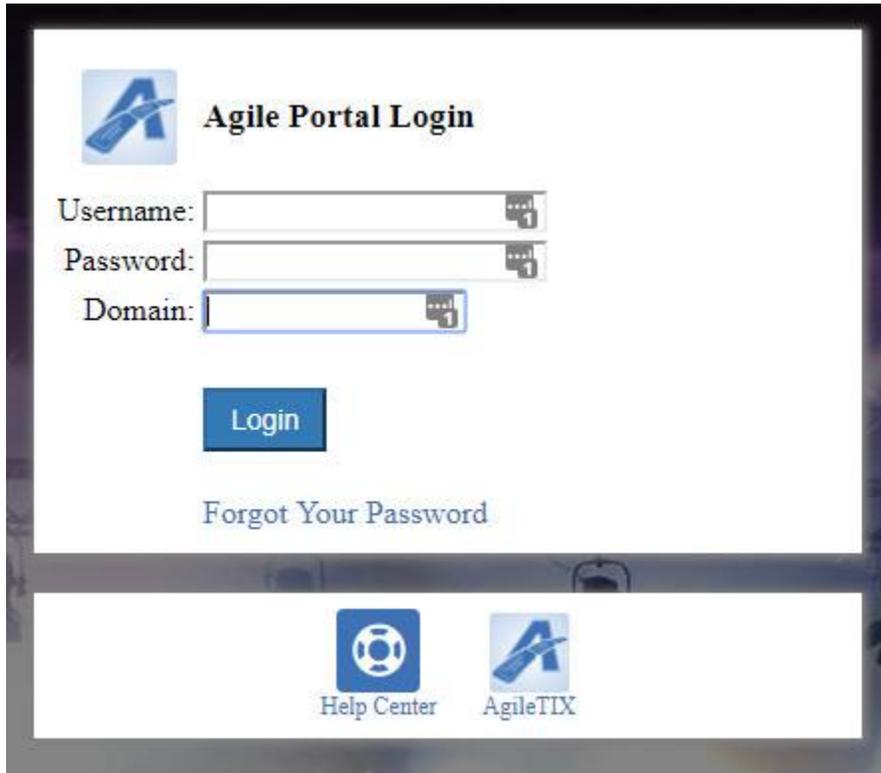


Order Maintenance in Web Portal Box Office

1. Log into portal.agiletix.com



 **Agile Portal Login**

Username:

Password:

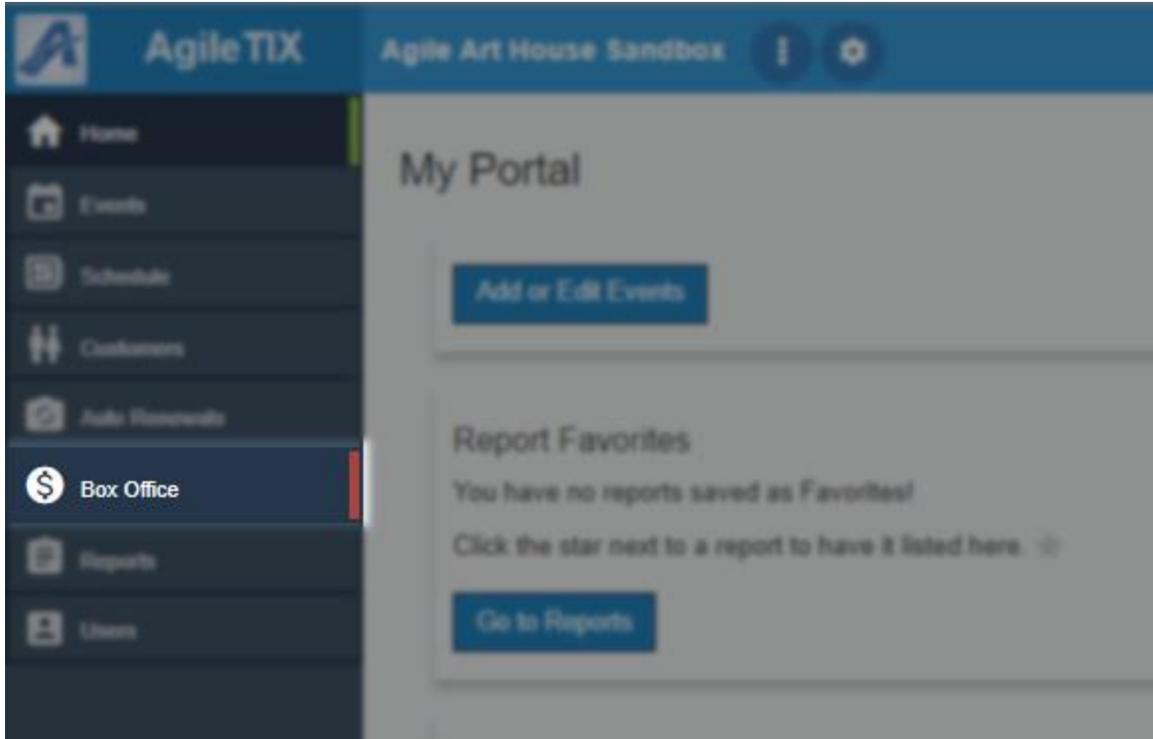
Domain:

