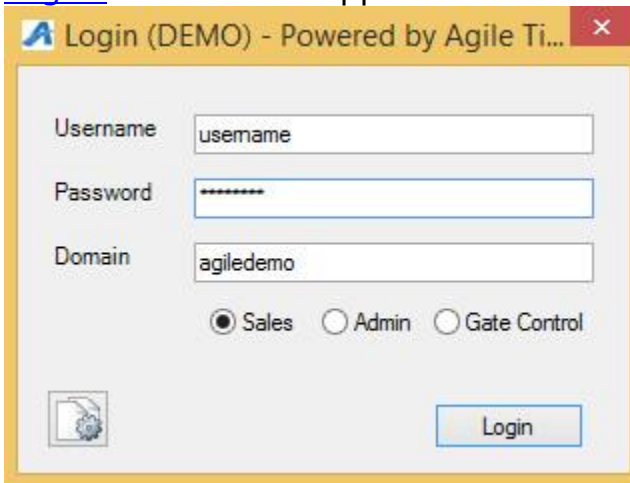


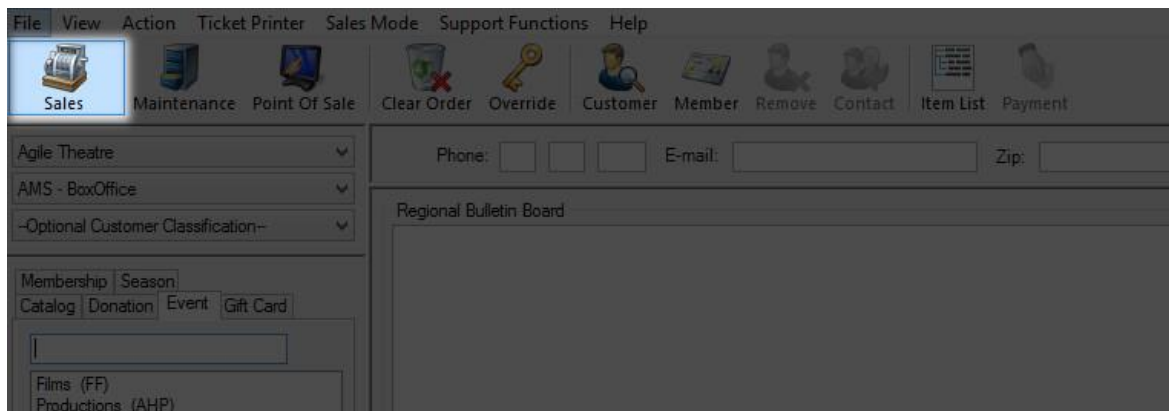
Selling Tickets in AMS

These instructions will show you how to process a ticket order using Sales in the Agile app. Before you get started, make sure that you have the Agile software downloaded on your computer and that you have gotten your log in credentials from your system administrator.

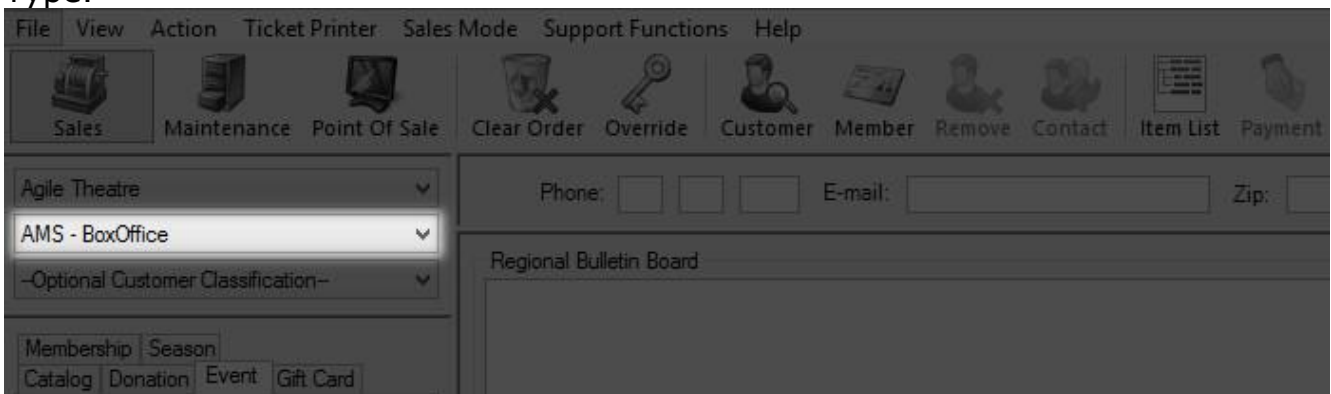
1. [Log In](#) to the Sales app.



