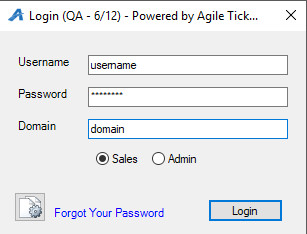
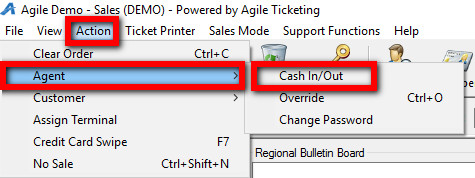
Renewing a Package

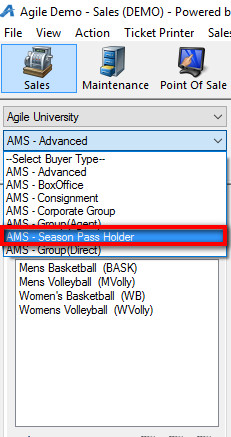
1. Log into **Agile Sales**.



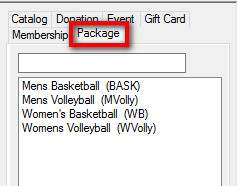
2. **Cash In**.

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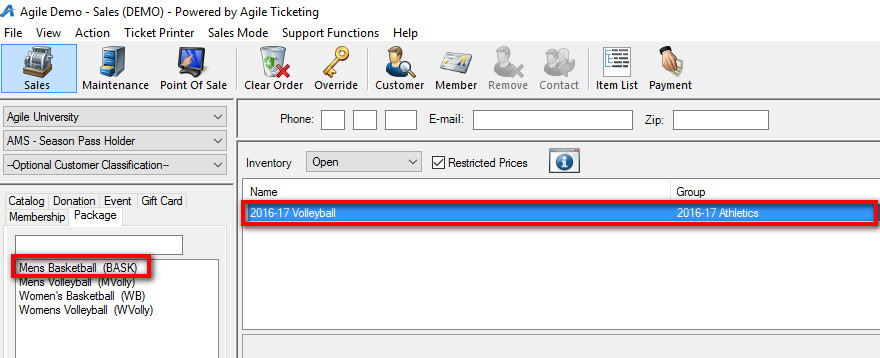
3. Select the correct **Buyer Type** (**Season Pass Holder**, **Season Ticket Renewal**, etc.). This tells the system that we are only looking at specific subscriber information for renewal purposes.



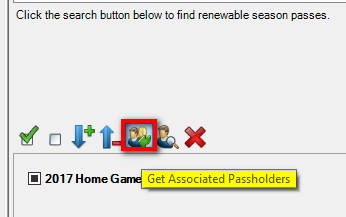
4. Select the **Package** tab.

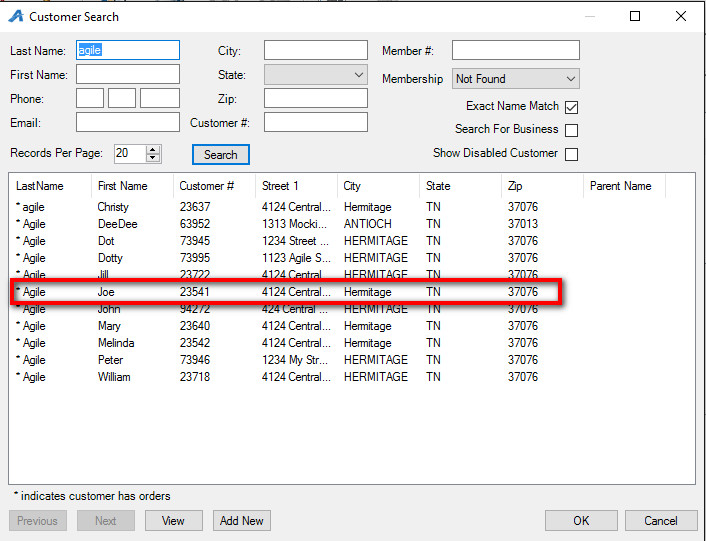


5. Click the **Sales Organization** where the **Package** is built and select the season subscription package that you will be renewing.

