

1. Log in to Sales.

Username

Password

Domain

Sales
 Admin
 Gate Control

2. Click the Maintenance Icon



3. Search for the customer by entering the **Order #** or the customer's **Last Name**. Then click the appropriate green check mark. Double click the correct order to bring up order contents on the **Item Summary** page.

Order # ✔

Last Name ✔

Exact Match

Customer # ✔ 🔍

Document # ✔ ✔

Credit Card Gift Card

Last orders for ✔

Last orders you sold or maintained ✔

Barcode ✔

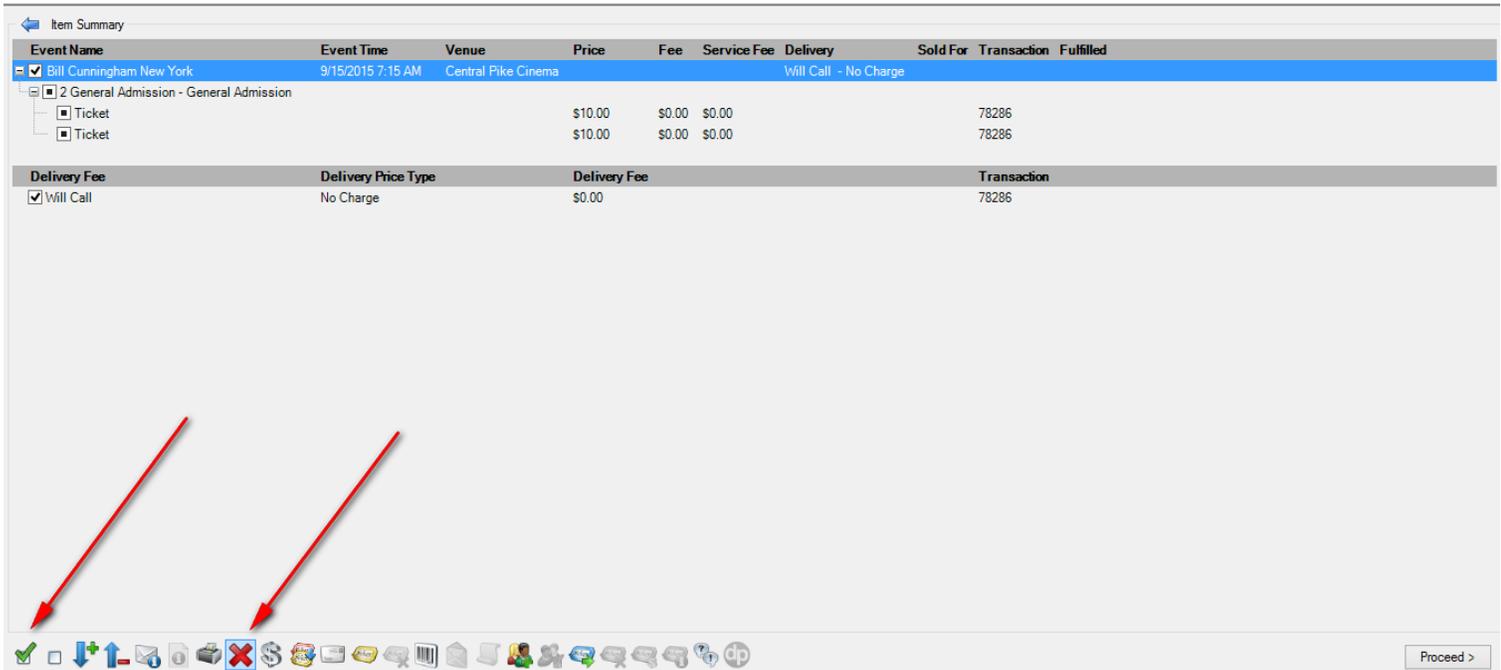
Membership ✔ 🔍

Member # ✔

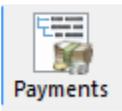
List orders for an event 🔍

