Renewing a Package

1. Log into Agile Sales.

Username	usemame	
Password	******	
Domain	domain	
	● Sales ○ Admin	

2. Cash In.

A gile Demo - Sales (DEMO) - Powered by Agile Ticketing

File	View Action Ti	cket Printer Sales N	Node Support Funct	tions Help
	Clear Order	Ctrl+C		L D. Page
	Agent	>	Cash In/Out	
	Customer	>	Override	Ctrl+0
	Assign Terminal		Change Passw	ord
	Credit Card Swipe	F7	Designal Dullatia Des	
	No Sale	Ctrl+Shift+N	negional Bulletin Boa	IU.

3. Select the correct **Buyer Type** (Season Pass Holder, Season Ticket Renewal, etc.). This tells the system that we are only looking at specific subscriber information for renewal purposes.

File \	/iew	Action	Ticke	t Printer	Sale
Sal	es	Mainte	enance	Point Of	f Sale
Agile U	Iniversi	ty			~
AMS -	Advan	ced			~
AMS - (AMS - (Corpora Group(Seasor	Agent) Pass Ho	lder		
Men Men Won Won	s Bask s Volle nen's E nens V	etball (B/ yball (MV Basketball olleyball (ASK) (olly) (WB) (WVolly)	1	

4. Select the **Package** tab.



5. Click the **Sales Organization** where the **Package** is built and select the season subscription package that you will be renewing.

Agile Demo - Sales (DEMO) - Powered by Agile Ticketing

File View Action Ticket Printer Sales	Mode Support Functions Help	
Sales Maintenance Point Of Sale	Clear Order Override Customer America Remove Contact Item List A	Sayment (Sayment Sayment Sayme
Agile University 🗸 🗸	Phone: E-mail: Z	lip:
AMS - Season Pass Holder 🛛 🗸 🗸		
-Optional Customer Classification V	Inventory Open V Restricted Prices	
Catalan Denation Front Cft Coul	Name	Group
Membership Package	2016-17 Volleyball	2016-17 Athletics
Mens Basketball (BASK) Mens Volleyball (MVolly) Women's Basketball (WB) Womens Volleyball (WVolly)		

6. Click the **Get Associated Passholders** icon to search for the existing subscriber.



A Customer	Search						672		×
Last Name:	agile	City:		Me	mber #:				
First Name: [State:		~ Me	mbership	Not Found	~		
Phone:		Zip:				Exact Name Match	2		
Email:		Customer #:				Search For Business	<u> </u>		
Records Per F	Page: 20 🜲	Search			Sh	ow Disabled Customer			
LastName	First Name	Customer #	Street 1	City	State	e Zip	Pa	arent Name	1
* agile	Christy	23637	4124 Central	Hermitage	TN	37076			
* Agile	DeeDee	63952	1313 Mocki	ANTIOCH	TN	37013			
* Agile	Dot	73945	1234 Street	HERMITAC	GE TN	37076			
* Agile	Dotty	73995	1123 Agile S	HERMITAC	GE TN	37076			
* Agile	, lill	23722	4124 Central	HERMITA	GE TN	37076			
* Agile	Joe	23541	4124 Central	Hermitage	TN	37076			
- Agile	John	94272	424 Central	HERMITAC	ae in	37076			
* Agile	Mary	23640	4124 Central	Hermitage	TN	37076			
* Agile	Melinda	23542	4124 Central	Hermitage	TN	37076			
* Agile	Peter	73946	1234 My Str	HERMITAC	GE TN	37076			
* Agile	William	23718	4124 Central	HERMITA	GE TN	37076			
* indicates cu	istomer has order	s							
Previous	Next V	New Add Ne	w				OK	Car	ncel

7. Once you have selected the subscriber's information, you will see the seats that they had last year.

<mark>⊡ </mark> Jimmy Smith	Regular Adult	~	
Full Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 9
Joe Agile	Regular Adult	~	
Full Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 8
🔽 Joe Agile	Regular Adult	~	
	Degular Adult		

- 8. If the customer is renewing the exact same seats as last season:
 - Check mark the seats.

J Vimmy Smith	Regular Adult	~	
Full Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 9
Joe Agile	Regular Adult	~	
Full Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 8
Joe Agile	Regular Adult	~	
Los Agile	Dogular Adult		1
M 🗆 👎 î 🗕 🧶 🌡	la 🗙		

• Click the **Renew** button to add the seats to the order.



