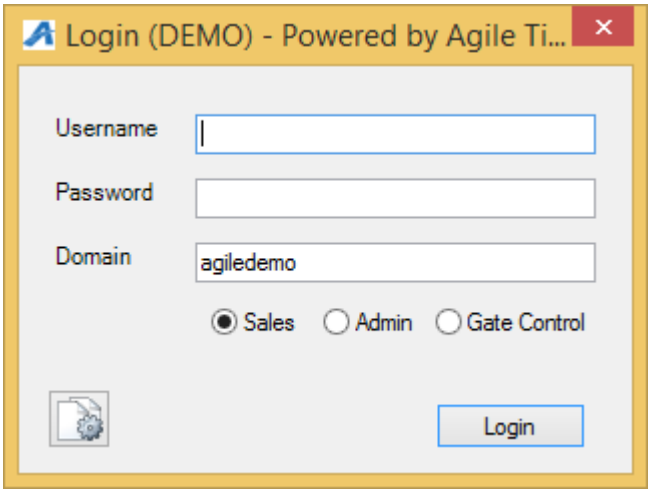
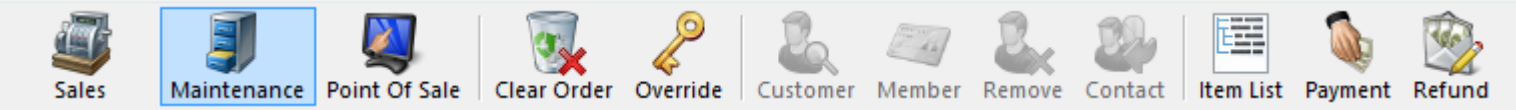
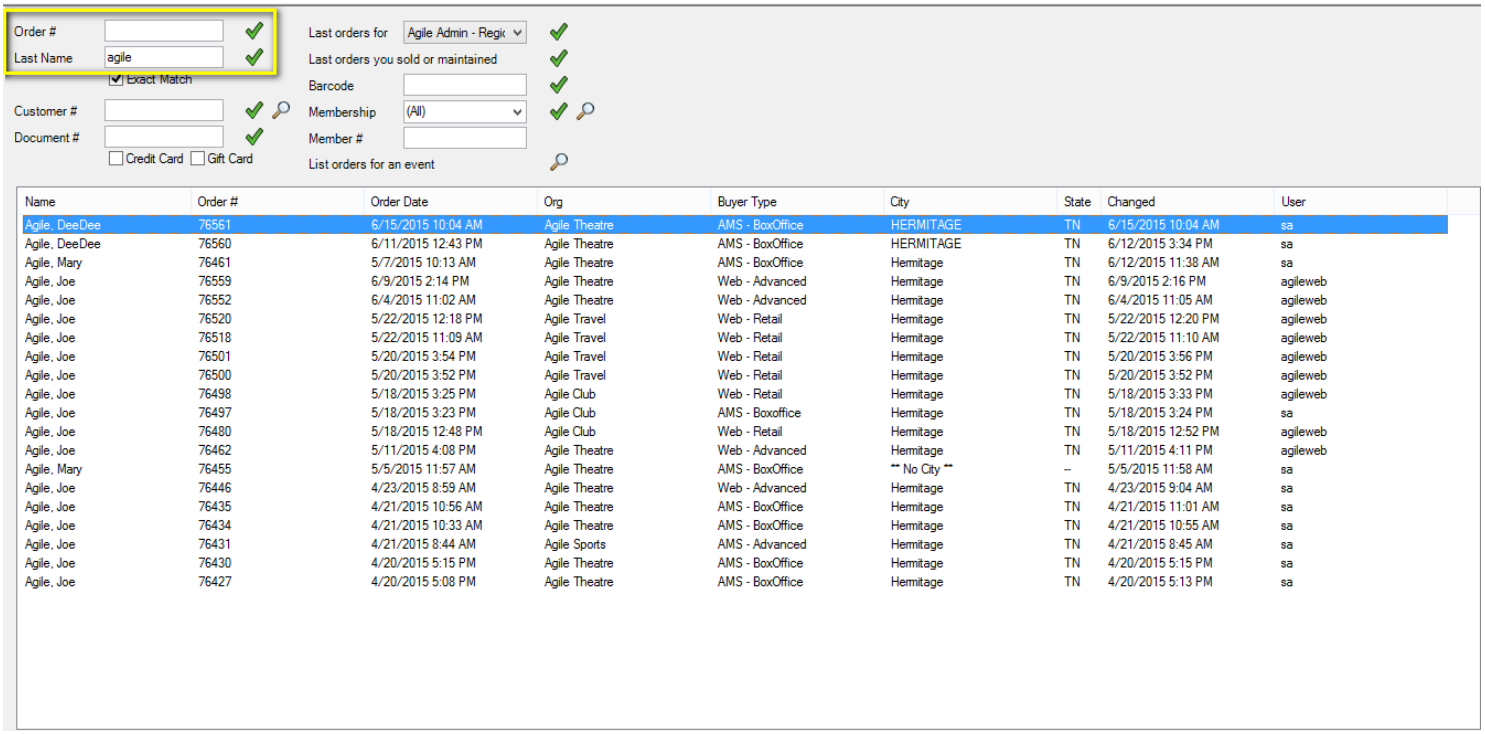
1. Log in to Sales.



