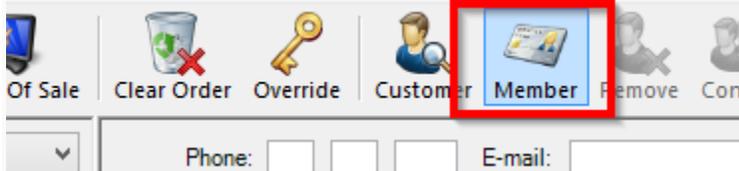
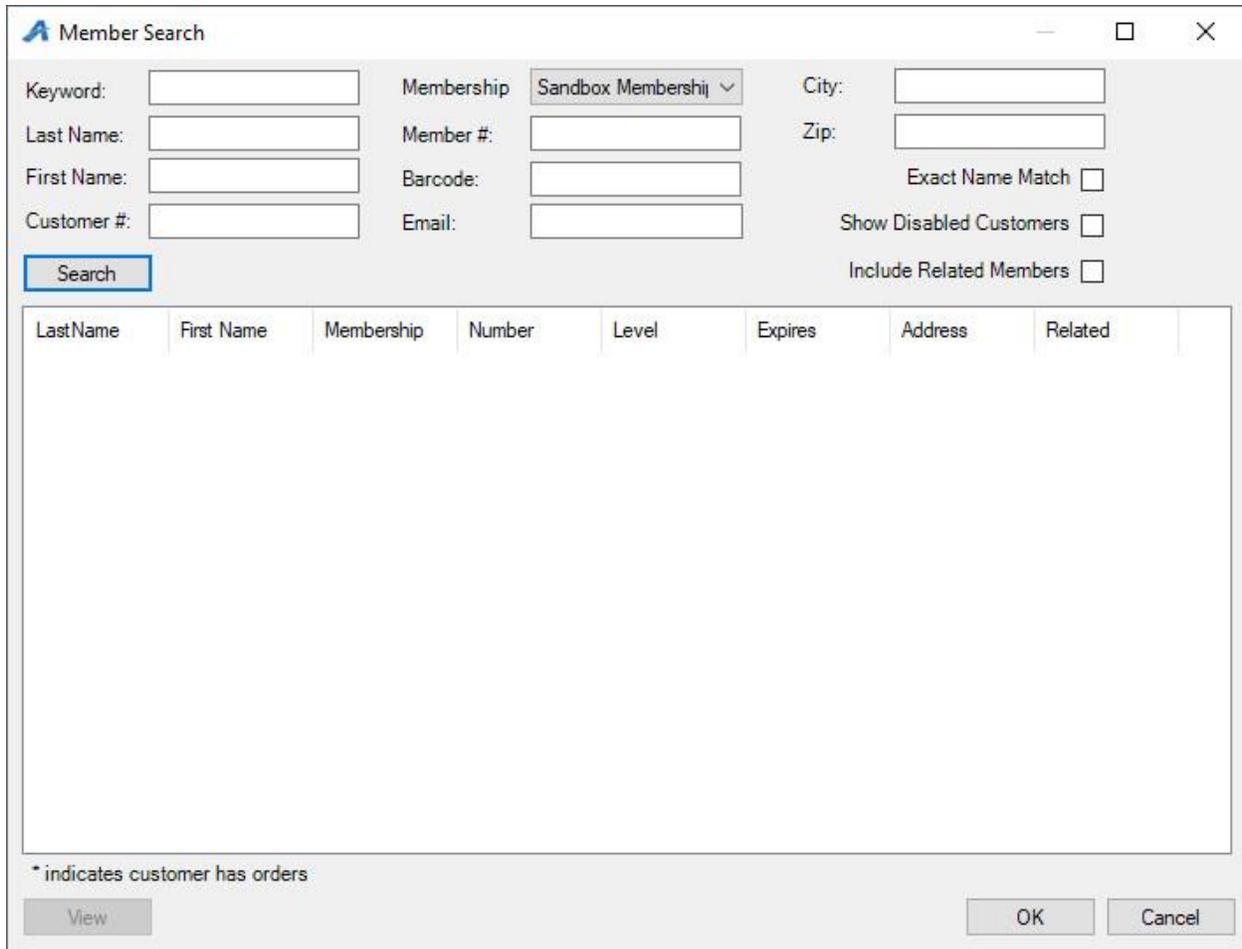