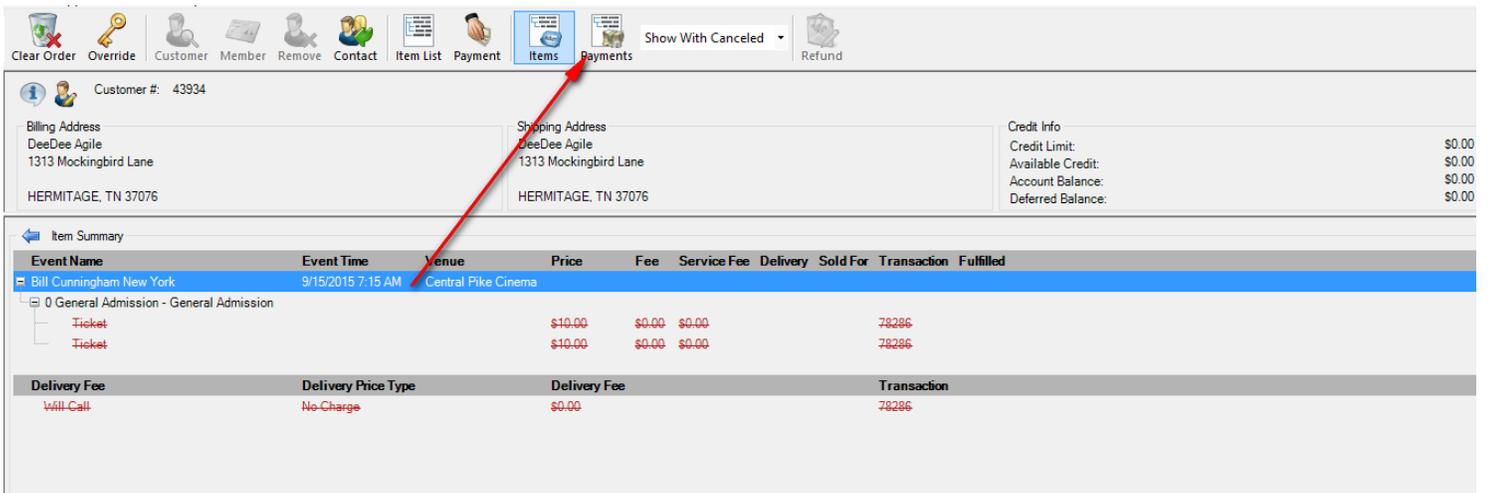
Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, DeeDee	76561	6/15/2015 10:04 AM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/15/2015 10:04 AM	sa
Agile, DeeDee	76560	6/11/2015 12:43 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/12/2015 3:34 PM	sa
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	6/12/2015 11:38 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 3:33 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

4. In the **Item Summary** click the  in the lower left hand corner this will select all items in the order. Next click the  to void all **line items**.