[Login](#)

[Forgot Your Password](#)

 [Help Center](#)  [AgileTIX](#)

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.*



 **Sales Login**

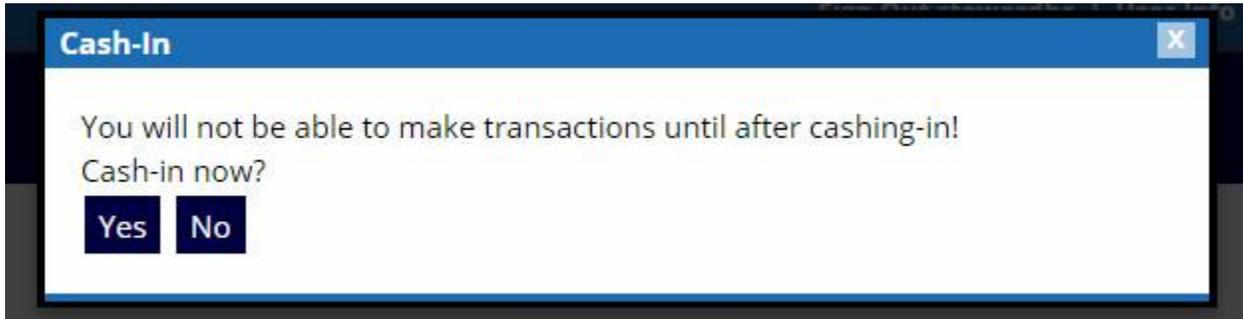
Username:

Password:

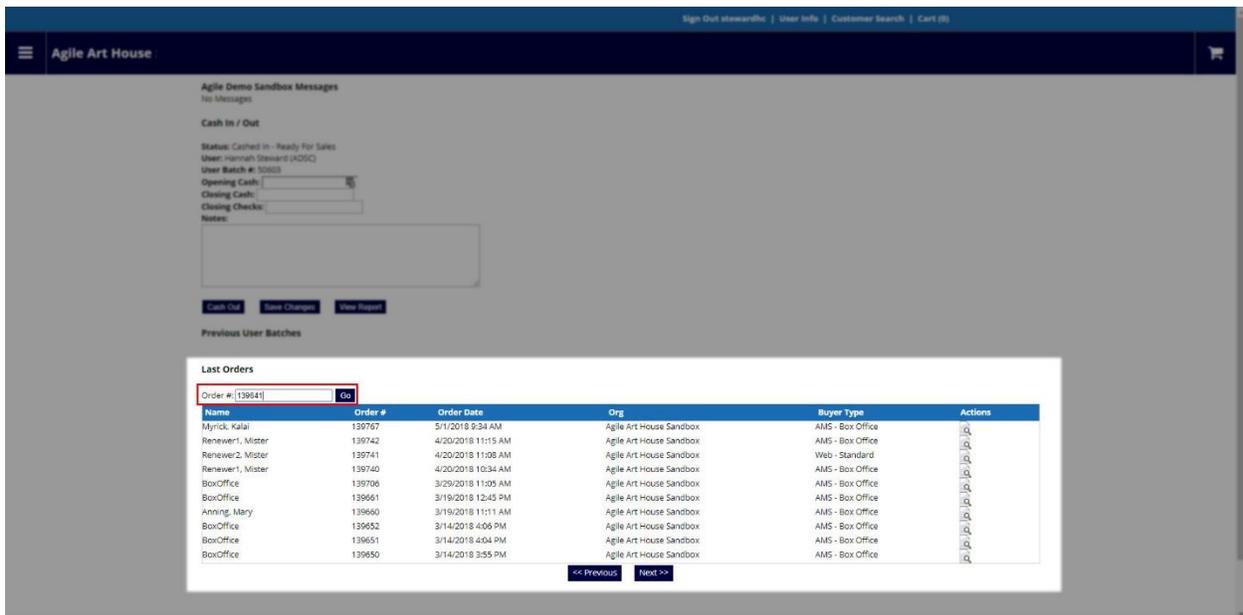
Terminal:

