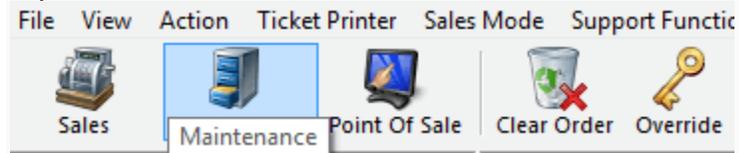


Order Maintenance: Viewing Specific Orders or Last Orders Sold or Maintained

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:

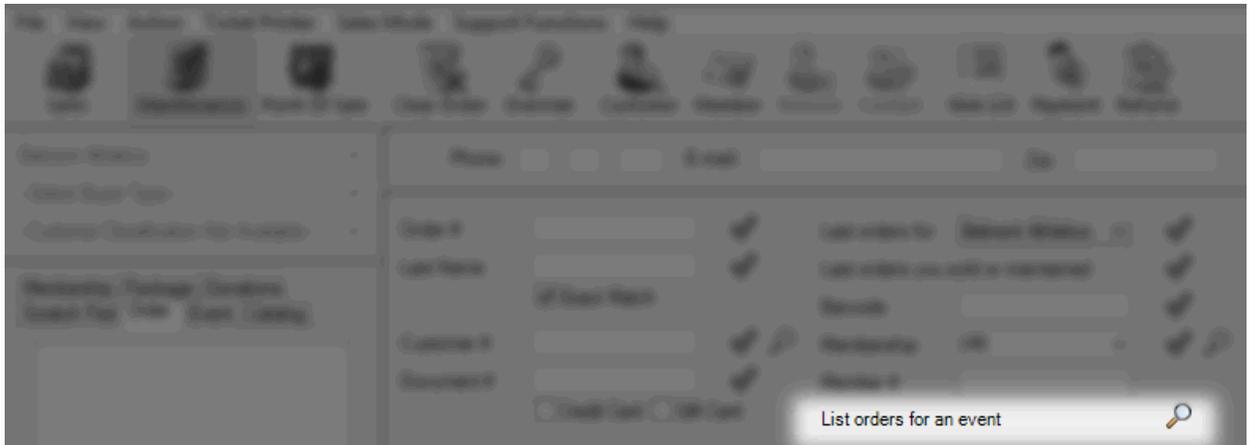
- **Order Number:** Brings up a specific order.
- **Last Name:** Brings up the orders for every person with that last name in the system.
- **Customer Number:** Brings up all the orders that a customer has purchased. If you do not know a customer number, click the magnifying glass to bring up the Customer 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
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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.