

# 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)

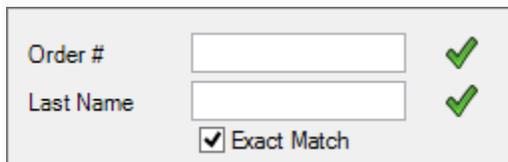
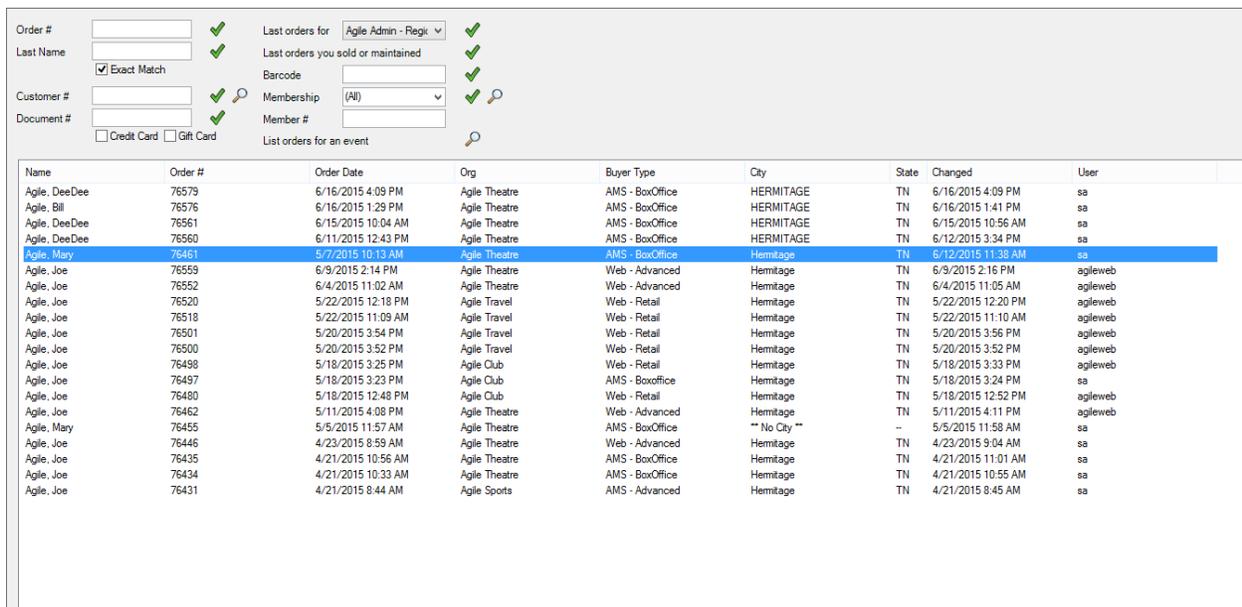


Image 2

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



Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agle, DeeDee	76579	6/16/2015 4:09 PM	Agle Theatre	AMS - BoxOffice	HERMITAGE	TN	6/16/2015 4:09 PM	sa
Agle, Bill	76576	6/16/2015 1:29 PM	Agle Theatre	AMS - BoxOffice	HERMITAGE	TN	6/16/2015 1:41 PM	sa
Agle, DeeDee	76561	6/15/2015 10:04 AM	Agle Theatre	AMS - BoxOffice	HERMITAGE	TN	6/15/2015 10:56 AM	sa
Agle, DeeDee	76560	6/11/2015 12:43 PM	Agle Theatre	AMS - BoxOffice	HERMITAGE	TN	6/12/2015 3:34 PM	sa
Agle, Mary	76461	5/7/2015 10:13 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	6/12/2015 11:38 AM	sa
Agle, Joe	76559	6/9/2015 2:14 PM	Agle Theatre	Web - Advanced	Hermitage	TN	6/9/2015 2:16 PM	agleweb
Agle, Joe	76552	6/4/2015 11:02 AM	Agle Theatre	Web - Advanced	Hermitage	TN	6/4/2015 11:05 AM	agleweb
Agle, Joe	76520	5/22/2015 12:18 PM	Agle Travel	Web - Retail	Hermitage	TN	5/22/2015 12:20 PM	agleweb
Agle, Joe	76518	5/22/2015 11:09 AM	Agle Travel	Web - Retail	Hermitage	TN	5/22/2015 11:10 AM	agleweb
Agle, Joe	76501	5/20/2015 3:54 PM	Agle Travel	Web - Retail	Hermitage	TN	5/20/2015 3:56 PM	agleweb
Agle, Joe	76500	5/20/2015 3:52 PM	Agle Travel	Web - Retail	Hermitage	TN	5/20/2015 3:52 PM	agleweb
Agle, Joe	76498	5/18/2015 3:25 PM	Agle Club	Web - Retail	Hermitage	TN	5/18/2015 3:33 PM	agleweb
Agle, Joe	76497	5/18/2015 3:23 PM	Agle Club	AMS - Boxoffice	Hermitage	TN	5/18/2015 3:24 PM	sa
Agle, Joe	76480	5/18/2015 12:48 PM	Agle Club	Web - Retail	Hermitage	TN	5/18/2015 12:52 PM	agleweb
Agle, Joe	76462	5/11/2015 4:08 PM	Agle Theatre	Web - Advanced	Hermitage	TN	5/11/2015 4:11 PM	agleweb
Agle, Mary	76455	5/5/2015 11:57 AM	AMS - BoxOffice	AMS - BoxOffice	"" No City ""	--	5/5/2015 11:58 AM	sa
Agle, Joe	76446	4/23/2015 8:59 AM	Agle Theatre	Web - Advanced	Hermitage	TN	4/23/2015 9:04 AM	sa
Agle, Joe	76435	4/21/2015 10:56 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 11:01 AM	sa
Agle, Joe	76434	4/21/2015 10:33 AM	Agle Theatre	AMS - BoxOffice	Hermitage	TN	4/21/2015 10:55 AM	sa
Agle, Joe	76431	4/21/2015 8:44 AM	Agle Sports	AMS - Advanced	Hermitage	TN	4/21/2015 8:45 AM	sa

