Changing a Billing Address on an Existing Order

1. Log in to Sales.

2. Select **Maintenance**. (Image 1)



Image 1

3. Search for the customer by entering the **Order #** or the customer’s **Last Name**. Then, click the appropriate green check mark. (Image 2)

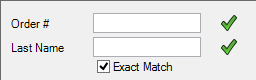


Image 2

4. Double-click the correct order to bring up order contents on the **Item Summary** page. (Image 3)

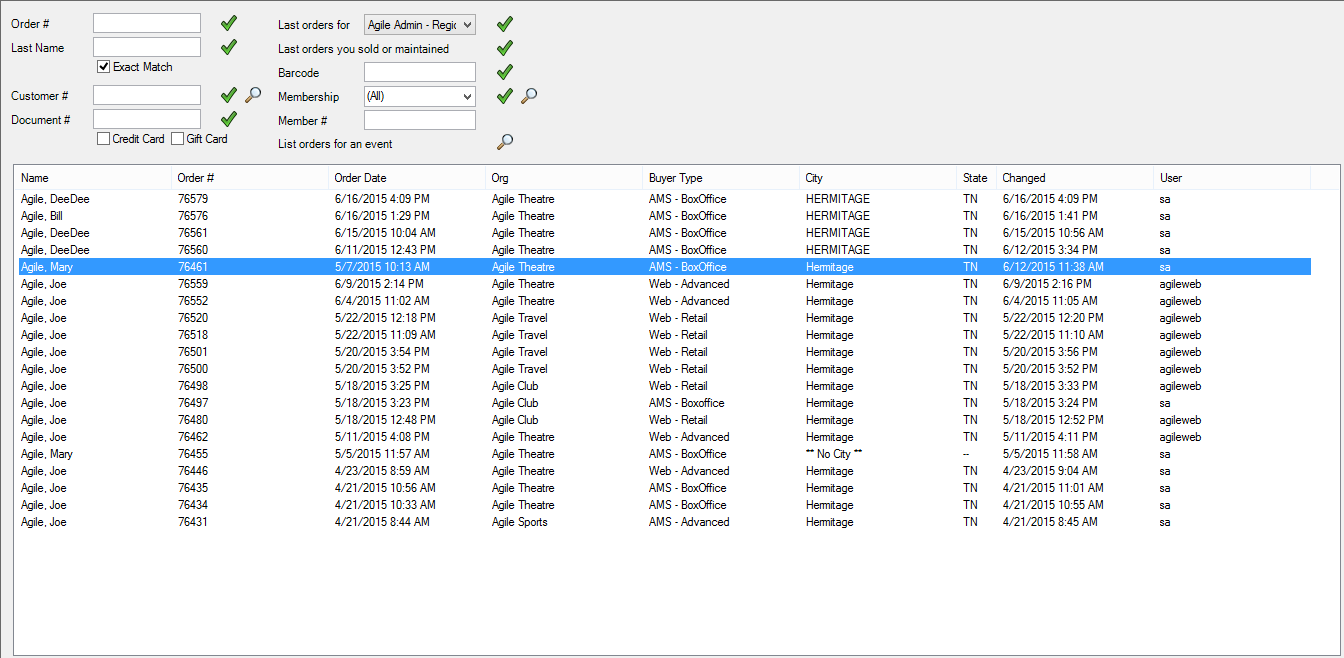
[](https://support.agiletix.com/hc/en-us/article_attachments/202660244/Image_4.png)