• Click Proceed to get to the Item Summary screen.

2016-17 Volleyball	Base Price	Fee	Delivery	Transaction	Fulfilled
Jimmy Smith	\$20.00	\$0.00			
2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	First, confirm that the order is correct.
Joe Agile	\$20.00	\$0.00			
					Then, click Proceed
2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	to finalize the order.
3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	
4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	
5/15/2017 12:00 PM	A <mark>g</mark> ile Arena	Reserved	Statium - Center / B / 110	139693	
Joe Agile	\$20.00	\$0.00			
2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 109	139693	
	2016-17 Volleyball Jimmy Smith 2/15/2017 12:00 PM 3/15/2017 12:00 PM 4/15/2017 12:00 PM Joe Agile 2/15/2017 12:00 PM 3/15/2017 12:00 PM 4/15/2017 12:00 PM 5/15/2017 12:00 PM 5/15/2017 12:00 PM	2016-17 Volleyball Base Price Jimmy Smith \$20.00 2/15/2017 12:00 PM Agile Arena 3/15/2017 12:00 PM Agile Arena 4/15/2017 12:00 PM Agile Arena Joe Agile \$20.00 Joe Agile \$20.00 2/15/2017 12:00 PM Agile Arena Joe Agile \$20.00 2/15/2017 12:00 PM Agile Arena 3/15/2017 12:00 PM Agile Arena 3/15/2017 12:00 PM Agile Arena 4/15/2017 12:00 PM Agile Arena 5/15/2017 12:00 PM Agile Arena Joe Agile \$20.00 2/15/2017 12:00 PM Agile Arena Joe Agile \$20.00	2016-17 Volleybal Base Price Fee Jimmy Smith \$20.00 \$0.00 2/15/2017 12:00 PM Agile Arena Reserved 3/15/2017 12:00 PM Agile Arena Reserved 4/15/2017 12:00 PM Agile Arena Reserved Joe Agile \$20.00 \$0.00 Joe Agile \$20.00 \$0.00 2/15/2017 12:00 PM Agile Arena Reserved Joe Agile \$20.00 \$0.00 2/15/2017 12:00 PM Agile Arena Reserved 3/15/2017 12:00 PM Agile Arena Reserved 4/15/2017 12:00 PM Agile Arena Reserved 4/15/2017 12:00 PM Agile Arena Reserved Joe Agile \$20.00 \$0.00 Joe Agile \$20.00 \$0.00	2016-17 VolleybalBase PriceFeeDeliveryJimmy Smith\$20:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1113/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1114/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1115/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 111Joe Agile\$20:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 110Joe Agile\$20:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1103/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1103/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1105/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 1105/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 110Joe Agile\$20:00\$0:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 110Joe Agile\$20:00\$0:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 110Joe Agile\$20:00\$0:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 110Joe Agile\$20:00\$0:00\$0:002/15/2017 12:00 PMAgile ArenaReservedStatium - Center / B / 109 <td>2016-17 Volleyball Base Price Fee Delivery Transaction Jimmy Smith \$20.00 \$0.00 \$0.00 \$100<</td>	2016-17 Volleyball Base Price Fee Delivery Transaction Jimmy Smith \$20.00 \$0.00 \$0.00 \$100<

- Confirm that everything is correct in the order.
- Click **Proceed** to get to the **Payment** screen.

Reset	Renew	Add	Proceed >>
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- Take payment and finalize the transaction.
- 9. If the customer wants to renew less seats:
 - Check mark the seats that the customer does not want to renew.

🗉 🗹 Jimmy Smith	Regular Adult	~				
ull Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 9			
Joe Agile	Regular Adult	~				
Full Season Ticket	Greer Stadium		Lower Reserved - M / 12 / 8			
Joe Agile	Regular Adult	~	Check the seats that the			
- 🗆 Ion Anila 🖌 🗖 🗜 🎦 23 2			customer does not want to renew			

- Click the Red X to remove those
 - seats.
- Check the boxes next to the remaining seats in the package.

ile Arena	Statium - Center / A / 101	
egular Adult 🗸 🗸 🗸		Chack the boxes
ile Arena	Statium - Center / E / 102	novt to the soats
egular Adult 🛛 🗸 🗸		to be renewed
ile Arena	Statium - Center / C / 101	to be renewed.
	ile Arena gular Adult ∨ ile Arena	ile Arena Statium - Center / E / 102 gular Adult ~ Statium - Center / C / 101

• Select the **Renew** button and proceed to the **Item Summary** screen.

