

## Will Call Fulfillment for an Individual Show

Will Call tickets can be printed in advance of a show so that customers can quickly pick them up at the box office.

1. First, log in to Agile Sales and **Cash In** for the day. (Please see "[How to Cash In and Create a Daily User Batch in AMS](#)" if you are unsure how to do this.)
2. Select the Buyer Type (AMS - Box Office) and click the **Event** tab (See Image 1).

The screenshot shows the Agile Sales software interface. The 'Sales' menu is highlighted in the top navigation bar. In the left sidebar, the 'Event' tab is selected under the 'Season' category. The main window displays a list of events with columns for Name, Day, Date, Duration, Venue, Org, and Sale Status. The 'Event' tab is also highlighted in the top navigation bar.

Name	Day	Date	Duration	Venue	Org	Sale Status
FANTASTIC FUNGI	Mon	Mar 9, 2020 12:10 PM	1h 21m	Agile Screening Room	BCF	On Sale
PARASITE	Mon	Mar 9, 2020 2:00 PM	2h 12m	Agile Screening Room	BCF	On Sale
LITTLE WOMEN	Mon	Mar 9, 2020 2:40 PM	2h 15m	Agile Theatre 2	BCF	On Sale
63 UP	Mon	Mar 9, 2020 3:20 PM	2h 25m	Agile Theatre 1	BCF	On Sale
A HIDDEN LIFE	Mon	Mar 9, 2020 4:40 PM	2h 53m	Agile Screening Room	BCF	On Sale
LITTLE WOMEN	Mon	Mar 9, 2020 5:30 PM	2h 15m	Agile Theatre 2	BCF	On Sale
FANTASTIC FUNGI	Mon	Mar 9, 2020 6:10 PM	1h 21m	Agile Theatre 1	BCF	On Sale
PARASITE	Mon	Mar 9, 2020 8:00 PM	2h 12m	Agile Theatre 1	BCF	On Sale

Image 1

3. Under the **Event** tab, select the Sales Organization that houses the event for which you are trying to print tickets. Then, select the individual showing of the event that needs Will Call tickets printed (See Image 2.1).

The screenshot shows the Agile Sales software interface. The 'Event' tab is selected in the left sidebar. The main window displays a list of events with columns for Name, Day, Date, Duration, and Venue. A yellow callout box highlights the 'FANTASTIC FUNGI' event, indicating that this is the showing for which Will Call tickets need to be printed.

Name	Day	Date	Duration	Venue
Noir Fest 3 5-Pack Tic...	Sun	Mar 1, 2020	0h 0m	Agile Theatre
Noir Fest 3 Full Series ...	Sun	Mar 1, 2020	0h 0m	Agile Theatre
LITTLE WOMEN	Mon	Mar 9, 2020 11:50 AM		
A HIDDEN LIFE	Mon	Mar 9, 2020 12:00 PM		
FANTASTIC FUNGI	Mon	Mar 9, 2020 12:10 PM		
PARASITE	Mon	Mar 9, 2020 2:00 PM		
LITTLE WOMEN	Mon	Mar 9, 2020 2:40 PM		
63 UP	Mon	Mar 9, 2020 3:20 PM	2h 25m	Agile Theatre 1

Image 2.1

If necessary, use the Keyword Search textbox to find the event (See Image 2.2).

