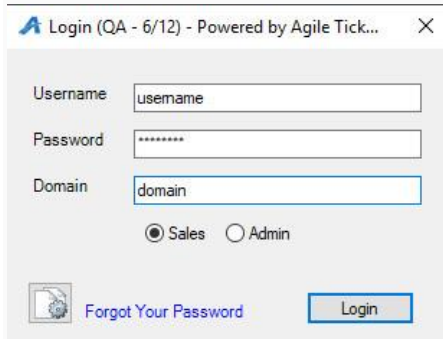


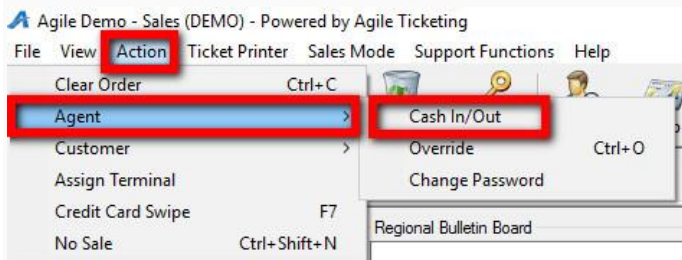
Renewing a Package

1. Log into Agile Sales.

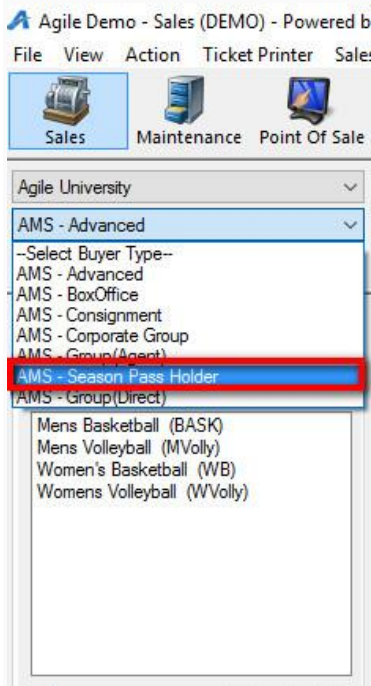


A screenshot of a login window titled "Login (QA - 6/12) - Powered by Agile Tick...". It contains three input fields: "Username" with the text "username", "Password" with a masked field of seven asterisks, and "Domain" with the text "domain". Below the fields are two radio buttons: "Sales" (selected) and "Admin". At the bottom left is a "Forgot Your Password" link with a small icon, and at the bottom right is a "Login" button.

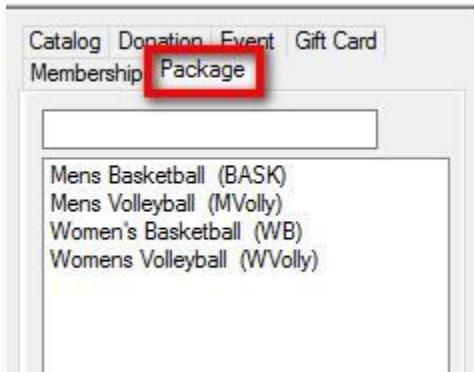
2. Cash In.



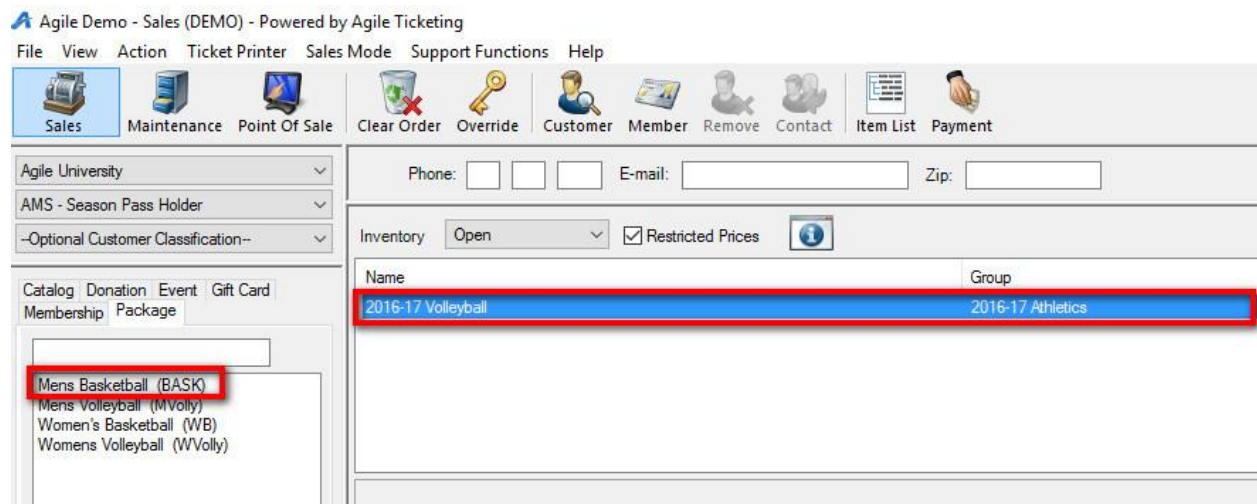
3. Select the correct **Buyer Type** (**Season Pass Holder**, **Season Ticket Renewal**, etc.). This tells the system that we are only looking at specific subscriber information for renewal purposes.



