Exchanging Tickets
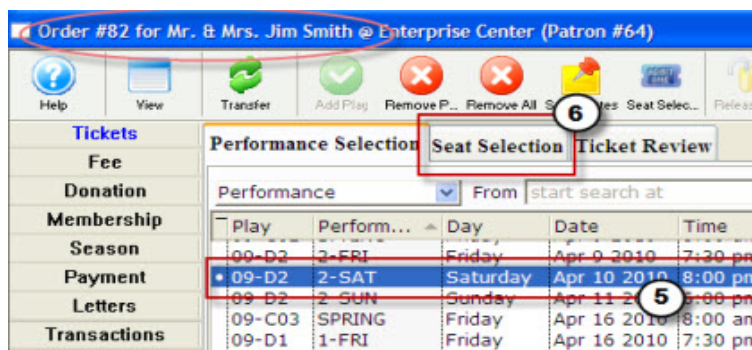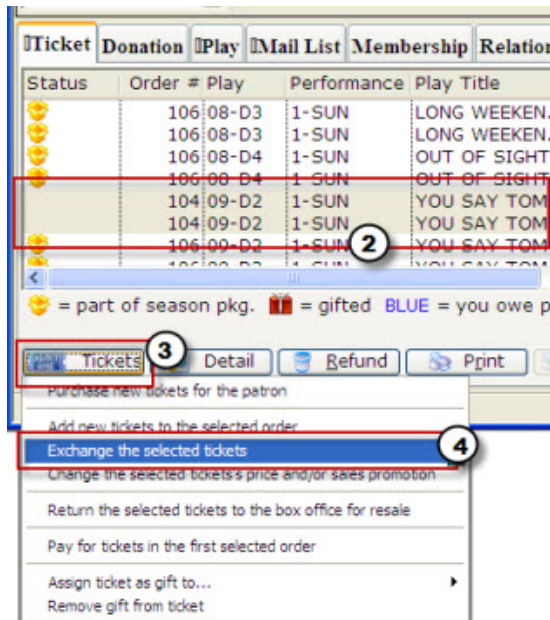
In exchanging tickets, the patron is purchasing new tickets to replace the selected tickets.
Throughout the process you can back out from exchanging the patron's tickets and the original tickets are still sold to the patron.
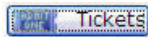To exchange the tickets, you would perform the following steps:

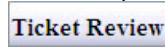Open the Patron record for the Patron who wants to exchange their ticket
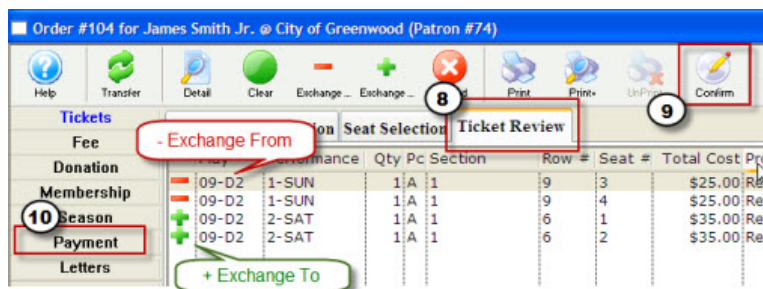
1. Click the **Patron** `Patrons` button in the tool bar. The Contact List window opens.

   Enter your search criteria and click the **Search** button.
   The Contact List window displays the patrons matching your entry. Highlight the one you want. Double-click to open the Patron window.
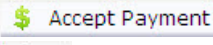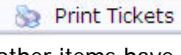
2. Highlight the tickets to be exchanged.

3. Click the **Tickets** `Tickets` button. The function selection list opens.

4. Choose **[Exchange the selected tickets]**. The Performance Selection window opens.

5. Select the list of performances that the patron wants to exchange the tickets for.

6. Click the **Seat Selection** `Seat Selec...` button or `Seat Selection` tab. The Ticket Sale Window opens with the information for the selected performance.

7. Choose the seats that the patron wants to exchange the original tickets for.

8. When complete, click the **Ticket Review** `Ticket Review` tab.

9. Click the **Confirm** `Confirm` button to complete the ticket exchange.

10. Click the **Payment** `Payments` button.

11. Click the **Accept Payment** `Accept Payment` or **Print Tickets** `Print Tickets` button. The tickets and any other items have been purchased.

Clicking Accept Payment finalizes the exchange, clicking Print Tickets finalizes the exchange and prints the new tickets. The original tickets are returned to inventory when either button is clicked. They can now be purchased again.