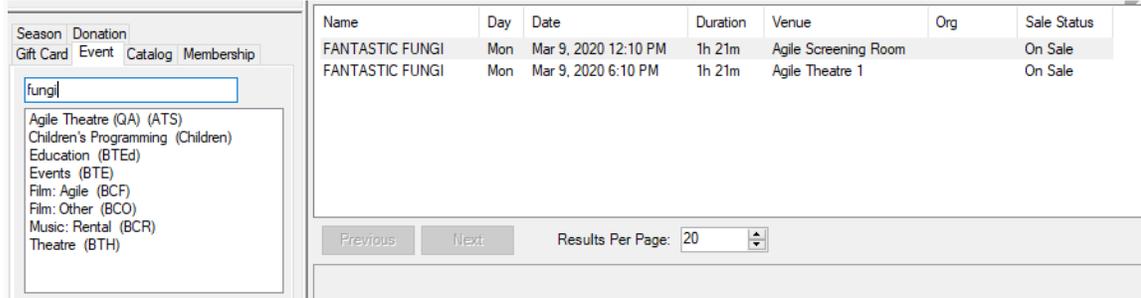


Image 2.2

4. Once you see the event that you wish to print, right-click the event and select **Fulfill Tickets** (See Image 3).

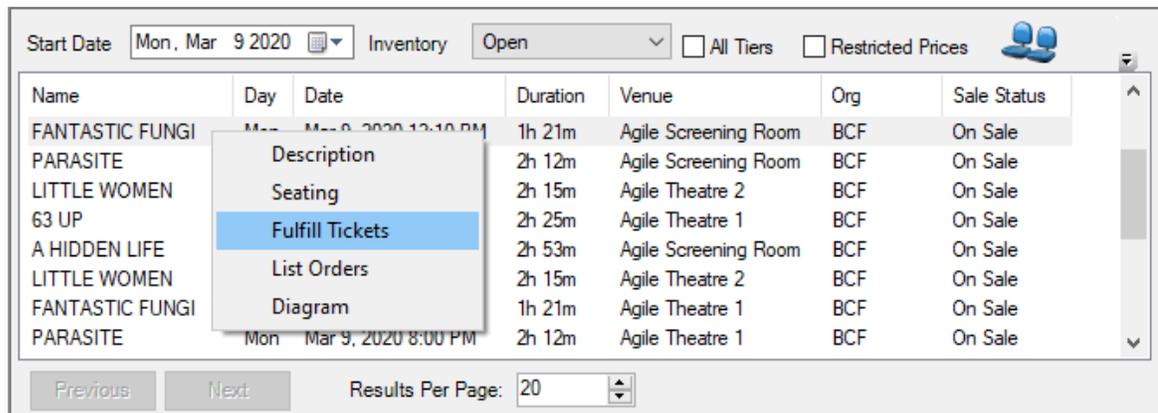


Image 3

5. The Fulfillment window will appear (See Image 4).

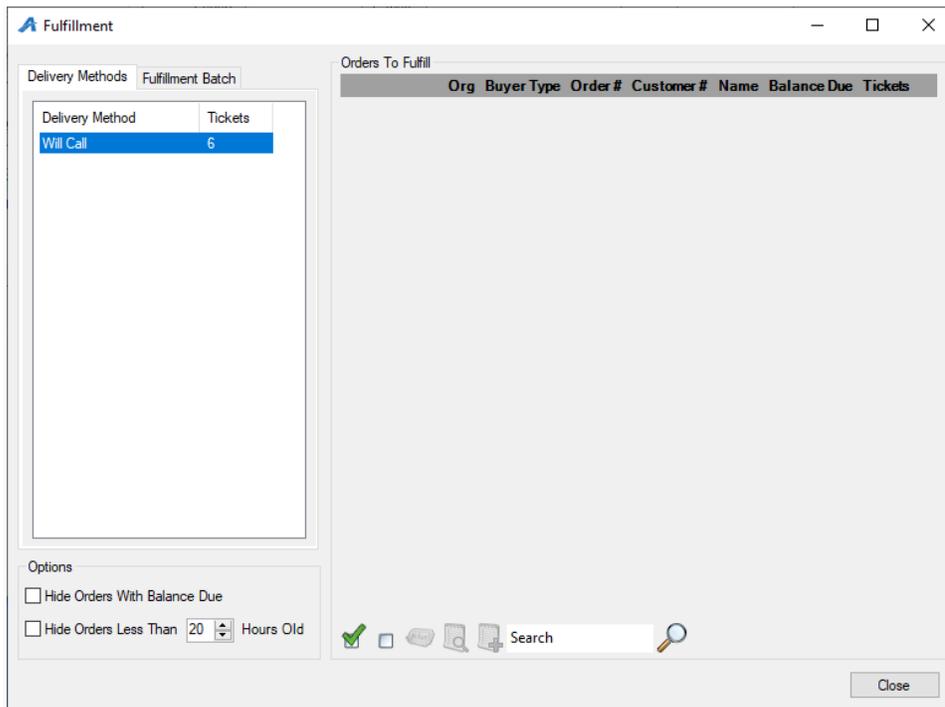


Image 4

6. The left side of the screen will display the number of Will Call tickets that may be printed. Select **Will Call** so that the list of Will Call orders will populate on the right side of the screen (See Image 5).