2. Click the Maintenance Icon

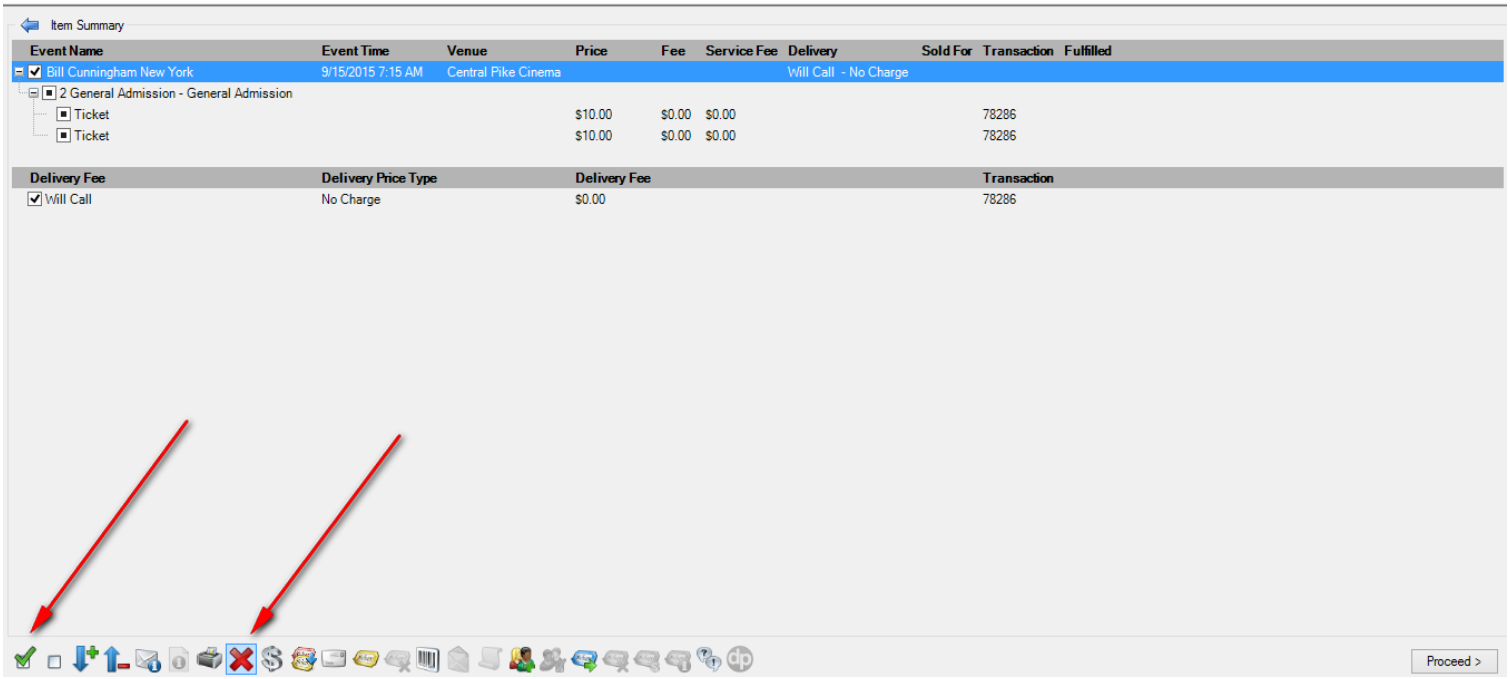


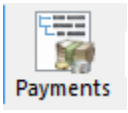
3. Search for the customer by entering the **Order #** or the customer's **Last Name**. Then click the appropriate green check mark. Double click the correct order to bring up order contents on the **Item Summary** page.



