

## Exchange/Sell Tickets for an Event Passed

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



2. If making an exchange, click on **Maintenance** and search for the **Order Number** you need to exchange. Otherwise go to step 3.

Phone:    E-mail:  Zip:

Order #   Last orders for

Last Name   Last orders you sold or maintained

Exact Match Barcode

Customer #   Membership

Document #   Member #

Credit Card  Gift Card List orders for an event

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, Joe	116701	10/8/2015 8:50 AM	AgileTheatre	AMS - BoxOffice	Hermitage	TN	10/8/2015 8:50 AM	sa
Agile, Jill	116687	10/7/2015 9:50 AM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	10/7/2015 9:52 AM	sa
Agile, DeeDee	116685	10/7/2015 9:43 AM	AgileTheatre	AMS - BoxOffice	ANTIOCH	TN	10/7/2015 9:43 AM	sa
Agile, Peter	116684	10/7/2015 9:34 AM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	10/7/2015 9:36 AM	sa
Agile, Dotty	106663	9/29/2015 1:47 PM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	9/29/2015 1:47 PM	sa
Agile, Joe	106646	9/24/2015 3:04 PM	AgileTheatre	AMS - BoxOffice	Hermitage	TN	9/24/2015 3:04 PM	sa
Agile, Joe	106644	9/24/2015 1:53 PM	AgileTheatre	AMS - BoxOffice	Hermitage	TN	9/24/2015 1:54 PM	sa
Agile, Joe	106635	9/17/2015 3:07 PM	AgileTheatre	Web - Advanced	Hermitage	TN	9/17/2015 3:10 PM	agileweb
Agile, Joe	106634	9/16/2015 2:41 PM	AgileTheatre	Web - Member	Hermitage	TN	9/16/2015 2:42 PM	agileweb
Agile, Joe	106628	9/11/2015 3:07 PM	AgileTheatre	Web - Advanced	Hermitage	TN	9/11/2015 3:24 PM	sa
Agile, Joe	106629	9/11/2015 3:12 PM	AgileTheatre	Web - Advanced	Hermitage	TN	9/11/2015 3:12 PM	agileweb
Agile, Joe	106617	9/9/2015 2:11 PM	AgileTheatre	Web - Advanced	Hermitage	TN	9/9/2015 2:41 PM	sa
Agile, Joe	106586	8/10/2015 4:25 PM	AgileTheatre	Web - Advanced	Hermitage	TN	8/10/2015 4:27 PM	agileweb
Agile, Joe	106582	8/10/2015 2:37 PM	AgileTheatre	Web - Advanced	Hermitage	TN	8/10/2015 2:38 PM	agileweb
Agile, Joe	106581	8/10/2015 12:56 PM	AgileTheatre	Web - Advanced	Hermitage	TN	8/10/2015 12:58 PM	sa
Agile, Peter	106574	8/1/2015 12:23 PM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	8/1/2015 12:25 PM	sa
Agile, Peter	106573	8/1/2015 12:18 PM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	8/1/2015 12:20 PM	sa
Agile, Joe	96597	7/23/2015 11:18 AM	AgileTheatre	Web - Advanced	Hermitage	TN	7/23/2015 1:49 PM	sa
Agile, DeeDee	96606	7/23/2015 1:26 PM	AgileTheatre	AMS - BoxOffice	HERMITAGE	TN	7/23/2015 1:41 PM	sa
Agile, Joe	96596	7/23/2015 9:31 AM	AgileTheatre	AMS - BoxOffice	Hermitage	TN	7/23/2015 9:32 AM	sa

3. Click on the **Event** tab and the correct heading below.

Event  Gift Card  Membership  Season

- 2015 Agile Film Festival (15AFF)
- AG Shorts (AGSH)
- AgileTheatre (ADT)
- AT Concessions (ATC)
- AT Fund Development (ATD)
- AT Gift Card (ATGC)
- AT Membership (ATM)
- AT Merchandise (ATME)
- Features (FEAT)
- Films (FF)
- Music (AHM)
- Packs (14SIX)
- Passes (fpass)
- Productions (AHP)
- Shorts (FFS)

4. In the **Start Date**, back date it so it catches the event.

Customer #: 23541  
Membership: 40626 - Film Buff

Billing Address  
Joe Agile  
4124 Central PK  
Hermitage, TN 37076

Start Date: Mon, Sep 21 2015 [calendar icon] Inventory: Open

September 2015

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
One about Comedy, The	30	31	1	2	3	4	5
Cat Movie, The	6	7	8	9	10	11	12
One about Comedy, That	13	14	15	16	17	18	19
Cat Movie, The	20	21	22	23	24	25	26
One about Comedy, That	27	28	29	30	1	2	3
Cat Movie, The	4	5	6	7	8	9	10

Today: 10/13/2015

5. Click on the event and at the bottom of the screen, click Allow Sale.

Start Date: Mon, Sep 21 2015 [calendar icon] Inventory: Open [dropdown]  All Tiers  Restricted Prices [user icon] [calendar icon] [info icon]

Name	Day	Date	Duration	Venue	Org	Sale Status
One about Comedy, That	Mon	Sep 21, 2015 12:00 PM	3h 0m	Best Theater	15AFF	Not Sellable
Cat Movie, The	Mon	Sep 21, 2015 1:00 PM	2h 10m	Agile Theatre (S1)	15AFF	Not Sellable
One about Comedy, That	Tue	Sep 22, 2015 12:00 PM	3h 0m	Best Theater	15AFF	Not Sellable
Cat Movie, The	Tue	Sep 22, 2015 1:00 PM	2h 10m	Agile Theatre (S1)	15AFF	Not Sellable
One about Comedy, That	Wed	Sep 23, 2015 12:00 PM	3h 0m	Best Theater	15AFF	Not Sellable
Cat Movie, The	Wed	Sep 23, 2015 1:00 PM	2h 10m	Agile Theatre (S1)	15AFF	Not Sellable
Cat Movie, The	Thu	Sep 24, 2015 1:00 PM	2h 10m	Agile Theatre (S1)	15AFF	Not Sellable
Great Event, The	Thu	Sep 24, 2015 7:00 PM	2h 0m	Agile Theatre (S1)	15AFF	Not Sellable

Previous Next Results Per Page: 20 [dropdown]

⚠ Membership Benefit Summary For Event  
1 General Admission Friend Comp ticket remaining.

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
<input type="checkbox"/> General Admission - General Admission					373
<input type="checkbox"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	
<input type="checkbox"/> Friend Comp	\$0.00	\$0.00	\$0.00	\$0.00	
<input type="checkbox"/> Voucher Redemption	\$0.00	\$0.00	\$0.00	\$0.00	
<input type="checkbox"/> Stand By / Rush - General Admission					0
<input type="checkbox"/> Ticket	\$10.00	\$0.00	\$0.00	\$10.00	

Allow Sale Express Sale Add Proceed > Pay >>



6. Complete the sale as normal. See [Exchanging Tickets](#) or [Selling Tickets in AMS](#) for more information.