

5. If the customer has never placed an order into the system, create a new customer account by clicking "**Add New.**"

Last Name: Agile City: Member #: First Name: State: Membership: Phone: Zip: Email: Customer #: Exact Name Match Search For Business Show Disabled Customer

Records Per Page: 50 Search

LastName	First Name	Customer #	Street 1	City	State	Zip	Parent Name
* Agile	Bill	23718	4124 Central...	HERMITAGE	TN	37076	
agile	Christy	23637	4124 Central...	Hermitage	TN	37076	
* Agile	Jill	23722	4124 Central...	HERMITAGE	TN	37076	
* Agile	Joe	23541	4124 Central...	Hermitage	TN	37076	
* Agile	Mary	23640	4124 Central...	Hermitage	TN	37076	
Agile	Melinda	23542	4124 Central...	Hermitage	TN	37076	
* Agile Ticketi...		22624	4124 Central...	HERMITAGE	TN	37076	

* indicates customer has orders

Previous Next View **Add New** OK Cancel

If the customer does not appear in this list, click "Add New" below to add them into the system.

6. Once you click "**Add New,**" the **Quick Add Customer** window will appear. This is where you will fill in the customer's information. Once you have

captured all the customer's information, click **OK**.

The screenshot shows a software interface with two tabs: "General" (selected) and "Question/Answer". The "General" tab contains the following fields and options:

- Business
- Prefix:
- First*:
- Middle:
- Last*:
- Suffix:
- Email:
- Receive email related to Agile Demo.
- Receive email related to Agile Sports.
- Tax Exempt
- Federal Tax ID:
- State Tax ID:
- Billing Address** section:
 - Country*: (dropdown)
 - Address 1*:
 - Address 2:
 - City*:
 - State / Province*: (dropdown)
 - Zip*:
- Phone Number: (dropdown)
- Phone format: () - ext.

At the bottom of the form are three buttons: "Add With Incomplete Information", "OK", and "Cancel".

7. Once you are in the customer's account, select the **Package** tab on the left side of the screen. Select the package program from the list under the Package tab. This will allow you to see all available packages. Choose the

relevant package program in the box on the right.

The screenshot shows a software interface with several sections. On the left, there are three dropdown menus: 'Athletics', 'AMS - Box Office', and '-Optional Customer Classification--'. Below these are tabs for 'Donations', 'Event', 'Catalog', 'Membership', and 'Package', with 'Package' highlighted in yellow. A list box contains 'Basketball (BKB)' and 'Basketball Season Tickets (BST)'. On the right, a customer profile is shown for 'Customer #: 247478' with a 'Billing Address' of 'Test Test', 'This is only a test please disregard.', and 'Woodland Hills, CA 91367'. Below this is an 'Inventory' section with a dropdown set to 'Open' and a checked 'Restricted Prices' option. A table lists '2013-14 Season Ticket' and '2014-15 Season Tickets'. At the bottom, a quantity input box contains '0', followed by the text 'Regular Season Ticket' and 'Prices starting at: \$140.00'.

8. Select the package you want to sell to the customer. In the box next to **Admission**, type the quantity of packages to be added to the order.

The screenshot shows a software interface with a menu bar including 'File', 'View', 'Action', 'Ticket Printer', 'Sales Mode', 'Support Functions', and 'Help'. Below the menu bar are icons for 'Sales', 'Maintenance', 'Point Of Sale', 'Clear Order', 'Override', 'Customer', 'Member', 'Remove', and 'Contact'. On the left, there are three dropdown menus: 'Agile Sports', 'AMS - Advanced', and '-Optional Customer Classification--'. Below these are tabs for 'Catalog', 'Donation', 'Event', 'Gift Card', 'Membership', and 'Season', with 'Season' highlighted. A list box contains 'Packages (ATSPack)' and 'Season Tickets (ATSST)'. On the right, a customer profile is shown for 'Customer #: 23640' with a 'Billing Address' of 'Mary Agile', '4124 Central Pike', and 'Hermitage, TN 37076'. Below this is an 'Inventory' section with a dropdown set to 'Open' and an unchecked 'Restricted Prices' option. A table lists 'Pick 10', 'Short Stop', and 'Weekend Slugger'. At the bottom, a quantity input box contains '1', followed by the text 'Admission' and 'Prices starting at: \$0.00'.

NOTE: In some package setups, all the items are mandatory to purchase, as shown in the first image below. In others, as in the second image below, you may choose the events that are to be included in that package.

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

AMS - Advanced Inventory Open Restricted Prices

Catalog Donation Event Gift Card Membership Season

Packages (ATSPack) Season Tickets (ATSST)

Weekend Slugger Group Package
Short Stop Package
Pick 10 Package

1 Admission Prices starting at: \$325.00

Events

Event Name	Date	Time	Stadium	Seat Type	Status	Availability	Icons
Agile Tixs - VS - Omaha Royals	7/18/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8769 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Albuquerque Isotopes	7/19/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8793 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Albuquerque Isotopes	7/20/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8794 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Omaha Royals	7/30/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8800 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Round Rock Express	7/31/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8798 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Round Rock Express	8/1/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8800 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Salt Lake Bees	8/13/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8799 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Salt Lake Bees	8/14/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8801 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Salt Lake Bees	8/15/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8797 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - Colorado Springs Sky Sox	8/20/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8800 Avail)	
0 of 1 Admission			1X Multiplier	Mandatory			
Agile Tixs - VS - New Orleans Zephyrs	8/27/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8803 Avail)	

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

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 Sports
AMS - Advanced
-Optional Customer Classification-

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

Inventory Open Restricted Prices

Name: Weekend Slugger
Short Stop
Pick 10

Group: Package
Package

10 Admission Prices starting at: \$120.00

Min: 10 Max: 10

Denotes you must selected a minimum of 10 items and a maximum of 10 items. If 10 are not selected, you will receive an error message when you try to process a payment.

