

Redeeming a Ticket Pack Using Account Benefits

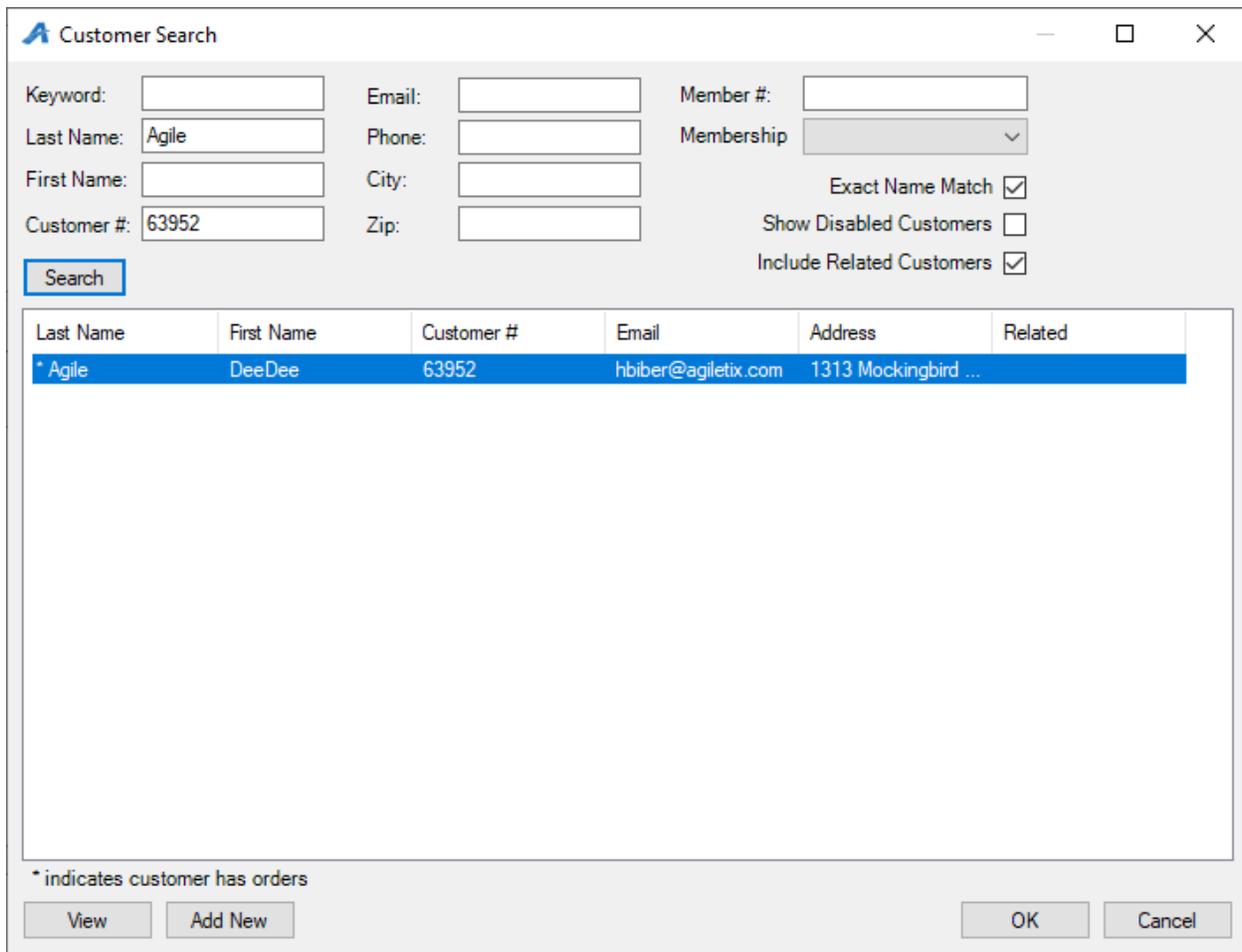
Ticket Packs are a way for our clients to sell non-dated tickets that a customer can use at any time for certain events. These packs are set up in Agile as a Catalog item that attaches Account Benefits to a customer's account. The customer can then redeem their benefits at the box office or log in online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

- Keyword: []
- Email: []
- Member #: []
- Last Name: Agile
- Phone: []
- Membership: []
- First Name: []
- City: []
- Exact Name Match:
- Customer #: 63952
- Zip: []
- Show Disabled Customers:
- Include Related Customers:

A 'Search' button is located below the fields. Below the search area is a table with the following data:

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

At the bottom of the dialog box, there is a legend: '* indicates customer has orders'. Below the legend are buttons for 'View', 'Add New', 'OK', and '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 selecting tickets. 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
Up to 6 General Admission Voucher Redemption tickets remaining.

Below the message 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" (highlighted with a blue border) 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 shows a software interface for a ticketing system. At the top 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 Sales, Maintenance, Point Of Sale, Clear Order, Override, Customer, Member, Remove, Contact, Item List, and Payment. The main area is divided into several sections:

- Customer Information:** Customer #: 43934. Billing Address: DeeDee Agile, 1313 Mockingbird Lane, HERMITAGE, TN 37076. Shipping Address: DeeDee Agile, 1313 Mockingbird Lane, HERMITAGE, TN 37076. Credit Info: Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, Deferred Balance: \$0.00.
- Membership/Season:** Membership: Season, Catalog | Donation | Event | Gift Card.
- Item Summary Table:** A table with columns: Event Name, Event Time, Venue, Price, Fee, Service Fee, Delivery, Sold For, Transaction, Fulfilled. The table contains several rows, including "Don't Fence Me In" and "Agile Shorts Night". A red box highlights the table, and two red arrows point to the "Agile Shorts Night" section.
- Order Summary:** Order #: 76581, Item Count: 6 Item(s), Subtotal: \$20.00, Ticket Fees: \$0.00, Service Fees: \$0.00, Order Fees: \$0.00, Delivery Fees: \$0.00, Donations: \$0.00, Tax: \$0.00, Order Total: \$20.00, Balance Due: \$0.00.
- Terminal Information:** Jsr: sa, Terminal: ADMINSTAFF, Cashed In, Training Mode.

Note: The customer has chosen 4 of her 6 redemption tickets and then purchased additional tickets for a different screening.

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)
Document Number:

Card Holder Name

Expiration Date
(Mo.) (Year)

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:



Image 5