

Redeeming a Ticket Pack Using Account Benefits

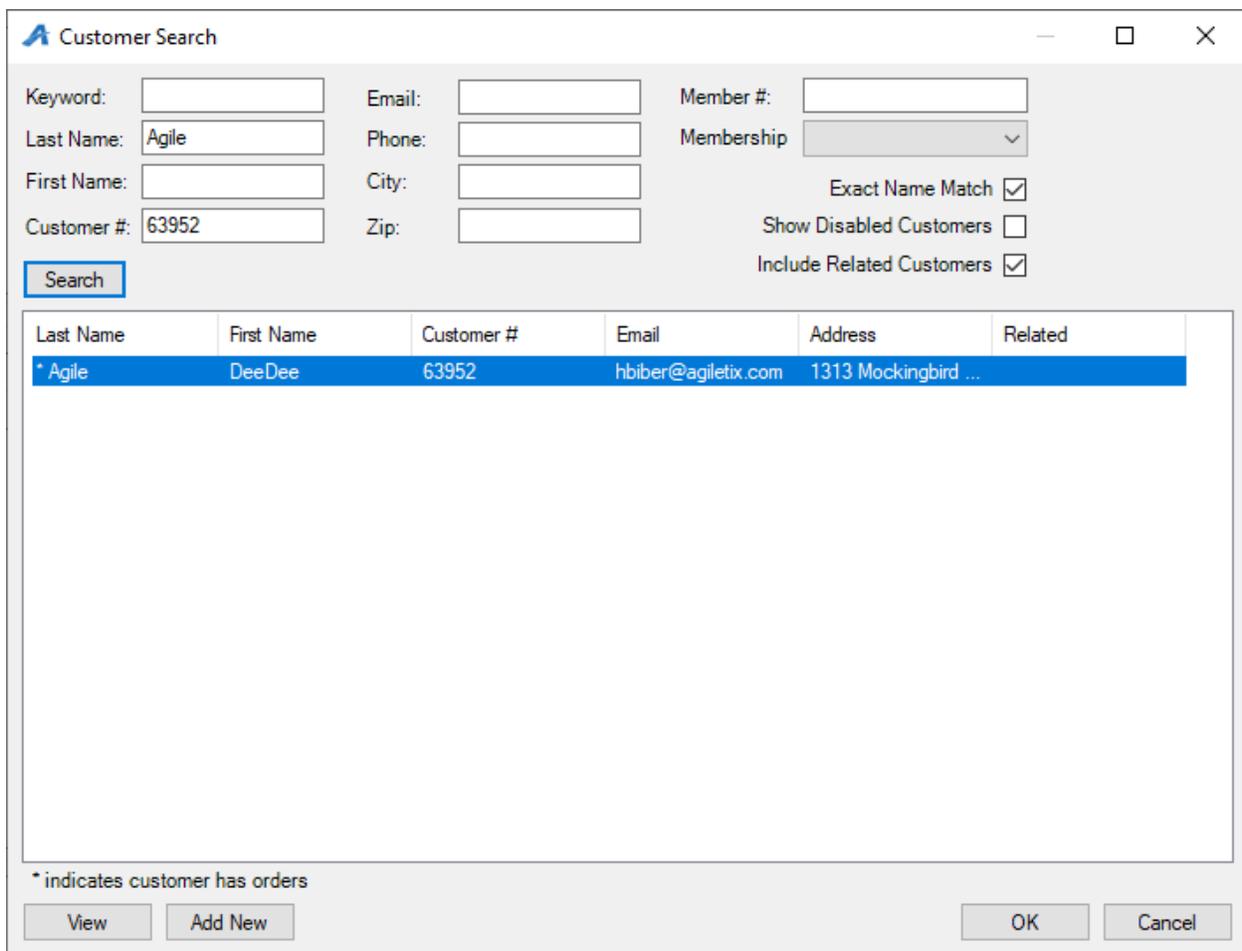
Ticket Packs are a way for our clients to sell non-dated tickets that a customer can use at any time for certain events. These packs are set up in Agile as a Catalog item that attaches Account Benefits to a customer's account. The customer can then redeem their benefits at the box office or log in online with their username, email address, and password to use their benefits.

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



2. Click the **Customer Icon** in the top toolbar.

3. Search for the **Customer** by filling in the fields. Click the customer's information to start the ticket process. NOTE: If a customer has more than one customer account, you should merge them into one record. If you do not know how to merge a customer, see [Merging Multiple Customer Accounts](#). (Image 1)



The screenshot shows a "Customer Search" window with the following fields and options:

- Keyword:
- Last Name:
- First Name:
- Customer #:
- Email:
- Phone:
- City:
- Zip:
- Member #:
- Membership:
- Exact Name Match:
- Show Disabled Customers:
- Include Related Customers:

A "Search" button is located below the fields.

Last Name	First Name	Customer #	Email	Address	Related
* Agile	DeeDee	63952	hbiber@agiletix.com	1313 Mockingbird ...	