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.



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



Customer Search

Last Name: City: Member #:
 First Name: State: Membership:
 Phone: Zip: Exact Name Match
 Email: Customer #: Search For Business
 Records Per Page: Show Disabled Customer

Last Name	First Name	Customer #	Street 1	City	State	Zip	Parent Name
* agile	Christy	23637	4124 Central...	Hermitage	TN	37076	
* Agile	DeeDee	63952	1313 Mocki...	ANTIOCH	TN	37013	
* Agile	Dot	73945	1234 Street ...	HERMITAGE	TN	37076	
* Agile	Dotty	73995	1123 Agile S...	HERMITAGE	TN	37076	
* Agile	Jill	23772	4124 Central...	HERMITAGE	TN	37076	
* Agile	Joe	23541	4124 Central...	Hermitage	TN	37076	
* Agile	John	94272	424 Central ...	HERMITAGE	TN	37076	
* Agile	Mary	23640	4124 Central...	Hermitage	TN	37076	
* Agile	Melinda	23542	4124 Central...	Hermitage	TN	37076	
* Agile	Peter	73946	1234 My Str...	HERMITAGE	TN	37076	
* Agile	William	23718	4124 Central...	HERMITAGE	TN	37076	

* indicates customer has orders

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

<input checked="" type="checkbox"/>	Jimmy Smith	Regular Adult	
	Full Season Ticket	Greer Stadium	Lower Reserved - M / 12 / 9
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	Full Season Ticket	Greer Stadium	Lower Reserved - M / 12 / 8
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	

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

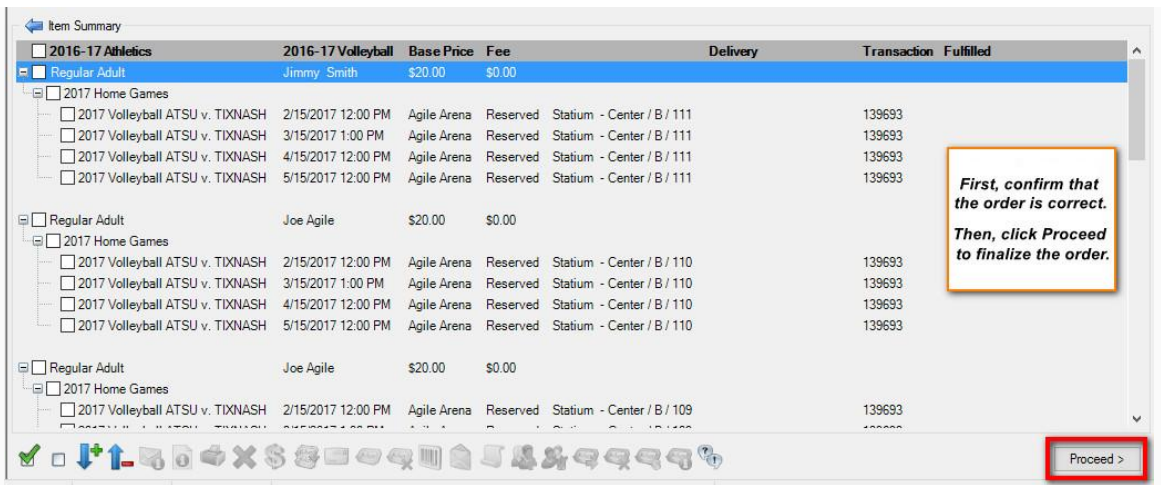
- Check mark the seats.

<input checked="" type="checkbox"/>	Jimmy Smith	Regular Adult	
	Full Season Ticket	Greer Stadium	Lower Reserved - M / 12 / 9
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	Full Season Ticket	Greer Stadium	Lower Reserved - M / 12 / 8
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	

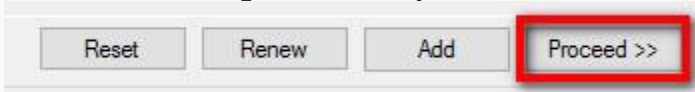
- Click the **Renew** button to add the seats to the order.