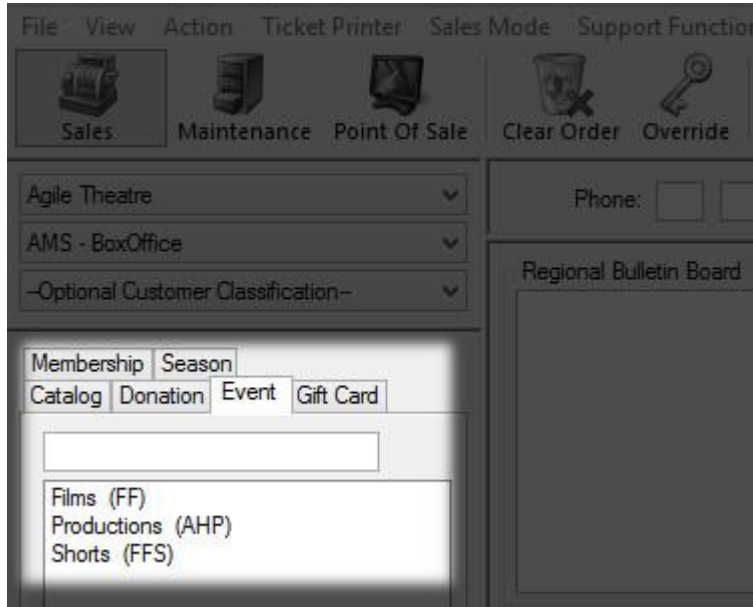
2. Before you can start processing sales, you will need to "Cash In". To cash in, select "Action" from the menu at the top of the screen. Click ["How To Cash In and Create a Daily User Batch in AMS"](#) to learn more about cashing in.
3. Click on the "Sales" Icon at the top left of the screen.