Image 3

5.  Once in the **Item Summary**, click the **Billing** **Address** at the top of the page. (Image 4)

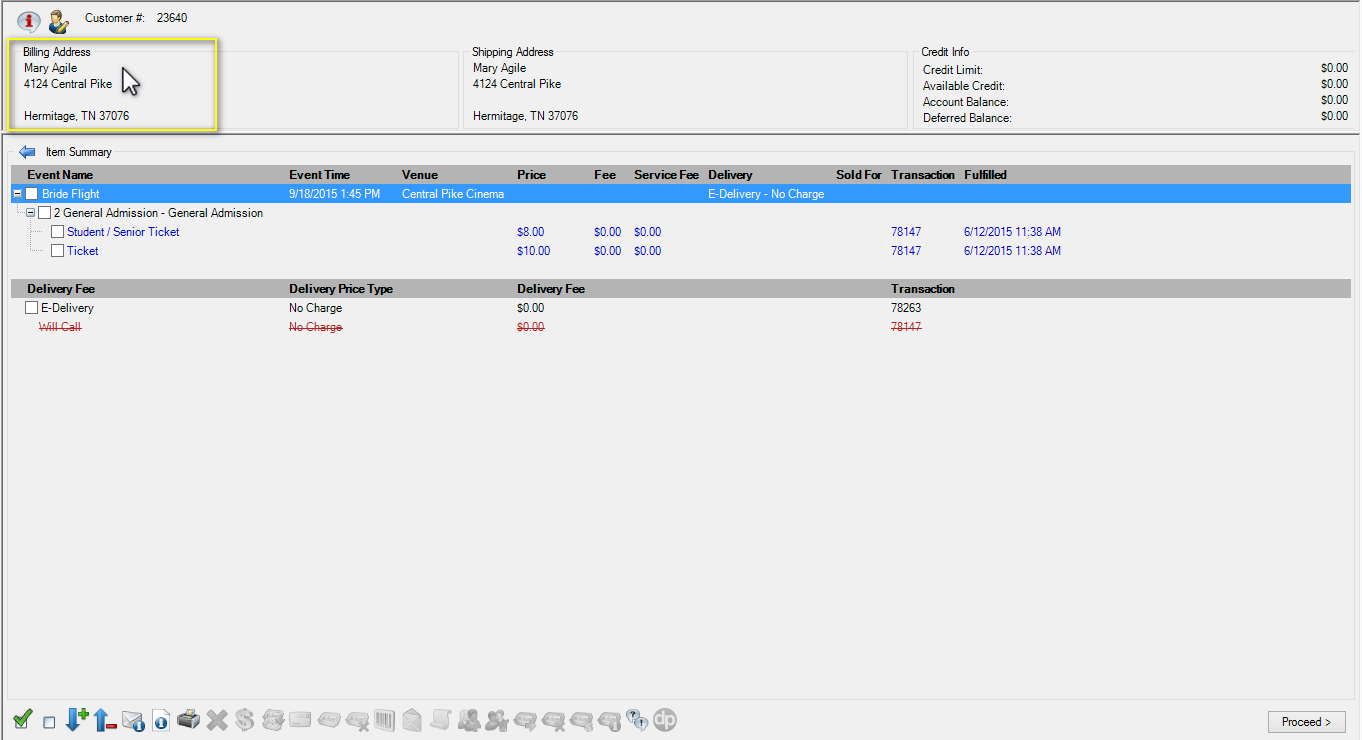
[](https://support.agiletix.com/hc/en-us/article_attachments/202711540/Image_5.png)

Image 4

6. The **Address** window will appear. (Image 5)

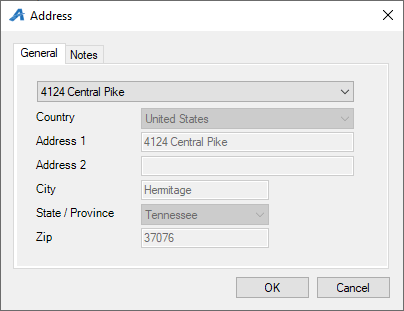


Image 5

7. From the drop-down menu, select either an address already in the system or **Add a New Address** to input a new billing address. Once the billing address has been changed, click **OK**. (Image 6)