## Renewing a Membership in AMS

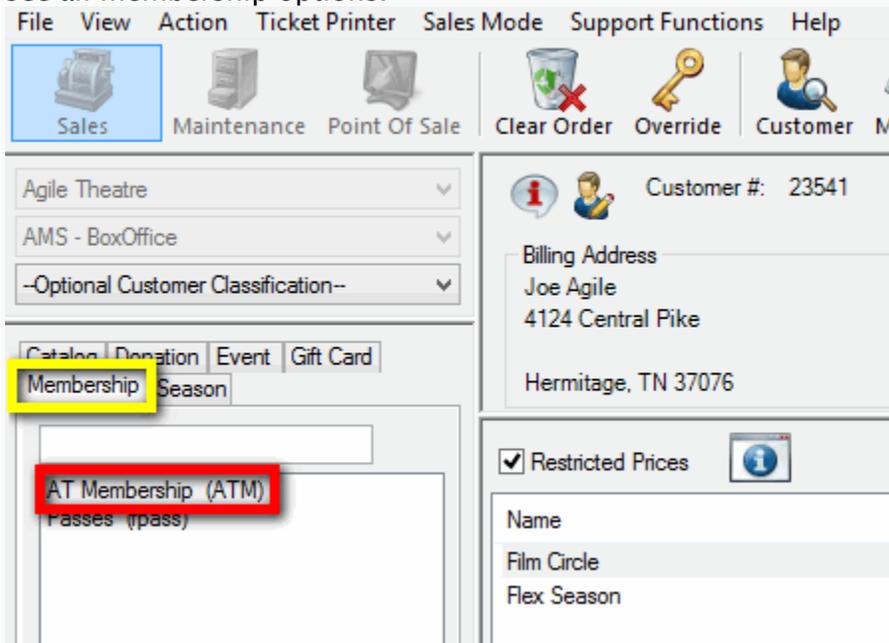
1. Log in to Agile Ticketing Solutions with your username and password. If you have not received your user credentials, please contact your system administrator to set up your username and password.
2. Make sure that you are cashed in before starting sales for the day. (See [How to Cash In and Create a Daily User Batch in AMS Sales](#) for further instructions.)
3. Click the **Member** icon to search for the member's account.



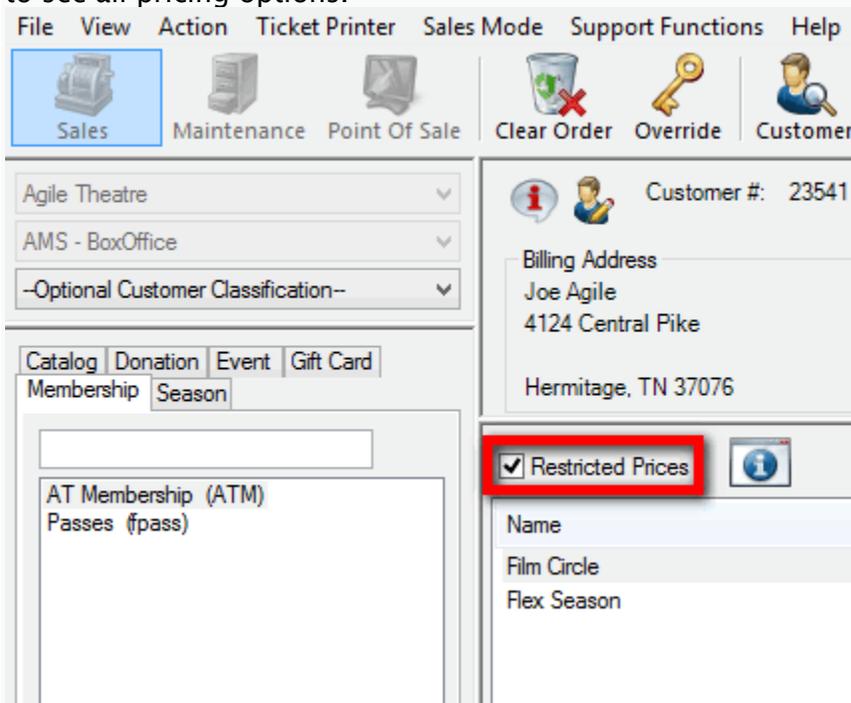
4. Search for the member's record via last name, email address, member number, etc. A list of member records will appear. Select the member record you want to change and click **OK**.