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

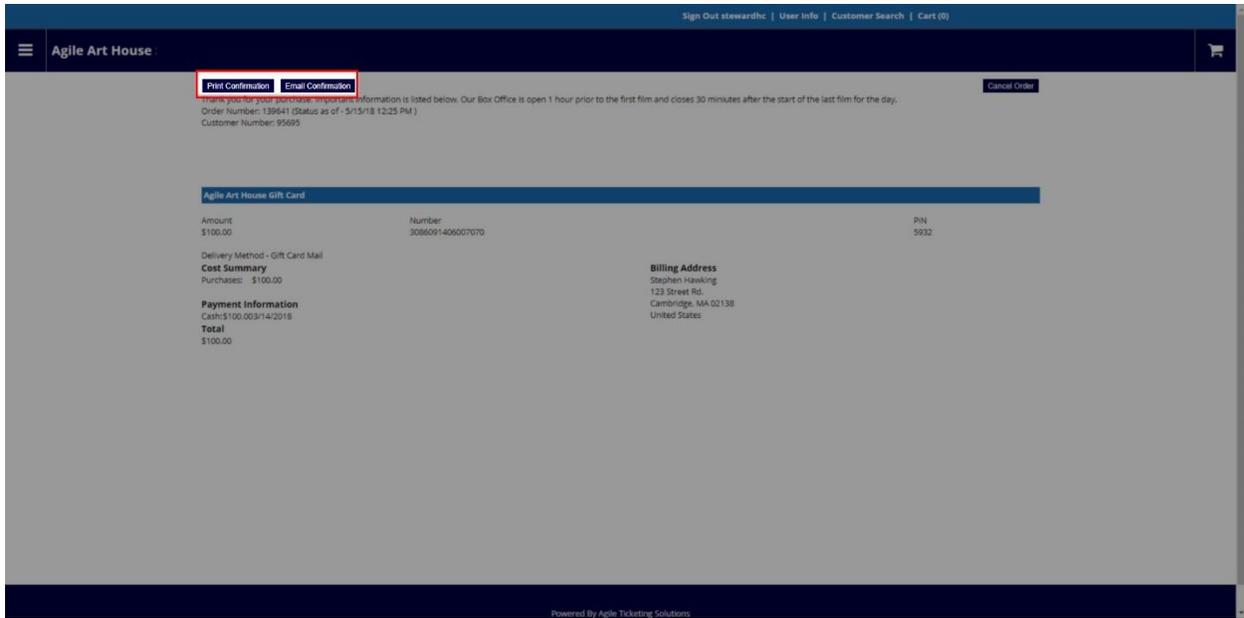
system that you are ready to start your shift and to process sales. By cashing in, the system will allow you to process and track all sales.



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.



6. From the Order, you are able to print or resend the order confirmation.



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**.



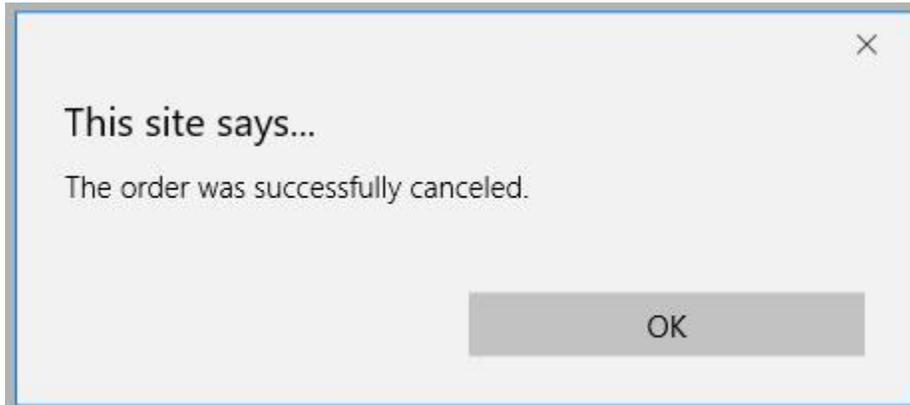
3. Enter the reason for the refund and then click **Submit**. NOTE: You can only refund or cancel an entire order in Web Portal Box Office.

Confirm Order Cancel

Reason for Cancel:

Order Amounts Being Refunded:
Cash : (\$200.00)

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.

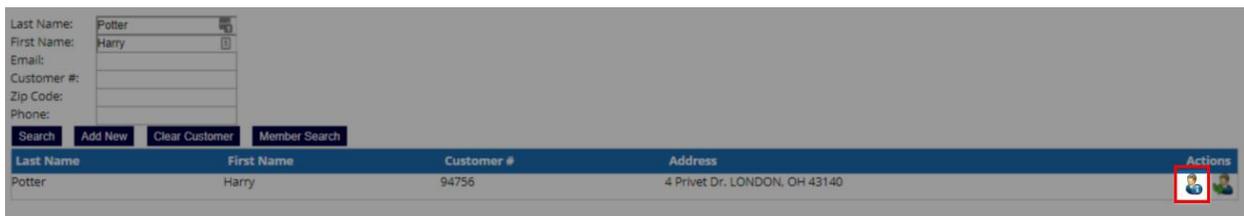
1. Click on the **Customer Search** at the top of the screen.



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



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



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

Account #
94756

Name
Harry Potter

Email
Lightingscar@noreply.com



[Change](#) [Remove](#)

[Edit Contact Information](#)

[View Your Orders](#)

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.

Agile Art House

Agile 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](#)

[Cancel Order](#)

Thank you for your purchase. Important information is listed below. Our Box Office is open 1 hour prior to the first film and closes 30 minutes after the start of the last film for the day.
Order Number: 138507 (Status as of - 5/15/18 12:49 PM)
Customer Number: 94756

Sandbox Membership

Type	Number	Expires	Name	Price	Service Fee
Gold Member	50898	6/13/2018	Harry Potter Ginny Potter	\$500.00	\$0.00

Delivery Method - Will Call

Art House Donations

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