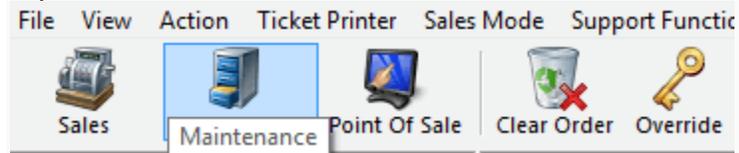


Order Maintenance: Viewing Specific Orders or Last Orders Sold or Maintained

If you are needing to view and make changes to an existing order, click **Maintenance** at the top of the screen.



In Maintenance, there are several ways to look up an order. The following is a highlight of the most relevant search methods:

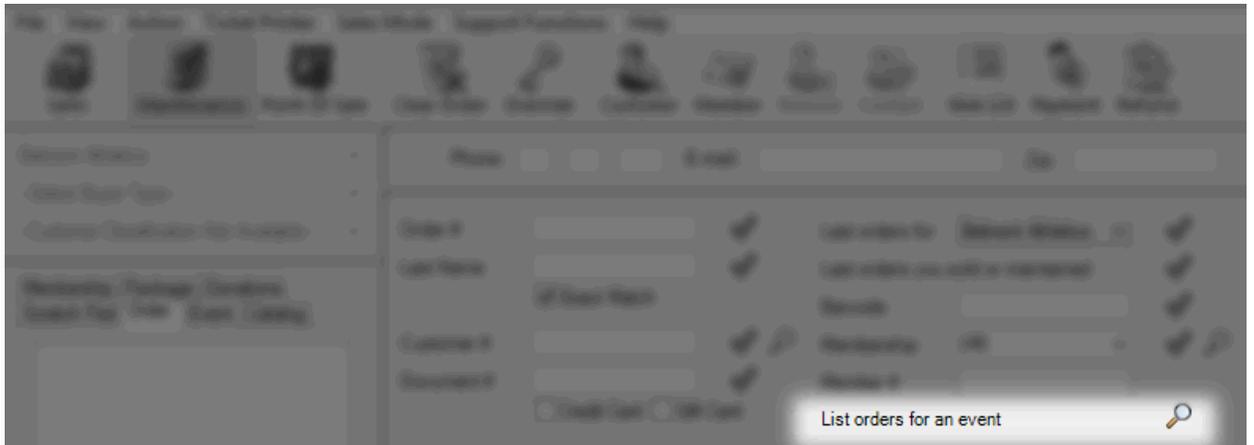
- **Order Number:** Brings up a specific order.
- **Last Name:** Brings up the orders for every person with that last name in the system.
- **Customer Number:** Brings up all the orders that a customer has purchased. If you do not know a customer number, click the magnifying glass to bring up the Customer Search window and type the customer's information. Once you click the customer and select **OK**, all the orders under that customer number will appear.
- **Document Number:** If you have the credit card number or gift card number with which an order was placed, type it here. Be sure to check the box next to the payment method to which the number refers.
- **Last orders you sold or maintained:** If you want to adjust an order that you recently sold or maintained, click the **green check mark**.
- **Member Number:** Brings up all the orders tied to this member's number.

| | | | | | |
|------------|---|-----|------------------------------------|----------------------|-----------------------------------|
| Order # | <input type="text"/> | ✓ | Last orders for | Agile Theatre (QA) ▾ | ✓ |
| Last Name | <input type="text"/> | ✓ | Last orders you sold or maintained | | ✓ |
| | <input checked="" type="checkbox"/> Exact Match | | Barcode | <input type="text"/> | ✓ |
| Customer # | <input type="text"/> | ✓ 🔍 | Membership | (All) ▾ | ✓ 🔍 |
| Document # | <input type="text"/> | ✓ | Member # | <input type="text"/> | <input type="checkbox"/> Show All |
| | <input type="checkbox"/> Credit Card <input type="checkbox"/> Gift Card | | List orders for an event | | 🔍 |

| Name | Order # | Order Date | Org | Buyer Type | City | State | Changed | User |
|------|---------|------------|-----|------------|------|-------|---------|------|
|------|---------|------------|-----|------------|------|-------|---------|------|

Previous Next Records Per Page: 20 Current Search:

- If you want to bring up a list of orders for a specific event, click the magnifying glass next to "List orders for an event." The **Event Search** window will appear. Select a date range that includes when the event happened. If you know what the event was called or a word from its title, you may enter that into the "Keyword" box to narrow the search.