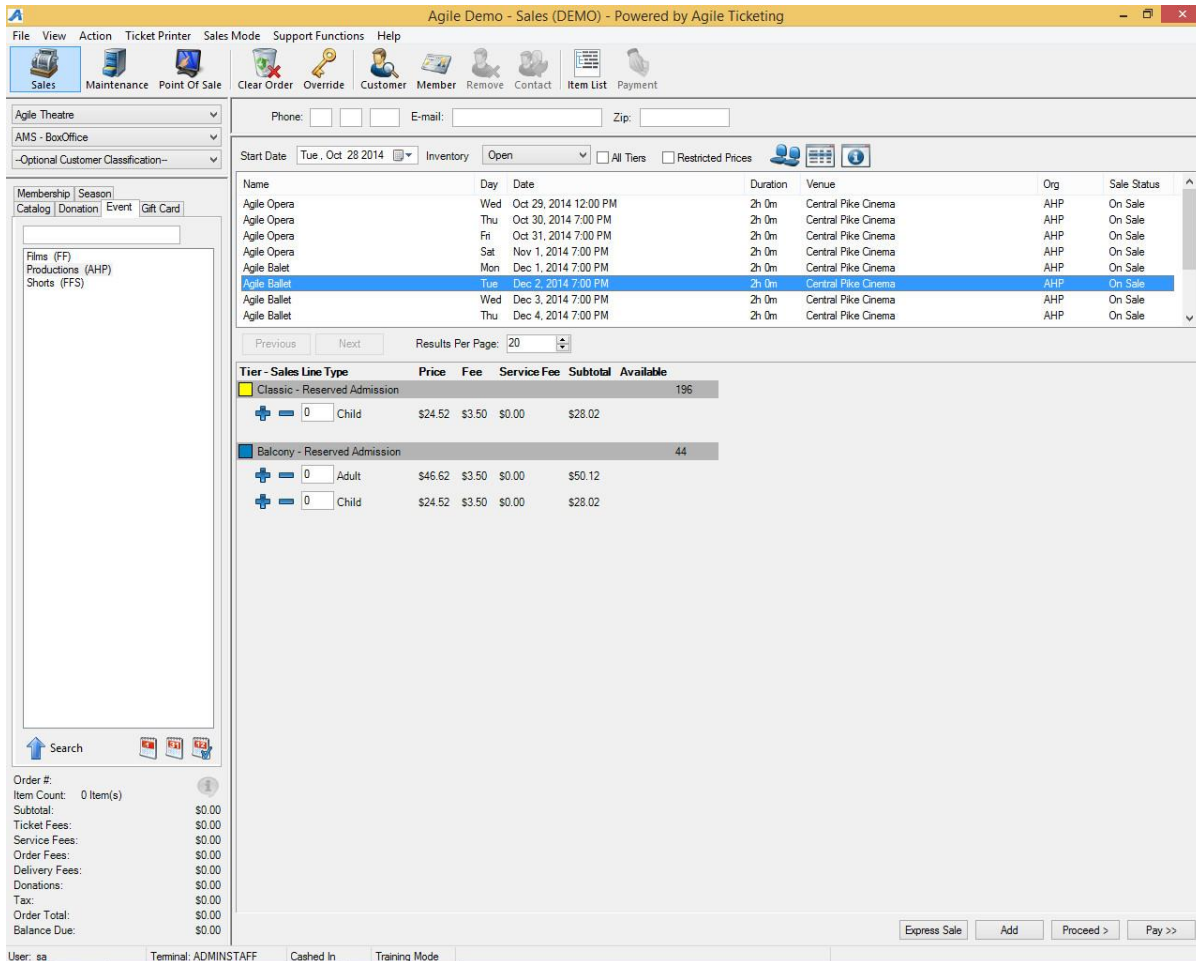
4. Select your Buyer Type.



- Select the item tab that you would like to sell. For Example, I would like to sell tickets to a movie, so I would select the "Event" tab.



- Under the Event Tab, there will be a list of sales organizations that you can select from. For this purpose I will be selecting "Films".
- Select the event that the customer is wanting to purchase.



8. Once the event is selected, you will see the list of prices available for this performance. In this example, the events are General Admission Seating.

Agile Demo - Sales (DEMO) - Powered by Agile Ticketing

File View Action Ticket Printer Sales Mode Support Functions Help

Sales Maintenance Point Of Sale Clear Order Override Customer Member Remove Contact Item List Payment

Agile Theatre
AMS - BoxOffice
-Optional Customer Classification-

Membership Season
Catalog Donation Event Gift Card

Films (FF)
Productions (AHP)
Shorts (FFS)

Phone: [] [] [] E-mail: [] Zip: []

Start Date: Tue, Oct 28 2014 Inventory: Open [] All Tiers [] Restricted Prices []

Name	Day	Date	Duration	Venue	Org	Sale Status
Kids Shorts Program	Thu	Jan 1, 2015 12:00 PM	2h 0m	Agile Theatre (S2)	FF	On Sale
Kids Shorts Program	Thu	Jan 1, 2015 12:00 PM	2h 0m	Elm Hill Cinema	FF	On Sale
Kids Shorts Program	Fri	Jan 2, 2015 7:00 PM	2h 0m	Elm Hill Cinema	FF	On Sale