* indicates customer has orders

Buttons: View, Add New, OK, Cancel

Image 1

4. Select the first film that the customer wishes to redeem. Pay attention to the **Customer Benefit Summary**. If a customer has partially redeemed their ticket pack, this number will reflect that as well. If a customer has redeemed all their tickets, the message will indicate there are 0 tickets remaining. (Image 2)

The screenshot shows a web interface for ticket redemption. At the top, there are filters for 'Start Date' (Wed, Jun 17 2015), 'Inventory' (Open), and checkboxes for 'All Tiers' (checked) and 'Restricted Prices' (unchecked). Below this is a table of events:

Name	Day	Date
Even the Rain	Tue	Sep 15, 2015 4:10 AM
Bill Cunningham New York	Tue	Sep 15, 2015 7:15 AM
Bill Cunningham New York	Fri	Sep 18, 2015 4:00 AM
Black Butterflies	Fri	Sep 18, 2015 4:00 AM
Bride Flight	Fri	Sep 18, 2015 4:00 AM
Agile Shorts Night	Fri	Sep 18, 2015 7:00 AM
Black Butterflies	Fri	Sep 18, 2015 7:00 AM
Don't Fence Me In	Fri	Sep 18, 2015 7:00 AM

Below the table, there are navigation buttons 'Previous' and 'Next', and a 'Results Per Page' dropdown set to 20. A yellow box highlights a warning message: 'Customer Benefit Summary For Event' and 'Up to 6 General Admission Voucher Redemption tickets remaining.' Below this is a table for selecting ticket types:

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
<input type="checkbox"/> General Admission - General Admission					172
<input type="checkbox"/> 0 Ticket	\$10.00	\$0.00	\$0.00	\$10.00	
<input type="checkbox"/> 0 Student / Senior Ticket	\$8.00	\$0.00	\$0.00	\$8.00	

Image 2

***Note: Make sure to choose the correct ticket type as well. Some tickets require the ticket type to be **Ticket Pack Redemption**. If another ticket type is added to the cart instead, the account benefits will not be redeemed properly.*

***Note: If the **Restricted Prices** box is checked, the system will always show and allow sales of the Ticket Pack Redemption ticket, regardless of whether or not a customer has purchased a ticket pack. This is why it is extremely important that the first step is always pulling up the customer record.*

5. When adding tickets to the order, watch for the message below indicating that you have redeemed more tickets than the customer has available in their account. If "Yes" is clicked, then the system will override the account benefits and allow you to redeem these extra tickets. If "No" is clicked, the system will not add the inventory to the cart. You may then select a different number of tickets to match the customer's remaining account benefits. (Image 3)

The screenshot shows a dialog box with the text: 'Current request exceeds customer benefits. Do you want to continue?' Below the text are two buttons: 'Yes' and 'No'.

Image 3

****Note:** Once the customer has redeemed the ticket pack, they can also purchase additional tickets in the same order.

6. Once all the tickets the customer wants are in the Item Summary, click **Proceed**. (Image 4)

The screenshot displays a software interface for managing orders. At the top, there is a menu bar with options like 'File', 'View', 'Action', 'Ticket Printer', 'Sales Mode', 'Support Functions', and 'Help'. Below the menu is a toolbar with icons for various actions such as 'Sales', 'Maintenance', 'Point Of Sale', 'Clear Order', 'Override', 'Customer', 'Member', 'Remove', 'Contact', 'Item List', and 'Payment'. The main area shows customer information for 'Customer #: 43934', including billing and shipping addresses. A 'Credit Info' section shows a credit limit of \$0.00, available credit of \$0.00, account balance of \$0.00, and deferred balance of \$0.00. The 'Item Summary' table is highlighted with a red box and contains the following data:

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input type="checkbox"/> Don't Fence Me In	9/18/2015 7:00 AM	Agile Theatre (S1)							
<input type="checkbox"/> 2 General Admission - General Admission									
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78323	
<input type="checkbox"/> Ticket			\$10.00	\$0.00	\$0.00			78323	
<input type="checkbox"/> Agile Shorts Night	9/18/2015 7:00 AM	Elm Hill Cinema							
<input type="checkbox"/> 4 General Admission - General Admission									
<input type="checkbox"/> Voucher Redemption			\$0.00	\$0.00	\$0.00			78323	
<input type="checkbox"/> Voucher Redemption			\$0.00	\$0.00	\$0.00			78323	
<input type="checkbox"/> Voucher Redemption			\$0.00	\$0.00	\$0.00			78323	
<input type="checkbox"/> Voucher Redemption			\$0.00	\$0.00	\$0.00			78323	

A yellow note box with a red border contains the text: "Note: The customer has chosen 4 of her 6 redemption tickets and then purchased additional tickets for a different screening." The 'Proceed >' button is located at the bottom right of the interface.

Image 4

7. Collect payment if necessary and click **Finalize**. (Image 5)

Customer #: 43934

Billing Address
DeeDee Agile
1313 Mockingbird Lane
HERMITAGE, TN 37076

Shipping Address
DeeDee Agile
1313 Mockingbird Lane
HERMITAGE, TN 37076

Payment Information
Amount: 0.00
(Choose Method) [v]
Document Number

Card Holder Name
[]

Expiration Date
(Mo.) [v] (Year) [v]

Security Code []

Training Mode Active

Summary Info
Transaction Number: 78322

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

Image 5