Image 3

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

The screenshot shows the top section of the 'Item Summary' page. At the top left, there is a user icon and 'Customer #: 23640'. Below this, there are three columns of information:

- Billing Address:** Mary Agile, 4124 Central Pike, Hermitage, TN 37076. This section is highlighted with a yellow box and a mouse cursor is pointing at it.
- Shipping Address:** Mary Agile, 4124 Central Pike, Hermitage, TN 37076.
- Credit Info:** Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, Deferred Balance: \$0.00.

Below the address sections is a table titled 'Item Summary' with columns: Event Name, Event Time, Venue, Price, Fee, Service Fee, Delivery, Sold For, Transaction, and Fulfilled. The table contains one main row for 'Bride Flight' with a sub-row for '2 General Admission - General Admission'. Below the table is a 'Delivery Fee' section with options for 'E-Delivery' and 'Will Call', both showing a price of \$0.00. At the bottom right, there is a 'Proceed >' button.

Image 4

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

The screenshot shows a modal window titled 'Address' with a close button (X) in the top right corner. The window has two tabs: 'General' (selected) and 'Notes'. The 'General' tab contains the following fields:

- A dropdown menu with the value '4124 Central Pike'.
- A dropdown menu for 'Country' with the value 'United States'.
- A text input field for 'Address 1' with the value '4124 Central Pike'.
- An empty text input field for 'Address 2'.
- A text input field for 'City' with the value 'Hermitage'.
- A dropdown menu for 'State / Province' with the value 'Tennessee'.
- A text input field for 'Zip' with the value '37076'.

At the bottom of the window, there are two buttons: 'OK' and 'Cancel'.

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)

Address dialog box showing the 'General' tab. The dropdown menu is open, displaying '4124 Central Pike' as the selected address, with '(Add New Address)' highlighted below it. Other options include '4124 Central Pike'. Below the dropdown are input fields for 'Address 2', 'City' (Hermitage), 'State / Province' (Tennessee), and 'Zip' (37076). 'OK' and 'Cancel' buttons are at the bottom.

Image 6

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

Customer #: 23640

Billing Address: Mary Agile, 1313 Mockingbird Dr., HERMITAGE, TN 37076

Shipping Address: Mary Agile, 4124 Central Pike, Hermitage, TN 37076

Credit Info: Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, Deferred Balance: \$0.00

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
Bill Cunningham New York	9/15/2015 7:15 AM	Central Pike Cinema				Will Call - No Charge			
2 General Admission - General Admission									
Ticket			\$10.00	\$0.00	\$0.00			88277	
Ticket			\$10.00	\$0.00	\$0.00			88277	

Delivery Fee: Will Call, Delivery Price Type: No Charge, Delivery Fee: \$0.00, Transaction: 88277

Proceed >

Image 7

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

Customer #: 23640

<b>Billing Address</b> Mary Agile 1313 Mockingbird Dr. HERMITAGE, TN 37076	<b>Shipping Address</b> Mary Agile 4124 Central Pike Hermitage, TN 37076	<b>Credit Info</b> Credit Limit: Available Credit: Account Balance: Deferred Balance:
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<b>Payment Information</b> Amount: 0.00 (Choose Method) [v] Document Number: Card Holder Name: Expiration Date: (Mo.) [v] (Year) [v] Security Code:  Training Mode Active	<b>Summary Info</b> Transaction Number: 88287 Subtotal: \$0.00 Ticket Fees: \$0.00 Service Fees: \$0.00 Order Fees: \$0.00 Delivery Fees: \$0.00 Donations: \$0.00 Tax: \$0.00 Total: \$0.00 Minimum Due: \$0.00	<b>Payment Total:</b> <b>Current Balance Due:</b>
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Apply Payment **Finalize** \$1 \$5 \$10 \$20 \$50 \$100 Exact Change

Image 8