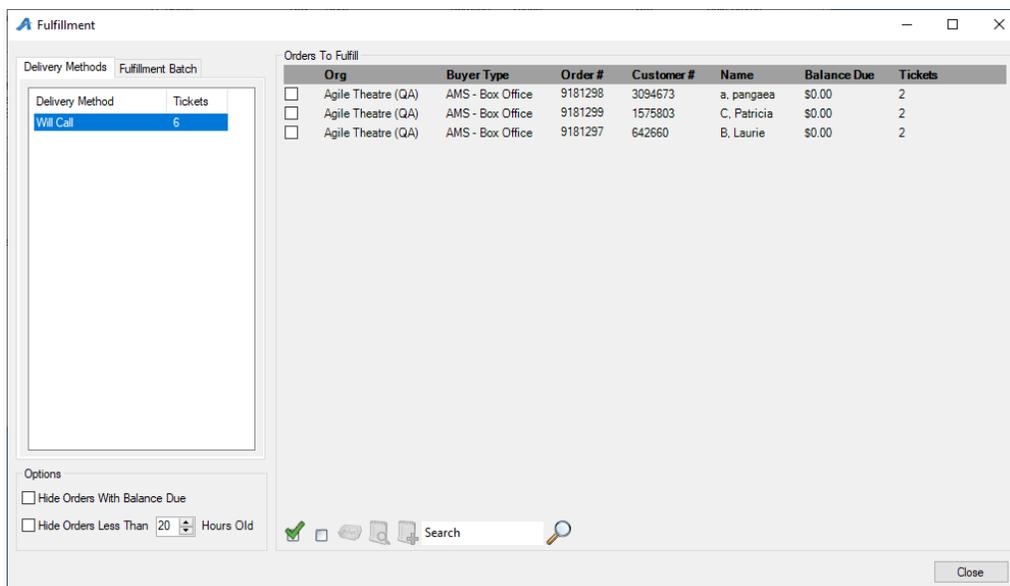


Image 5

7. Click the **green check mark** at the bottom of the screen to select every order (See Image 6).

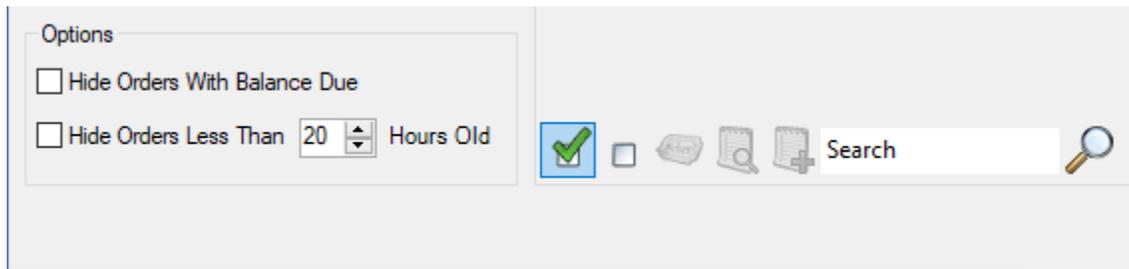


