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	1ode Suppor	t Functions	Help
	Clear Order	Ctrl+C		9	
	Agent	>	Cash In/	/Out	
	Customer	>	Override	2	Ctrl+0
	Assign Terminal		Change	Password	
	Credit Card Swipe	F7	Desired Dulla	and Densel	
	No Sale	Ctrl+Shift+N	Regional Bulle	tin board	

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 Vi	ew a	Action	Ticke	t Printer	Sale
Sale	5	Mainte	enance	Point Of	f Sale
Agile Un	iversity	r			~
AMS - A	dvanc	ed			~
AMS - Co AMS - Go AMS - So	eason	gent) Pass Ho			
Mens Wome	Baske Volleyi en's Ba	tball (B/ ball (MV sketball lleyball ((WB)		

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		Iist Payment
Agile University \sim	Phone: E-mail:	Zip:
AMS - Season Pass Holder 🛛 🗸 🗸		
-Optional Customer Classification \sim	Inventory Open V Restricted Prices	
Catalog Donation Event Gift Card	Name	Group
Membership Package	2016-17 Volieyball	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		×
.ast Name:	agile	City:		Me	mber #:				
First Name:		State:		~ Me	mbership	Not Found	~		
Phone:		Zip:				Exact Name Match	2		
Email:	Settle Settle	Customer #:				Search For Business	~		
Records Per P	Page: 20 🜲	Search			Sh	ow Disabled Customer [
LastName	First Name	Customer #	Street 1	City	State	e Zip	Pa	arent Name	T.
* 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	HERMITAC	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	HERMITAC	GE TN	37076			
* indianter	stomer has order	-							
indicates cu	stomer has order	S				191		1.12	
Previous	Next V	/iew 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	~	
	Dogular Adult		

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

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	~	
Ins Agile	Dogular Adult		
M 🗅 🖵 î- 🧶	🍐 🗙		

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

Table to Table to Tab	Tax Inc.	****					
r.PL				-	Renew	Add	Proceed >>

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

2016-17 Athletics	2016-17 Volleyball	Base Price	Fee	Deliver	ry Transaction	Fulfilled
🗏 🔜 Regular Adult	Jimmy Smith	\$20.00	\$0.00			
🖃 🗌 2017 Home Games						
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 111	139693	First, confirm that the order is correct.
🕀 🔜 Regular Adult	Joe Agile	\$20.00	\$0.00			
🗐 🗌 2017 Home Games						Then, click Proceed
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	to finalize the order.
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	1 million (1997)
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	
2017 Volleyball ATSU v. TIXNASH	5/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 110	139693	
Regular Adult	Joe Agile	\$20.00	\$0.00			
2017 Home Games	2/15/2017 12:00 PM	Agile Arena	Reserved	Statium - Center / B / 109	139693	
					400000	

- 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	~		
² 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	
🗹 🗆 🗜 1_ 28 2	Decular Adult		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.

Joe Agile	Regular Adult	~	
2015-16 VolleyBall	Agile Arena	Statium - Center / A / 101	
Jimmy Smith	Regular Adult	~	Check the boxes
2015-16 VolleyBall	Agile Arena	Statium - Center / E / 102	next to the seats
Joe Agile	Regular Adult	~	to be renewed.
2015-16 VolleyBall	Agile Arena	Statium - Center / C / 101	to be renewed.
🖌 🗆 👫 🕇 🔊 🖓	2 🗙		

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

🖂 Joe Agile	Regular Adult	Y	
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
🖌 o 🗜 1_ 24 (b. 🗙		
2017 Home Games			
E 2017 Volleyhall ATSI	V TIXNASH	2/15/20	17.12:00 PM Anile Arena Reserved Reserved (109 Avail)
			Reset Renew Add Proceed >>

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

	D	A 1 1	D L.
Reset	Renew	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				oup 16-17 Athletics					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 / A / 101			I	Click th to look a	e Blue S t the sea			~
		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/	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.		en di		

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

Billing Address Joe Agile 4124 Central PK	Shipping Add Joe Agile 4124 Central	I PK		Credit Info Credit Limit: Available Credit: Account Balance:				
Hermitage, TN 37076		Hermitage, TN 37076				Deferred Balance:		
📁 Item Summary								
2016-17 Athletics	2016-17 Volleyball	Base Price			Delivery	Transaction	Fulfilled	
Regular Adult	Jimmy Smith	\$20.00	\$0.00					
2017 Home Games			2000					
2017 Volleyball ATSU v. TIXNASH	2/15/2017 12:00 PM	Agile Arena				139694		
2017 Volleyball ATSU v. TIXNASH	3/15/2017 1:00 PM	Agile Arena				139694		
2017 Volleyball ATSU v. TIXNASH	4/15/2017 12:00 PM	Agile Arena				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	<mark>\$</mark> 0.00					
2017 Home Games 2017 Volleyball ATSU v. TIXNASH	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		