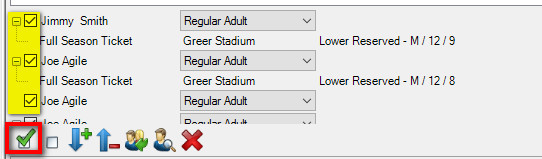
[](https://support.agiletix.com/hc/en-us/article_attachments/206787903/RSP5.jpg)

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



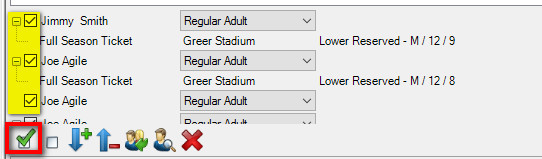
[](https://support.agiletix.com/hc/en-us/article_attachments/206779926/RSP7.jpg)

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



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

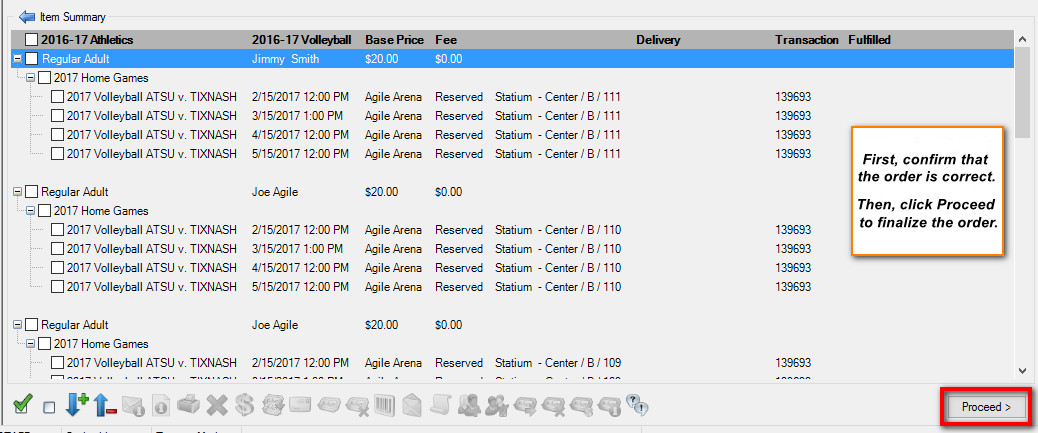
* Check mark the seats.

[](https://support.agiletix.com/hc/en-us/article_attachments/206787923/RSP8.jpg)

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

[](https://support.agiletix.com/hc/en-us/article_attachments/206779946/RSP9.jpg)

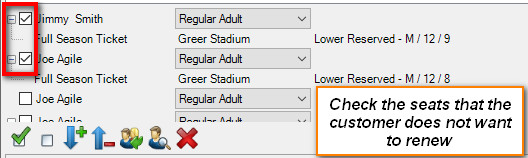
* Click **Proceed** to get to the **Item Summary** screen.

[](https://support.agiletix.com/hc/article_attachments/360052539371/RPstep8.3edit.jpg)

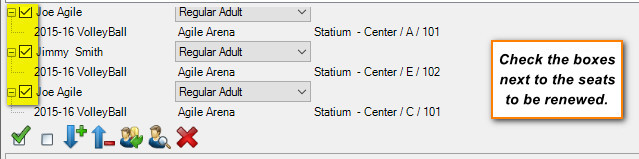
* Confirm that everything is correct in the order.
* Click **Proceed** to get to the **Payment** screen.
* 
* Take payment and finalize the transaction.

9. If the customer wants to renew less seats:

* Check mark the seats that the customer does not want to renew.

[](https://support.agiletix.com/hc/en-us/article_attachments/206787963/RSP11.jpg)

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

[](https://support.agiletix.com/hc/article_attachments/360052542351/RPstep9.3edit.jpg)