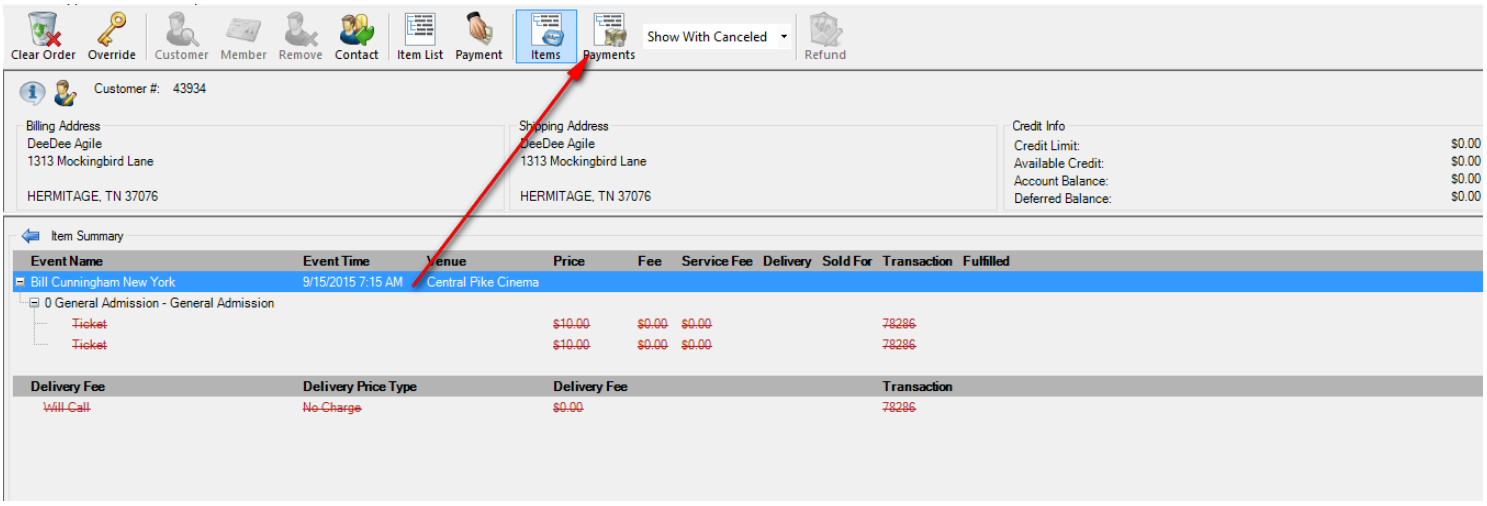
Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, DeeDee	76561	6/15/2015 10:04 AM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/15/2015 10:04 AM	sa
Agile, DeeDee	76560	6/11/2015 12:43 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/12/2015 3:34 PM	sa
Agile, Mary	76461	5/7/2015 10:13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

