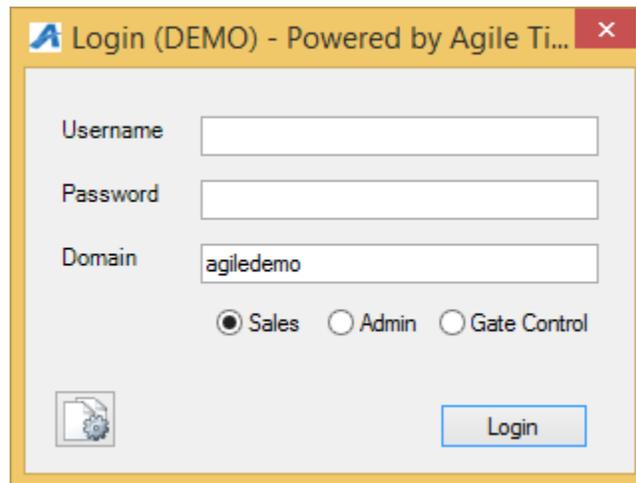


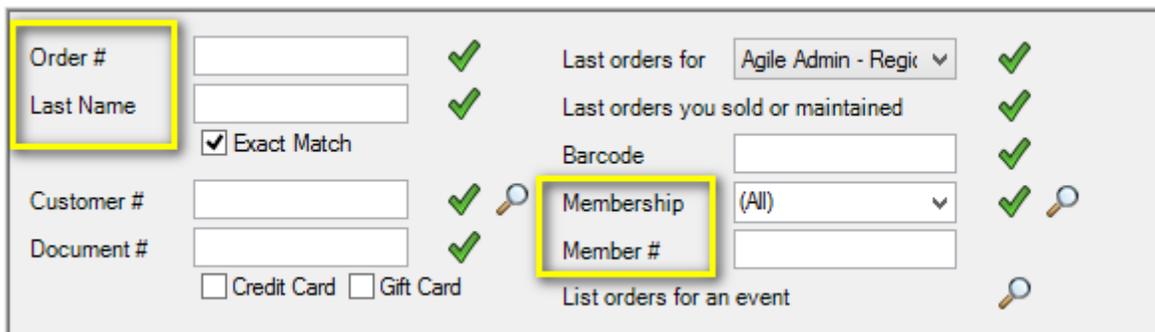
## Upgrading a Membership

1. [Log In](#) to Sales.



A login window titled "Login (DEMO) - Powered by Agile Ti...". It contains three input fields: "Username", "Password", and "Domain" (pre-filled with "agiledemo"). Below the fields are three radio buttons: "Sales" (selected), "Admin", and "Gate Control". A "Login" button is at the bottom right.

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.



A search and filter interface for orders. It includes several input fields and checkboxes: "Order #", "Last Name", "Customer #", "Document #", "Exact Match" (checked), "Credit Card", "Gift Card", "Last orders for" (dropdown: "Agile Admin - Regi"), "Last orders you sold or maintained", "Barcode", "Membership" (dropdown: "(All)"), "Member #", and "List orders for an event". Green checkmarks are visible next to several fields.

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

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	6/12/2015 11:38 AM	sa
Agile, DeeDee	76560	6/11/2015 12:43 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/12/2015 11:09 AM	sa
Agile, Joe	76559	6/9/2015 2:14 PM	Agile Theatre	Web - Advanced	Hermitage	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
Agile, Joe	76498	5/18/2015 3:25 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 3:24 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	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	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

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

Sales Line Type	Membership	Member #	Price	Service Fee	Delivery	Expires	Transaction	Fulfilled
<input type="checkbox"/> 1 Club	Film Circle							
<input checked="" type="checkbox"/> Film Buff	DeeDee Agile	10616	\$45.00	\$0.00	USPS First Class - No Charge	12 Months	78284	

Delivery Fee	Delivery Price Type	Delivery Fee	Transaction
<input type="checkbox"/> USPS First Class	No Charge	\$0.00	78264

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

Change Price

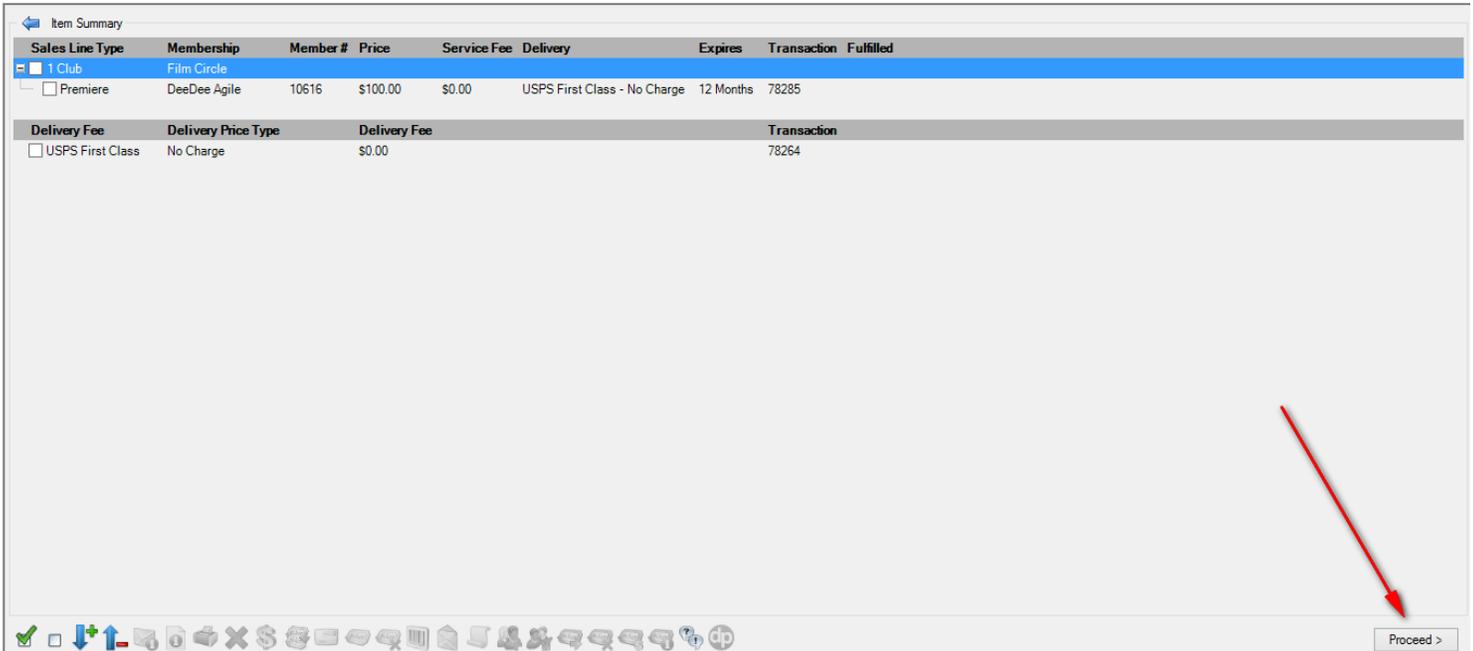
Effective Sale Date: June 12, 2015 4:00 PM [Calendar Icon] [Get Prices]

Selectable Prices

Film Circle

- (Select New Price) [Dropdown Arrow]
- (Select New Price)
- Film Buff - \$45.00
- Film Buff (Renewal) - \$45.00
- Premiere - \$100.00**
- Premiere (Renewal) - \$100.00

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.

