pike Cinema				Will Call - No Charge			
<div style="margin-left: 20px;"> <input type="checkbox"/> 2 General Admission - General Admission                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Student / Senior Ticket \$8.00 \$0.00 \$0.00 78147</li> <li><input type="checkbox"/> Ticket \$10.00 \$0.00 \$0.00 78147</li> </ul> </div>									
Delivery Fee	Delivery Price Type	Delivery Fee	Transaction						
<input checked="" type="checkbox"/> Will Call	No Charge	\$0.00	78147						



Proceed >



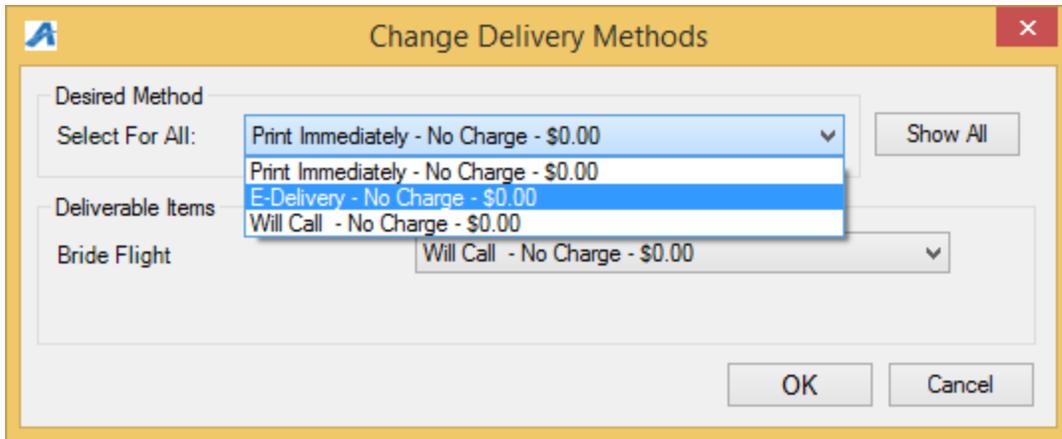


Image 8

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

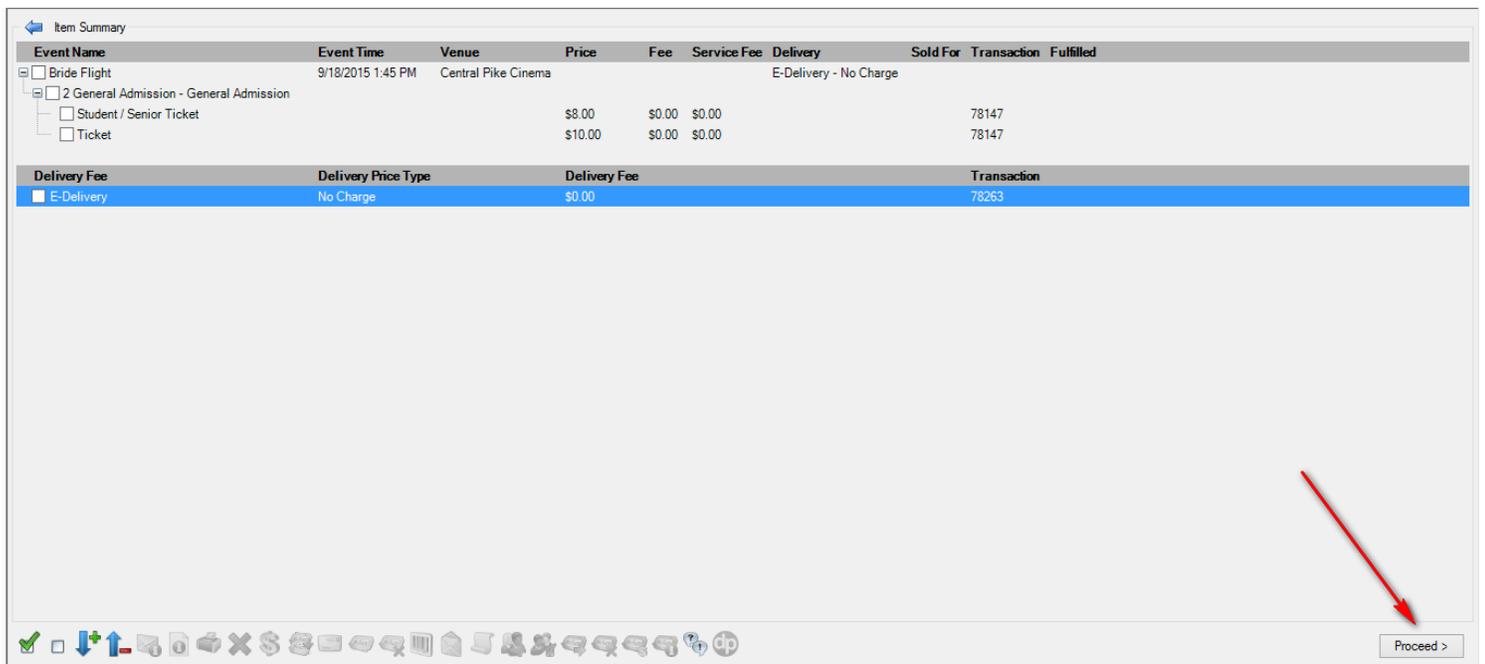


Image 9

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 #: 23640

<b>Billing Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Shipping Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Credit Info</b> Credit Limit: \$0.00 Available Credit: \$0.00 Account Balance: \$0.00 Deferred Balance: \$0.00
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<b>Payment Information</b> Amount: 0.00 Cash Document Number Card Holder Name Expiration Date (Mo.) (Year) Security Code Training Mode Active	<b>Summary Info</b> Transaction Number: 78263 Subtotal: \$0.00 Ticket Fees: \$0.00 Service Fees: \$0.00 Order Fees: \$0.00 Delivery Fees: \$0.00 Donations: \$0.00 Tax: \$0.00 Total: \$0.00 Minimum Due: \$0.00	<b>Current Payments</b>
--	--	-------------------------

Payment Total: \$0.00  
Current Balance Due: \$0.00

Apply Payment Finalize \$1 \$5 \$10 \$20 \$50 \$100 Exact Change Void Selected

Cashed In 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.