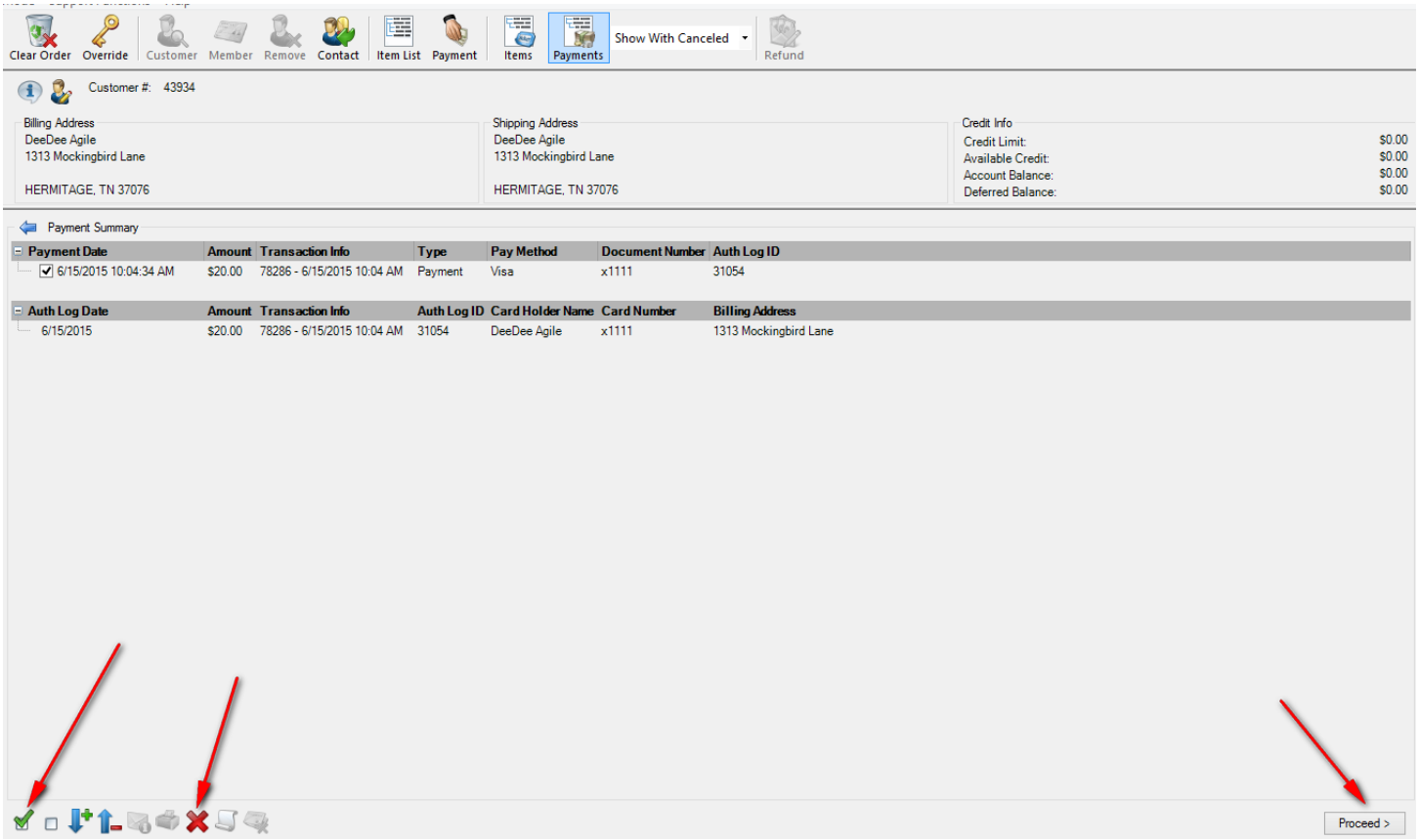
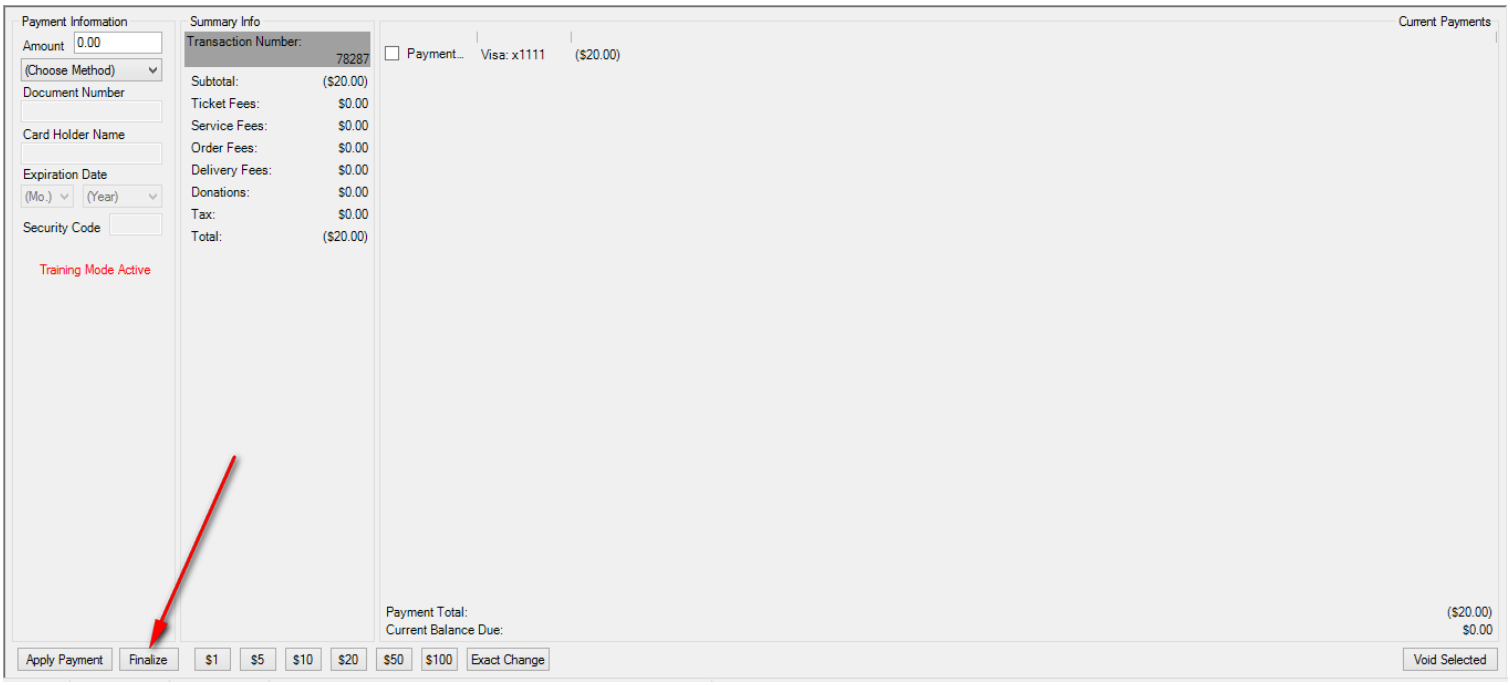


5. Click on the 

in the upper right hand corner to go to the **Payment Summary** page



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



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