Event Search

Start Date: 3/ 9/2020 End Date: 3/16/2020

Keyword:

| Event Name | Day | Date | Duration | Venue |
|------------------------------|-----|-----------------------|----------|----------------------|
| Noir Fest 3 Full Series Pass | Sun | Mar 1, 2020 | 0h 0m | Agile Theatre |
| Noir Fest 3 5-Pack Tickets | Sun | Mar 1, 2020 | 0h 0m | Agile Theatre |
| A HIDDEN LIFE | Mon | Mar 9, 2020 12:00 PM | 2h 53m | Agile Theatre 1 |
| PARASITE | Mon | Mar 9, 2020 2:00 PM | 2h 12m | Agile Screening Room |
| LITTLE WOMEN | Mon | Mar 9, 2020 2:40 PM | 2h 15m | Agile Theatre 2 |
| 63 UP | Mon | Mar 9, 2020 3:20 PM | 2h 25m | Agile Theatre 1 |
| A HIDDEN LIFE | Mon | Mar 9, 2020 4:40 PM | 2h 53m | Agile Screening Room |
| LITTLE WOMEN | Mon | Mar 9, 2020 5:30 PM | 2h 15m | Agile Theatre 2 |
| FANTASTIC FUNGI | Mon | Mar 9, 2020 6:10 PM | 1h 21m | Agile Theatre 1 |
| PARASITE | Mon | Mar 9, 2020 8:00 PM | 2h 12m | Agile Theatre 1 |
| 63 UP | Mon | Mar 9, 2020 8:10 PM | 2h 25m | Agile Screening Room |
| LITTLE WOMEN | Mon | Mar 9, 2020 8:20 PM | 2h 15m | Agile Theatre 2 |
| COMMANDO | Tue | Mar 10, 2020 11:59 PM | 1h 30m | Agile Theatre 2 |
| BLAST OF SILENCE | Wed | Mar 11, 2020 11:30 AM | 1h 17m | Agile Theatre 2 |
| POP | Wed | Mar 11, 2020 1:15 PM | 1h 20m | Agile Theatre 2 |

Include Cancelled

Depending on how you looked up an order, you may need to find the specific order you are wanting to maintain. The search results in Order Maintenance can be sorted several different ways. Two of the most helpful sorting methods are by **Name** and **Order Date**.

| | | | | | |
|------------|---|-----|------------------------------------|----------------------|-----|
| Order # | <input type="text"/> | ✓ | Last orders for | Agile Admin - Regis | ✓ |
| Last Name | Agile | ✓ | Last orders you sold or maintained | | ✓ |
| | <input type="checkbox"/> Exact Match | | Barcode | <input type="text"/> | ✓ |
| Customer # | <input type="text"/> | ✓ 🔍 | Membership | (All) | ✓ 🔍 |
| Document # | <input type="text"/> | ✓ | Member # | <input type="text"/> | |
| | <input type="checkbox"/> Credit Card <input type="checkbox"/> Gift Card | | List orders for an event | | 🔍 |

| Name | Order # | Order Date | Org |
|-------------|---------|--------------------|---------------|
| Agile, Joe | 76446 | 4/23/2015 8:59 AM | Agile Theatre |
| Agile, Joe | 76435 | 4/21/2015 10:56 AM | Agile Theatre |
| Agile, Joe | 76434 | 4/21/2015 10:33 AM | Agile Theatre |
| Agile, Joe | 76431 | 4/21/2015 8:44 AM | Agile Sports |
| Agile, Joe | 76430 | 4/20/2015 5:15 PM | Agile Theatre |
| Agile, Joe | 76427 | 4/20/2015 5:08 PM | Agile Theatre |
| Agile, Joe | 76423 | 4/20/2015 4:51 PM | Agile Theatre |
| Agile, Mary | 66430 | 4/16/2015 11:59 AM | Agile Sports |
| Agile, Bill | 66429 | 4/16/2015 11:19 AM | Agile Sports |
| Agile, Mary | 66427 | 4/16/2015 10:38 AM | Agile Sports |
| Agile, Joe | 66426 | 4/16/2015 10:24 AM | Agile Sports |
| Agile, Joe | 66422 | 4/9/2015 3:06 PM | Agile Theatre |

Once you have identified the order you wish to edit, double-click the order and make the desired changes.