Previous Next Results Per Page: 20

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
<input type="checkbox"/> General Admission - General Admission					173
<input type="checkbox"/> <input type="text" value="0"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	
<input type="checkbox"/> <input type="text" value="0"/> Voucher Redemption	\$0.00	\$0.00	\$0.00	\$0.00	
<input type="checkbox"/> Stand By / Rush - General Admission					0
<input type="checkbox"/> <input type="text" value="0"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	

Order #:
Item Count: 0 Item(s)
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
Order Total: \$0.00
Balance Due: \$0.00

Express Sale Add Proceed > Pay >>

User: sa Terminal: ADMINSTAFF Cashed In Training Mode

9. Select the number of tickets the customer is wanting to purchase and then click on the "Add" button.

Previous Next Results Per Page: 20

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
<input type="checkbox"/> General Admission - General Admission					173
<input type="checkbox"/> + <input type="text" value="2"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	
<input type="checkbox"/> + <input type="text" value="0"/> Voucher Redemption	\$0.00	\$0.00	\$0.00	\$0.00	
<input type="checkbox"/> Stand By / Rush - General Admission					0
<input type="checkbox"/> + <input type="text" value="0"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	

Express Sale Add Proceed > Pay >>

10. If the customer is purchasing more than one event, you can select another event by choosing the sales organization again and add tickets to the cart.

11. For this example, I will be choosing a reserved seating event under "Productions".

The screenshot shows the Agile Demo - Sales (DEMO) interface. The top menu includes File, View, Action, Ticket Printer, Sales Mode, Support Functions, and Help. Below the menu are icons for Sales, Maintenance, Point Of Sale, Clear Order, Override, Customer, Member, Remove, Contact, Item List, and Payment. The main area displays a list of events with columns for Name, Day, Date, Duration, Venue, Org, and Sale Status. The events listed are Agile Opera and Agile Ballet. Below the event list is a table for ticket options with columns for Tier - Sales Line Type, Price, Fee, Service Fee, Subtotal, and Available. The table shows two main sections: Classic - Reserved Admission (196 available) and Balcony - Reserved Admission (44 available). The Classic section has a Child option for \$28.02. The Balcony section has Adult and Child options for \$50.12 and \$28.02 respectively. The bottom of the screen shows a summary of the order with a total of \$0.00 and buttons for Express Sale, Add, Proceed, and Pay.

Name	Day	Date	Duration	Venue	Org	Sale Status
Agile Opera	Wed	Oct 29, 2014 12:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Opera	Thu	Oct 30, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Opera	Fri	Oct 31, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Opera	Sat	Nov 1, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Ballet	Mon	Dec 1, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Ballet	Tue	Dec 2, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Ballet	Wed	Dec 3, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale
Agile Ballet	Thu	Dec 4, 2014 7:00 PM	2h 0m	Central Pike Cinema	AHP	On Sale

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
Classic - Reserved Admission					196
+ = 0 Child	\$24.52	\$3.50	\$0.00	\$28.02	
Balcony - Reserved Admission					44
+ = 0 Adult	\$46.62	\$3.50	\$0.00	\$50.12	
+ = 0 Child	\$24.52	\$3.50	\$0.00	\$28.02	

