Order Maintenance in Web Portal Box Office

Agile	e Portal Login	
Username:		
Password:		
Domain:		
Log	gin ot Your Password	
	6	

1. Log into portal.agiletix.com

2. Click on the **Box Office** icon to the left of the screen.



3. Enter your **Username, Password** and select the **Terminal Key Name** from the dropdown. **NOTE:** *The Terminal Key Name is different from your Domain name. If you do not have a Terminal Key Name, please contact your Client Support Rep.*

	S Sales Log	in	
Username:		-	
Password:		5	
Terminal:	AAHS T		

4. Once you are logged in, you will be prompted to **Cash In.** Click **Yes** to cash in. Enter in the **Opening Cash** and any other notes. Then click on the **Save Changes** button. This will tell the

system that you are ready to start your shift and to process sales. By cashing in, the system will allow you to process and track all sales.

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5. To look up an order enter the **Order Number** in the **Order #** box in the **Last Orders** section of the **User Info** page. Click **Go** to open up that order.

rt House							
	Agile Demo Sandbox Mess No Messages	ages					
	Cash in / Out						
	Status: Cathed in - Ready For User: Hannah Stenand (ADSC) User: Batch # 20023 Opening Cash Closing Cash: Closing Cash: Closing Checks: Notes:	5445					
	Cash Out Save Changes	Vew Report					
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6. From the Order, you are able to print or resend the order confirmation.

				Sign Out stewardhc User Info Customer Se	arch Cart (0)		1
=	Agile Art House) ,	,
		Pith Continuation Enail Continuation Transk you for your purchase important who Order Number: 139641 (Status as of - 5/15/1) Customer Number: 95695	mation is listed below. Our Box Office is open 1 hour prior to the trace PM (r first film and closes 30 minutes after the start of the last film for the	Cancel Order		
		Agile Art House Gift Card					
		Amount \$100.00	Number 3086091406007070		PIN 5932		
		Delivery Method - Gift Card Mall Cost Jammary Murchaes: 310.00 Psymet Information Card: 510.00/314/2018 Total 5100.00		Bulling Address Bulling Handwig Barner Han Cambridge, MA 02138 United States			

Processing a Refund

1. You can process a full refund in Web Portal Box Office. Follow steps 1 through 5 for **Order Maintenance.**

2. When on the order confirmation page, click on **Cancel Order**.

Ξ	Aglie Film Festiv	
	Print Confermation Email Confermation Order Number: 138772 (Status as of - 5115/18.3.45.PM) Customer Number: 15725	Cancel Order

3. Enter the reason for the refund and then click **Submit**. NOTE: You can only refund or cancel an entire order in Web Portal Box Office.

Confirm Order Cancel	×
Reason for Cancel:	
HB Processed second order by mistake	x
Order Amounts Being Refunded:	
Cash : (\$200.00)	
Submit Cancel	

4. You will get a confirmation that the order has been successfully canceled.



Order History in Customer Record.

If the order number is unavailable you are able to look up a customer's order history.

1. Click on the **Customer Search** at the top of the screen.

Sign Out | Uter Info | Customer Search | Cart (0)

2. Search for the **Customer** by entering the **First** and **Last** name or the **Customer number**.

Last Name:	Potter				
Email:					
Customer #:					
Zip Code:					
Phone:					
Search A	dd New Clear Customer	Member Search			
Last Name	F	irst Name	Customer #	Address	Actions
Potter	Ha	arry	94756	4 Privet Dr. LONDON, OH 43140	ê 🕹

3. Once you have found the customer record you are looking for click on the **Customer Information** button.

Last Name:	Potter			
First Name:	Harry			
Email:				
Customer #:				
Zip Code:				
Phone:				
Search A	dd New Clear Customer Member Search			
Last Name	First Name	Customer #	Address	Actions
Potter	Harry	94756	4 Privet Dr. LONDON, OH 43140	🕹 🕹

4. Once you are in the customer record click on the **View Your Orders** button to pull up all orders in that customer record.

94756	
Name	NOCH I
Harry Potter	
Email	
lightingscar@noreply.com	Change Remove
Edit Contact Information	

5. Click on the **View Order Details** button to open the order, and from here you are able to print or resend the order confirmation.

Agle Art House Sandbox-Order Date Order Number: 139013 3/2/2016 11:44 AM Agle Art House Sandbox - Order Date 6/13/2017 11:07 AM Coder Date	■	Agile Art House		
Agile Art Hourse Sandbox - Order Date 6/13/2017 11:07 AM			Agle Art House Sandbox - Order Date 3/2/2018 11:44 AM	Order Number: 139613 View Order Details
			Agile Art House Sandbox - Order Date 6/13/2017 11:07 AM	Order Number: 138507 View Order Details

Print Confirmation Email Confirmation Thank your for your purchase. Important information is listed below. Our Box Office is open 1 hour prior to the first film and closes 30 miniutes after the start of the last film for the day. Order Number: 338507 (Status as of - 5/15/18 12:49 PM) Customer Number: 94756						Cancel Order
Sandbox Membership						
Type Gold Member	Number 50898	Expires 6/13/2018	Name Harry Potter Ginny Potter	Price \$500.00	Service Fee \$0.00	
Delivery Method - Will Call						
Art House Donations		_		_	_	
1	Amount \$1,000.00					
Cost Summary Purchases: \$500.00 Donations: \$1,000.00 Payment Information Cash:\$1,500.006/13/2017 Total \$1,500.00			Billing Address Harry Potter 4 Privet Dr. LONDON, OH 43140 United States			