

# Changing a Shipping Address on an Order

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

2. Select **Maintenance**.



3. Search for the customer by entering the **Order #** or the customer's **Last Name**. Then, click the appropriate green check mark.

Order #

Last Name

Exact Match

4. Double-click the correct order to bring up order contents on the **Item Summary** page.

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, DeeDee	76579	6/16/2015 4:09 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/16/2015 4:09 PM	sa
Agile, Bill	76576	6/16/2015 1:29 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/16/2015 1:41 PM	sa
Agile, DeeDee	76561	6/15/2015 10:04 AM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/15/2015 10:56 AM	sa
Agile, DeeDee	76560	6/11/2015 12:43 PM	Agile Theatre	AMS - BoxOffice	HERMITAGE	TN	6/12/2015 3:34 PM	sa
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	6/12/2015 11:38 AM	sa
Agile, Joe	76559	6/9/2015 2:14 PM	Agile Theatre	Web - Advanced	Hermitage	TN	6/9/2015 2:16 PM	agileweb
Agile, Joe	76552	6/4/2015 11:02 AM	Agile Theatre	Web - Advanced	Hermitage	TN	6/4/2015 11:05 AM	agileweb
Agile, Joe	76520	5/22/2015 12:18 PM	Agile Travel	Web - Retail	Hermitage	TN	5/22/2015 12:20 PM	agileweb
Agile, Joe	76518	5/22/2015 11:09 AM	Agile Travel	Web - Retail	Hermitage	TN	5/22/2015 11:10 AM	agileweb
Agile, Joe	76501	5/20/2015 3:54 PM	Agile Travel	Web - Retail	Hermitage	TN	5/20/2015 3:56 PM	agileweb
Agile, Joe	76500	5/20/2015 3:52 PM	Agile Travel	Web - Retail	Hermitage	TN	5/20/2015 3:52 PM	agileweb
Agile, Joe	76498	5/18/2015 3:25 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 3:33 PM	agileweb
Agile, Joe	76497	5/18/2015 3:23 PM	Agile Club	AMS - Boxoffice	Hermitage	TN	5/18/2015 3:24 PM	sa
Agile, Joe	76480	5/18/2015 12:48 PM	Agile Club	Web - Retail	Hermitage	TN	5/18/2015 12:52 PM	agileweb
Agile, Joe	76462	5/11/2015 4:08 PM	Agile Theatre	Web - Advanced	Hermitage	TN	5/11/2015 4:11 PM	agileweb
Agile, Mary	76455	5/5/2015 11:57 AM	Agile Theatre	AMS - BoxOffice	"" No City ""	--	5/5/2015 11:58 AM	sa
Agile, Joe	76446	4/23/2015 8:59 AM	Agile Theatre	Web - Advanced	Hermitage	TN	4/23/2015 9:04 AM	sa
Agile, Joe	76435	4/21/2015 10:56 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 11:01 AM	sa
Agile, Joe	76434	4/21/2015 10:33 AM	Agile Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 10:55 AM	sa
Agile, Joe	76431	4/21/2015 8:44 AM	Agile Sports	AMS - Advanced	Hermitage	TN	4/21/2015 8:45 AM	sa

5. Once in the **Item Summary** page, click the **Shipping Address** at the top of the page.

The screenshot shows the 'Item Summary' page for Customer # 23640. At the top, there are three address fields: 'Billing Address', 'Shipping Address', and 'Credit Info'. The 'Shipping Address' field is highlighted with a yellow box and contains the text: 'Mary Agile', '4124 Central Pike', and 'Hermitage, TN 37076'. A mouse cursor is pointing at the 'Shipping Address' label. Below the address fields is a table with columns: Event Name, Event Time, Venue, Price, Fee, Service Fee, Delivery, Sold For, Transaction, and Fulfilled. The table lists 'Bride Flight' with a price of \$10.00 and a transaction of 78147. Below the table is a 'Delivery Fee' section with a 'Will-Call' option and a 'No Charge' delivery price type. At the bottom right, there is a 'Proceed >' button.

6. The **Customer Address** page will pop up.

The screenshot shows a 'Customer Address' dialog box with a title bar containing an 'Address' label and a close button. The dialog has two tabs: 'General' and 'Notes'. The 'General' tab is active and contains the following fields: a dropdown menu with '3810 Central Pike', a 'Country' dropdown with 'United States', an 'Address 1' text box with '3810 Central Pike', an empty 'Address 2' text box, a 'City' text box with 'Hermitage', a 'State / Province' dropdown with 'Tennessee', and a 'Zip' text box with '37076'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

7. From the drop-down, select either an address already in the system or **(Add a New Address)** to create a new shipping address. Once the address has been changed, click **OK**.

Address

General Notes

3810 Central Pike  
(Add New Address)  
3810 Central Pike

Address 1 3810 Central Pike

Address 2

City Hermitage

State / Province Tennessee

Zip 37076

OK Cancel

8. Back on the **Item Summary** page, click **Proceed** to save your changes.

Customer #: 23640

Billing Address  
Mary Agile  
4124 Central Pike  
Hermitage, TN 37076

Shipping Address  
Mary Agile  
1313 Mockingbird Dr.  
HERMITAGE, TN 37076

Credit Info  
Credit Limit: \$0.00  
Available Credit: \$0.00  
Account Balance: \$0.00  
Deferred Balance: \$0.00

Item Summary

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
Bill Cunningham New York	9/15/2015 7:15 AM	Central Pike Cinema				Will Call - No Charge			
<input type="checkbox"/> 2 General Admission - General Admission									
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			88277	
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			88277	

Delivery Fee

Delivery Fee	Delivery Price Type	Delivery Fee	Transaction
<input type="checkbox"/> Will Call	No Charge	\$0.00	88277

Proceed >

9. This will take you to the **Payment screen**. You will then click the **Finalize** button to save the changes.

Customer #: 23640

<b>Billing Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Shipping Address</b> Mary Agile 1313 Mockingbird Dr. HERMITAGE, TN 37076
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<b>Payment Information</b> Amount: <input type="text" value="0.00"/> (Choose Method) <input type="button" value="v"/> Document Number: <input type="text"/> Card Holder Name: <input type="text"/> Expiration Date: (Mo.) <input type="button" value="v"/> (Year) <input type="button" value="v"/> Security Code: <input type="text"/>  Training Mode Active	<b>Summary Info</b> Transaction Number: 88286 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
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Payment Total:  
Current Balance Due:

