## 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 "<u>How to Cash In and</u> <u>Create a Daily User Batch in AMS</u>" if you are unsure how to do this.)
- 2. Select the Buyer Type (AMS Box Office) and click the Event tab (See Image 1).

File View Action Tick	et Printer Sales	Mode Supp	ort Functi	ons H	elp										
Sales Maintenanc	e Point Of Sale	Gate Control	Clear O	¢ rder O	verride	Customer	<u>/</u> Me	🧃 mber Rer	move C	ontact It	em List	Payme	nt	I	<b>l</b> Notices
Agile Theatre (QA)	~	Phon	e:		E-r	nail:				] [					
AMS - Box Office Customer Classification Not	✓ Available ✓	Start Date	Mon, Mar	9 2020		Inventory	Ор	en	~	All Tiers	R	estricted	d Prices	<u></u>	Ŧ
Season Donation		Name		Day	Date			Duration	Venue		0	rg	Sale S	Status	^
Gift Card Event Catalog	Vembership	FANTASTIC	FUNGI	Mon	Mar 9,	2020 12:10 F	РМ	1h 21m	Agile S	creening Ro	om B	CF	On Sa	ale	
call calls called g !		PARASITE		Mon	Mar 9,	2020 2:00 PI	М	2h 12m	Agile S	creening Ro	om B	CF	On Sa	ale	
		LITTLE WO	MEN	Mon	Mar 9,	2020 2:40 PI	M	2h 15m	Agile T	heatre 2	В	CF	On Sa	ale	
Agile Theatre (QA) (ATS)	Film: (	63 UP		Mon	Mar 9,	2020 3:20 PI	M	2h 25m	Agile T	heatre 1	B	CF	On Sa	ale	
Children's Programming (C	hildren) Music	A HIDDEN	LIFE	Mon	Mar 9,	2020 4:40 PI	M	2h 53m	Agile S	creening Ro	om B	CF	On Sa	ale	
Education (BTEd)	Theat	LITTLE WC	MEN	Mon	Mar 9,	2020 5:30 PI	M	2h 15m	Agile T	heatre 2	B	CF	On Sa	ale	
Film: Agile (BCE)		FANTASTIC	C FUNGI	Mon	Mar 9,	2020 6:10 PI	M	1h 21m	Agile T	heatre 1	B	CF	On Sa	ale	
<	>	PARASITE		Mon	Mar 9,	2020 8:00 PI	M	2h 12m	Agile T	heatre 1	B	CF	On Sa	ale	~
Search	9 9 9	Previous	: N	ext	F	Results Per P	age:	20	-						
		Tier - Sale	s Line Type					Price	Prese	vation Fee	Servio	æ Fæ	Subtotal	Available	• •
Order #: Item Count: 0 Item(s)	1	General	Admission	- Gener	al Admi	ssion								30	- 1
Subtotal:	\$0.00		0 Ac	lult Matir	nee			\$9.50	\$0.00		\$0.00		\$9.50		
Service Fees:	\$0.00 \$0.00		0 Se	nior				\$9.00	\$0.00		\$0.00		\$9.00		
Order Fees: Delivery Fees:	\$0.00 \$0.00	-	0 St	udent				\$9.50	\$0.00		\$0.00		\$9.50		
Donations:	\$0.00		0 M	litary				\$9.50	\$0.00		\$0.00		\$9.50		~
Tax:	\$0.00	<													>
Order Total:	\$0.00														_
Balance Due:	\$0.00								Express	Sale	Add	F	Proceed >	Pay	>>
User: kboehm	Terminal: ATS-KB0	DEHM C	ashed In	Tr	aining M	ode									
mage 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).

Season Donation	Name	Day	Date	Duration	Venue
Gift Card Event Catalog Membership	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		
Agile Theatre (QA) (ATS) Film: (	A HIDDEN LIFE	Mon	Mar 9, 2020 12:00 PM	Selec	ct the showing
Children's Programming (Children) Music	FANTASTIC FUNGI	Mon	Mar 9, 2020 12:10 PM	for w	hich you need
Education (BTEd) Theat	PARASITE	Mon	Mar 9, 2020 2:00 PM	to print	Will Call tickets.
Evente (BTE)	LITTLE WOMEN	Mon	Mar 9, 2020 2:40 PM		
Film: Agile (BCF)	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).

Season Donation Gift Card Event Catalog Membership	Name FANTASTIC FUNGI	Day Mon	Date Mar 9, 2020 12:10 PM	Duration 1h 21m	Venue Agile Screening Room	Org	Sale Status On Sale
fungil Agile Theatre (QA) (ATS) Children's Programming (Children) Education (BTEd) Events (BTE) Film: Agile (BCF) Film: Other (BCO)	FANTASTIC FUNGI	Mon	Mar 9, 2020 6:10 PM	1h 21m	Agile Theatre 1		On Sale
Music: Rental (BCR) Theatre (BTH)	Previous Nex	¢	Results Per Page: 2	20 🖨			

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).

Start Date Mon , Mar	9 2020 🗐 🔻 Invent	Open	✓ All Tiers	Restricted P	rices 🚑	Ŧ
Name	Day Date	Duration	Venue	Org	Sale Status	^
FANTASTIC FUNGI	Maa Maa 0 2020 1	1h 21m	Agile Screening Room	BCF	On Sale	
PARASITE	Description	2h 12m	Agile Screening Room	BCF	On Sale	
LITTLE WOMEN	Seating	2h 15m	Agile Theatre 2	BCF	On Sale	
63 UP	Fulfill Tickets	2h 25m	Agile Theatre 1	BCF	On Sale	
A HIDDEN LIFE		2h 53m	Agile Screening Room	BCF	On Sale	
LITTLE WOMEN	List Orders	2h 15m	Agile Theatre 2	BCF	On Sale	
FANTASTIC FUNGI	Diagram	1h 21m	Agile Theatre 1	BCF	On Sale	
PARASITE	Mon Mar 9, 2020 8	00 PM 2h 12m	Agile Theatre 1	BCF	On Sale	~
Previous	Vext Results	Per Page: 20	<b>▲</b>			

Image 3

Fulfillment						-		×
Delivery Methods Fulfillment Batch	Orders To Fulfill	ra RuverTune	Order#	Customer#	Name	Ralance Due	Tickate	
Delivery Method Tickets Will Call 6		Org BuyerType	Order#	Customer#	Name	Balance Due	Tickets	
Dptions ] Hide Orders With Balance Due ] Hide Orders Less Than 20 [ ← Hours Old		Carrab		0				
		g 👍 search					Close	

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).

A Fulfillment								-		$\times$			
	Orders	Orders To Fulfill											
Delivery Methods Fulfillment Batch		Org Buyer Type Order # Customer # Name Balance Due Tickets											
Delivery Method Tickets		Agile Theatre (QA)	AMS - Box Office	9181298	3094673	a, pangaea	\$0.00	2					
Will Call 6		Agile Theatre (QA)	AMS - Box Office	9181299	1575803	C, Patricia	\$0.00	2					
		Agile Theatre (QA)	AMS - Box Office	9181297	642660	B, Laurie	\$0.00	2					
Options Hide Orders With Balance Due Hide Orders Less Than 20 + Hours Old		c 🦇 🛃 📮 s	earch	Q									
									Clos	e			

Image 5

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

Options Hide Orders With Balance Due		
Hide Orders Less Than 20 🚔 Hours Old	🖌 🗆 🧠 📃 🛄 Search	$\sim$
Image 6		

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

Orders	To Fulfill						
	Org	Buyer Type	Order#	Customer#	Name	Balance Due	Tickets
$\checkmark$	Agile Theatre (QA)	AMS - Box Office	9181298	3094673	a, pangaea	\$0.00	2
$\checkmark$	Agile Theatre (QA)	AMS - Box Office	9181299	1575803	C, Patricia	\$0.00	2
$\checkmark$	Agile Theatre (QA)	AMS - Box Office	9181297	642660	B, Laurie	\$0.00	2
×	C 🧐 🖓 🗐 Se	arch	$\mathbf{\rho}$				
	_						Close
Imag	e 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.

	<u> </u>	
A Fulfillment Options		×
Selected Options		
Header Format	Order Header	$\sim$
Order Receipt	No Receipt Print	$\sim$
Print Payment Receipts		
Sort Orders By	Last Name	$\sim$
Batch Description	Fulfilling orders for Will Call.	
Available Printers	Selected Printers	
	Dummy Receipt Printer S C C C	(Receipt)
Fulfillment Summary		
3 Headers 6 Tickets/Vouchers 0 Receipts 9 Total		
	ОК	Cancel

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).

Printing 3 orders to your 1 selected printer.	
Fulfillment Progress: 100%	
Printing started for Tickets Form type. Printing Order #5928 at Printer (Tickets). Printing Order #36187 at Printer (Tickets). Fulfillment process complete.	
	ОК

## Image 9

Your Will Call tickets are now ready for customer pickup.