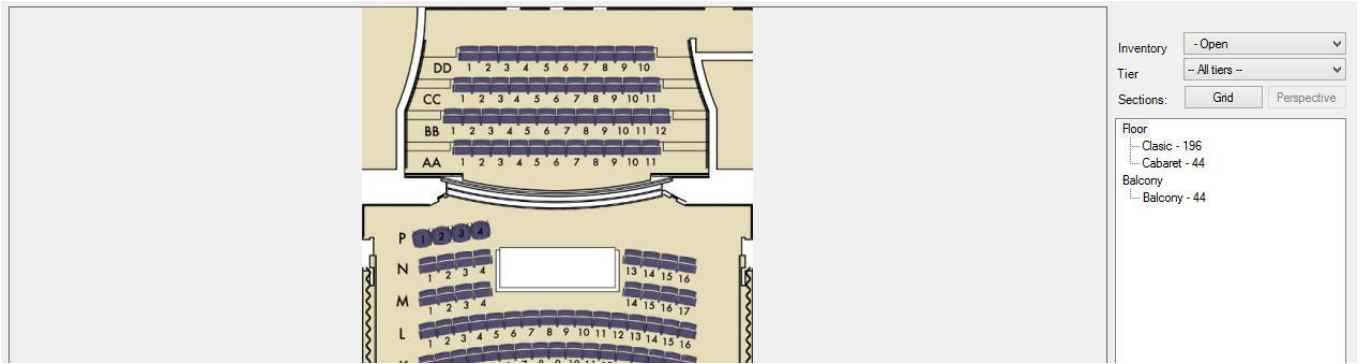
12. Select the event that the customer is wanting to purchase.

13. In area above the list of event, you will see a "blue seat" icon. Click on this icon to pull up the reserved seating chart.

This close-up screenshot shows the event selection area. It includes the Start Date (Tue, Oct 28 2014), Inventory (Open), and checkboxes for All Tiers and Restricted Prices. Below this is a table of event listings with columns for Name, Day, Date, Duration, and Venue. The events listed are Agile Opera on Wed, Thu, and Fri.

Name	Day	Date	Duration	Venue
Agile Opera	Wed	Oct 29, 2014 12:00 PM	2h 0m	Central Pike Cinema
Agile Opera	Thu	Oct 30, 2014 7:00 PM	2h 0m	Central Pike Cinema
Agile Opera	Fri	Oct 31, 2014 7:00 PM	2h 0m	Central Pike Cinema

14. Over to the right of the screen you will see the different sections that are available for purchase. In this example, I'm going to select "Classic" section.



15. In the seating chart you will see the row letters to the left of the screen. You will also see the seat numbers for each seat in that row.

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal
Classic - Reserved Admission				
Adult	\$46.62	\$3.50	\$0.00	\$50.12
Child	\$24.52	\$3.50	\$0.00	\$28.02

16. If there is a solid black dot in one of the seating squares, this means that the seat is already sold to another customer.
17. If you see letters in the square where seat numbers are, these are seats that are put on hold for various reasons. In this example the "A"'s are Artist holds, the lower case "h" is House or Venue holds.
18. You will also notice that there are holds at the "rear" of the seating chart. These holds are for patrons that have ADA requirements. The "C" stands for Companion

Seating, the "W" stands for Wheelchair Seating" and the "T" stands for Transferable/Mobility Impaired seating. Each venue or organization has their own list of holds that they need. If you need more information about these holds, please speak with your system administrator about accessing hold seats.

- To select reserved seats, simply select the number of seats using your cursor. Once they have been selected, you will then enter the number of tickets in the pricing area and add to their cart.

Agile Ballet 12/1/2014 7:00:00 PM

Area: Floor Section: Classic Zoom: 100% Seat Numbers Show Restricted Prices

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal
Classic - Reserved Admission				
4 Adult	\$46.62	\$3.50	\$0.00	\$50.12
0 Child	\$24.52	\$3.50	\$0.00	\$28.02

Selected seats: 4

- When you have all of the tickets that the customer is purchasing in the shopping cart, you can then click on proceed to get to the item summary screen.

- The item summary screen is where you can confirm all the items that they are wanting to purchase as well as to confirm the delivery method for the tickets.