Image 6

8. Once all the orders are selected, click the **Ticket Icon** at the bottom of the screen (See Image 7).

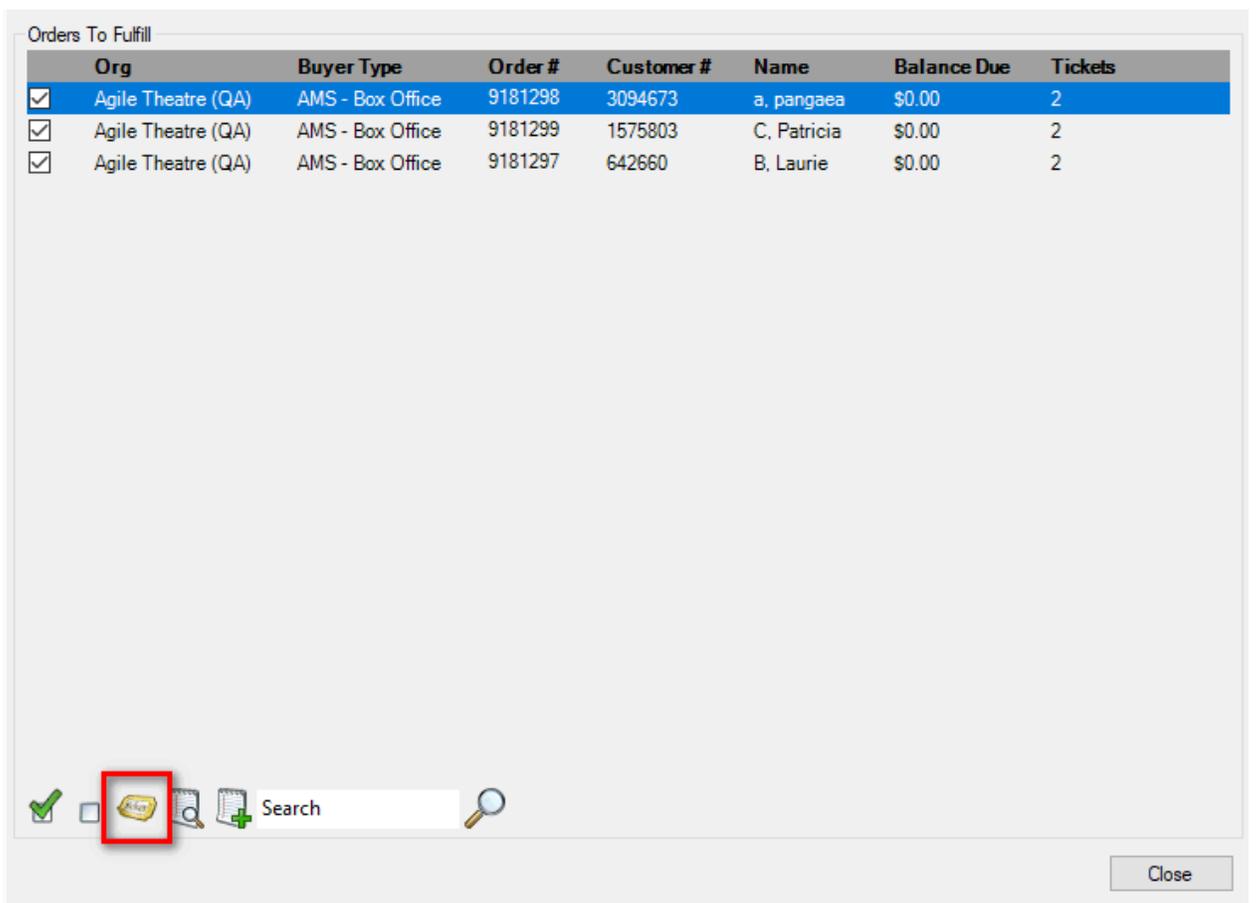
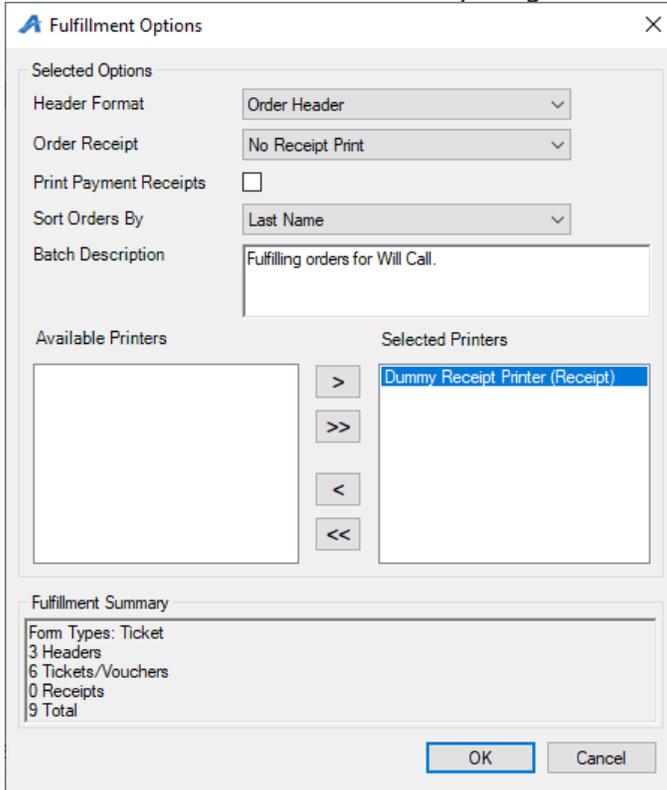