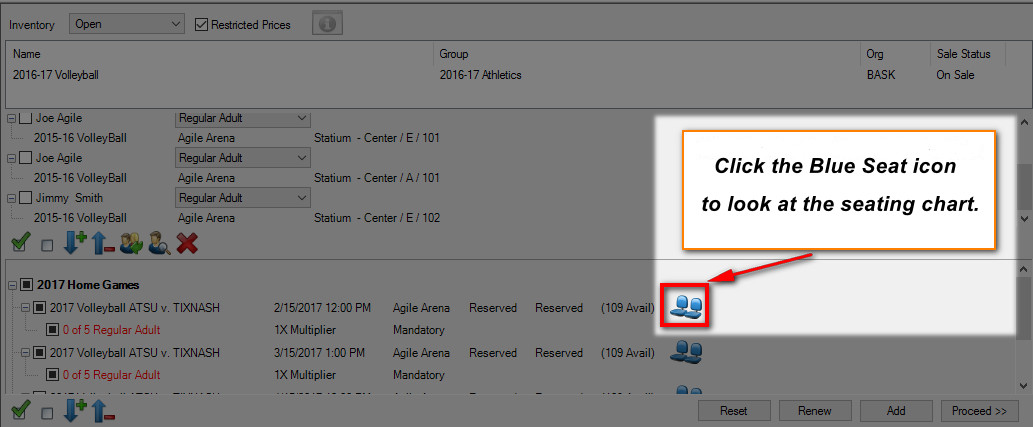
* Select the **Renew** button and proceed to the **Item Summary** screen.

[](https://support.agiletix.com/hc/en-us/article_attachments/206780026/RSP14.jpg)

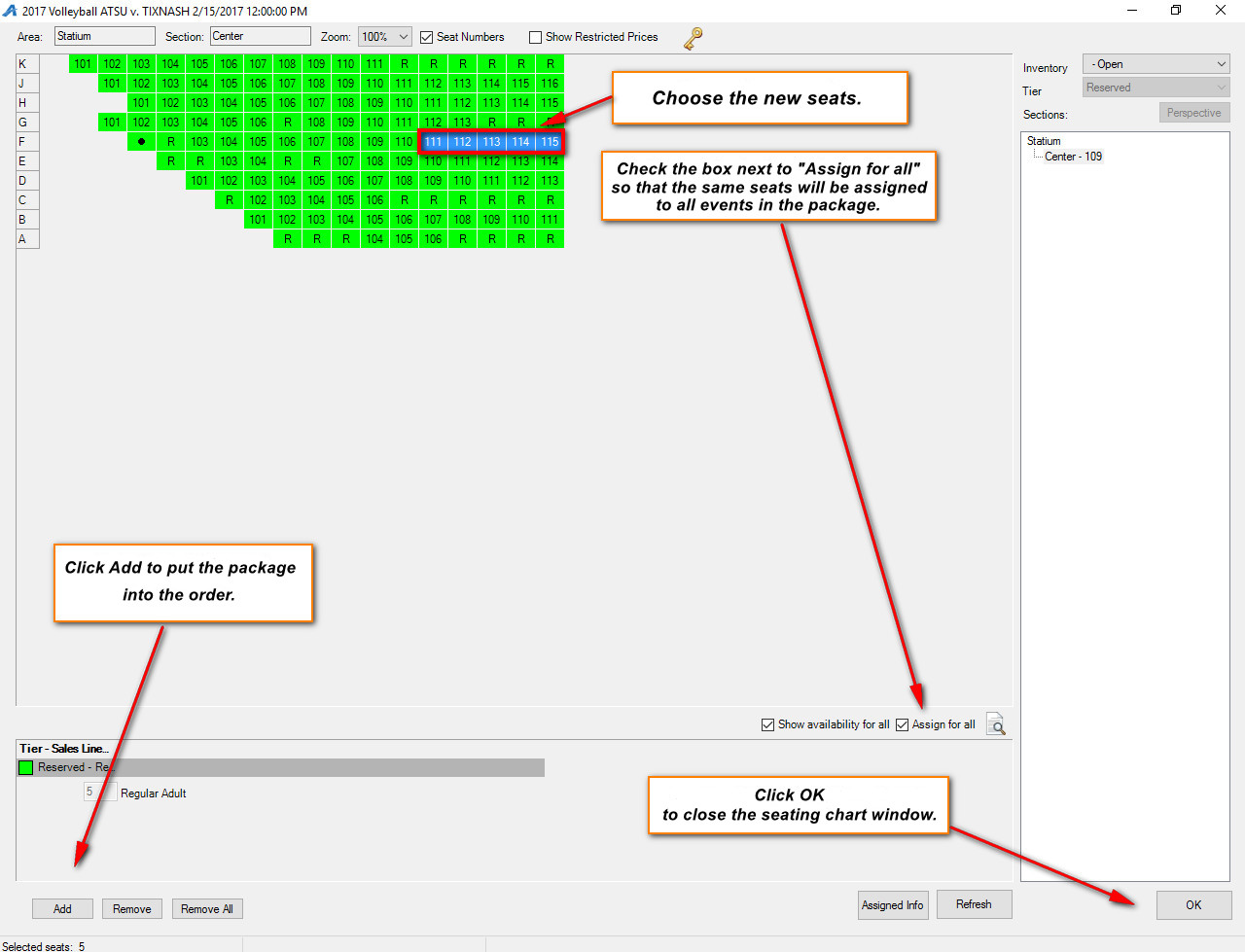
* Confirm that everything in the order is correct. Click **Proceed** to take payment and finalize the order.                                                                   

