**Upgrading a Membership**

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



2. Select **Maintenance** and look up the order by inputting the customer's **Last Name**, **Order #**or **Member #**. Then select the order you want to work with.



3. Double click the order that you want to change and go to the **Order Item Summary**.



4. In the **Order Item Summary** click the price of the membership you wish to update.



5. The **Change Price** widow will popup. Select the New Price under **Selectable Prices.**



6. Once you have selected the new price,  you will see the updated membership type in the **Item Summary** screen. Click **Proceed** to move to Payment window.



7. 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.