Image 7

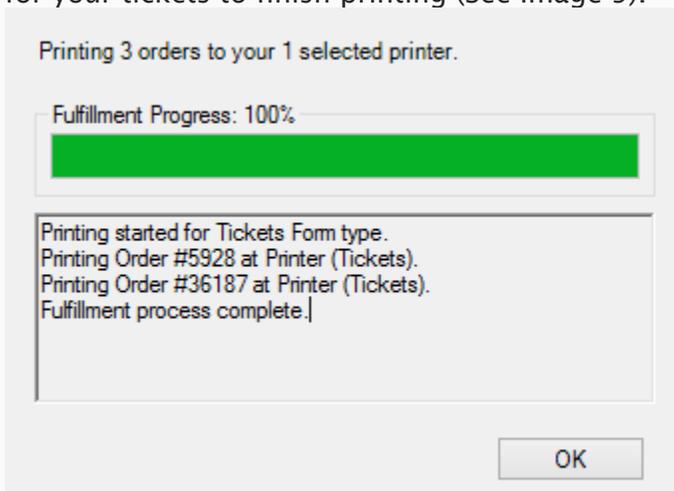
9. The **Fulfillment Options** screen will appear (See Image 8). Select a **Header Format** and un-check **Print Payment Receipts**. Set **Sort Orders By** to **Last Name** so that tickets will print in alphabetical order by last name. If necessary, type any notes about this fulfillment in the **Batch Description** box. From the **Available Printer** list, double-click your fulfillment printer to move it to the **Selected Printers** column. Make sure everything is correct and select **OK**.



The screenshot shows the 'Fulfillment Options' dialog box. It has a title bar with a close button. The 'Selected Options' section includes: 'Header Format' set to 'Order Header', 'Order Receipt' set to 'No Receipt Print', 'Print Payment Receipts' unchecked, and 'Sort Orders By' set to 'Last Name'. The 'Batch Description' field contains the text 'Fulfilling orders for Will Call.'. Below this are two columns: 'Available Printers' (empty) and 'Selected Printers' (containing 'Dummy Receipt Printer (Receipt)'). Navigation buttons (>, >>, <, <<) are between the columns. At the bottom is a 'Fulfillment Summary' box showing: 'Form Types: Ticket', '3 Headers', '6 Tickets/Vouchers', '0 Receipts', and '9 Total'. 'OK' and 'Cancel' buttons are at the bottom right.

Image 8

10. A progress screen will appear. Once the progress bar is complete, click **OK** and wait for your tickets to finish printing (See Image 9).



The screenshot shows a progress dialog box titled 'Printing 3 orders to your 1 selected printer.'. It features a 'Fulfillment Progress: 100%' label above a green progress bar that is completely filled. Below the progress bar is a text area containing the following text: 'Printing started for Tickets Form type.', 'Printing Order #5928 at Printer (Tickets).', 'Printing Order #36187 at Printer (Tickets).', and 'Fulfillment process complete.'. An 'OK' button is located at the bottom right of the dialog.

Image 9

Your Will Call tickets are now ready for customer pickup.