- Click **Proceed** to get to the **Item Summary** screen.



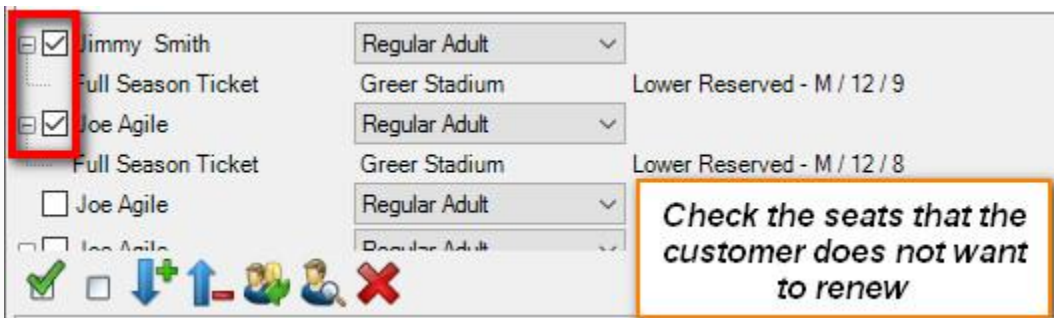
- Confirm that everything is correct in the order.
- Click **Proceed** to get to the **Payment** screen.



- 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.



- Click the **Red X** to remove those seats.



- Check the boxes next to the remaining seats in the package.

<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / A / 101
<input checked="" type="checkbox"/>	Jimmy Smith	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / E / 102
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / C / 101

Check the boxes next to the seats to be renewed.

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

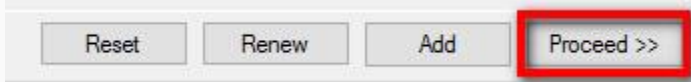
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / A / 101
<input checked="" type="checkbox"/>	Jimmy Smith	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / E / 102
<input checked="" type="checkbox"/>	Joe Agile	Regular Adult	
	2015-16 VolleyBall	Agile Arena	Stadium - Center / C / 101

2017 Home Games

<input checked="" type="checkbox"/>	2017 Volleyball ATSU v TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Reserved	(109 Avail)	
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Reset **Renew** Add Proceed >>

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



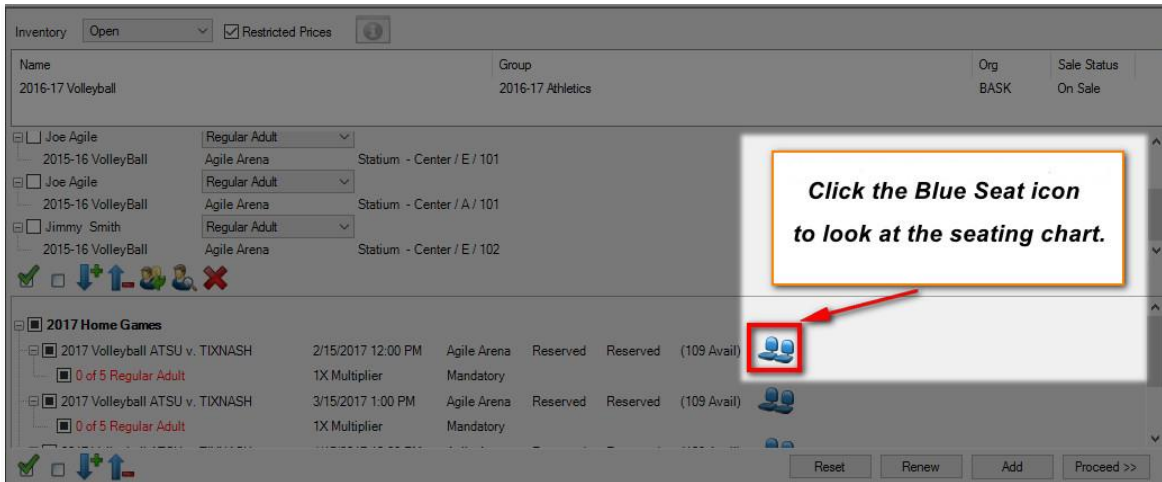
10. If the renewing subscriber wants to renew their package but change their seats:

- Get Associated Passholder** by searching for the

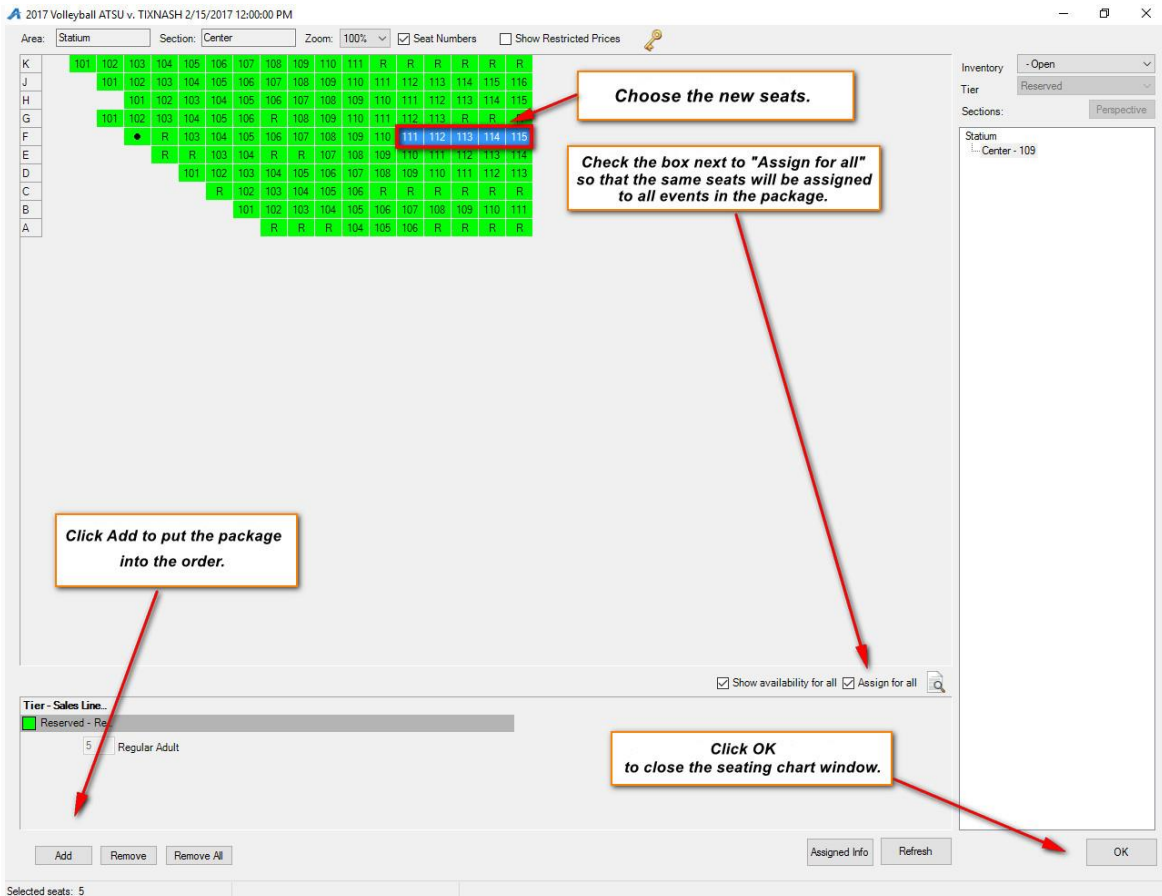


subscriber.

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



- 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**

Summary screen.



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

Customer #: 23541

Billing Address	Shipping Address	Credit Info
Joe Agile 4124 Central PK Hermitage, TN 37076	Joe Agile 4124 Central PK Hermitage, TN 37076	Credit Limit: \$0.00 Available Credit: \$0.00 Account Balance: \$0.00 Deferred Balance: \$0.00

Item Summary

2016-17 Athletics	2016-17 Volleyball	Base Price	Fee	Delivery	Transaction	Fulfilled
<input type="checkbox"/> Regular Adult	Jimmy Smith	\$20.00	\$0.00			
<input type="checkbox"/> 2017 Home Games						
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 115	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Stadium - Center / F / 115	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 115	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 115	139694	
<input type="checkbox"/> Regular Adult	Joe Agile	\$20.00	\$0.00			
<input type="checkbox"/> 2017 Home Games						
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 114	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Stadium - Center / F / 114	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 114	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 114	139694	
<input type="checkbox"/> Regular Adult	Joe Agile	\$20.00	\$0.00			
<input type="checkbox"/> 2017 Home Games						
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 113	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Stadium - Center / F / 113	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 113	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 113	139694	
<input type="checkbox"/> Regular Adult	Joe Agile	\$20.00	\$0.00			
<input type="checkbox"/> 2017 Home Games						
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 112	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Stadium - Center / F / 112	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 112	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 112	139694	
<input type="checkbox"/> Regular Adult	Jimmy Smith	\$20.00	\$0.00			
<input type="checkbox"/> 2017 Home Games						
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 111	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Stadium - Center / F / 111	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 111	139694	
<input type="checkbox"/> 2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Stadium - Center / F / 111	139694	

Confirm that the new seat assignments are correct.

Click Proceed.

Proceed >