A screenshot of the 'Member Search' dialog box. The dialog has a title bar with the Agile logo and the text 'Member Search'. It contains several search criteria fields: 'Keyword:', 'Last Name:', 'First Name:', 'Customer #:', 'Membership' (dropdown menu showing 'Sandbox Membership'), 'Member #:', 'Barcode:', 'Email:', 'City:', and 'Zip:'. There are also three checkboxes: 'Exact Name Match', 'Show Disabled Customers', and 'Include Related Members'. A 'Search' button is located below the search criteria. Below the search fields is a table with the following columns: 'LastName', 'First Name', 'Membership', 'Number', 'Level', 'Expires', 'Address', and 'Related'. The table is currently empty. At the bottom left, there is a note: '\* indicates customer has orders'. At the bottom right, there are 'View', 'OK', and 'Cancel' buttons.

5. When you are in the member's account, select the **Membership** tab on the left side of the screen. Select the membership program from the list underneath. This will allow you to see all membership options.



6. When renewing a membership, make sure the **Restricted Prices** box is checked in order to see all pricing options.



7. Select the membership option you want to renew, located under the Restricted Prices check box. Then, select the **Membership Type** and add the quantity of memberships the customer wants to purchase. **Be sure to select a membership type with {Renewal} listed**

at the end of the name. Otherwise, you will be selling the customer an additional membership rather than renewing the one they already have.

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--

Catalog | Donation | Event | Gift Card  
Membership Season

AT Membership (ATM)  
Passes (pass)

Customer #: 23541  
Membership: 551 - Premiere

Billing Address: Joe Agile, 4124 Central Pike, Hermitage, TN 37076  
Shipping Address: Joe Agile, 4124 Central Pike, Hermitage, TN 37076

Restricted Prices

Name	Sales Line Type
Film Circle	Club
Flex Season	Club

Membership Type (Level)	Membership Length	Price	Service Fee	Subtotal
<input type="text" value="0"/> Film Buff	12 Months	\$45.00	\$0.00	\$45.00
<input type="text" value="0"/> Film Buff (Renewal) (Film Buff (Renewal))	12 Months	\$45.00	\$0.00	\$45.00
<input type="text" value="0"/> Premiere [2 members]	12 Months	\$100.00	\$0.00	\$100.00
<input type="text" value="0"/> Premiere (Renewal) (Premiere (Renewal) [ to 2 members]	12 Months	\$100.00	\$0.00	\$100.00

**NOTE:** In this example, the Membership Length is twelve months. Entering a quantity of (1) renewal will renew the membership for one year; entering a quantity of (2) will renew the membership for two years.

8. After selecting the **membership type** and quantity, click **Proceed** in the lower-right corner.

Express Sale Add **Proceed >** Pay >>

Express Sale Add **Proceed >** Pay >>

9. A window asking you to select a membership number to renew will appear. Make sure to choose the customer's current membership number to continue their membership history.

Membership Renewal

Membership(s) to Renew

Producer (Renewal) - Theatre Membership

Search

51259

51518

OK Cancel

10. Another window asking you to assign the membership to the member's name will appear. Select the name for the account you are working on and click **OK**.