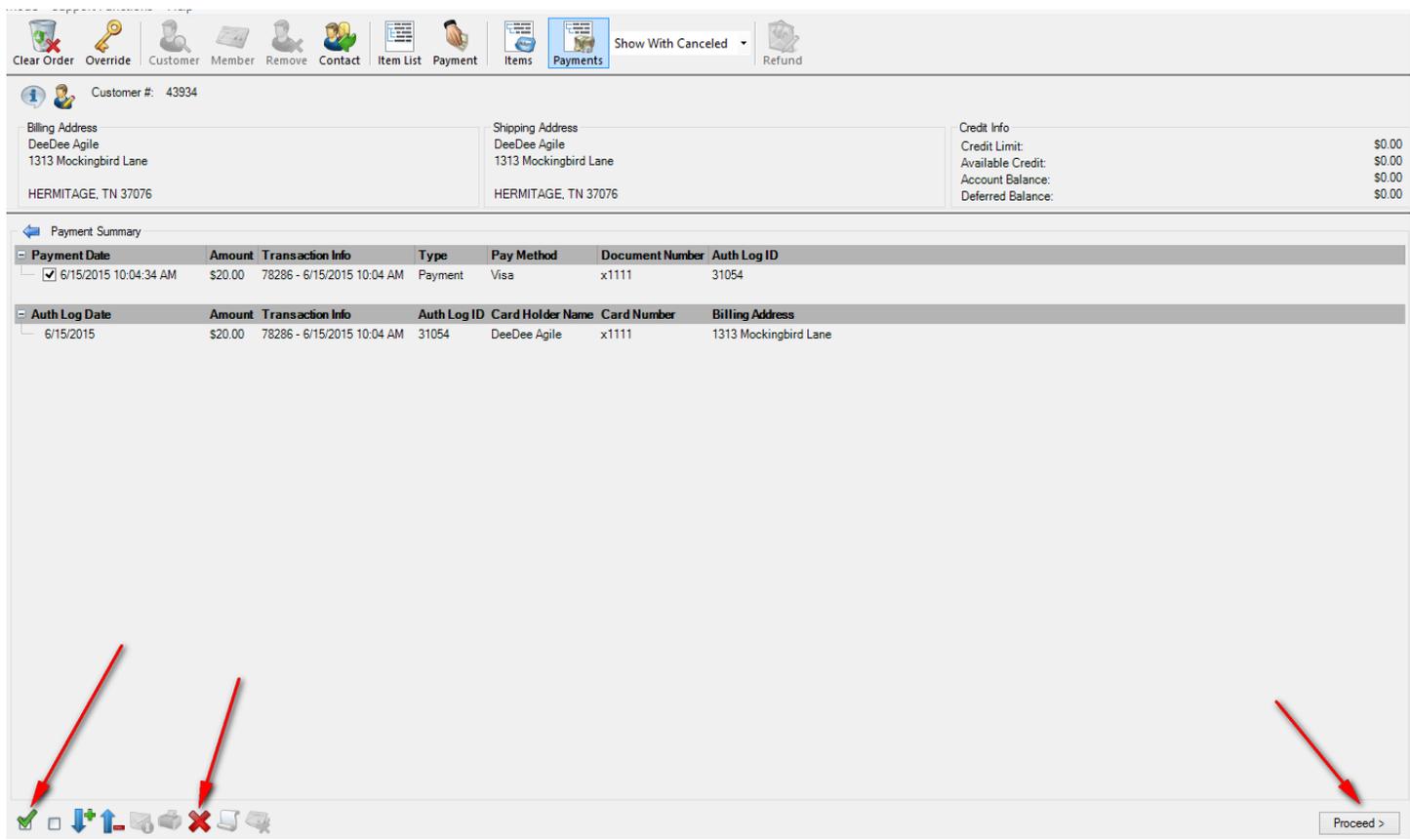
Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input checked="" type="checkbox"/> Bill Cunningham New York	9/15/2015 7:15 AM	Central Pike Cinema				Will Call - No Charge			
2 General Admission - General Admission									
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78286	
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78286	
Delivery Fee									
<input checked="" type="checkbox"/> Will Call		No Charge		\$0.00				78286	

5. Click on the  in the upper right hand corner to go to the **Payment Summary** page



Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input checked="" type="checkbox"/> Bill Cunningham New York	9/15/2015 7:15 AM	Central Pike Cinema							
0 General Admission - General Admission									
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78286	
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78286	
Delivery Fee									
<input type="checkbox"/> Will Call		No Charge		\$0.00				78286	

6. Click the  to select all Payment line items. Then select the  to void all line items. You will then click **Proceed**. (Image 6)