☐ ✓ Joe Agile	Regular Adult	~									
2015-16 VolleyBall	Agile Arena		Statium - Center /	/A/101							
□ Jimmy Smith	Regular Adult	~									
2015-16 VolleyBall	Agile Arena		Statium - Center /	/ E / 102							
🕞 🗹 Joe Agile	Regular Adult	~									
2015-16 VolleyBall	Agile Arena		Statium - Center /	C / 101							
⊻ □ !* 1_ 2 2	×										
🖂 🔳 2017 Home Games											-
E 2017 Volleyhall ATSU	TIXNASH	2/15/20	17 12-00 PM Ar	nile Arena	Reserved	Reserved	(109 Avail)				
⊻ □ ↓* 1_								Reset	Renew	Add	Proceed >>

 Confirm that everything in the order is correct. Click Proceed to take payment and finalize the order.

D	D	A 1 1	
Reset	Kenew	Add	Proceed >:

10. If the renewing subscriber wants to renew their package but change their seats:

• Get Associated Passholder by searching for the

subscriber.



• In the bottom panel below their existing seats, click the **Blue Seat** icon.

Inventory Open	Restricted Price	s 🚺									
Name 2016-17 Volleyball			Gr 20	oup 16-17 Athletics				C E	Drg BASK	Sale Status On Sale	
Cli Joe Agile 2015-16 VolleyBall Cli Joe Agile 2015-16 VolleyBall Cli Jimmy Smith 2015-16 VolleyBall M □ ↓ 1 - 20 2	Regular Adult Agile Arena Regular Adult Agile Arena Regular Adult Agile Arena	Statium - Cer Statium - Cer Statium - Cer Statium - Cer	nter / E / 101 nter / A / 101 nter / E / 102			I	Click th to look a	e Blue S t the sea	Seat i ating	con chart.	~
	v. TIXNASH 2/ 1)	15/2017 12:00 PM (Multiplier	Agile Arena Mandatory	Reserved	Reserved	(109 Avail)	29				Î
2017 Volleyball ATSU O of 5 Regular Adult	v. TIXNASH 3/ 1)	15/2017 1:00 PM (Multiplier	Agile Arena Mandatory	Reserved	Reserved	(109 Avail)	Reset	Renew	Add	Proceed >:	~

- Click the section where the customer wishes to move.
- On the seating map, choose the new seats for this package and click Add.



• Click OK to close the seating chart and then click Proceed to go to the Item

	Reset	Renew	Add	Proceed >>
Summary screen.	- 14	on III		

• The new seats should be in the cart. **Proceed** to the payment screen to finalize the transaction.

Billing Address Joe Agile 4124 Central PK Hermitage, TN 37076		Shipping Address Joe Agile 4124 Central PK Hermitage, TN 37076				Credit Info Credit Limit: Available Credit: Account Balance:		
						Deferred Balance:		
ltem Summary								
2016-17 Athletics	2016-17 Volleyball	Base Price	Fee		Delivery	Transaction F	ulfilled	
Regular Adult	Jimmy Smith	\$20.00	\$0.00					
⊒ 2017 Home Games	and the second second			and the second second				
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 115		139694		
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / F / 115		139694		
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 115		139694		
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 115		139694		
Regular Adult	Joe Agile	\$20.00	\$0.00					
⊒ 🗌 2017 Home Games								
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 114		139694	Confirm that	
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / F / 114		139694	the new seat	
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 114		139694	assignments	
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 114		139694	are correct.	
Regular Adult	Joe Agile	\$20.00	\$0.00					
⊒ 2017 Home Games								
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 113		139694		
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / F / 113		139694		
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 113		139694		
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 113		139694		
Regular Adult	Joe Agile	\$20.00	\$ 0.00					
2017 Home Games	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 112		139694		
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / F / 112		139694		
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 112		139694		
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 112		139694		
Regular Adult ⊒	Jimmy Smith	\$20.00	\$0.00				Click Proceed.	
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 111		139694	×	
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / F / 111		139694		
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / F / 111		139694		