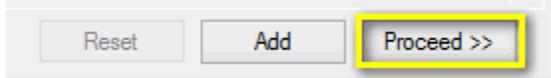
Item	Date	Time	Location	Seat	Category	Availability
Agile Tixs - VS - Omaha Royals	7/16/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8747 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/17/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8799 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/18/2015	6:35 PM	Greer Stadium	Reserved Seat	Reserved	(8769 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Albuquerque Isotopes	7/19/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8793 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Albuquerque Isotopes	7/20/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8794 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Albuquerque Isotopes	7/21/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8798 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Albuquerque Isotopes	7/22/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8798 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/27/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8798 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/28/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8796 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/29/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8800 Avail)
of 10 Admission			1X Multiplier	Optional		
Agile Tixs - VS - Omaha Royals	7/30/2015	7:05 PM	Greer Stadium	Reserved Seat	Reserved	(8800 Avail)

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

Search

Proceed >>

9. After selecting the package, click **"Proceed"** in the lower right-hand corner.



10. The next screen is the **Item Summary**. Here, you can review an order before processing payment.

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 Sports
AMS - Advanced
-Optional Customer Classification-

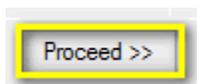
Customer # 23640
Billing Address: Mary Agile, 4124 Central Pike, Hermitage, TN 37076
Shipping Address: Mary Agile, 4124 Central Pike, Hermitage, TN 37076

Item Summary

Package	Short Stop	Base Price	Fee	Delivery	Transact
Admission		\$325.00	\$0.00		
Admission					
Agile Tixs - VS - Albuquerque Isotopes	7/19/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Albuquerque Isotopes	7/20/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Albuquerque Isotopes	7/21/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Albuquerque Isotopes	7/22/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Omaha Royals	7/27/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Omaha Royals	7/28/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Omaha Royals	7/29/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Round Rock Express	8/2/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Round Rock Express	8/3/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Salt Lake Bees	8/16/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Colorado Springs Sky Sox	8/17/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Colorado Springs Sky Sox	8/18/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Colorado Springs Sky Sox	8/19/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - New Orleans Zephyrs	8/25/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - New Orleans Zephyrs	8/26/2015 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Agile Tixs - VS - Omaha Royals	7/15/2016 7:05 PM	Greer Stadium	Reserved Seat	Lower Reserved - M / 7 / 10	68116
Short Stop Voucher		Package Voucher			68116

Order #: 66430
Item Count: 1 Item(s)
Subtotal: \$325.00
Ticket Fees: \$0.00
Service Fees: \$0.00
Order Fees: \$0.00
Delivery Fees: \$0.00

11. Once you have confirmed that everything on the Item Summary screen is correct, click "**Proceed**" in the lower right-hand corner.



12. A "**Change Delivery Methods**" window will pop up. Select the desired delivery method.

Desired Method

Select For All: Print Immediately - Click Here For Delivery Information - \$0.00 (selected)
Print Immediately - Click Here For Delivery Information - \$0.00
Will Call - Click Here For Delivery Information - \$0.00

Deliverable Items

Short Stop: Print Immediately - Click Here For Delivery Information (selected)

Show All

OK Cancel

13. On the payment screen, select the desired payment method.

Payment Information		Summary Info	
Amount	325.00	Transaction Number:	68112
(Choose Method) ▼		Subtotal:	\$325.00
(Choose Method)		Tax:	\$0.00
American Express		Total:	\$325.00
Cash		Minimum Due:	\$325.00
Check			
Discover			
Gift Card - Agile Parks Gift Card			
MasterCard			
Visa			
Apply Account Balance up to (\$0.75)			
Security Code			

NOTE: If you are using a POS station or have a USB Credit Card swipe attached to your terminal, swiping the credit card will populate all the card's information and automatically finalize the order.

14. Click **Apply Payment** to complete the order.

		Payment Total:						
		Current Balance Due:						
Apply Payment	Finalize	\$1	\$5	\$10	\$20	\$50	\$100	Exact Change

NOTE: If there is no balance due on the order, or if you are processing a comp membership type, then you will only need to click "**Finalize**" to complete the transaction.

15. Once the order has finalized, the Order Confirmation page will pop up.

The order finalized correctly.

Order Items Payments Additional Info

Customer #: 23705

Billing Address	Shipping Address	Credit Info
Jerry Smith ** No Info **	Jerry Smith ** No Info **	Credit Limit: \$0.00 Available Credit: \$0.00 Account Balance: \$0.00 Deferred Balance: \$0.00
** No City **, -- 99999	** No City **, -- 99999	

Order Totals

Order #:	36283	
Item Count:	1 Item(s)	
Subtotal:	\$45.00	
Ticket Fees:	\$0.00	
Service Fees:	\$0.00	
Order Fees:	\$0.00	
Delivery Fees:	\$0.00	
Donations:	\$0.00	
Tax:	\$0.00	
Order Total:	\$45.00	

Hide this window

[View Again](#) [Print Receipts](#) [Print at Home](#) [Order Confirmation](#) [OK](#)

Click **Order Confirmation** to start the confirmation process.

16. Once you click **Order Confirmation**, the **Order Confirmation Options** window will pop up. Make sure the email address is correct, add any message you want to appear on the confirmation email, and click **Send Confirmation** to email the customer their confirmation receipt.

Please choose what you want to do with this order confirmation.

Send To:

Message:

[Open PDF](#) [Open Web](#) [Send Confirmation](#) [Close](#)