Update Theatre Membership - Producer (Renewal)

Customers: (1 to 2) + X ↑ ↓ 👤

Name	Customer ID
Becky Roubos	94904

Member # 51259

Joined Date Thursday, August 24, 2017

Expiration Date Monday, December 31, 2029

Expiration After Renewal Tuesday, December 31, 2030

Automatic Renewal

Enabled

Barcode (optional) 86099576338241

Approved

Notes

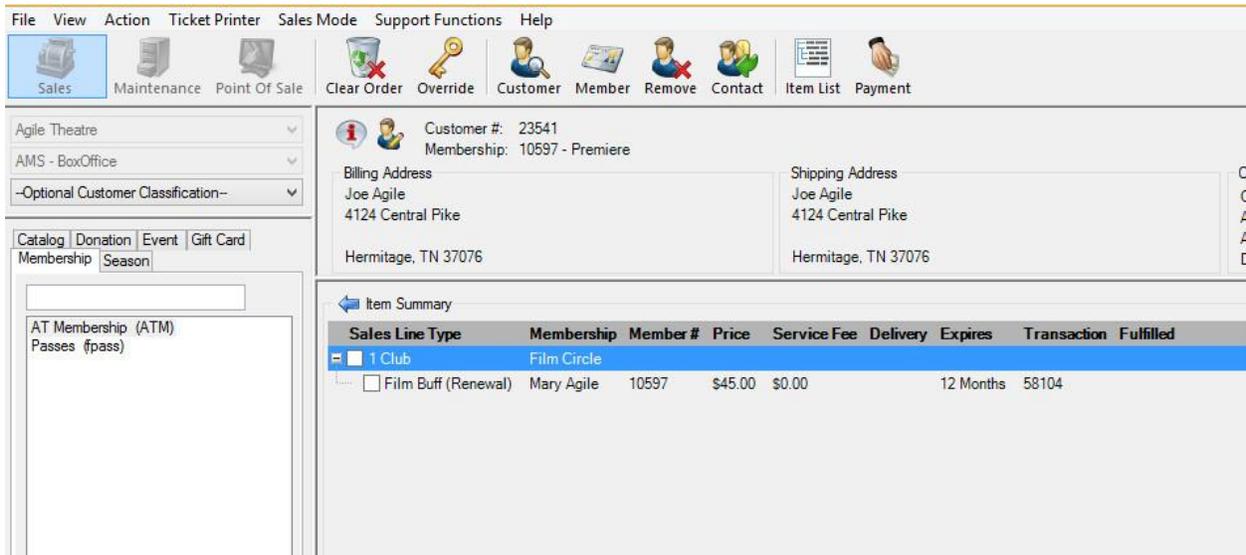
OK Cancel

**NOTE:** Some memberships may be assigned to more than one person. Click the plus icon to add additional customers to such memberships.

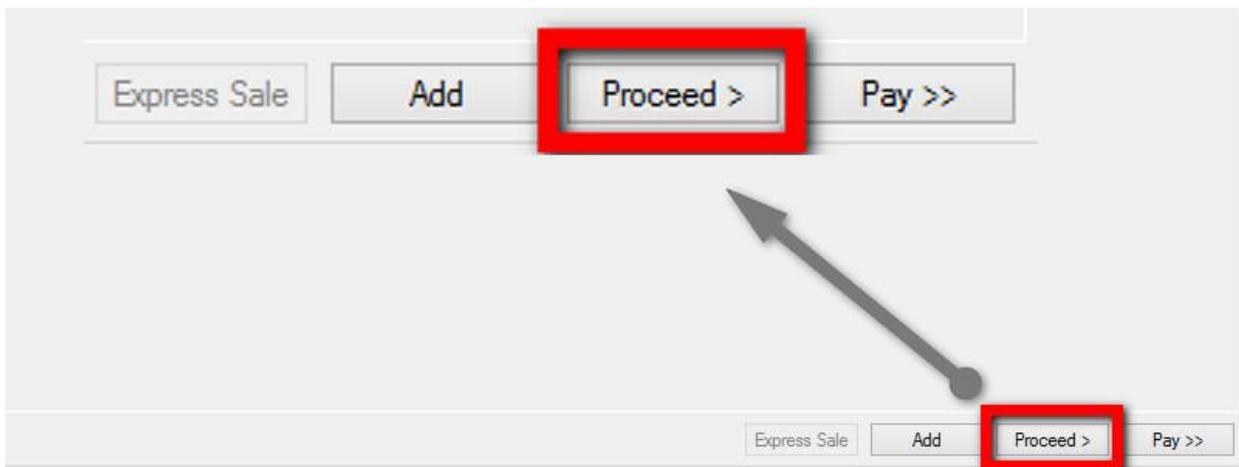
Update Theatre Membership - Producer (Renewal)