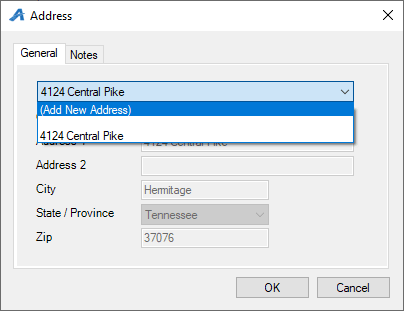


Image 6

8. You will be taken back to the **Item Summary** page. Click **Proceed.**(Image 7)

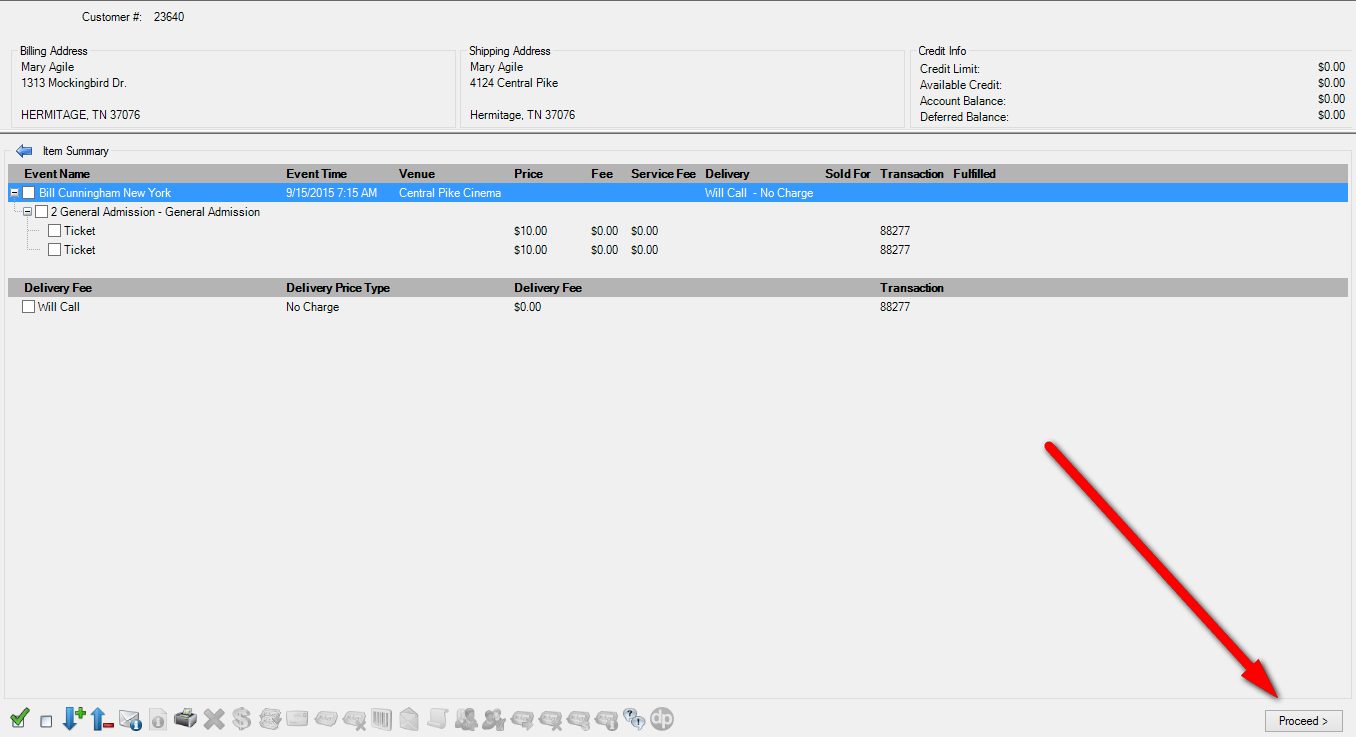
[](https://support.agiletix.com/hc/en-us/article_attachments/202769510/Image_8.png)

Image 7

8. You will be taken to the **Payment screen.**Click **Finalize** to save the changes to the Billing Address. (Image 8)

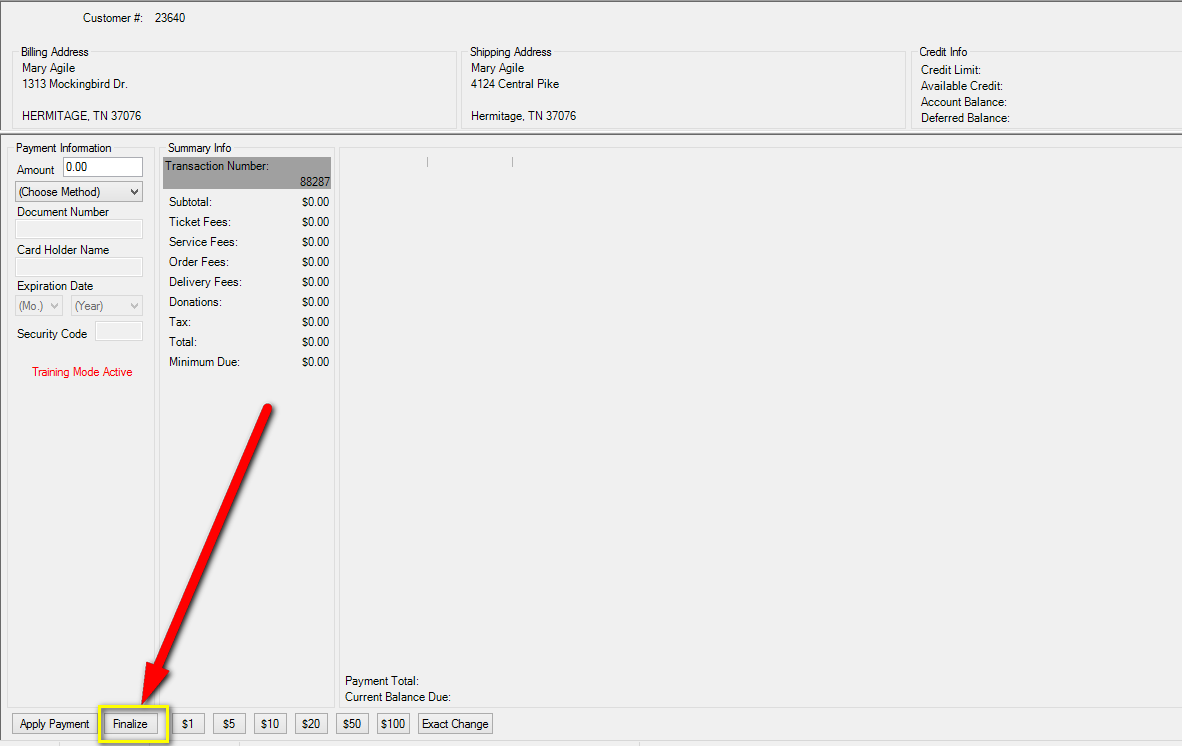
[](https://support.agiletix.com/hc/en-us/article_attachments/202769520/Image_9.png)

Image 8