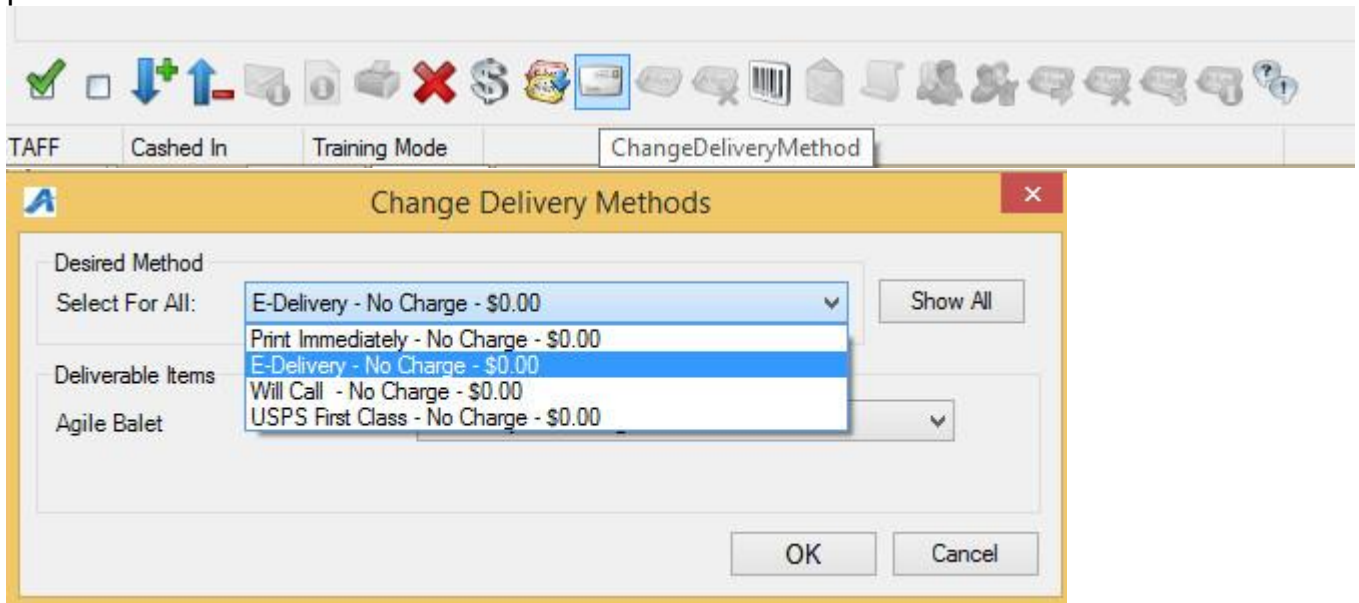
Item Summary

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
Agile Ballet	12/1/2014 7:00 PM	Central Pike Cinema				Print Immediately - No Charge			
3 Classic - Reserved Admi...									
<input type="checkbox"/> Child	Floor - Classic / D / 6		\$24.52	\$3.50	\$0.00			27605	
<input type="checkbox"/> Adult	Floor - Classic / D / 7		\$46.62	\$3.50	\$0.00			27605	
<input type="checkbox"/> Adult	Floor - Classic / D / 8		\$46.62	\$3.50	\$0.00			27605	
Delivery Fee	Delivery Price Type	Delivery Fee	Transaction						
<input type="checkbox"/> Print Immediately	No Charge	\$0.00	27605						

22. If the customer is at your window and will want to take the tickets with them, you will leave the delivery method as "Print Immediately"

NOTE: Must have a ticket printer attached to the computer in order to print tickets.

23. If the customer wants to hold them at Will Call or they want you to email them via the Print At Home option, you can click on the "Change Delivery" icon at the bottom of the screen and change the delivery method in the drop down. (HTS20 and HTS21)NOTE: You must associate the order with a customer account in order to please tickets on Will Call or to email the Print At Home tickets.



24. When everything on the item summary page is completed and ready to be finalized with payment, click on the "Proceed" screen to get to the payment screen.

25. On the payment page, you will see the total amount due is populated. If the customer is paying with cash or check, select that payment type from the drop down and click Apply Payment to complete the order.

26. If they are paying with a credit card and you have a credit card swipe attached to your computer, all you will need to do is swipe the credit card and the card information will populate and start the authorization process. If you do not have a card swipe, you can manually enter the credit card information and then click "Apply Payment" to authorize the credit card.