Customer #: 43934

Billing Address: DeeDee Agile, 1313 Mockingbird Lane, HERMITAGE, TN 37076

Shipping Address: DeeDee Agile, 1313 Mockingbird Lane, HERMITAGE, TN 37076

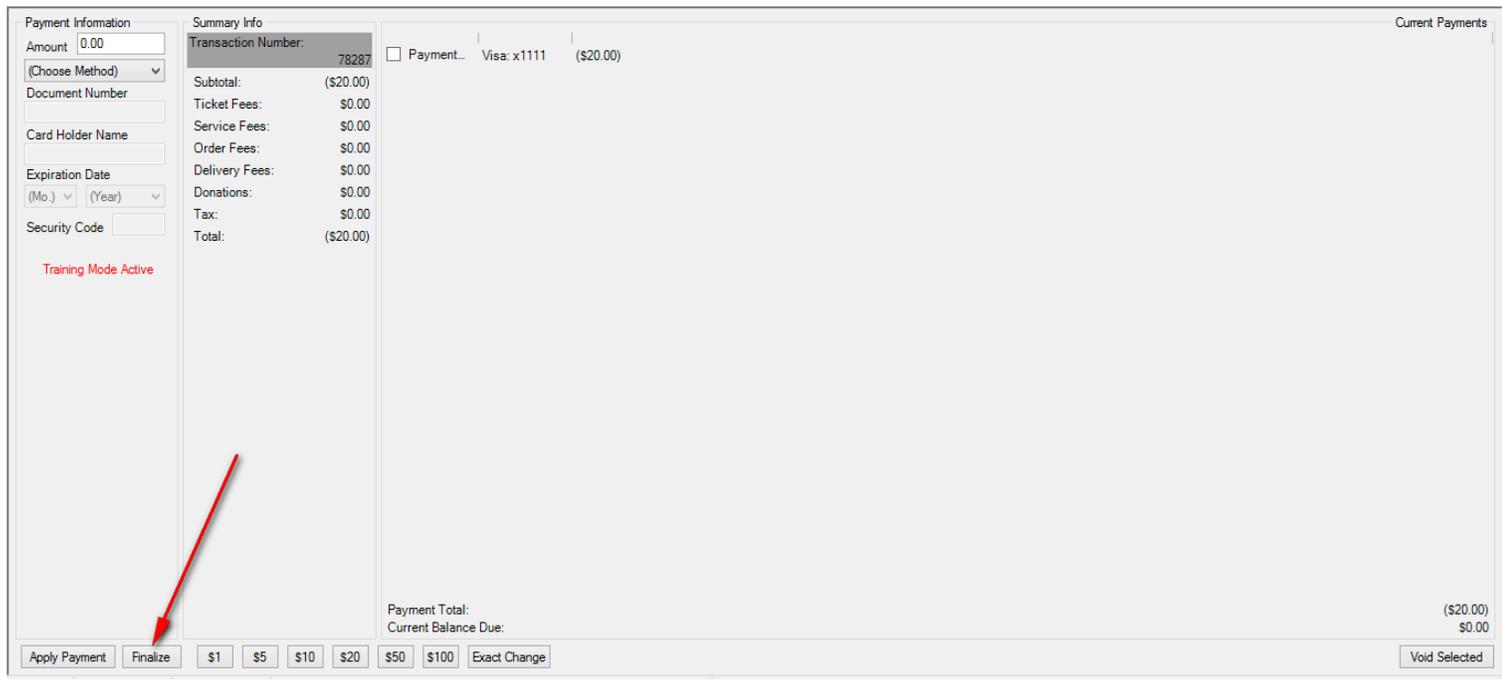
Credit Info: Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, Deferred Balance: \$0.00

Payment Date	Amount	Transaction Info	Type	Pay Method	Document Number	Auth Log ID
<input checked="" type="checkbox"/> 6/15/2015 10:04:34 AM	\$20.00	78286 - 6/15/2015 10:04 AM	Payment	Visa	x1111	31054

Auth Log Date: 6/15/2015, Amount: \$20.00, Transaction Info: 78286 - 6/15/2015 10:04 AM, Auth Log ID: 31054, Card Holder Name: DeeDee Agile, Card Number: x1111, Billing Address: 1313 Mockingbird Lane

Proceed >

7. Once in the Payment screen select **Finalize** to complete the refund.



Payment Information: Amount: 0.00, (Choose Method), Document Number, Card Holder Name, Expiration Date (Mo.) (Year), Security Code, Training Mode Active

Summary Info: Transaction Number: 78287, Subtotal: (\$20.00), Ticket Fees: \$0.00, Service Fees: \$0.00, Order Fees: \$0.00, Delivery Fees: \$0.00, Donations: \$0.00, Tax: \$0.00, Total: (\$20.00)

Current Payments: Payment... Visa: x1111 (\$20.00)

Payment Total: (\$20.00), Current Balance Due: \$0.00

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