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

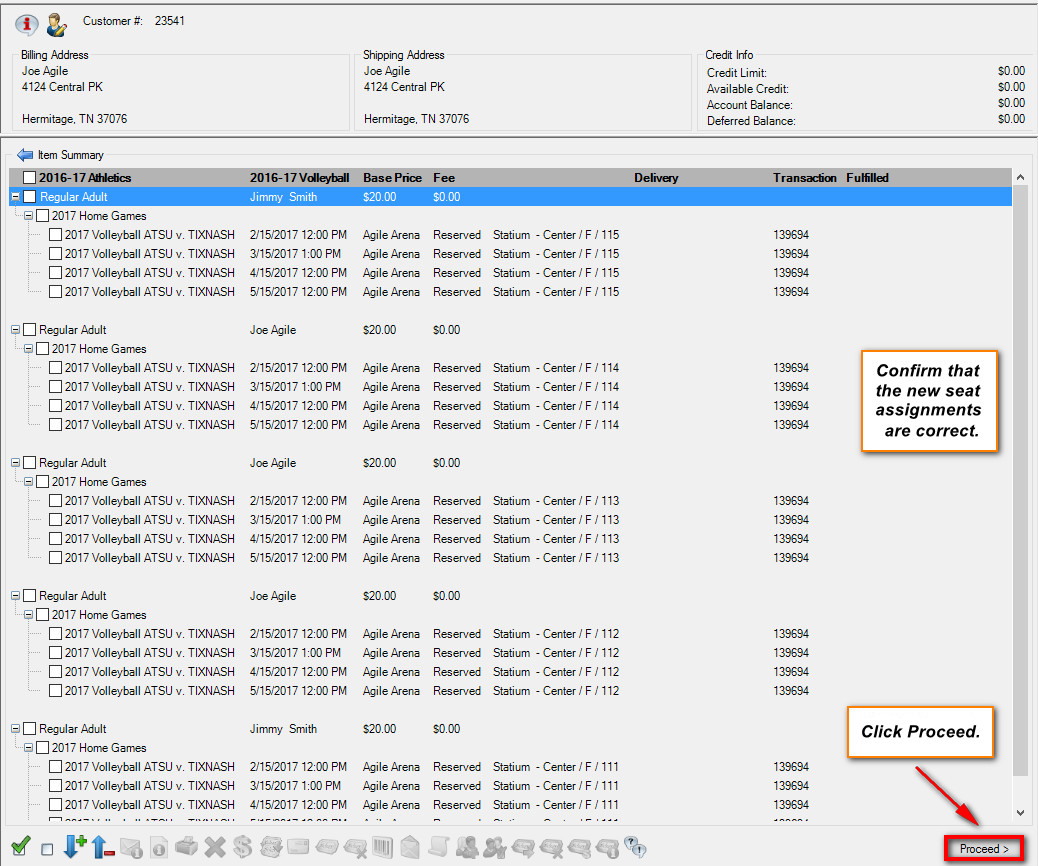
* **Get Associated Passholder** by searching for the subscriber.         
* In the bottom panel below their existing seats, click the **Blue Seat** icon.

[](https://support.agiletix.com/hc/article_attachments/360052544131/RPstep10.2edit.jpg)

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

[](https://support.agiletix.com/hc/article_attachments/360052553351/RPstep10.3edit.jpg)

* 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.

[](https://support.agiletix.com/hc/article_attachments/360052445192/RPstep10.5edit.jpg)