Customers: (1 to 2) + X ↑ ↓ 👤

11. The **Item Summary** screen will appear. Here, you can review the order before processing a payment and finalizing the order.

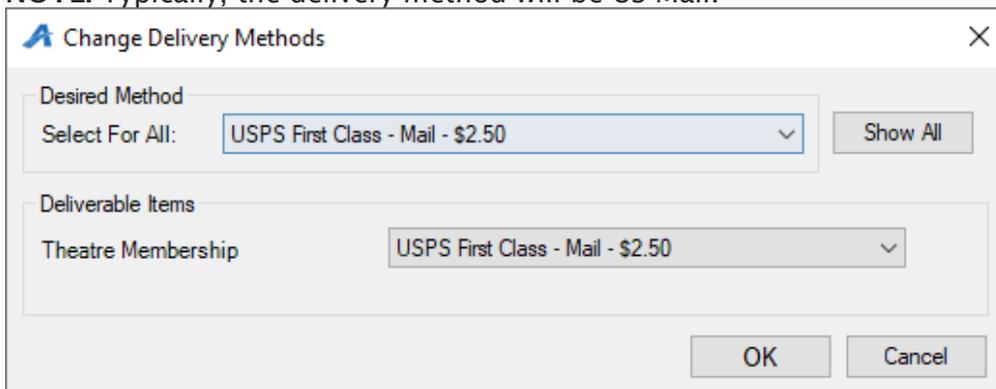


12. Once you confirm that everything on the Item Summary screen is correct, click **Proceed** in the lower right-hand corner.



13. The **Change Delivery Methods** window will appear. Select the delivery method desired and then click **OK**.

**NOTE:** Typically, the delivery method will be US Mail.



14. On the payment screen, select the **payment method**. (e.g. Cash, MasterCard, Visa, Gift Card, etc.)

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-

Catalog Donation Event Gift Card  
Membership Season

AT Membership (ATM)  
Passes (fpass)

↑ Search

Order #: 36254  
Item Count: 5 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

Customer #: 23541  
Billing Address  
Joe Agile  
4124 Central Pike  
Hermitage, TN 37076

Payment Information  
Amount: 0.00  
(Choose Method)  
Document Number  
Card Holder Name  
Expiration Date (Mo.) (Year)  
Security Code  
Training Mode Active

Summary Info  
Transaction Number: 37899  
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  
Total: \$0.00  
Minimum Due: \$0.00

Payment Total:  
Current Balance Due:

Apply Payment Finalize \$1 \$5 \$10 \$20 \$50 \$100 Exact Change

**NOTE:** If you are using a POS station or have a USB Credit Card swipe attached to your terminal, at this point you can swipe the credit card. All the credit card information will automatically populate and finalize the order.



16. Once the order has finalized, the **Order Confirmation** page will appear.

The order finalized correctly.

Order   Items   Payments   Additional Info

Customer #: 23705

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

**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              

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

Hide this window              

18. The **Order Confirmation Options** box will appear. 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 confirmation receipt. Another window saying the email has been sent successfully will appear. Click **OK** and **Close**. You are now ready to begin another transaction in AMS.

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

Send To: noreply@agiletix.com

Message: Thank you for your membership order.